

# 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:

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

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

With  
Manulife ID,  
you get:



All-around  
security



Easy setup



Same great  
experience

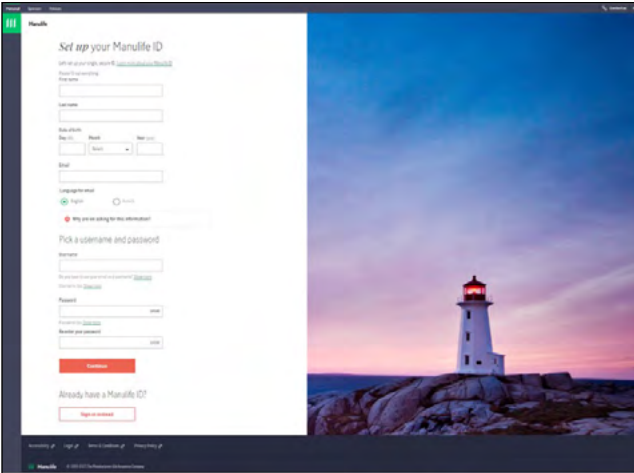
# 1 Set up your Manulife ID

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

1. Name
2. Date of birth
3. E-mail address

**i Important:** Use the same e-mail address as your Private Wealth portal.

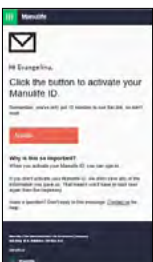
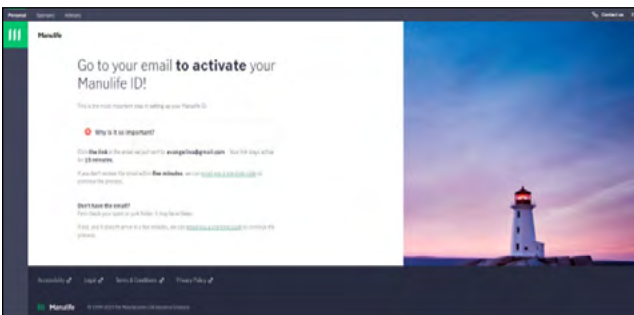
4. Pick a username and password



# 2 Set up multi-factor authentication

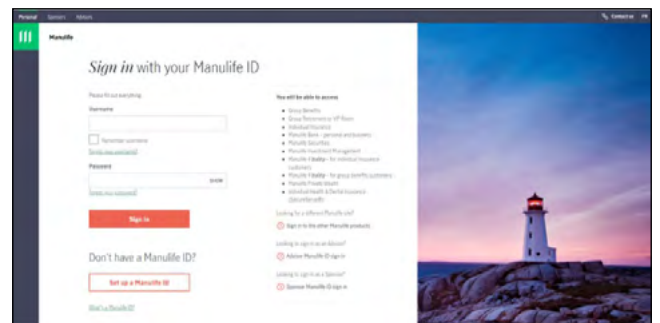
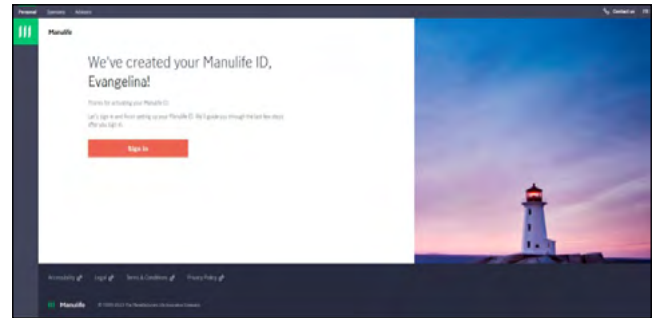
Once you've created your Manulife ID, it's time to set up multi-factor authentication. You will only be prompted when you sign in for the first time from a different device or location.

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.



# 3 Verify your e-mail address

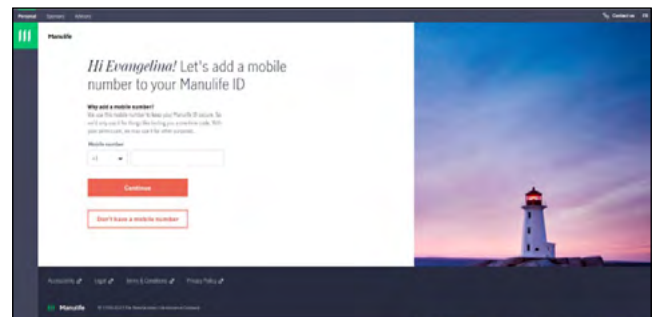
Once you've validated your account, you'll be brought back to the site and prompted to sign in. Use your new Manulife ID username and password.



# 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 Private Wealth account.

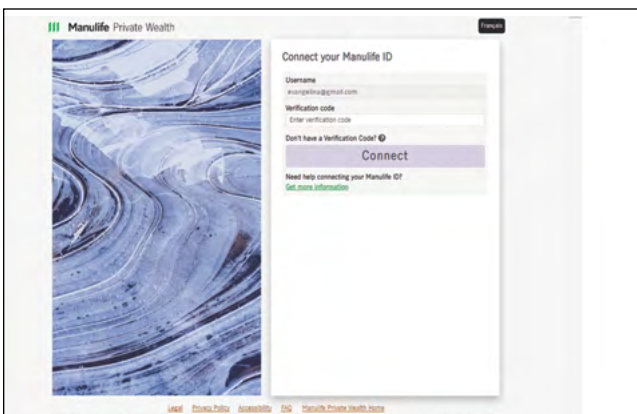
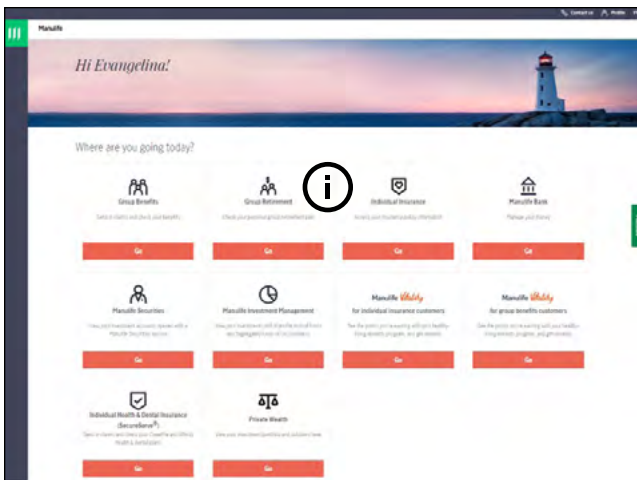
## 5 Connect your Private Wealth account

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

1. On the **Private Wealth** 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.

**i Important:** You will have received this code by mail or telephone. If you did not receive your verification code, contact us at **1-833-881-4368**.

3. Once entered, click **Connect** and you'll be redirected to the Private Wealth portal.



Your 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)
- **Phone:** 1-833-881-4358

We're available Monday to Friday, 9 a.m. to 5 p.m. (ET).