

# How to set up your Manulife ID

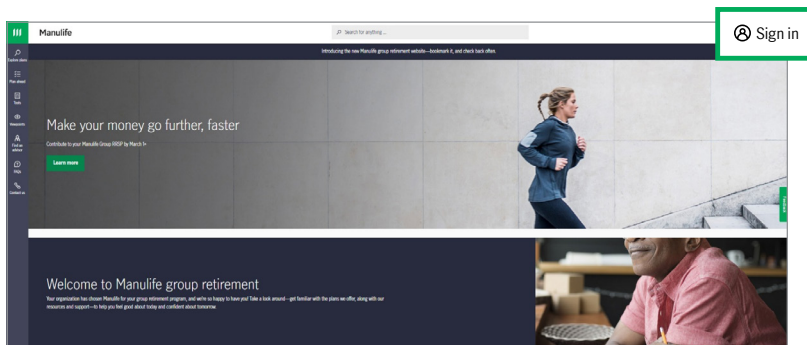
Manulife ID is a single, secure username and password for accessing Manulife products and services. It replaces your old credentials with one ID and helps simplify your online interactions with us. **Follow the steps below to set up your Manulife ID and connect your Group Retirement account.**

**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.**

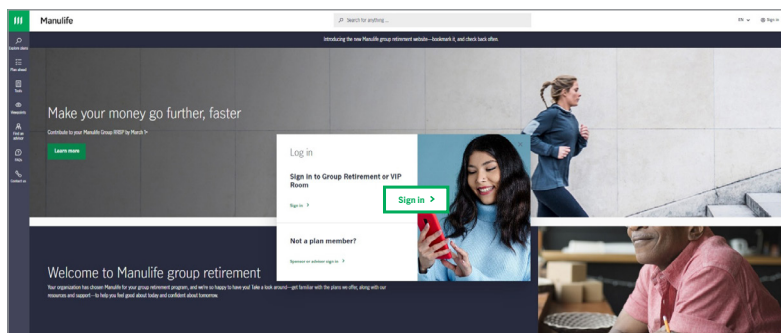
## Setting up your Manulife ID

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

- 1 Go to [manulifeim.ca/retirement](https://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.

Manulife

## Sign in with your Manulife ID

Please fill out everything.

Username

Remember username  
[Forgot your username?](#)

Password

SHOW

[Forgot your password?](#)

**Sign in**

Don't have a Manulife ID?

**Set up a Manulife ID**

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

**You will be able to access**

- Group Benefits
- Group Retirement or VP Room
- Individual Insurance
- Manulife Bank – personal and business
- Manulife Securities
- Manulife Investment Management
- Manulife *Vality* – for individual insurance customers
- Manulife *Vality* – for group benefits customers
- Manulife Private Wealth
- Individual Health & Dental Insurance (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

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

Personal | Sponsors | Advisors

Manulife

## Go to your email to activate your Manulife ID!

This is the most important step in setting up your Manulife ID.

**Why is it so important?**

Click the link in the email we just sent to [redacted]. Your link stays active for **15 minutes**.

If you don't receive the email within **five minutes**, we can [email you a one-time code](#) to continue the process.

**Don't have the email?**  
First check your spam or junk folder. It may be in there.  
If not, and it doesn't arrive in a few minutes, we can [email you a one-time code](#) to continue the process.

**Activate**

Manulife (The Manufacturers Life Insurance Company)  
100 King St W, Waterloo, ON N2Z 4K6

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!**

### 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**.

Manulife

## Set up your Manulife ID

Let's set up your single, secure ID for everything Manulife. [Learn more about your Manulife ID](#)

Fill out everything. Unless we've marked something optional.

First name

Last name

Date of birth

Day (dd) Month Year (yyyy)

 Select 

Email

**Why are we asking for this information?**

Pick a username and password

Username

Do you have to use your email as a username? [Show more](#)  
Username tips [Show more](#)

Password

SHOW

Password tips [Show more](#)

Re-enter your password

SHOW

**Continue**

Already have a Manulife ID?

**Sign in instead**

Manulife

**Hi Jane,**

Click the button to activate your Manulife ID.

Remember, you've only got 15 minutes to use this link, so don't wait!

**Activate**

**Why is this so important?**  
When you activate your Manulife ID, you can sign in.

If you don't activate your Manulife ID, we don't save any of the information you gave us. That means you'll have to start over again from the beginning.

Have a question? Don't reply to this message. [Contact us](#) for help.

Manulife (The Manufacturers Life Insurance Company)  
100 King St W, Waterloo, ON N2Z 4K6

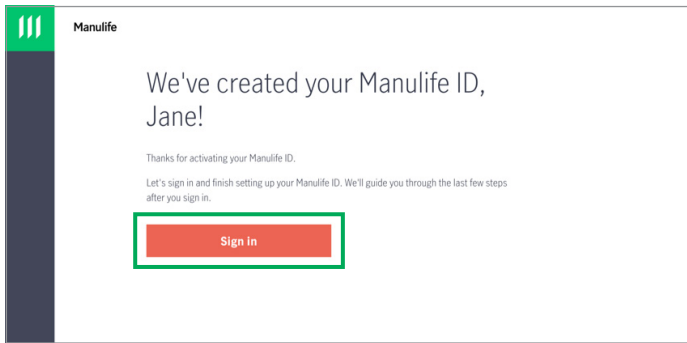
**Note:** After the activation email arrives in your inbox, you only have 15 minutes to activate your ID, so do it right away!

### 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.**

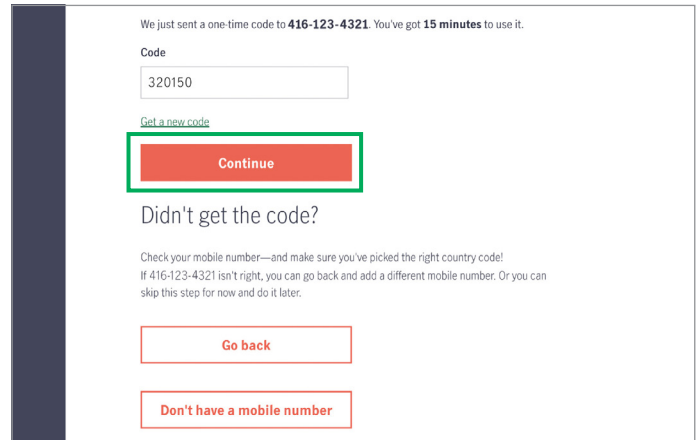
7 Click **Sign in**.



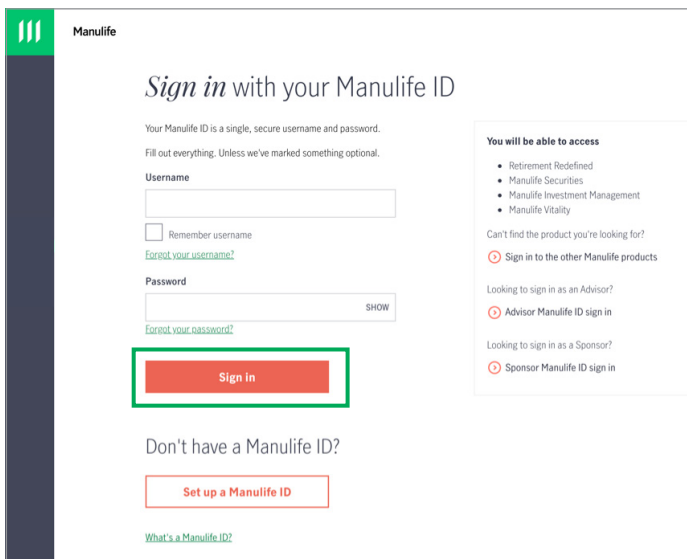
10 A verification text with a code will be sent to your mobile number. You'll need this code to proceed.

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!



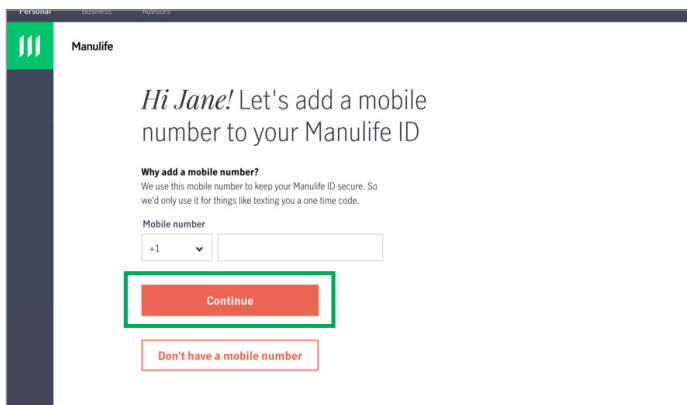
8 Use your new Manulife ID username and password to sign in.



## Add a mobile number

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

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



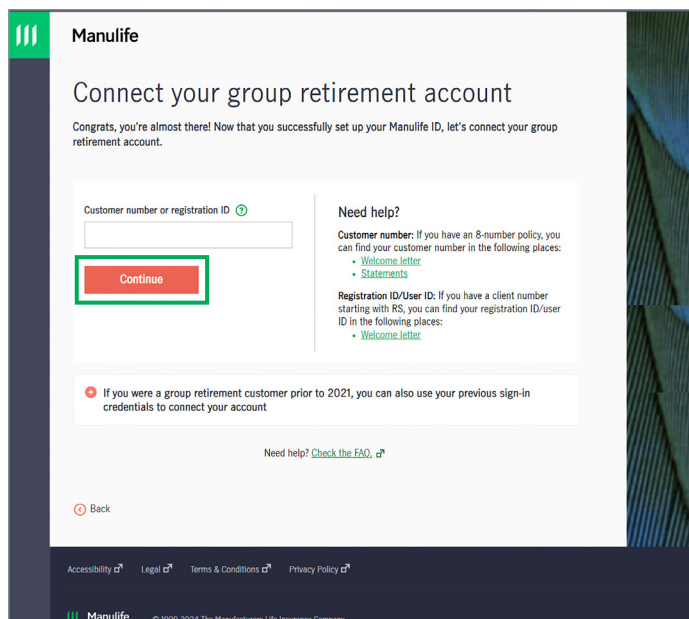
# Connecting your Group Retirement account to your Manulife ID

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.

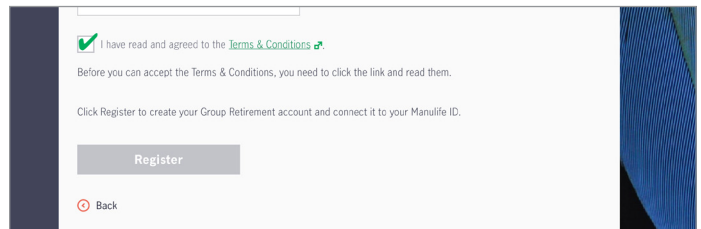
- 1 Enter your customer number or registration ID. We sent this to you in a letter or email when you joined the program. We may have referred to it by a different name, so if you don't know what to enter, refer to the **Need help?** section of the page.

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

- 2 Click **Continue** and follow the instructions on the screen.

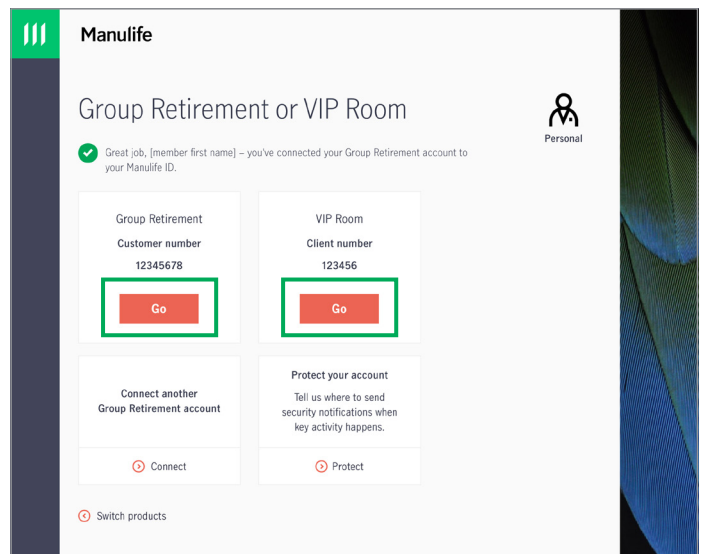


- 3 Click and review the **Terms & Conditions**. Once you've reviewed them, you'll be able to check the box to agree.



- 4 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.



**Congratulations, your Group Retirement account is 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 and follow the directions on the screen.

## Need help?

You can find additional information—including FAQs and a step-by-step video—on our support page at [manulife.ca/membersupport](https://manulife.ca/membersupport).

## Got questions?

If you have questions about your new Manulife ID or need help setting it up, call us at 877-666-2764, Monday to Friday, 8:00 A.M. to 8:00 P.M., Eastern time.

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

