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 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.

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. You only have 15 minutes to do so.

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

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

Add a mobile number

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

   Enter your mobile number and click Continue.

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!

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

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. When prompted, select group benefits from your available products.

Have you signed in to group benefits before?
If you already have a group benefits account, you’ll need to connect it to your Manulife ID. Go to Step 4.

Never signed in to group benefits before?
If you’ve never signed in to the group benefits site, you’ll need to register first. Go to Step 1 below.

1. Click Get started under Are you new to group benefits?

2. Click on the first link on the page to complete your group benefits plan registration. You will need your name, date of birth, email, plan contract number and member certificate number in order to do so. You can find these numbers on your group benefits card. If you need help finding this information, contact us at 1 800 268 6195.

3. Come back to the Set up and connect your group benefits plan page and select “click to continue”
4. To connect your existing group benefits account, enter your plan contract number, member certificate number and group benefits password you used to sign in to your account before you created your new Manulife ID, then click Connect.

If you’ve forgotten your password, you can try connecting by entering your plan contract and member certificate number and click Forgot your password? We’ll ask you a couple of personal verification questions to link your plan.

5. Congratulations, your group benefits account(s) are now connected to your Manulife ID.

6. 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.