

MyBenefits Registration

Pre-Registration

Upon navigation to either online.metlife.com/benefits or mybenefits.metlife.com, you'll see the screen on the right:

Enter the name of your employer or organization 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, select the organization you want to register and click "Next").

You'll be taken to a screen that asks you to select whether you would like to login or create a new account. The interface may vary.

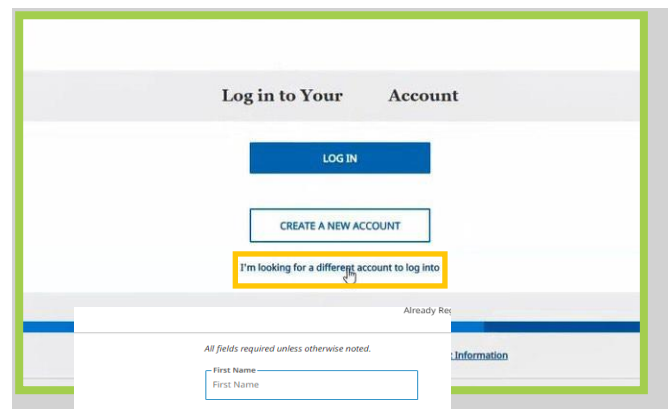
Regardless of the interface, select **"Create a New Account"** or **"Register Now."**

If you believe you have selected the wrong organization, click on the link that reads **"I'm looking for a different account to log into"**. This link will take you back to the screen where you can choose a different organization.

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 enter your phone number
3. Enter your DOB, zip code, state
4. After entering all this information, you may be prompted to enter information specific to your employer or organization, depending on how your organization has set up its registration process. For example, you may be asked to enter your Employee ID or SSN. Upon entering the information, click **"Next"**.



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 2nd screen on the right. 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"**.

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.

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"**. Upon successful submission, you should receive a congratulatory confirmation message.

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

The registration process consists of four main steps:

- Identity Verification:** Select how to receive a verification code (Text message, Voice message, or Email).
- Code Entry:** Enter the received verification code within a 15-minute timeout.
- Username and Password:** Create a username (suggested as the email address) and a password, then confirm it. An optional checkbox allows the device to be remembered.
- Confirmation:** Receive a "Thank you" message and click "GO TO DASHBOARD" to access the user's account.

The final dashboard view includes a "Welcome to MyBenefits!" message and sections for "Where can we take you?" (with links to My Accounts, Claims Center, Documents & Forms, Message Center, and My Profile), "How to Digital Docs Without Feeling Stressed Out", and "Frequently Asked Questions".