

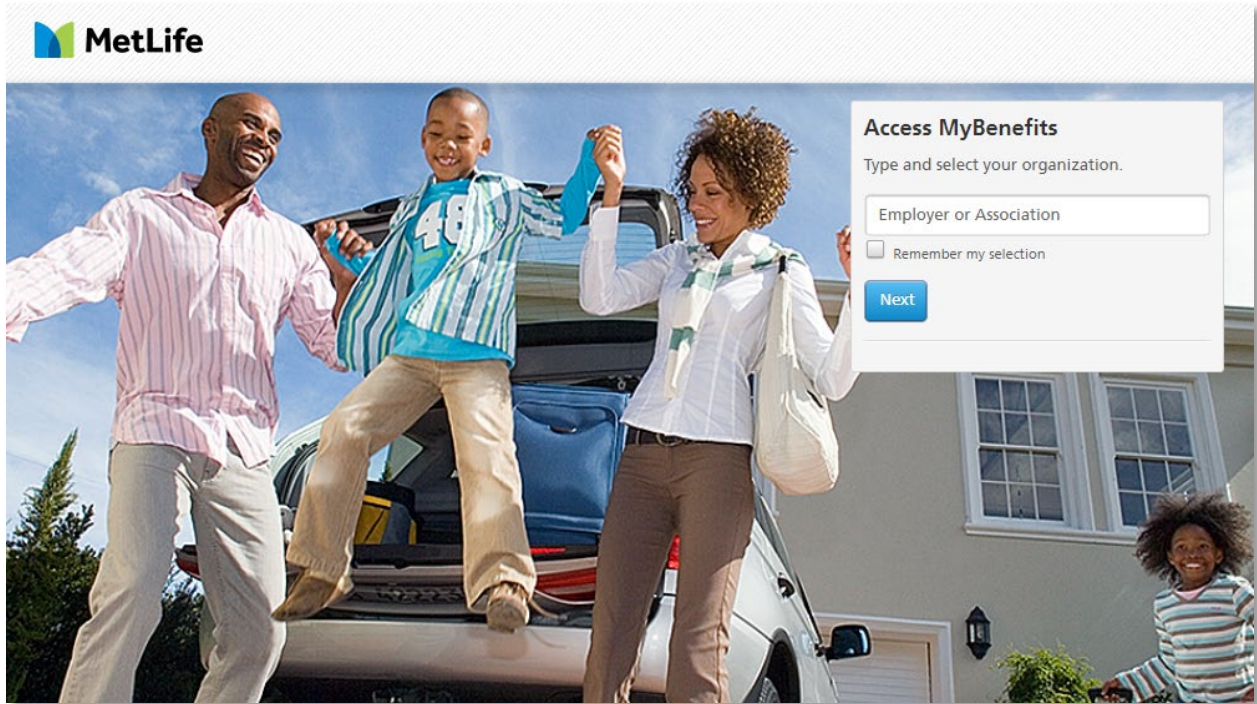
MyBenefits

Registration User Guide



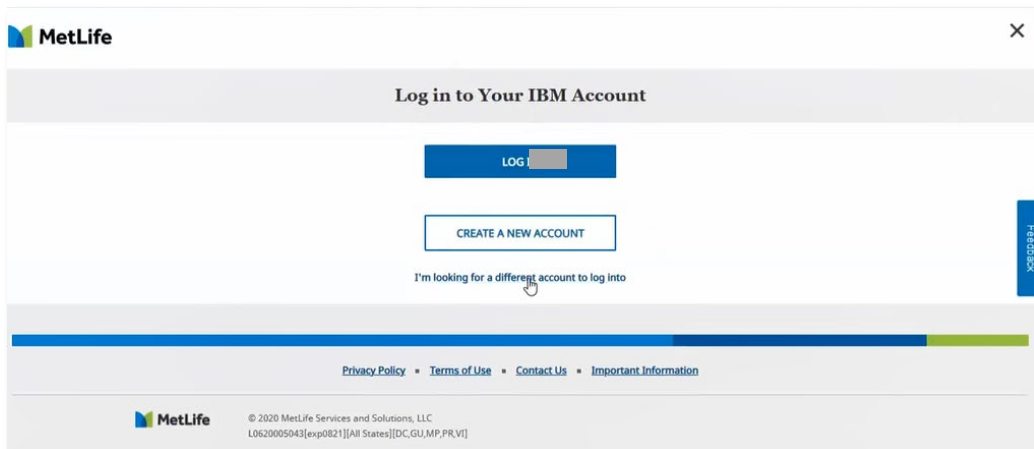
Pre-Registration

Upon navigation to www.metlife.com/mybenefits, you'll see the following screen:



Enter the name of your employer, organization, 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. Select "Create a New Account" or "Register Now."

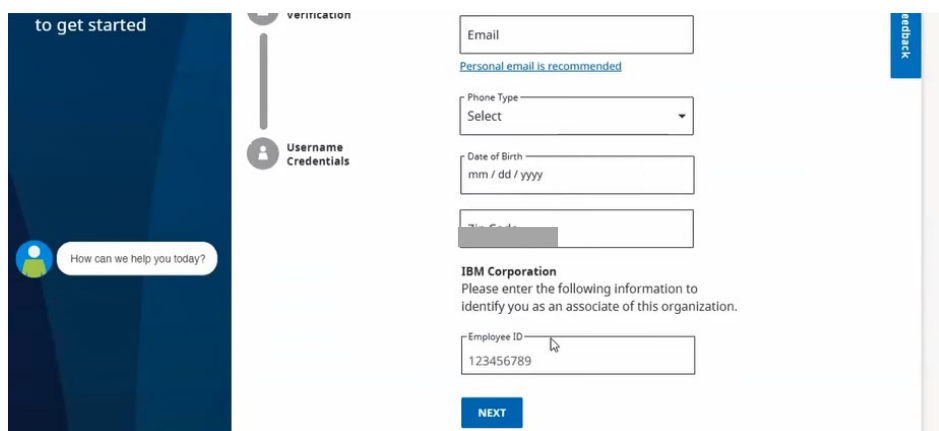


If you believe you have selected the wrong employer, organization, or association, click on the link that reads “I’m looking for a different account to log into” or “Looking for a different employer or association?” This link will take you to a webpage where you can register again.

Registration

Step 1: Your Information

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



The screenshot shows a registration form with the following fields and elements:

- to get started** (header)
- verification** (header)
- Username Credentials** (header)
- Email** (text input field)
- Personal email is recommended** (text below email field)
- Phone Type** (dropdown menu with "Select" option)
- Date of Birth** (text input field with "mm / dd / yyyy" placeholder)
- Zip Code** (text input field)
- IBM Corporation** (text)
- Please enter the following information to identify you as an associate of this organization.** (text)
- Employee ID** (text input field with "123456789" entered)
- NEXT** (button)
- Feedback** (button)
- How can we help you today?** (chatbot prompt)

Step 2: Identity Verification

Identity verification is an important and necessary step that ensures a person’s identity matches the one that is supposed to be. Please be sure all information is accurate and complete or you may be prevented from completing your registration

To verify your identity a verification code is required. Select which method you would like to receive the code.

By entering your information we're able to complete

Identity Verification



How can we help you today?

Personal Information

Identity Verification

Username & Password

We will send you a verification code. How would you like to receive the code?

[What is this for?](#)

- Text message: ***-***-7890 ¹
- Voice message: ***-***-7890
- Email: *****@gmail.com

¹Standard text message rates may apply

[BACK](#)

[NEXT](#)

Feedback

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.

Personal Information

Identity Verification

Username & Password

By entering your information we're able to complete

Identity Verification

We have found you in our records. A text message with a code has been sent to: (***) ***-7890

[What is this for?](#)

Enter your code within: 14:23

Verification Code

[Resend](#) code.

[BACK](#)

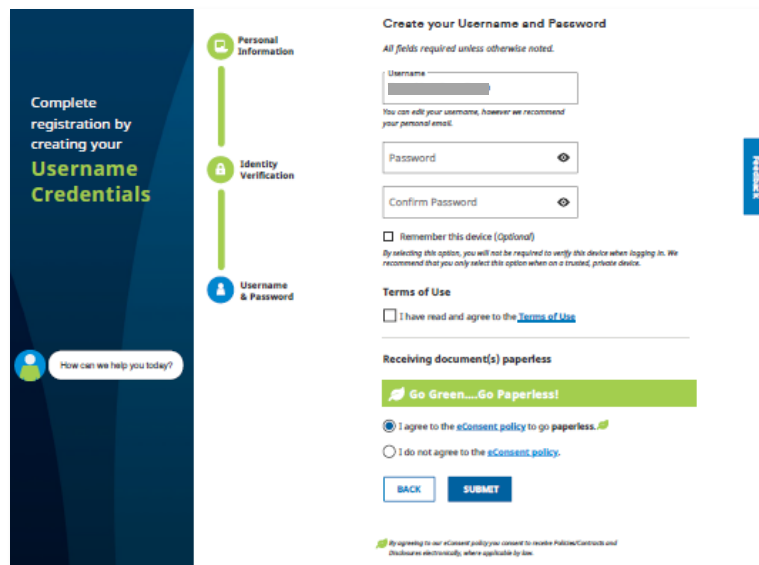
[NEXT](#)

Feedback

Step 3: Create Username and Password

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. 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



The screenshot shows a registration page titled "Create your Username and Password". On the left, a dark blue sidebar contains the text "Complete registration by creating your Username Credentials" and a "How can we help you today?" button. A progress indicator shows three steps: "Personal Information", "Identity Verification", and "Username & Password", with the third step being the current one. The main content area includes a "Feedback" button on the right. The form fields are: "Username" (with a note: "You can edit your username, however we recommend your personal email."), "Password", and "Confirm Password". There is a checkbox for "Remember this device (Optional)" with a note: "By selecting this option, you will not be required to verify this device when logging in. We recommend that you only select this option when on a trusted, private device." Below this is a "Terms of Use" section with a checkbox for "I have read and agree to the Terms of Use". The "Receiving document(s) paperless" section features a green "Go Green...Go Paperless!" button and two radio buttons: "I agree to the eConsent policy to go paperless." (selected) and "I do not agree to the eConsent policy." At the bottom are "BACK" and "SUBMIT" buttons, and a small disclaimer: "By agreeing to our eConsent policy you consent to receive Policies/Contracts and disclosures electronically, where applicable by law."

Step 4: Consent and Terms of Use

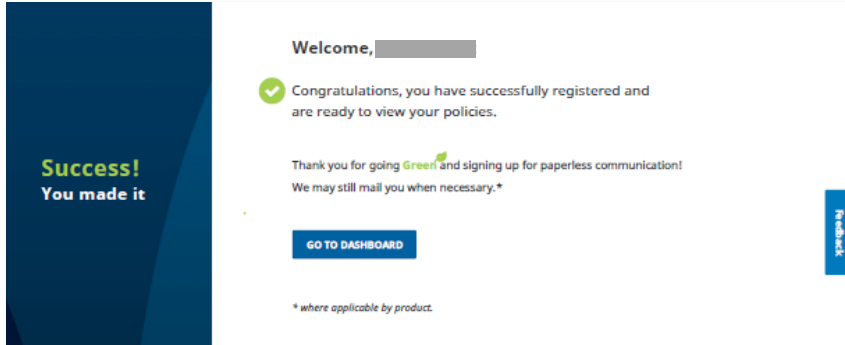
If you'd like MetLife to remember your device, so that you don't have to verify your identity every time you login to your online account, select the "Remember this Device" checkbox. Your device will be remembered for a maximum of six months.

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.

Click Submit.

Step 5: Successful Registration

Upon successful submission, you will receive a congratulatory confirmation message, as below:



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

