

How to set up your Manulife ID

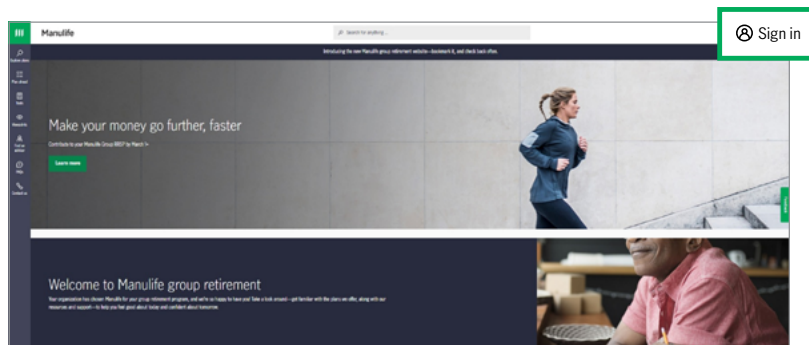
Manulife ID is a single, secure username and password for accessing Manulife products and services. It replaces your old credentials with one ID and helps simplify your online interactions with us. **Follow the steps below to set up your Manulife ID and connect your Group Retirement account.**

If you already have a Manulife ID, go to page 4 for instructions to connect your Group Retirement or VIP Room account to your ID.

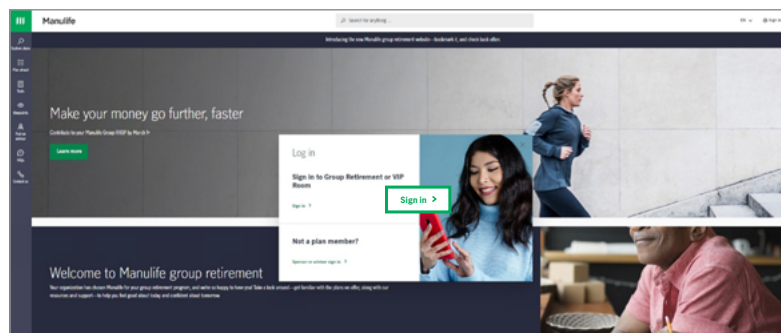
Setting up your Manulife ID

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

1. Go to manulifeim.ca/retirement and click **Sign in** at the top right corner.



2. Click **Sign in** under *Sign in to Group Retirement or VIP Room*.



With
Manulife ID,
you get:



All-around
security



Easy setup



Same great
experience

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

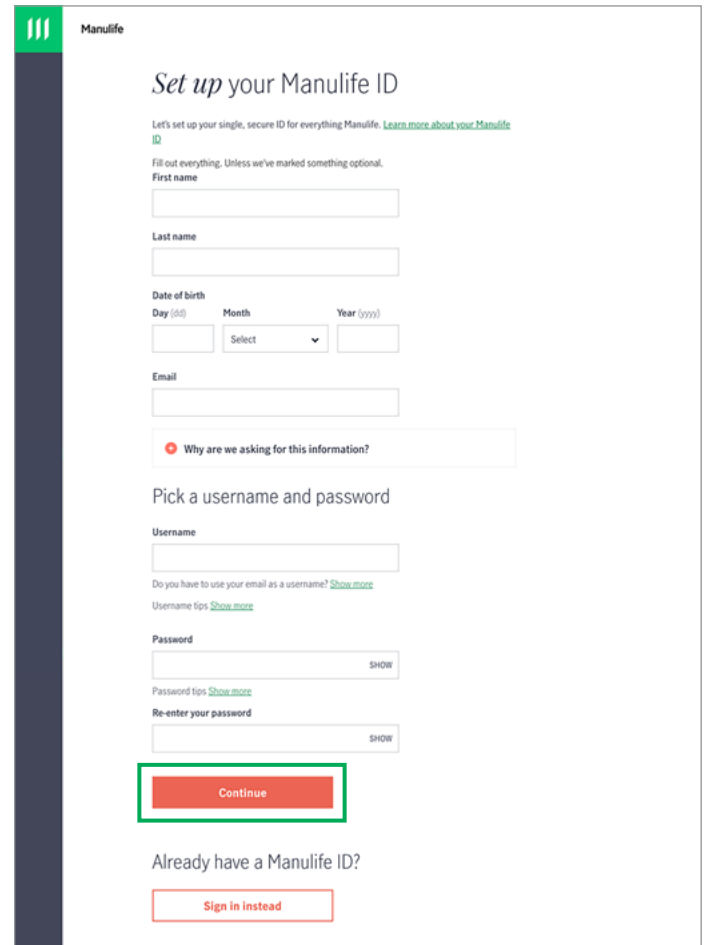


The image shows the Manulife 'Sign in with your Manulife ID' page. It features a login form with fields for 'Username' and 'Password', a 'Remember username' checkbox, and a 'SHOW' button for the password. Below the form is a red 'Sign in' button. To the right, a box titled 'You will be able to access' lists various services like Group Benefits, Individual Insurance, and Manulife Bank. At the bottom, there's a section 'Don't have a Manulife ID?' with a red button labeled 'Set up a Manulife ID' highlighted by a green box. Links for 'Forgot your username?' and 'Forgot your password?' are also present.

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

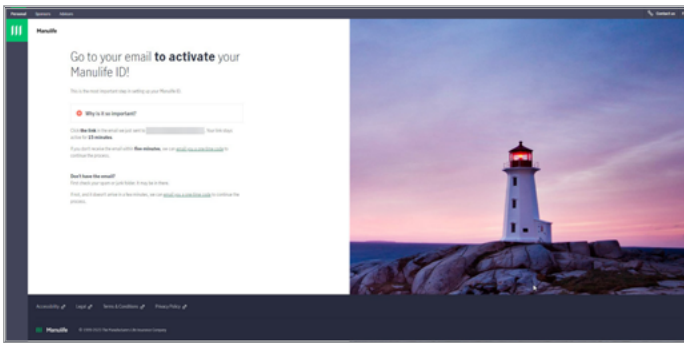
Note: *Show more* links will provide tips on the different steps.

Click **Continue**.



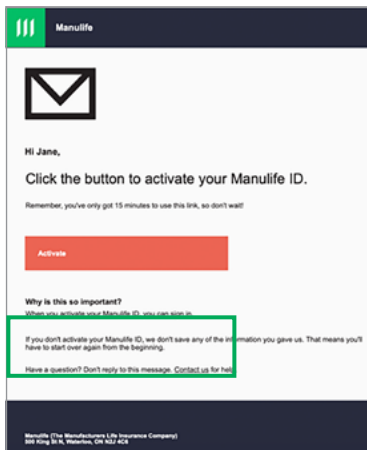
The image shows the Manulife 'Set up your Manulife ID' page. It guides the user through creating a new ID by asking for 'First name', 'Last name', 'Date of birth' (with day, month, and year fields), and 'Email'. A red icon and text 'Why are we asking for this information?' are shown. Below this, the user is prompted to 'Pick a username and password', with fields for 'Username', 'Password', and 'Re-enter your password', each with a 'SHOW' button. A red 'Continue' button is highlighted with a green box. At the bottom, there's a section 'Already have a Manulife ID?' with a red 'Sign in instead' button.

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



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

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

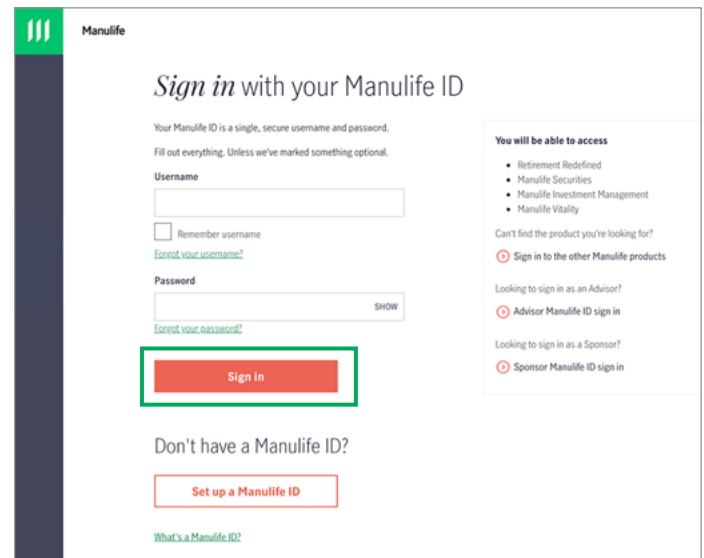


Note: After the activation email arrives in your inbox, you only have 15 minutes to activate your ID. So do it right away!

7. Click **Sign in**.



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



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.

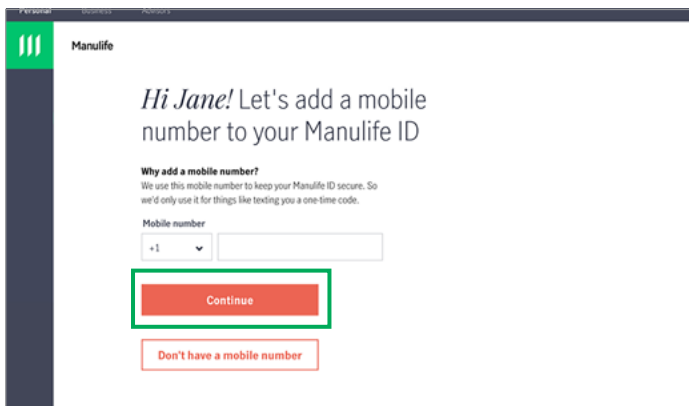


Congratulations, your Manulife ID is created!
Now, let's sign in and connect your Group Retirement account.

Add a mobile number

9. To help keep your Manulife ID secure, we recommend adding a mobile number so we can quickly verify it is you signing in when we need to. We'll use it for things like texting you a one-time code.

When prompted, add your mobile number and click **Continue**.

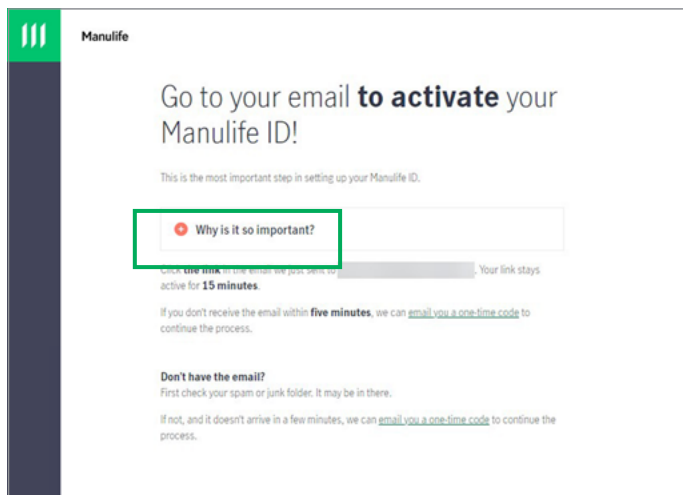


The screenshot shows the Manulife website's mobile number addition interface. At the top, the Manulife logo is visible. The main heading reads "Hi Jane! Let's add a mobile number to your Manulife ID". Below this, a subheading "Why add a mobile number?" is followed by a paragraph explaining its purpose for security and verification. A "Mobile number" input field is shown with a dropdown menu set to "+1". A red "Continue" button is highlighted with a green border, and a "Don't have a mobile number" link is located below it.

10. 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 screenshot shows the Manulife website's email activation interface. The heading reads "Go to your email to activate your Manulife ID!". Below this, a subheading "Why is it so important?" is highlighted with a green border. The text explains that this is the most important step in setting up the Manulife ID. A "Click the link" button is shown, which is also highlighted with a green border. The text states that the link stays active for 15 minutes. Below this, a "Don't have the email?" section provides instructions on what to do if the email is not received, including checking spam or junk folders and requesting a one-time code.

Connecting your Group Retirement account to your Manulife ID

Once you've created your Manulife ID, you'll need to connect your Group Retirement account to your 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 Group Retirement or VIP Room account, you'll need to connect it to your 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. Enter your **Customer number** or **Registration ID** under *Don't have an account yet?*. You can find your Customer number or Registration ID in a letter or email we sent to you when we welcomed you to your program. We may refer to them by a different name, so if you don't know what to enter, click the question mark tool tips on the web page for more information.

Note: This is different from your Manulife ID credentials. If you can't find your Customer number or Registration ID, give us a call at 1-877-666-2764 and we'll get you what you need.

2. Click **Get registered** and follow the instructions on the screen.

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.

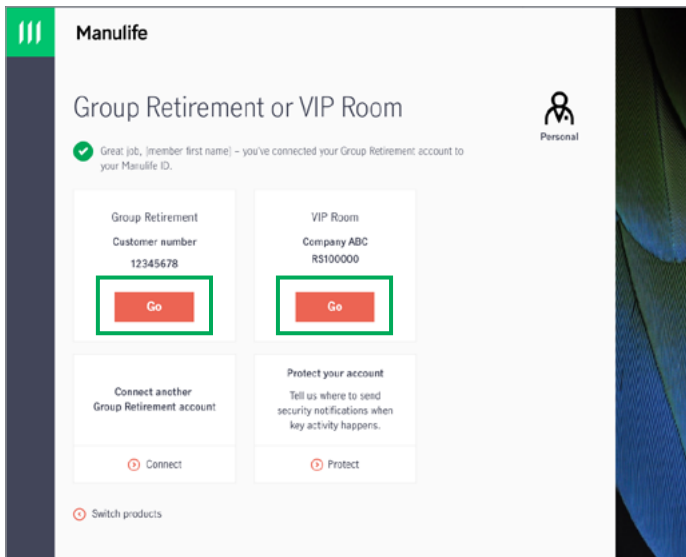
4. To connect your existing Group Retirement or VIP Room account, enter the credentials you used to sign in to your account *before* you created your new Manulife ID, then click **Connect**.

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

Note: If you have an account that's not showing, repeat the steps to connect it separately. Click **Connect** under Connect another Group Retirement account to get started.

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.



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

Need help?

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

Got questions?

If you have questions about your new Manulife ID or need help setting it up, call us at 1-877-666-2764, Monday to Friday, 8 a.m. to 8 p.m. ET.

For questions about your group retirement program, contact the person in your organization who's responsible for your group retirement program.



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