

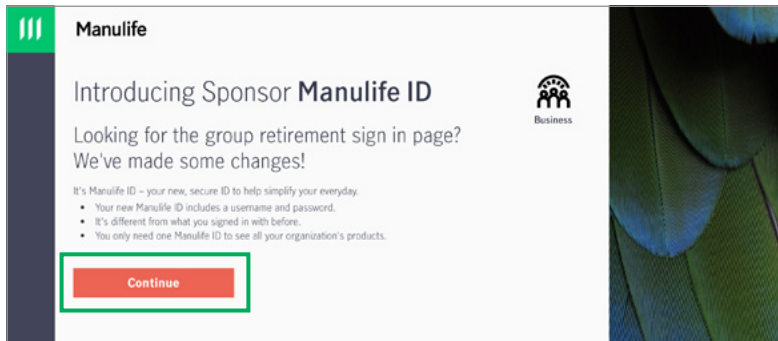
# How to set up your Sponsor Manulife ID

Sponsor Manulife ID is a single, secure username and password for accessing Manulife products and services. It replaces your old credentials with one ID and helps simplify your online business interactions with us. **Follow the steps below to set up your Sponsor Manulife ID and connect your Group Retirement account.**

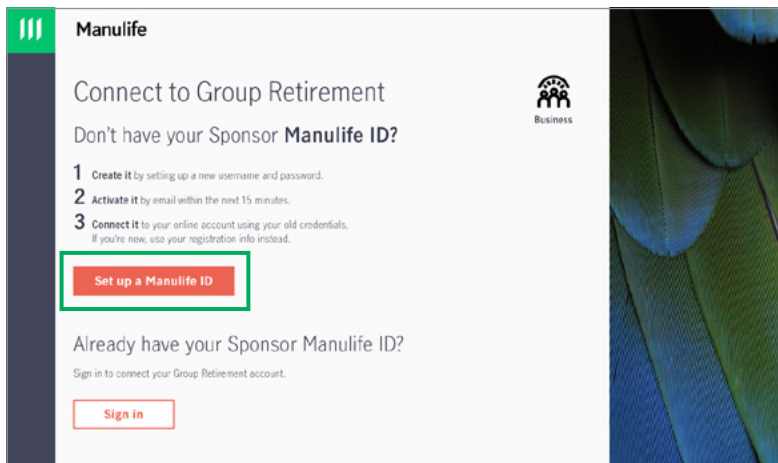
## Setting up your Sponsor Manulife ID

You'll need to create a new Manulife ID to access Group Retirement.

1. Go to [manulife.ca/GRO](http://manulife.ca/GRO). Under *Not a plan member?*, click **Plan Sponsor sign in**.
2. Click **Continue**.



3. Click **Set up a Manulife ID**.



With Sponsor Manulife ID, you get



All-around security



Easy setup



Same great experience

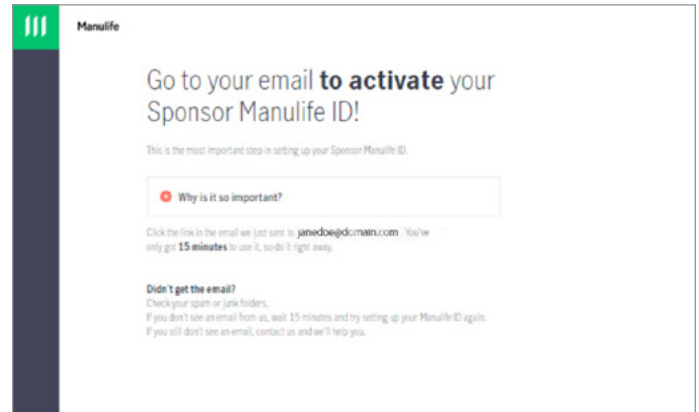
4. As a new user, you'll enter your **name**, **date of birth**, and **email**. You'll need to pick a unique **username** and **password**.

There are **Show more** links that will provide tips on the different steps.

Click **Continue**

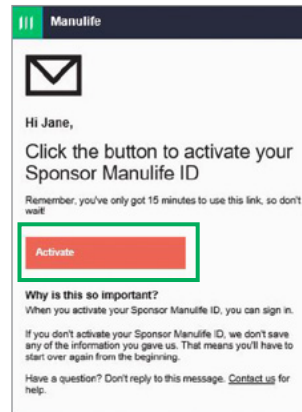
The screenshot shows the Manulife registration page. At the top, it says "Set up your Sponsor Manulife ID". Below this, there are several sections: "Let's set up your single, secure ID for everything Manulife", "Fill out everything, unless we've marked something optional.", "First name" (text input), "Last name" (text input), "Date of birth" (Day, Month, and Year dropdowns), "Email" (text input), "Pick a username and password" (Username text input, Password text input with a "SHOW" button, and Re-enter your password text input with a "SHOW" button). A red "Continue" button is highlighted with a green box. At the bottom, there is a "Sign in instead" button.

5. You'll receive an activation email to continue setting up your Sponsor Manulife ID.



Click the **Activate** button in the email we sent you to activate your Sponsor Manulife ID.

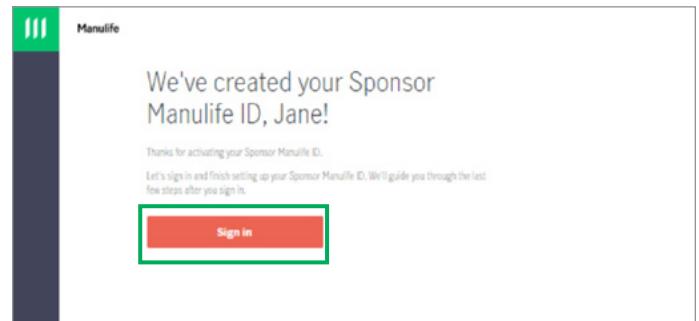
**This is the most important step for setting up your Sponsor Manulife ID!**



**Note:** After the activation email arrives in your inbox, you only have 15 minutes to activate your ID. So, do it right away!

6. Once you click **Activate**, we'll redirect you to a page where we'll let you know that your Sponsor Manulife ID has been activated.

Click **Sign in**.



7. Use your new Sponsor Manulife ID username and password to **Sign in**.

The screenshot shows the Manulife sign-in page. At the top left is the Manulife logo. The main heading is "Sign in with your Sponsor Manulife ID". Below this, there is a sub-heading "Your Sponsor Manulife ID is a single, secure username and password." and a note "Fill out everything. Unless we've marked something optional." There are two input fields: "Username" and "Password". The "Username" field has a "Remember username" checkbox and a "Forgot your username?" link. The "Password" field has a "SHOW" button and a "Forgot your password?" link. A red "Sign in" button is highlighted with a green box. To the right, a box titled "You will be able to access" lists: "Can't find the product you're looking for?", "Sign in to the other Manulife products", "Looking to sign in for personal accounts?", "Manulife ID sign in", "Looking to sign in as an Advisor?", and "Advisor Manulife ID sign in". Below the sign-in fields, there is a link "Don't have a Sponsor Manulife ID?" and a red "Set up a Sponsor Manulife ID" button. At the bottom, there is a link "What's a Sponsor Manulife ID?".

## Add a mobile number

8. When prompted, add your mobile number to keep your Sponsor Manulife ID secure.

Enter your mobile number and click **Continue**.

The screenshot shows the Manulife mobile number verification page. At the top left is the Manulife logo. The main heading is "Hi Jane! Let's add a mobile number to your Sponsor Manulife ID". Below this, there is a sub-heading "Why add a mobile number?" and a note "We use this mobile number to keep your Sponsor Manulife ID secure. So we'd only use it for things like texting you a one-time code." There is a "Mobile number" input field with a dropdown menu showing "+1" and a text input field. A red "Continue" button is highlighted with a green box. Below it is a red "Don't have a mobile number" button.

9. A verification text with a code will be sent to your mobile number. This code will be required to proceed.

Enter the code sent to your mobile and click **Continue**.

**Note:** After the verification text arrives, you only have 15 minutes to use the code. So, do it right away!

The screenshot shows the Manulife mobile number confirmation page. At the top left is the Manulife logo. The main heading is "Let's confirm your mobile number". Below this, there is a sub-heading "We just sent a one-time code to 123-456-7890. You've got 15 minutes to use it." There is a "Code" input field. A red "Continue" button is highlighted with a green box. Below it, there is a link "Get a new code". Further down, there is a section "Didn't get the code?" with a sub-heading "Check your mobile number—and make sure you've picked the right country code!" and a note "If 123-456-7890 isn't right, you can go back and add a different mobile number. Or you can skip this step for now and do it later." There are two buttons: "Go back" and "Don't have a mobile number".



**Congratulations, your Sponsor Manulife ID is created! Now, let's connect your Group Retirement account.**

# Connecting your Group Retirement account to your Sponsor Manulife ID

Once you've created your Sponsor Manulife ID, you'll need to connect your Group Retirement account to your Sponsor Manulife ID. You'll only need to connect your account once. If prompted, select Group Retirement from your available products.

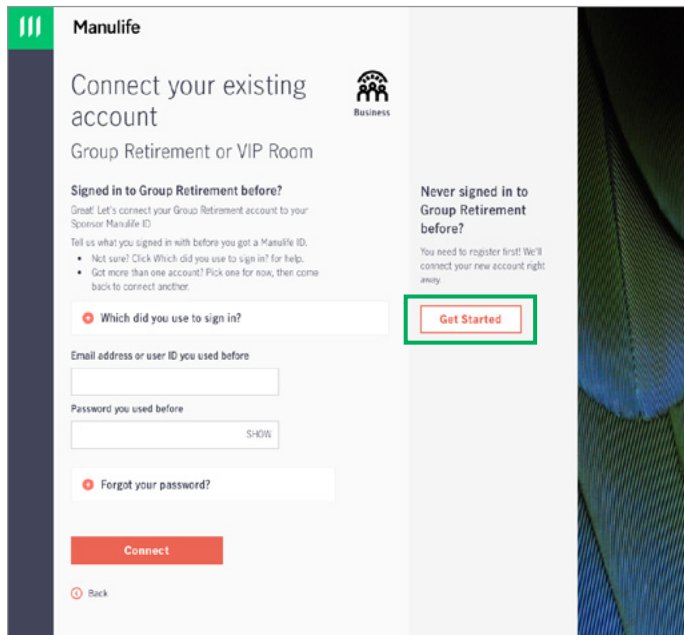
## Have you signed in to Group Retirement before?

If you already have a Sponsor Group Retirement or VIP room account, you'll need to connect them to your Sponsor Manulife ID. **Go to Step 4 below.**

## Never signed in to Group Retirement before?

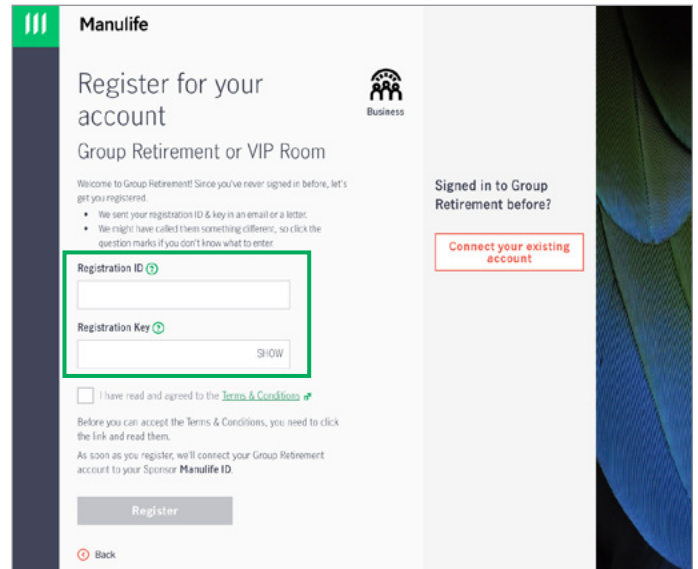
If you've never signed in to the Group Retirement site, you'll need to register first. **Go to Step 1 below.**

### 1. Click Get started.



### 2. Enter your Registration ID and Registration Key. You can find your Registration ID and Registration Key in an email or letter we sent to you. We might have called them something different, so click the question marks if you don't know what to enter.

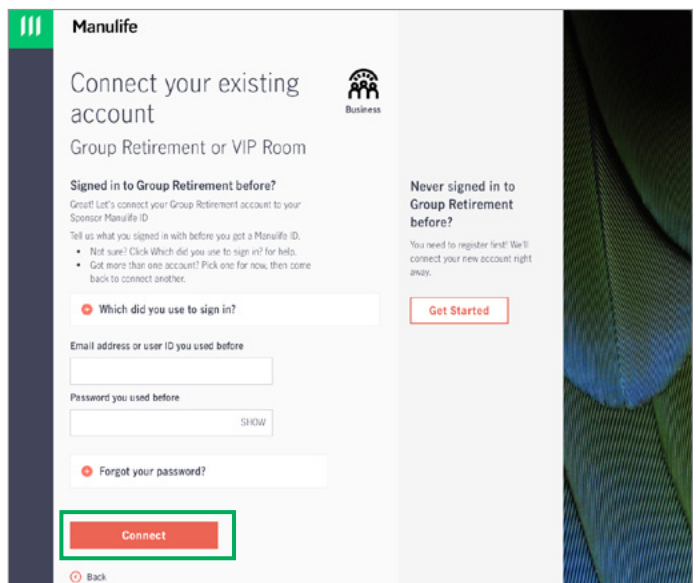
**Note:** This is different from your Sponsor Manulife ID credentials. If you need help with gathering this information, please contact us at 1-888-713-7788.



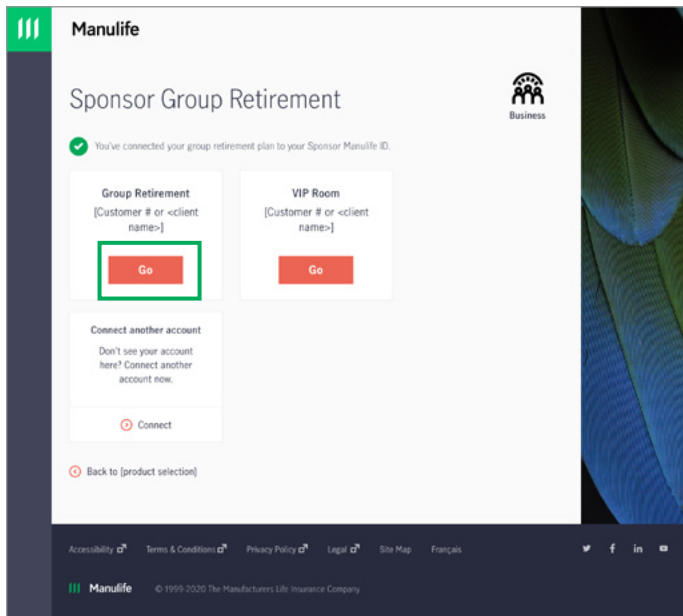
### 3. Click on the link to read the Terms & Conditions. Check the box to indicate that you've read and agree to the Terms & Conditions, then click Register.

**Go to Step 5 below.**

### 4. To connect your existing Group Retirement or VIP room account, enter the credentials you used to sign in to your account before you created your new Sponsor Manulife ID, then click Connect.



5. The next screen will show you all your connected Group Retirement accounts. Click **Go** to open an account.



**Note:** If you currently use multiple sign-in credentials, you'll need to connect each separately. Under *Connect another account*, click **Connect** and follow the instructions in Step 4 to connect all your existing credentials.



**Congratulations, your Group Retirement account(s) are now connected to your Sponsor Manulife ID.**

### **Need help?**

If you have questions about your new Sponsor Manulife ID or need help setting it up, call us Monday to Friday, 8 am to 6 pm ET, at 1-888-713-7788.

For questions about your group retirement plans, contact your Manulife representative.

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