



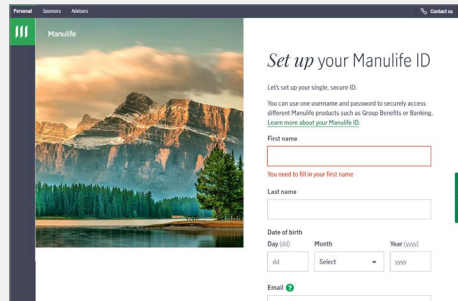
Help with your Manulife ID

If you can't sign in to your group retirement account with your Manulife ID, this guide explains what the issue may be, how you can fix it yourself, and how to get help if you need it.

There are three steps to setting up and connecting your Manulife ID to your group retirement account.

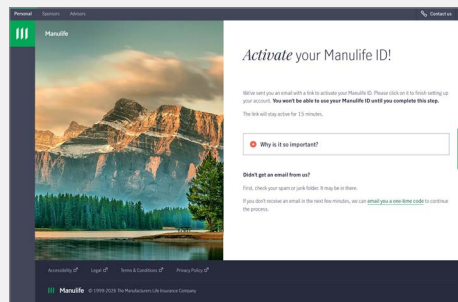
1

**Set up your Manulife ID
(if you don't have one)**



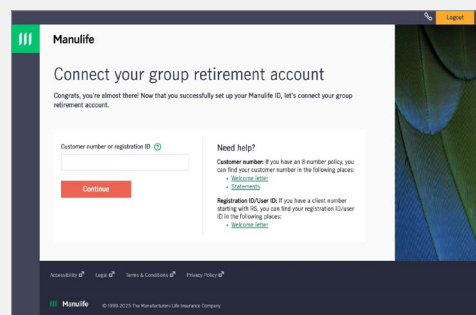
2

**Activate your
Manulife ID**



3

**Connect your group
retirement account to
your Manulife ID**



If you're having trouble with **steps 1 and 2**, skip to this section.

If you're having trouble with **step 3**, start here.

If you're not sure which step you're having trouble with, check the next page to find the issue you're looking for and get the answer.

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Check below to find the issue you might be having and click the link to get the answer.

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I forgot my password/username

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My Manulife ID isn't working

- [You may be using the wrong username or password](#)
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- [You may have tried to sign in through a bookmarked link that's out of date](#)
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VIP Room

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Trouble setting up your Manulife ID (steps 1 and 2)

? Where can I get help setting up my Manulife ID?

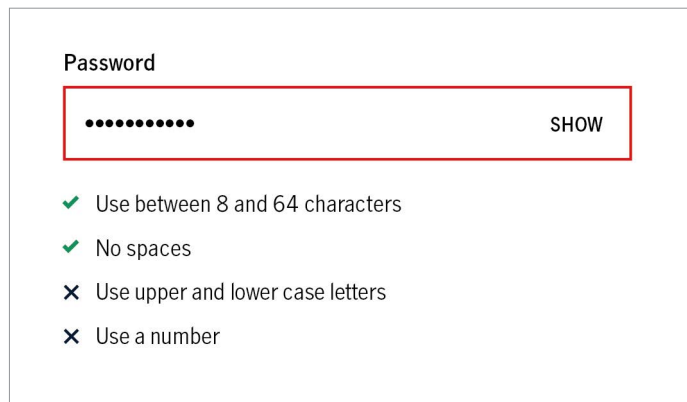
What's happening?

Setting up your Manulife ID and linking it to your group retirement account takes several steps, but we've got resources to help you.

Here's what to do

- Start with this [learning module](#), which takes you through the whole process.
- Find more resources and FAQs on our [support page](#).

? I'm trying to create a password, but it's not accepting what I'm entering



The screenshot shows a password creation interface. At the top, the word "Password" is displayed. Below it is a text input field containing ten black dots, indicating a masked password. To the right of the input field is a button labeled "SHOW". Below the input field is a list of password requirements, each preceded by a checkmark or an 'X':

- ✓ Use between 8 and 64 characters
- ✓ No spaces
- ✗ Use upper and lower case letters
- ✗ Use a number

What's happening?

Your password needs to be strong to help keep your account safe.

Here's what to do

Make sure the password you create has:

- At least 8 characters
- Both uppercase and lowercase letters
- No spaces
- At least one number
- You can also use special characters. If you do, make sure not to start your password with a special character and to only choose from this list: ! " # \$ % & () * + - . / : ; < = > ? @ [\] ^ { | }
- Do not include either your first or last name
- Do not include username
- Do not include simple dictionary words (e.g., "password," "welcome," etc.)
- Do not include horizontal keyboard patterns (e.g., "asdf," "poiu," "#\$%^," etc.)
- Do not include common character substitutions (e.g., "St@art132, Str33!9215," etc.)

? I created my Manulife ID, but when I try to sign in, it doesn't work

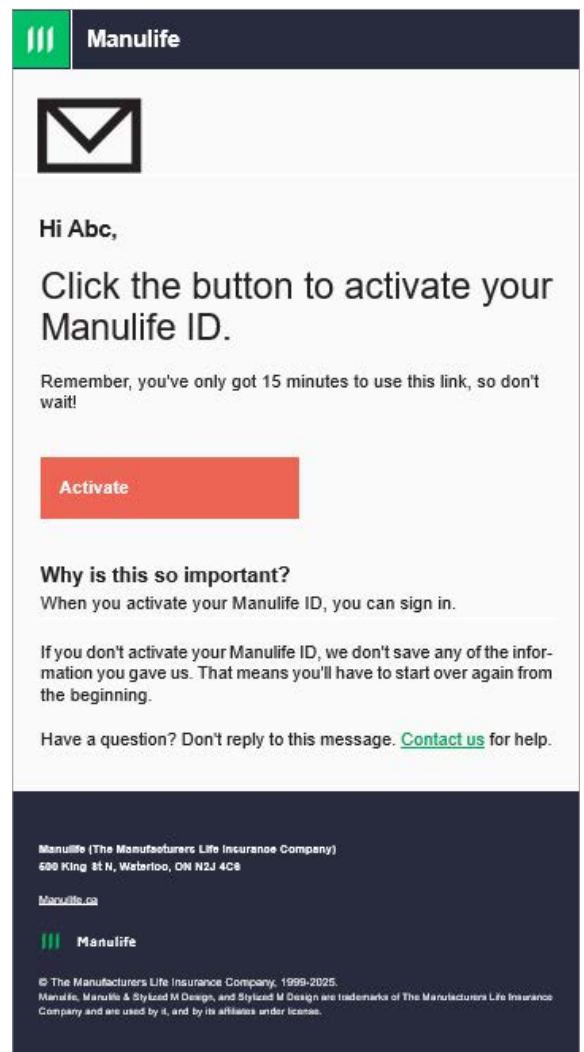
What's happening?

You may not have activated your Manulife ID after creating it.

Here's what to do

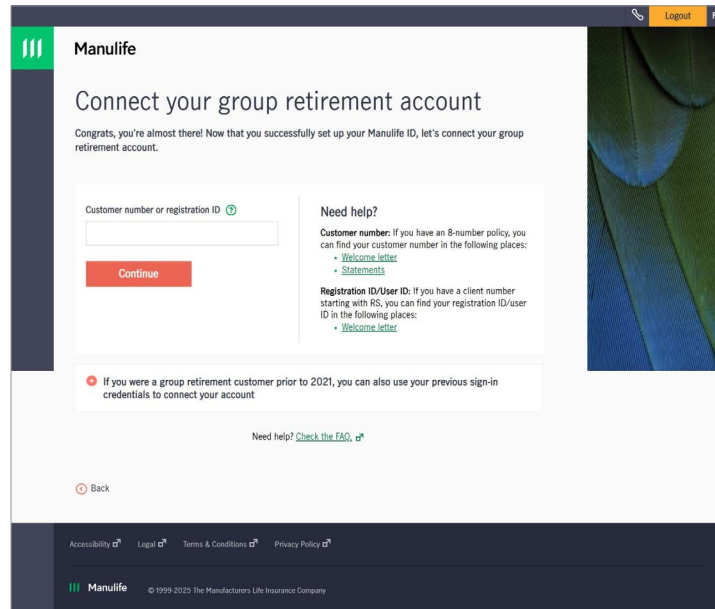
You need to activate your Manulife ID. When you created your Manulife ID, you should have received an email from us with an **Activate** button. You need to click that button within 15 minutes before the link expires. If that time has passed:

- Create your Manulife ID again using an email you'll always have access to, such as your personal email, in case you change employers.
- Watch for the activation email in your inbox and make sure you click on the **Activate** button.
- If you don't see the email and it's not in your spam folder, wait 15 minutes and try setting up your Manulife ID again.
- If you still don't see the email, [contact us](#) for help.



Trouble connecting your Manulife ID to your plan (step 3)

? I've set up my Manulife ID and joined my plan, but when I try to sign in, I get a screen telling me to connect my group retirement account



What's happening?

Your next step is to connect your group retirement plan to your Manulife ID so that you can access it and manage it online. It's easy, and you only need to do it once.

Depending on your plan, you'll need either your customer number or registration ID to get started.

Here's what to do

1 Check the email or letter we sent you when we welcomed you to the program or a recent statement to find your customer number or registration ID. Here's how to tell which one you have:

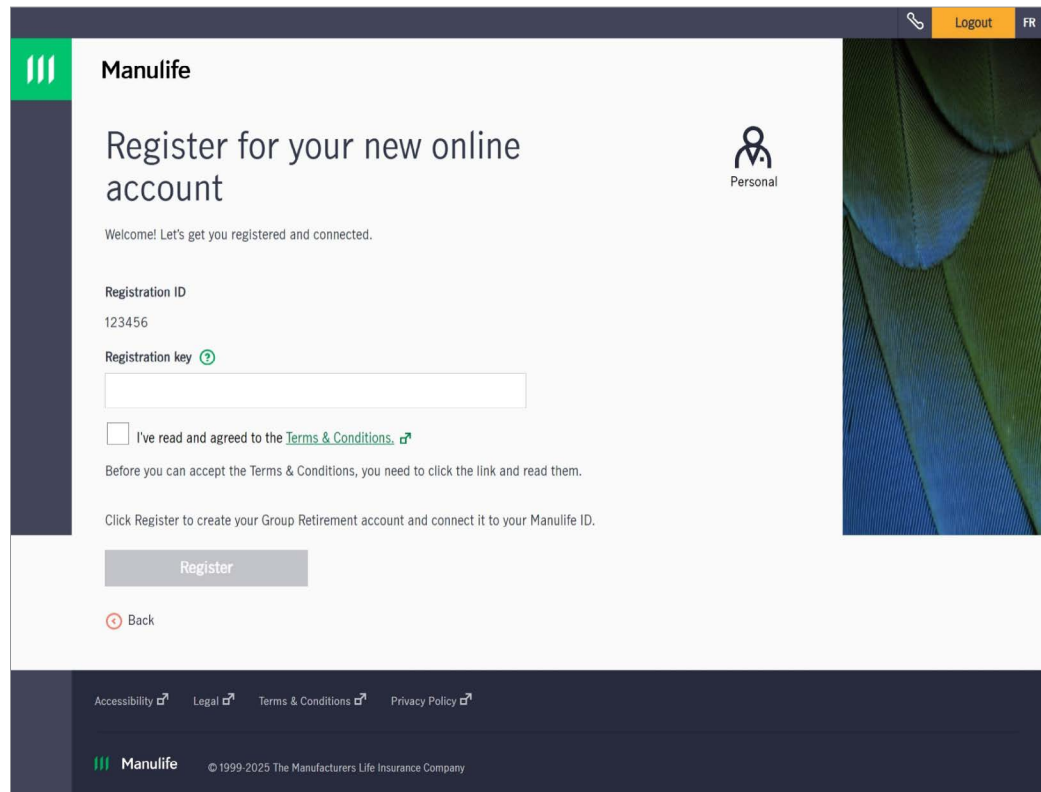
- If your plan has a **policy number** with no letters, you have a **customer number**.
- If your plan has a **client number** that starts with RS, you have a **registration ID**.

If you can't find your customer number or registration ID, [contact us](#) for help.

2 Next, connect your account:

Sign in with your Manulife ID, click **Group Retirement**, enter your customer number or registration ID, and [follow the steps shown](#).

? I just entered my customer number or registration ID, and now I'm being asked for a registration key



What's happening?

It could be that the customer number or registration ID you entered was wrong.

Here's what to do

- Click **Back** and try reentering your customer number or registration ID. If it's right, you won't be asked for a registration key again.
- If you're entering a customer number, make sure it's the number with 9 digits. Don't enter your policy number, which only has 8 digits.

If there's still an issue, **contact us** and we'll make sure you have the right customer number or registration ID.

I forgot my password or username

I've forgotten my password

What's happening?

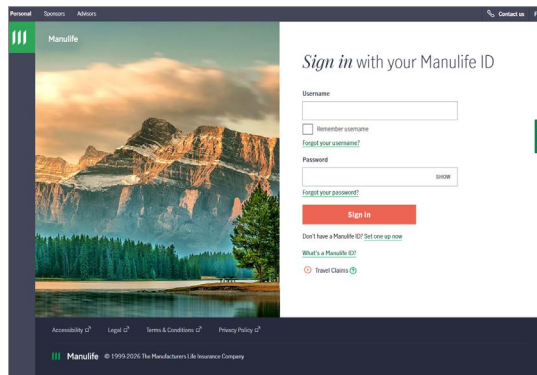
We all forget our passwords—don't worry, it's easy to reset.

Here's what to do

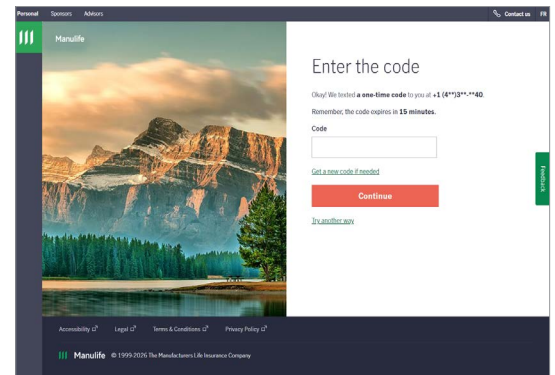
Before resetting your password, try entering the last password you remember directly. Your web browser might be entering an outdated password.

If that doesn't work, follow these steps to reset your password:

- 1 Under the password field, click **Forgot your password?**

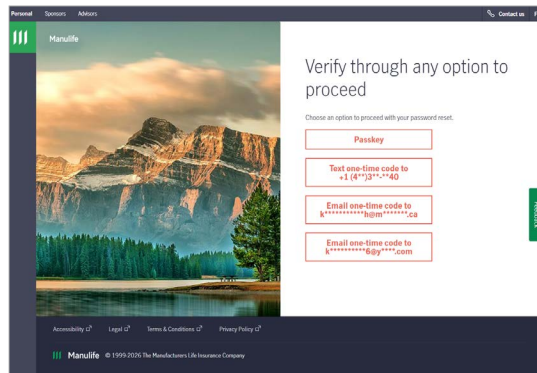


- 4 Once you have the one-time code, you have 15 minutes to enter it on the next screen.



- 2 On the next screen, enter your username.

- 3 Next, tell us how you want us to send the one-time code—either by text or email. If only one choice appears, choose that one.



- If you didn't get the code or the time expired, click **Get a new code if needed**. Only the last code we sent you will work.
- If you still don't get a code, click **Try another way**. You can then change from email to text or vice versa.
- If you asked for the code by email, don't forget to check your spam folder.

- 5 Once you enter the code, you'll get to the screen where you can set up your new password, then click **Reset password**. In some cases, you might first get a screen asking you to enter your last name and date of birth for extra security.

- 6 You'll get a message on-screen and an email confirming that you've changed your password. You can now sign in with your new password.

I clicked the **Forgot your password?** link, but nothing happened

What's happening?

This can happen if you've had a group retirement account since before 2021. The system works a bit differently for you.

Here's what to do

- 1 When you click on **Forgot your password**, instead of taking you to a new screen with instructions on resetting your password, it opens a new tab in your web browser. Check your browser tabs to see if it's there.
- 2 If you don't see a new tab, check the preferences or settings in your browser and allow pop-ups from manulife.ca and manulifeim.com.

You can also check the [Technical troubleshooting tips](#) section in this guide for additional tips.

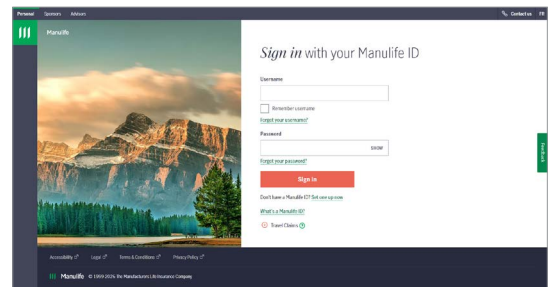
I forgot my username

What's happening?

You can recover your username. Normally, you only need your email address or mobile number. If you no longer have access to that email and don't have a mobile number registered with us, we can help you.

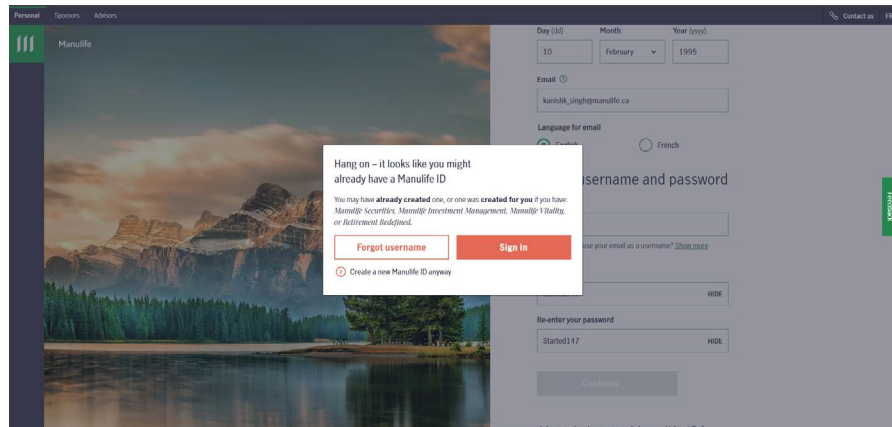
Here's what to do

- 1 Try recovering your username by clicking the **Forgot your username** link under that field and entering the email or mobile number associated with your Manulife ID. If it works, we'll send your username to you.



- 2 If that doesn't work, you might have an old account login and no longer have access to the email you used before. We're here for you—**[contact us](#)** for help.

? I tried creating a Manulife ID, but I get a message about a different Manulife ID



What's happening?

If you have **another product** with Manulife, you may have already created a Manulife ID, to which you can connect your group retirement account.

Here's what to do

- 1 If you're not sure if you already have a Manulife ID, try clicking on the **Forgot your username** link on the sign-in page. If you have a Manulife ID, we'll send you the username.
- 2 Once you know that you have an existing Manulife ID, you can sign in and connect your retirement account.

You should only have one Manulife ID for all your Manulife products, including group retirement.

? My Manulife ID isn't working

Here's what might be happening and what you can do

- **You may be using the wrong username or password**—Double-check your username and password for your Manulife ID and try reentering them.
- **You may be entering the username or password with spaces or typing errors**—Make sure there isn't a blank space before or after your Manulife ID username or password and that there are no spelling errors.
- **You may have tried to sign in through a bookmarked link that's out of date**—If you're using a saved link to sign in, try going to id.manulife.ca.
- **You may be trying to sign in with a username or password stored in your web browser**—If you're trying to sign in using a username or password saved to your web browser, try manually entering them.
- **You may have been locked out after trying to sign in too many times with the wrong password**—You can either wait one hour before trying again, or you can go to the sign-in page and click **Forgot your password**, then follow the steps on the screen to create a new password. Use your existing username with your new password to sign in.

You can also check the [Technical troubleshooting tips](#) section on the next page for additional tips.

Technical troubleshooting tips

If your page isn't loading, or if your computer is being difficult while you're setting up your Manulife ID, here are some additional tips that could help.

General tips

- Try a different web browser.
- Try clicking your browser's refresh button.
- You should have just one Manulife page open in your browser. Close any other Manulife pages.
- If you're trying to use a link you saved to bookmarks or favorites, try going directly to id.manulife.ca.
- Check your preferences or settings in your web browser to allow pop-ups from manulife.ca.
- Try restarting your computer to refresh.

Clearing your browser's cache

Websites you've visited before can sometimes be stored in your browser's cache, or history. When a lot of information is stored there, your pages or forms might not show up properly. Clearing your cache can fix many common issues.

How to clear your web browser's cache

In Microsoft Edge and Google Chrome

- Use the keyboard shortcut Ctrl+Shift+Del (Windows) or Command+Shift+Delete (Mac).
- Choose **All time** from the **Time range** option at the top.
- Check **Cached images and files**
- Select **Clear data** (**Clear now** in Edge).

In Safari

- Go to **Develop** in the menu bar.
- Choose **Empty Caches**.
- You can use the keyboard shortcut Option+Command+E.

In Firefox

- Use the keyboard shortcut Ctrl+Shift+Del (Windows) or Command+Shift+Delete (Mac).
- Choose **Everything** from the **Time range** option to clear to clear your entire history.
- Check the **Cache** option.
- Select **Clear now**.

In Internet Explorer

- Microsoft stopped supporting Internet Explorer (IE) in 2022. If you're still using IE, you may experience issues with our sites.
- Try using another browser.

Is your browser up to date?

In Microsoft Edge

- Go to the 3-dots menu in the top-right corner.
- Select **Help and feedback**, then **About Microsoft Edge** to see if it's up to date.

In Google Chrome

- Go to the 3-dots menu in the top-right corner.
- Select **Help**, then **About Google Chrome** to see if it's up to date.

In Safari

- Click on the Apple menu in the upper left corner of your screen.
- Select **System Preferences** from the drop-down menu.
- Select **Software Update**.
- If no update is available, Safari is up to date.

In Firefox

- Click the 3 horizontal line menu in the top-right corner.
- Select **Help**, then **About Firefox** to see if it's up to date.

In Internet Explorer

IE is no longer being updated.

I signed in to my account on the VIP Room, but I don't see my balance. What's going on?

Don't worry, your money's safe!

Your account was moved to our new system, where you'll manage your money going forward. You can access your account and your balance on your new secure site using the same Manulife ID you used to sign in to the VIP Room. The VIP Room will soon be shut down.

Here's what to do

If you're on the VIP Room:

- 1** Click on **Switch products** at the top of the page.
- 2** On the next screen, select **Group Retirement or VIP Room**.
- 3** Click **GO** on the **Group Retirement** tile.

If you're signing in:

- 1** Go to manulifeim.ca/retire and sign in with your Manulife ID. Your new account will automatically be connected.
- 2** You'll see a new tile called **Group Retirement** and your customer number.
- 3** Click **GO** to access your account.



We're here to help

If you run into an issue that you don't see here, [contact us](#).



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