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 on Manulife's mobile app.

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 on Manulife's mobile app.

1. Download the Manulife group benefits app, if you don't have it already, and open it.
2. Click Continue
3. Click **Set up your Manulife ID**

   ![Set up your Manulife ID](image)

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

   ![Pick a username and password](image)

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!**

   ![Activate button](image)

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**.

   ![We've created your Manulife ID](image)
7. Use your new Manulife ID username and password to sign in.

8. Decide if you want to use biometrics.

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

   Enter your mobile number and click Continue.

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!

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.

1. To connect your existing group benefits account, choose Connect group benefits.

   ![Select the group plan you want to connect to your Manulife ID]

   - Group benefits
     - Connect group benefits
   - Group retirement
     - Connect group retirement

Have you signed in to group benefits before?

If you used the app in the past and have the biometrics enabled (facial recognition or finger print), connecting your group benefits plan will occur automatically.

If you already have a group benefits account but you don't have the biometrics enabled, 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 2.

2. Click Haven't registered yet?

   ![Let's connect your group benefits to your Manulife ID]

   - Plan contract number
   - Member certificate number
   - Password
     - ********
   - Forgot your password?
     - Connect

   ![Have you signed in to group benefits before?](https://example.com)

3. Complete your group benefits plan registration and click Connect. 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.

   ![Let's connect your group benefits to your Manulife ID](https://example.com)

   - First name
   - Last name
   - Email
   - Date of birth
   - Plan contract number
   - Member certificate number

   ![Connect](https://example.com)
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.

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.