

How to set up your **Manulife ID**

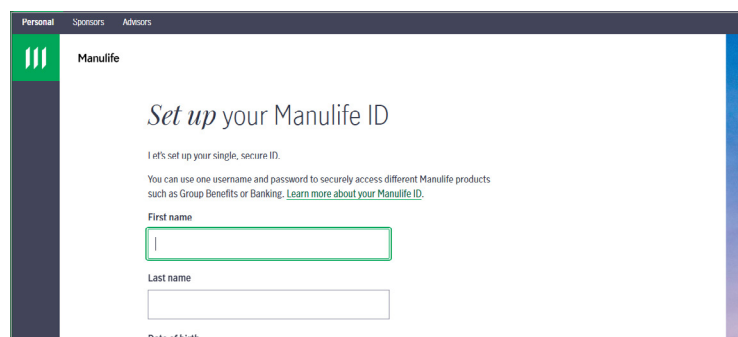
Manulife ID is a single, secure username and password for accessing Manulife products and services. **Follow the steps below to set up your Manulife ID and connect your Individual Insurance account.**

If you already have a Manulife ID, go to page 4 for instructions to connect your individual insurance policy to your ID.

Setting up your Manulife ID

If you don't have one yet, you'll need to create a new Manulife ID to access your Individual insurance policy.

1. Go to id.manulife.ca/register to register



The screenshot shows the Manulife website's 'Set up your Manulife ID' page. The page has a dark blue header with the Manulife logo and navigation links: 'Personal', 'Sponsors', and 'Advisors'. The main content area is white and features the heading 'Set up your Manulife ID'. Below the heading, there is a subheading 'Let's set up your single, secure ID.' and a paragraph explaining that users can use one username and password to access different Manulife products, such as Group Benefits or Banking, with a link to 'Learn more about your Manulife ID.' The form includes three input fields: 'First name' (with a green border), 'Last name', and 'Date of birth'.

With **Manulife ID**, you get:



All-around
security



Easy setup

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

The screenshot shows the 'Set up your Manulife ID' form. It includes fields for First name, Last name, Date of birth (Day, Month, Year), and Email. Below these is a 'Language for email' section with radio buttons for English and French. A red box highlights the 'Continue' button. At the bottom, there is a 'Sign in instead' button.

Note: If you see the below screen, you may have already created a Manulife ID. If you remember your username, click **Sign in**. If you don't remember it or if you're not sure you created one, click **Forgot username**.

The screenshot shows a message: 'Hang on – it looks like you might already have a Manulife ID'. It explains that the user may have already created one or it was created for them. A red box highlights the 'Forgot username' button. Below it is a 'Sign in' button. At the bottom, there is a link to 'Create a new Manulife ID anyway'.

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

The screenshot shows an email from Manulife with the subject 'Go to your email to activate your Manulife ID!'. It states that this is the most important step in setting up the ID. A red box highlights the 'Why is it so important?' section. Below it, there is a link to activate the ID and a note that the link is valid for 15 minutes. At the bottom, there is a 'Didn't get the email?' section with instructions on what to do if the email is not received.

Click 'Activate' in the email to confirm your account. **You only have 15 minutes to do so.**

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

This screenshot is similar to the previous one, but it highlights the 'Activate' button with a red box. It also shows the 'Why is this so important?' section and the 'Didn't get the email?' section.

4. After you click **Activate**, we'll redirect you to a page where we'll let you know that your Manulife ID has been activated. Click **Sign in**.

The screenshot shows a message: 'We've created your Manulife ID, Kirra!'. It thanks the user for activating their ID and guides them through the final steps. A red box highlights the 'Sign in' button.

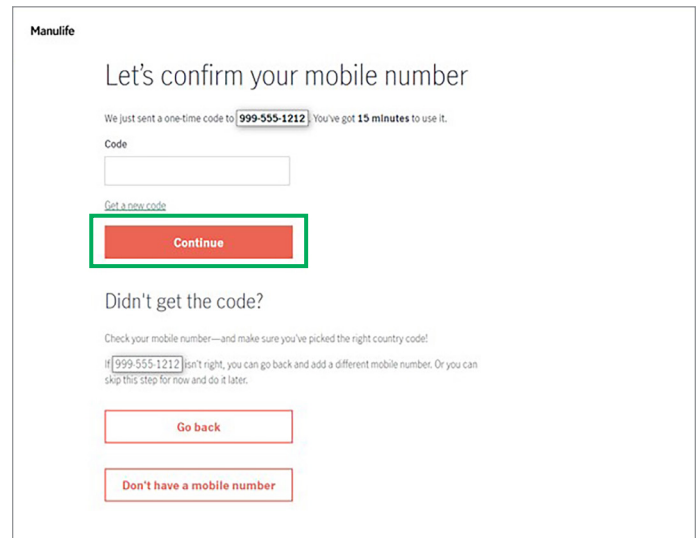
5. Use your new Manulife ID username and password to **sign in**.



The image shows the Manulife sign-in page. At the top, it says "Sign in with your Manulife ID". Below this, there's a section "Please fill out everything." with fields for "Username" and "Password". There are links for "Remember username?", "Forgot your username?", and "Forgot your password?". A red "Sign in" button is highlighted with a green border. Below the sign-in fields, there's a link "Don't have a Manulife ID?" and a red "Set up a Manulife ID" button. On the right side, there's a box titled "You will be able to access" listing various services like Group Benefits, Group Retirement or VIP Room, Manulife Risk, Manulife Securities, Manulife Investment Management, Manulife Vitality, Manulife Private Wealth, and SecureServe®. There are also links for "Looking for a different Manulife site?", "Looking to sign in as an Advisor?", and "Looking to sign in as a Sponsor?".

7. A verification text with a code will be sent to your mobile number.

- You'll need this code to proceed.
- Enter the code and click **Continue**.
- **Note:** After the verification text arrives, you only have 15 minutes to use the code. So, do it right away!

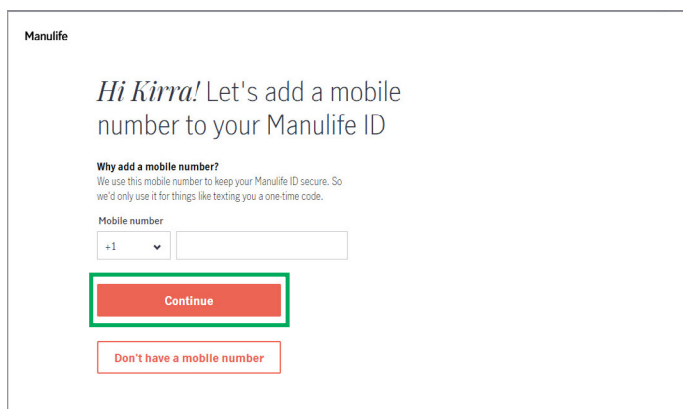


The image shows the Manulife page for confirming a mobile number. It says "Let's confirm your mobile number". Below this, it says "We just sent a one-time code to 999-555-1212. You've got 15 minutes to use it." There's a field for "Code" and a red "Continue" button highlighted with a green border. Below the code field, there's a link "Get a new code". Below the "Continue" button, there's a section "Didn't get the code?" with a link "Check your mobile number—and make sure you've picked the right country code!". It says "If 999-555-1212 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".

Add a mobile number

6. If prompted, add your mobile number to keep your Manulife ID secure.

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



The image shows the Manulife page for adding a mobile number. It says "Hi Kirra! Let's add a mobile number to your Manulife ID". Below this, there's a section "Why add a mobile number?" with text "We use this mobile number to keep your Manulife ID secure. So we'd only use it for things like texting you a one-time code." There's a field for "Mobile number" with a dropdown menu showing "+1" and a red "Continue" button highlighted with a green border. Below the "Continue" button, there's a link "Don't have a mobile number".

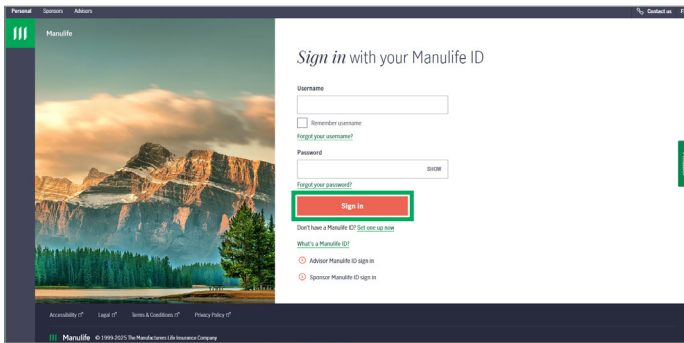


Congratulations, your Manulife ID is created!
Now, let's connect your individual insurance (term life, Critical Illness and/or disability insurance) policy to your Manulife ID.

How to connect your individual insurance policy to your Manulife ID

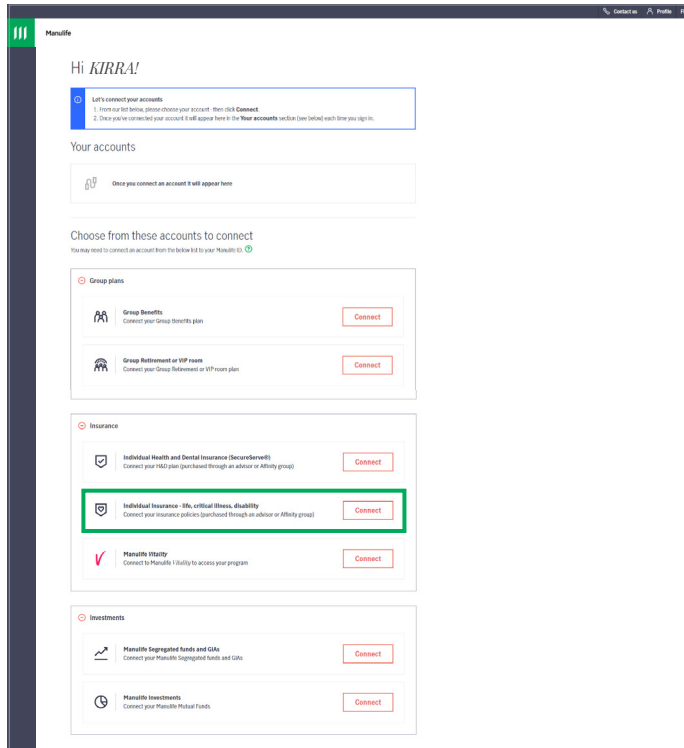
1. Sign in with your Manulife ID

- Click the link: [Sign in with your Manulife ID](#)
- Sign in using your Manulife ID username and password.

The image shows the Manulife sign-in page. On the left is a large image of a mountain landscape. On the right, the text "Sign in with your Manulife ID" is displayed. Below this, there are fields for "Username" and "Password", each with a "Remember username" checkbox and a "Forgot your username?" link. A "Sign in" button is highlighted with a red box. Below the button, there are links for "Don't have a Manulife ID? Set one up now", "What's a Manulife ID?", "Add a Manulife ID sign in", and "Ignore Manulife ID sign in". The footer contains links for "Accessibility", "Legal", "Terms & Conditions", and "Privacy Policy", along with the Manulife logo and copyright information.

2. Select Product Type

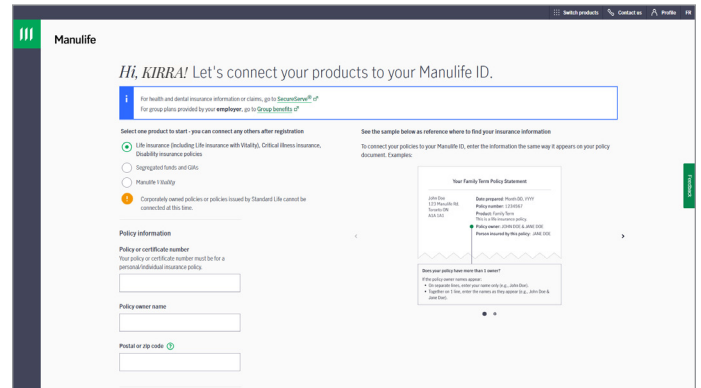
- On the “Connect your products” page, choose **Life Insurance (including Life, Critical Illness, Disability)**.

The image shows the "Connect your products" page on the Manulife website. The header says "Hi KIRRA!". Below it, a blue box contains the instruction "Let's connect your accounts" and a "Connect" button. The "Your accounts" section shows a placeholder for connected accounts. The "Choose from these accounts to connect" section lists various account types with "Connect" buttons. The "Insurance" section is highlighted with a green box and contains the following options: "Individual Health and Dental Insurance (SecuredServis)", "Individual Insurance - Life, critical illness, disability" (highlighted with a green box), and "Manulife Vitality". The "Investments" section lists "Manulife Integrated funds and GICs" and "Manulife Investments".

Once you've set up your Manulife ID, follow these steps to connect your Life, Critical Illness, and Disability Insurance policies to your account. This will allow you to view all your policy details and documents in one secure place.

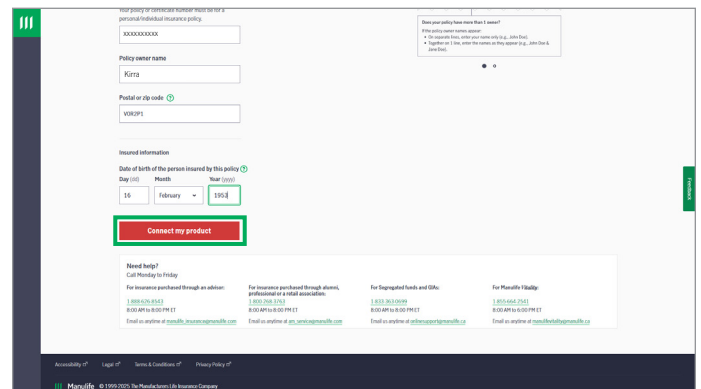
3. Enter Policy Information

- Fill in the following fields exactly as shown on your policy documents: Click the link:
- **Policy/Certificate Number** (This can be found in the top right corner of your premium notice or any Manulife issued insurance documents)
- **Policy Owner Name** (primary policy holder)
- **Postal Code**
- **Date of Birth** (Day, Month, Year)

The image shows the "Enter Policy Information" page on the Manulife website. The header says "Hi, KIRRA! Let's connect your products to your Manulife ID." Below this, there are instructions for selecting a product to connect. The "Policy information" section contains fields for "Policy or certificate number", "Policy owner name", and "Postal or zip code". A "Connect my product" button is highlighted with a red box. The "Insured information" section contains fields for "Date of birth of the person insured by this policy" (Day, Month, Year) and a "Connect my product" button.

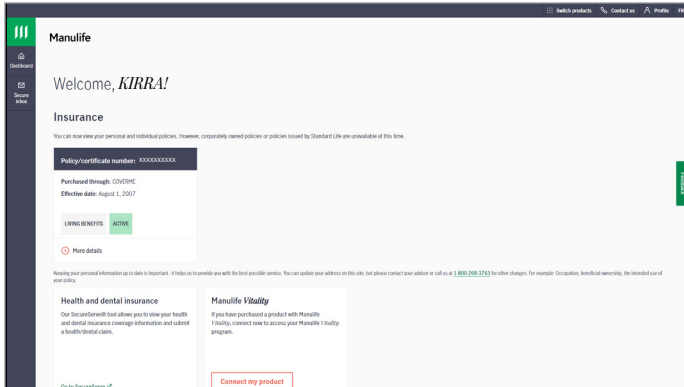
4. Click “Connect My Product”

- After entering all details, click **Connect my product**.

The image shows the "Connect My Product" page on the Manulife website. The header says "Hi, KIRRA! Let's connect your products to your Manulife ID." Below this, there are instructions for selecting a product to connect. The "Policy information" section contains fields for "Policy or certificate number", "Policy owner name", and "Postal or zip code". A "Connect my product" button is highlighted with a red box. The "Insured information" section contains fields for "Date of birth of the person insured by this policy" (Day, Month, Year) and a "Connect my product" button.

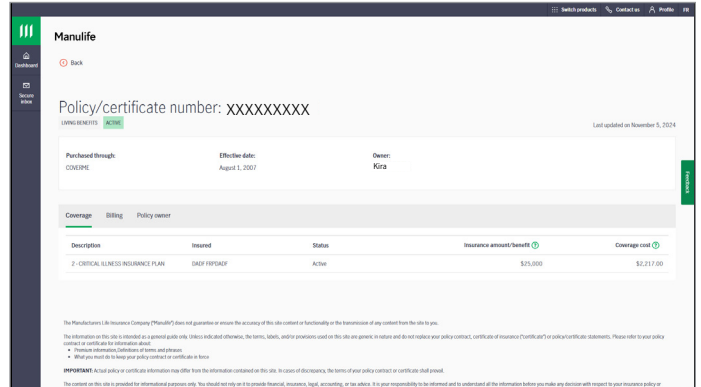
5. View Your Dashboard

- Once verified, you'll see your policy summary:
- Policy number
- Effective date
- Coverage details



6. Explore Policy Details

- Click on your policy to view:
- Coverage
- Billing
- Policy owner information



Congratulations, your individual insurance (term life, Critical Illness and/or disability insurance) is now connected to your Manulife ID!