

# MyBenefits Registration

## Pre-Registration

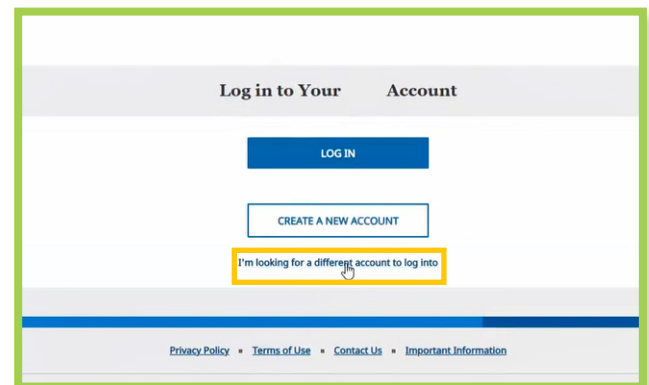
Upon navigation to either [online.metlife.com/benefits](https://online.metlife.com/benefits) or [mybenefits.metlife.com](https://mybenefits.metlife.com), you'll see the following screen:

Enter the name of your employer or association into the field in the upper-right corner. A drop-down menu of organizations may appear with options to choose from (if more than one match is found).

You'll be taken to a screen that asks you to select whether you would like to login with an existing username or create a new account. The interface will vary based on your employer.

Regardless of the interface, select **“Create a New Account”** or **“Register Now.”**

If you believe you have selected the wrong employer interface, click on the link that reads **“I'm looking for a different account to log into”** or **“Looking for a different employer or association?”** This link will take you to a webpage where you can register as a common user.



## Registration

From here, you'll be taken to Step 1 of the registration process.

1. Enter your first name, last name, email address
2. Select the type of phone number you have (mobile or landline) and then enter your phone number
3. Enter your social security number, date of birth, and zip code
4. After entering all of this information, you may be prompted to enter information specific to your employer, depending on how your organization has set up its registration process. For example, you may be asked to enter your employee ID. Upon entering the information, click **“Next”**.

A screenshot of the MetLife registration form. It includes fields for "Email", "Phone Type" (with a dropdown menu), "Date of Birth" (mm / dd / yyyy), "Zip Code", and "Employee ID" (with the value 123456789). A "NEXT" button is highlighted with a yellow arrow. A note states "Personal email is recommended". A "Username Credentials" icon is visible on the left side of the form.

Navigating Life Together

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# Registration Continued

If your identifying information does not match publicly available information about your identity, you may be prevented from creating an account.

Next, you'll be asked to verify your identity via a **verification code** on the screen below. Select whether you'd like to receive the code via text message or voice message, and sometimes an email if that information is already available to MetLife.

You'll be taken to the screen below. Retrieve the code, then enter it in the text field. The code will expire after 15 minutes, in which case you will need to generate another code. Click **"Next"**.

1. Your email address will be a suggested username in the first text field. We recommend using this as your username, but you may change it.  
2. Enter and confirm your desired password in the next two text fields.

Your password must:

- ▶ Contain 8-20 characters
- ▶ Contain a lowercase letter
- ▶ Contain an uppercase letter
- ▶ Contain a number
- ▶ Not contain special characters other than a hyphen or underscore

3. If you'd like MetLife to remember your device, so that you don't have to verify your identity every time you login to your online account, select the **"Remember this Device"** checkbox.

Your device will be remembered for a maximum of six months.

4. Choose whether you'd like to receive paperless documents by selecting one of the radio buttons at the bottom of the page. You may view the eConsent Policy by clicking on the relevant links.

5. Click **"Submit"**. Upon successful submission, you will receive a congratulatory confirmation message.

Finally, select **"Go To Dashboard"** and you will be taken to your Dashboard.

The registration process consists of the following steps:

- Identity Verification:** The user is asked how they want to receive a verification code. Options include Text message, Voice message, and Email.
- Code Entry:** The user receives a code (e.g., (\*\*\*-\*\*\*-7890) and enters it into a text field.
- Create your Username and Password:** The user enters their email address as a suggested username, a password, and confirms it. There is an option to "Remember this device (Optional)".
- Welcome Message:** A confirmation message stating "Congratulations, you have successfully registered and are ready to view your policies."
- Dashboard:** The user is taken to the "My Accounts" dashboard, which displays various policy options and a table of recent claims.

Claim no	Disability/Absence Start Date:	Status	View All
888123001	3/22/2019	Closed	>
888123002	3/23/2019	Open	>

Number	Start Date	Status	View All
A131204041	7/17/2018	Pending	>