

How to set up your Manulife ID

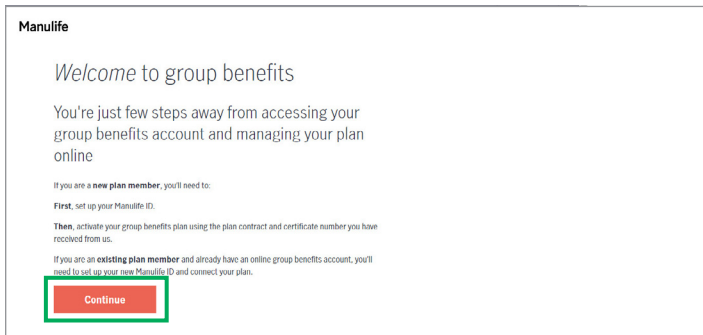
Manulife ID is a single, secure username and password for accessing Manulife products and services. **Follow the steps below to set up your Manulife ID and connect your group benefits account.**

If you already have a Manulife ID, go to page 4 for instructions to connect your group benefits account to your ID.

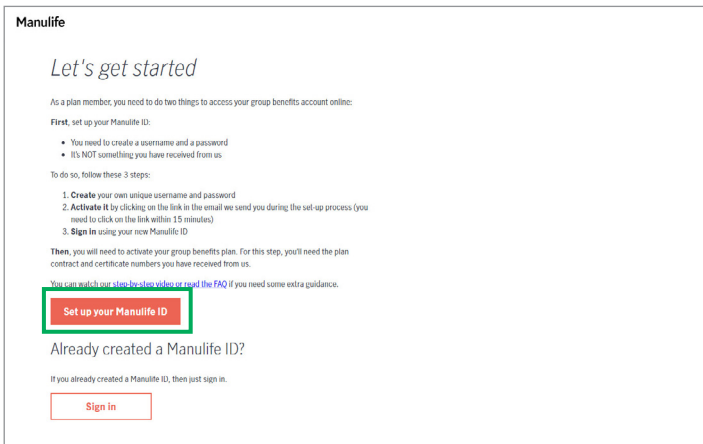
Setting up your Manulife ID

If you don't have one yet, you'll need to create a new Manulife ID to access group benefits.

1. Go to Manulife.ca/signin and click on **Learn more**
2. Click **Continue**



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



With Manulife ID, you get:



All-around security



Easy setup



Same great experience

4. 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 Manulife registration page. It includes fields for First name, Last name, Date of birth (Day, Month, Year), and Email. There are radio buttons for English and French. A section titled 'Pick a username and password' has fields for Username and Password, with a 'Continue' button highlighted in red. Below the form, there are links for 'Already have a Manulife ID?' and 'Sign in instead'.

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 titled '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. There are two buttons: 'Forgot username' (highlighted in red) and 'Sign in'. At the bottom, there is a link 'Create a new Manulife ID anyway' with a right-pointing arrow icon.

5. 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 and that the user has 15 minutes to use the link. There is a section titled 'Why is it so important?' and a 'Did not get the email?' section with instructions to check spam or contact support.

Click the **Activate** button in the email we sent you to activate your Manulife ID. You only have 15 minutes to do so.

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

This is a zoomed-in view of the activation email. The 'Activate' button is highlighted with a red box. The email content includes a greeting 'Hi Kirra', instructions to click the button, and a 15-minute warning. It also includes a 'Why is this so important?' section and a 'Contact us' link.

6. 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 confirmation page titled 'We've created your Manulife ID, Kirra!'. It says 'Thanks for activating your Manulife ID.' and 'Let's sign in and finish setting up your Manulife ID. We'll guide you through the last few steps after you sign in.' There is a 'Sign in' button highlighted in red.

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

Manulife

Sign in with your Manulife ID

Please fill out everything.

Username

Remember username
[Forgot your username?](#)

Password

SHOW
[Forgot your password?](#)

You will be able to access

- Group Benefits
- Group Retirement or VIP Room
- Manulife Rank – personal and business
- Manulife Securities
- Manulife Investment Management
- Manulife *Vitality* – for individual insurance customers
- Manulife *Vitality* – for group benefits customers
- Manulife Private Wealth
- SecureServe®

Looking for a different Manulife site?

- Sign in to the other Manulife products

Looking to sign in as an Advisor?

- Advisor Manulife ID sign in

Looking to sign in as a Sponsor?

- Sponsor Manulife ID sign in

Sign in

Don't have a Manulife ID?

Set up a Manulife ID

[What's a Manulife ID?](#)

Add a mobile number

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

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

Manulife

Hi Kirra! Let's add a mobile number to your Manulife ID

Why add a mobile number?
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.

Mobile number

+1

Continue

Don't have a mobile number

9. 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!

Manulife

Let's confirm your mobile number

We just sent a one-time code to **999-555-1212**. You've got **15 minutes** to use it.

Code

[Get a new code](#)

Continue

Didn't get the code?

Check your mobile number—and make sure you've picked the right country code!

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.

Go back

Don't have a mobile number



Congratulations, your Manulife ID is created!
Now, let's connect your group benefits account.

Activate and connect your group benefits plan

Once you've created your Manulife ID, you'll need to connect your group benefits account to your Manulife ID. You'll only need to connect your account once.

1. New to Manulife group benefits? Enter your plan contract number, member certificate number, name, date of birth and email. Then click **Connect**.

You can find your plan contract and member certificate number on your benefits card.

If you have signed in to group benefits before, click **Let's connect you** under Already set up your group benefits plan?

Fill in your plan contract number, your member certificate number, and your group benefits password you used to sign in to your account before you created your new Manulife ID, then click **Connect**.

Manulife

Activate your group benefits plan

It looks like you're new to Manulife group benefits. Please complete your group benefits plan registration.

- This step is separate from your Manulife ID setup.
- We're requesting some new information here to activate your online access to your group benefits plan.
- If you registered for group benefits before, click [here](#).

i Important information
Fill out everything. Unless we've marked something optional.

+ You can find your plan contract and member certificate number on your benefits card

Plan contract number

Member certificate number

First name

Last name

Date of birth
Day (dd) Month Year (yyyy)
 Select

Email

Confirm email

By clicking **Connect**, you're confirming your identity as the owner of the account

Connect

Already set up your group benefits plan?

You just need to sign in with your group benefits plan contract number, certificate number and password to connect your group benefits plan to your Manulife ID

Let's connect you

[Back](#)

Manulife

Connect your group benefits plan

Let's connect your group benefits plan to your **Manulife ID**.

- It's different from your **Manulife ID and password**
- It's what you used to sign into group benefits with before
- If you haven't registered, or signed into group benefits before, click [here](#).

+ You can find your plan contract and member certificate number on your benefits card

Plan contract number

Member certificate number

Password
 SHOW

[Forgot your password?](#)

Connect

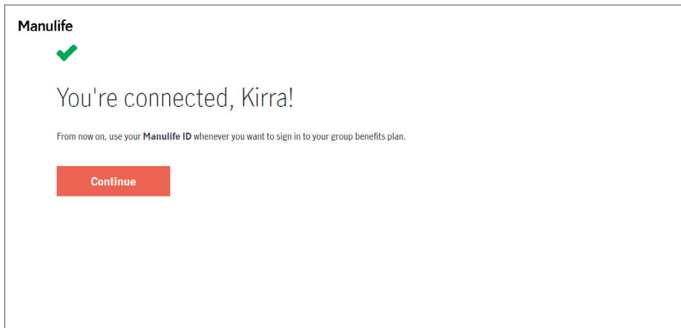
Are you new to group benefits?

If you're new to group benefits, never registered or signed in before. Don't worry, we can do that now! You just need to give us a bit more information.

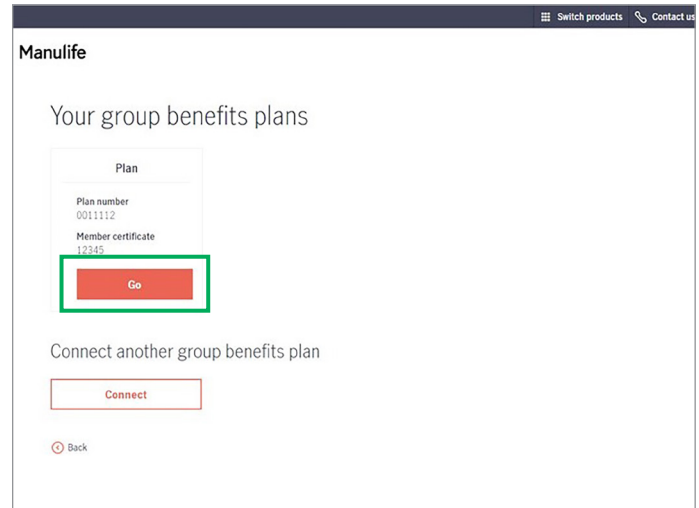
Get started

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2. Congratulations, your group benefits account is now connected to your Manulife ID.



3. The next screen will show you all your connected group benefits plans. Click **Go** to open an account.



What if I forget my Manulife ID?

If you forget your Manulife ID username or password, we can help! Just select **Forgot your username?** or **Forgot your password?** on the sign in page.

Need help?

You can find additional information - including FAQs, a step by step video, and more - on our group benefits support page at manulife.ca/benefitsManulifeID.

Got questions?

If you have questions about your new Manulife ID or need help setting it up, call us at 1-800-268-6195, Monday to Friday, 8 a.m. to 8 p.m. ET.