



Tell me about Manulife ID

Q: What is Member Manulife ID?

A: Member Manulife ID is a new secure way of accessing all Manulife products and services. It's a single, secure username and password to help simplify the online experience for you and your members. It will replace your old credentials and provides access to all your accounts, investments, and products, as a plan member with one ID.

Your plan administrator credentials remain the same for now. You will be invited to set up your Sponsor Manulife ID at a later time.

Q: Do we have to set up a Manulife ID.

If your members are not ready to create their Manulife ID yet, they can continue to sign in the way they always have for now—with their plan contract number, certificate number, and current password.

Setting up a Manulife ID will be required in the coming months. We encourage members to take a few minutes to do it now.

Q: Is it difficult to set up?

A: Setting up a Member Manulife ID is simple. The new ID is a single username and password that you and your members will need to create. With simple designs and guided help, we'll walk you through the process of setting up your new Manulife ID.

Then, we'll help you connect it with all your accounts. You only have to do it once.

For now, Manulife ID can only be used when signing in from a desktop. You and your members will continue to access the mobile app or the Manulife Vitality app the same way you used to – with your plan contract number, certificate number, and current password or using biometrics (face or fingerprint recognition).

Q: How will plan members know the way they sign in to Manulife is changing?

A: Banners will be posted on the Group benefits site sign-in page to let members know they can set up their new Manulife ID.

You also have access to an email template that you can use to inform your employees if you'd like.

Q: Is there any sort of grace period (i.e. will I have to set up a Manulife ID right away?)

A: If you or your members are not ready to create your Manulife ID yet, you can continue to sign in the way you always have—with your plan contract number, certificate number, and current password.

Setting up a Manulife ID will be required in the coming months. We encourage members to take a few minutes to do it now.

Q: What if my plan members or I have trouble setting up our Manulife ID?

A: We've got you covered. The flow is designed with simplicity in mind, and we've provided access to real-time information to help you along the way!

You can also check out [our support page](#) where you and your members can find more information about Manulife ID.

Q. How come my members didn't receive an activation email after they've gone through the steps to set up their Manulife ID?

A. If the member is setting up their Manulife ID at work or behind the corporate system, strong email security settings could filter out Manulife's email before it can reach a member's inbox.

To prevent this issue, we ask that you add @manulife.com and @manulife.ca addresses as trusted sources in your email system. Please discuss this with your technical teams and reach out to your Manulife representative if your team needs more information.

Q: What about my plan administration access? Will I have to set up another Manulife ID?

A: Yes, as a plan sponsor, you have your own separate **Sponsor** Manulife ID, which is distinct from the **Member** Manulife ID you will create for yourself as a plan member.

The **Sponsor** Manulife ID is designed to give you access to plan administration sites while the **Member** Manulife ID provides access to all of your personal Manulife products (like your benefits, or your retirement plan, bank accounts, and more if you happen to be a customer of multiple products with us).

Q: What about group retirement?

A: Members can also use Manulife ID to connect their group retirement account. Find more information about Manulife ID and retirement accounts [here](#).

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