

# *Introducing* Manulife ID

Manulife ID is a single, secure username and password for accessing Manulife solutions.

Manulife Private Wealth advisors can now register for a Manulife ID and benefit from:

- ③ secure and simplified access to all your client's investment information,
- ③ advanced security with multi-factor authentication (prompted when you sign in for the first time on a different device or location),
- ③ faster and easier connection when switching between all your Manulife solutions,
- ③ and access to dedicated support team and resource page for registration, technical, and navigation guide.

**Follow the steps to set up your Manulife ID and connect your Manulife Private Wealth account.**

With  
**Manulife ID,**  
you get:



All-around  
security



Easy setup



Same great  
experience

# 1 Set up your **Manulife ID**

To create a Manulife ID as a new user, enter your:

- 1 Name
- 2 Date of birth
- 3 Manulife Private Wealth account e-mail address  
**Important:** Use the same e-mail address as your Private Wealth portal
- 4 Pick a username and password

The screenshot shows the 'Set up your Manulife ID' page. It features a navigation bar with 'Personal', 'Sponsors', and 'Advisors' on the left, and 'Contact us' and 'FR' on the right. The main content area has a large image of a mountain landscape on the left and a registration form on the right. The form includes fields for 'First name', 'Last name', and 'Date of birth' (with sub-fields for Day, Month, and Year). A red error message states 'You need to fill in your first name'.

# 2 Activation

Once you've submitted the register form in the previous step, you need to activate your account as a one-time action.

- 1 You'll then receive an activation e-mail. Check your spam or junk folder if you don't see it.
- 2 Click the **Activate** button in the e-mail to validate your account. You'll have 15 minutes to do this.

The screenshot shows the 'Activate your Manulife ID' page. It features a navigation bar with 'Personal', 'Sponsors', and 'Advisors' on the left, and 'Contact us' and 'FR' on the right. The main content area has a large image of a mountain landscape on the left and an activation form on the right. The form includes a 'Why is it so important?' field and a 'Didn't get an email from us?' section with instructions on how to proceed if the user hasn't received an email.

The screenshot shows the 'Done! Your Manulife ID is active' page. It features a navigation bar with 'Personal', 'Sponsors', and 'Advisors' on the left, and 'Contact us' and 'FR' on the right. The main content area has a large image of a mountain landscape on the left and a sign-in form on the right. The form includes fields for 'Username' and 'Password', a 'Remember username' checkbox, and a 'Sign in' button.

# 3 Verify your e-mail address

Once you've validated your account, you'll be brought back to the site and prompted to sign in. Use your new Manulife ID username and password.

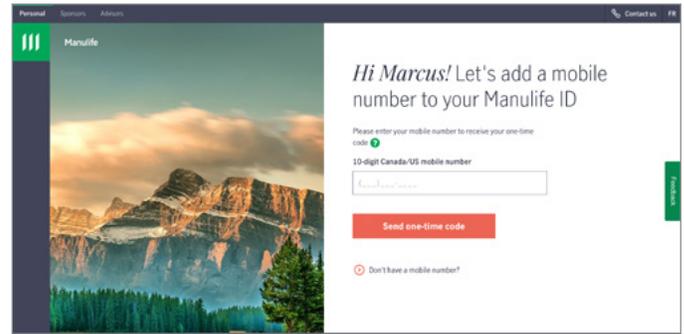
The screenshot shows the 'We've created your Manulife ID, Marcus!' page. It features a navigation bar with 'Personal', 'Sponsors', and 'Advisors' on the left, and 'Contact us' and 'FR' on the right. The main content area has a large image of a mountain landscape on the left and a confirmation message on the right. The message states 'We've created your Manulife ID, Marcus!' and includes a 'Sign in' button.

The screenshot shows the 'Sign in with your Manulife ID' page. It features a navigation bar with 'Personal', 'Sponsors', and 'Advisors' on the left, and 'Contact us' and 'FR' on the right. The main content area has a large image of a mountain landscape on the left and a sign-in form on the right. The form includes fields for 'Username' and 'Password', a 'Remember username' checkbox, and a 'Sign in' button.

## 4 Add a **mobile number**

Once you've signed in with your Manulife ID, you'll be asked to add a mobile number.

- 1 Enter your mobile number, then click **Add number**.
- 2 A code will be sent to your mobile number. You'll have 15 minutes to use the code.
- 3 Enter the code and click **Continue**.

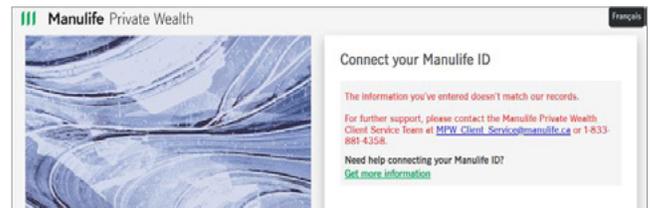
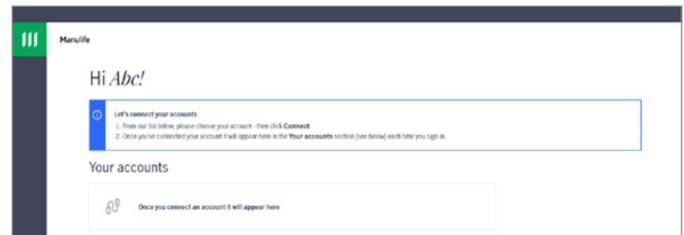


**Congratulations, your Manulife ID is created! Now, let's connect your Manulife Private Wealth account.**

## 5 Connect your **Manulife Private Wealth** account

After creating your Manulife ID and signing in, you will see a dashboard of all of Manulife's solutions.

- 1 On the **Manulife Private Wealth** account tile, select **Go**.
- 2 You'll be redirected to the **Connect your account** page where you'll be asked to enter the verification code that was given to you.  
**Important:** You will have received this code by mail or telephone. If you did not receive your verification code, contact your investment counsellor.
- 3 Once entered, click **Connect** and you'll be redirected to the Manulife Private Wealth portal.



**Your Manulife Private Wealth account is now connected to your Manulife ID!**



### **We're here to help**

For registration and technical support:

**E-mail: [MPW\\_Client\\_Service@manulife.ca](mailto:MPW_Client_Service@manulife.ca)**

Please contact your investment counsellor at Manulife Private Wealth directly.

**We're available Monday to Friday, 9:00 A.M. to 5:00 P.M. ET.**



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