

How to set up your Manulife ID

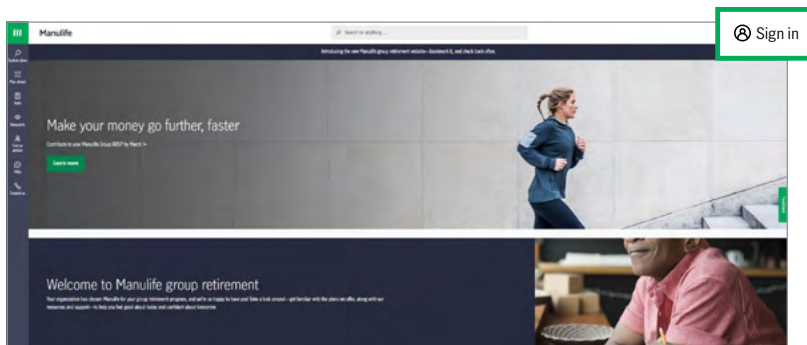
Manulife ID is a single, secure username and password for accessing Manulife products and services. It replaces your old credentials with one ID and helps simplify your online interactions with us. **Follow the steps below to set up your Manulife ID and connect your Group Retirement account.**

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.

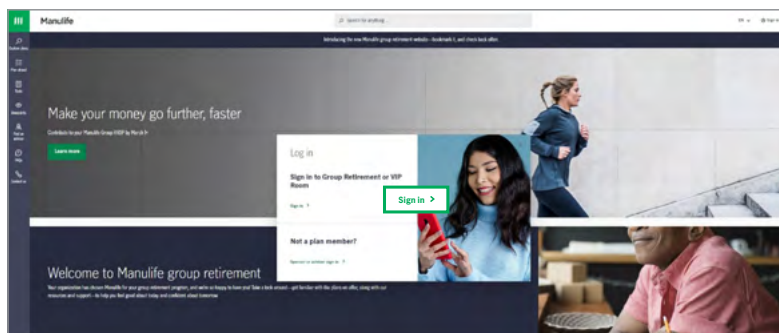
Setting up your Manulife ID

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.

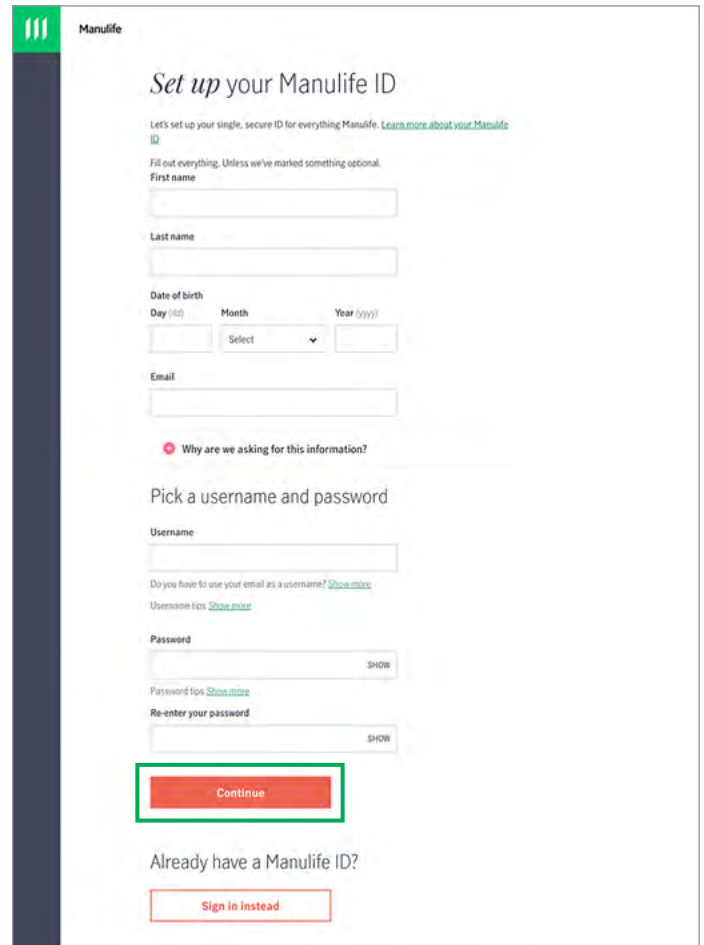


The image shows the Manulife sign-in page. At the top left is the Manulife logo. The main heading is "Sign in with your Manulife ID". Below this, there is a form with fields for "Username" and "Password". A "Remember username" checkbox is present. A "Sign in" button is highlighted in red. Below the sign-in button, there is a link "Don't have a Manulife ID?" and a button "Set up a Manulife ID" which is highlighted with a green box. To the right of the form, there is a section titled "You will be able to access" listing various services like Group Benefits, Individual Insurance, Manulife Bank, etc. There are also links for "Sign in to the other Manulife products", "Advisor Manulife ID sign in", and "Sponsor Manulife ID sign in".

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

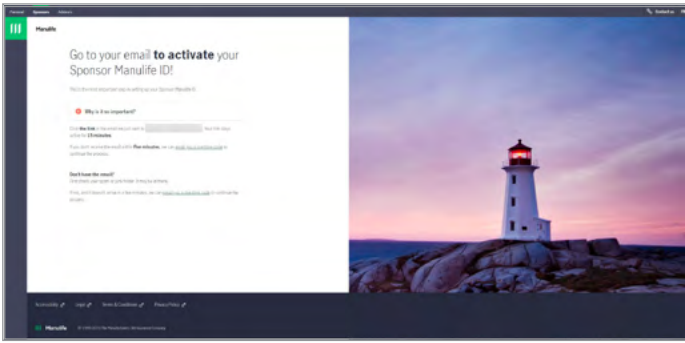
Note: Show more links will provide tips on the different steps.

Click Continue.



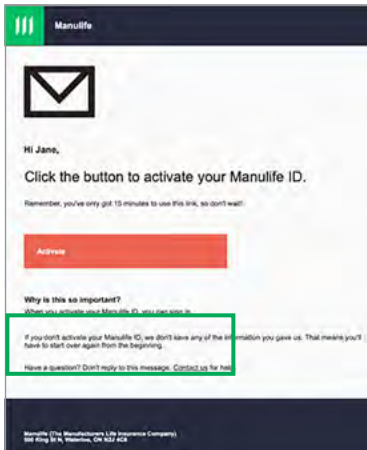
The image shows the Manulife "Set up your Manulife ID" page. At the top left is the Manulife logo. The main heading is "Set up your Manulife ID". Below this, there is a form with fields for "First name", "Last name", "Date of birth" (with sub-fields for Day, Month, and Year), and "Email". A "Why are we asking for this information?" section is present. Below the form, there is a section titled "Pick a username and password" with fields for "Username" and "Password". A "Continue" button is highlighted with a green box. At the bottom, there is a link "Already have a Manulife ID?" and a button "Sign in instead" which is highlighted with a red box.

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!

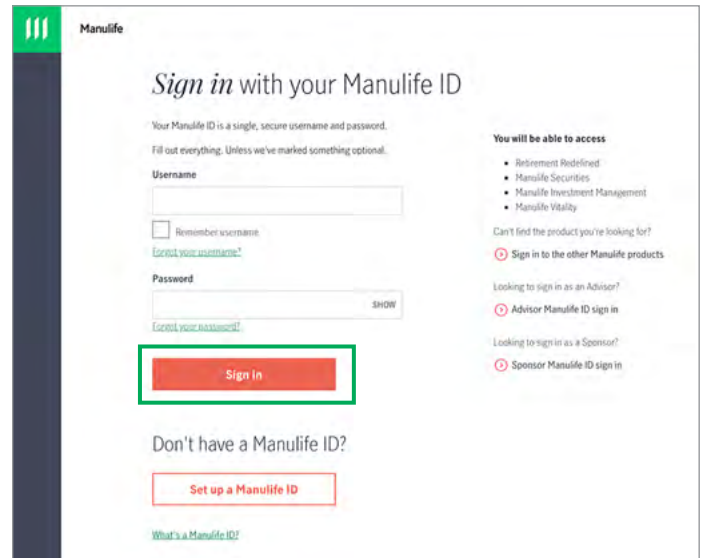


Note: After the activation email arrives in your inbox, you only have 15 minutes to activate your ID. So do it right away!

7. Click **Sign in**.



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

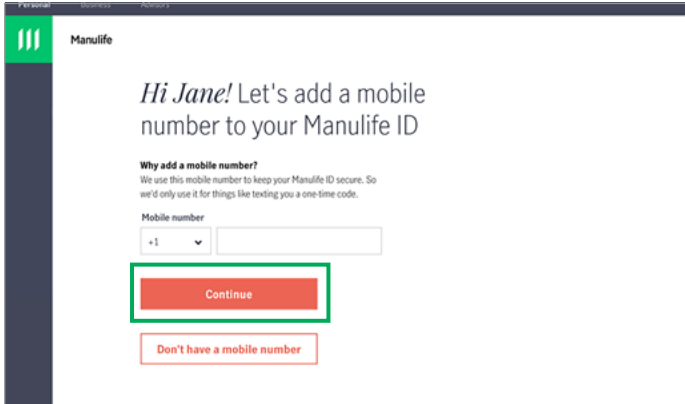


Congratulations, your Manulife ID is created!
Now, let's sign in and connect your Group Retirement account.

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**.

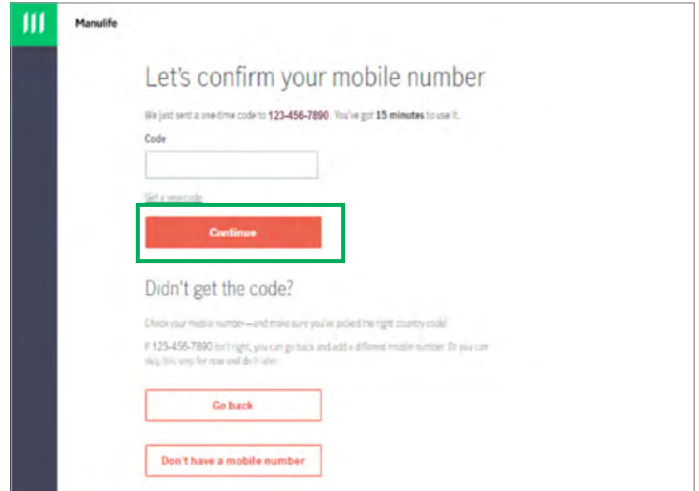


The screenshot shows the Manulife mobile number addition interface. At the top, there is a green header with the Manulife logo and the text "Manulife". Below the header, the main heading reads "Hi Jane! Let's add a mobile number to your Manulife ID". Underneath, a section titled "Why add a mobile number?" explains that the number is used for security and one-time codes. A "Mobile number" field is present, featuring a dropdown menu with "+1" selected and an empty input box. 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 mobile number verification interface. At the top, there is a green header with the Manulife logo and the text "Manulife". Below the header, the main heading reads "Let's confirm your mobile number". Underneath, a message states "We just sent a one-time code to 123-456-7890. You've got 15 minutes to use it." A "Code" input field is present, followed by a red "Continue" button highlighted with a green border. Below this, a section titled "Didn't get the code?" provides instructions to check the mobile number and country code. A "Go back" button and a "Don't have a mobile number" link are located at the bottom of the screen.

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.**

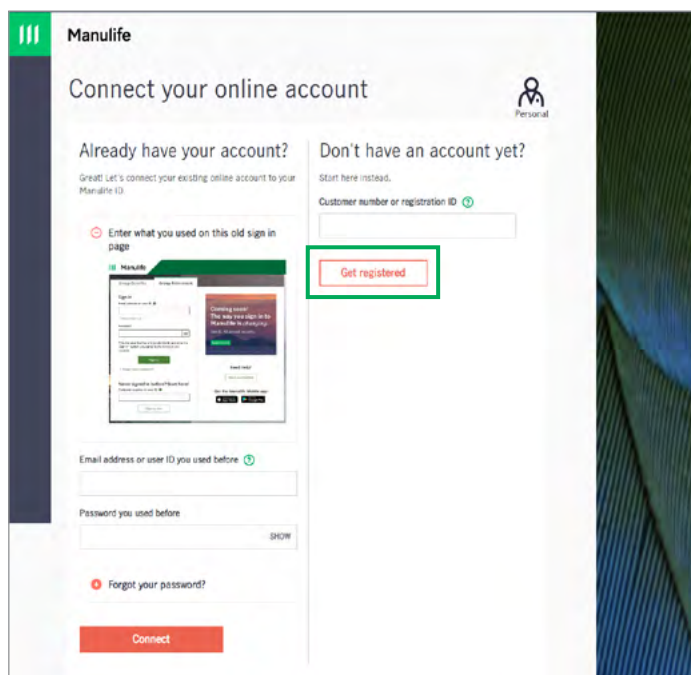
Never signed in to Group Retirement before?

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

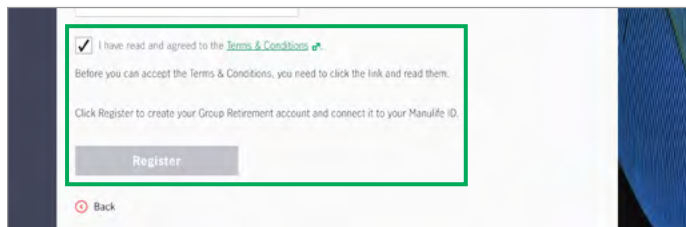
1. Enter your **Customer number** or **Registration ID** under *Don't have an account yet?*. You can find your Customer number or Registration ID in a letter or email we sent to you when we welcomed you to your program. We may refer to them by a different name, so if you don't know what to enter, click 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.

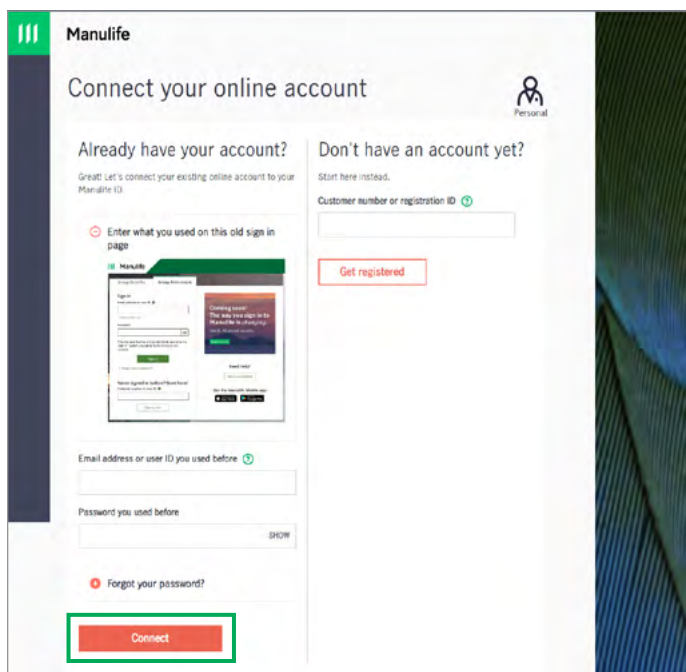


3. Click on the link to read the Terms & Conditions. Check the box to indicate that you've read and agree to the Terms & Conditions, then click **Register**.



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**.

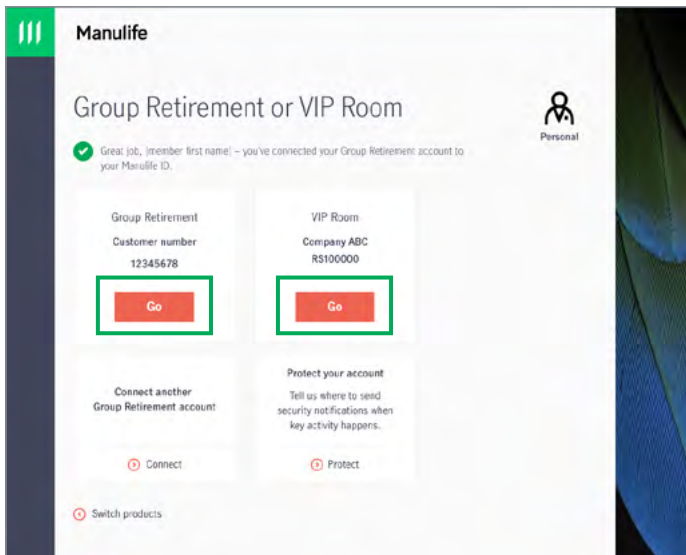


5. The next screen will show you all your connected Group Retirement accounts. Click **Go** to open an account.

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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