

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. If you already have a Manulife ID and need to **connect** your Manulife Private Wealth solutions to your ID, go to last page for instructions.

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 large background image of a mountain landscape. On the right, there's a form with the following fields: 'First name' (a red-bordered input box with a red error message 'You need to fill in your first name'), 'Last name' (an empty input box), and 'Date of birth' (with dropdowns for Day, Month, and Year). The top navigation bar includes 'Personal', 'Sponsors', 'Advisors', and 'Contact us'. The Manulife logo is visible on the left.

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 includes a message about receiving an activation email and a link to activate the account. Below the message is a red-bordered box with the text 'Why is it so important?'. The page also mentions that the link will stay active for 15 minutes. The top navigation bar and Manulife logo are consistent with the previous page.

The screenshot shows the 'Done! Your Manulife ID is active.' page. It displays a confirmation message and a 'Sign in' button. Below the message, there are links for 'Forgot your password?' and 'Forgot your username?'. The top navigation bar and Manulife logo are consistent with the previous pages.

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.

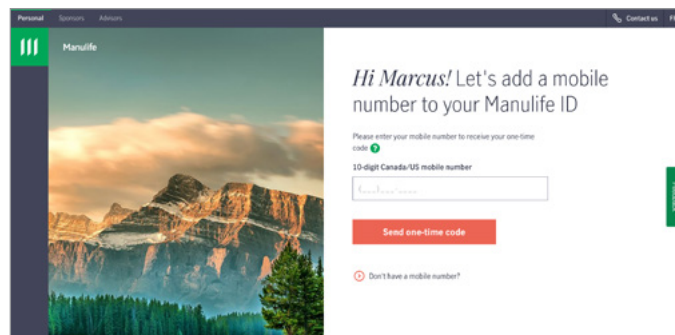
The screenshot shows the 'We've created your Manulife ID, Marcus!' page. It features a large background image of a mountain landscape. On the right, there's a message about creating the Manulife ID and a 'Sign in' button. The top navigation bar includes 'Personal', 'Sponsors', 'Advisors', and 'Contact us'. The Manulife logo is visible on the left.

The screenshot shows the 'Sign in with your Manulife ID' page. It features a large background image of a mountain landscape. On the right, there's a sign-in form with fields for 'Username' and 'Password'. Below the form is a 'Sign in' button. The top navigation bar and Manulife logo are consistent with the previous pages.

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**.

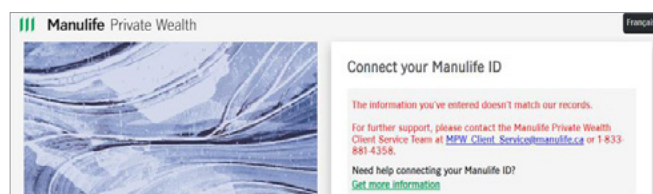
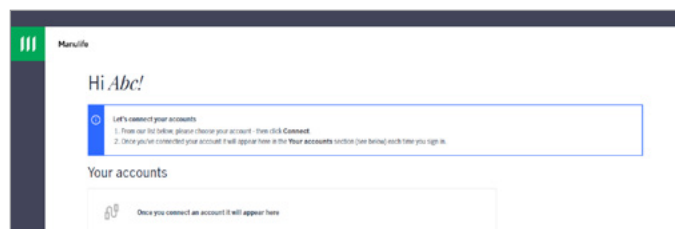


Congratulations, your Manulife ID is created! Now, let's connect your Manulife Private Wealth account.

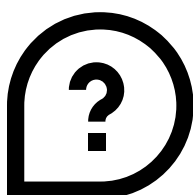
5 Connect your **Manulife Private Wealth** account

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** tile, select **Go**.
- 2 You'll be redirected to the **Connect your account** page where you'll be asked to enter the last 4 digits of your Social Insurance Number.
- 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

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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