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



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

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

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

4. Pick a username and password





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.

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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.





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.



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!

Manulife Private Wealth



We're here to help For registration and technical support

• E-mail: <u>MPW_Client_Service@manulife.ca</u>

• Phone: 1-833-881-4358

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

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