

MyBenefits

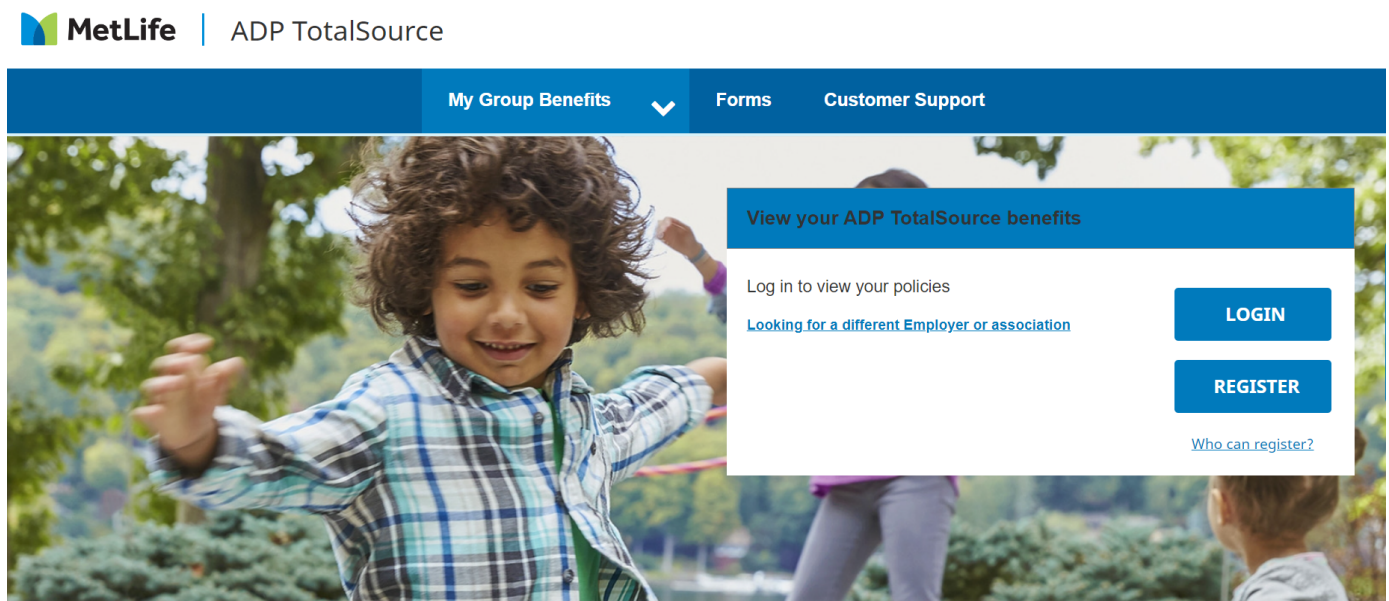
Registration User Guide



Navigating Life Together

Pre-Registration

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



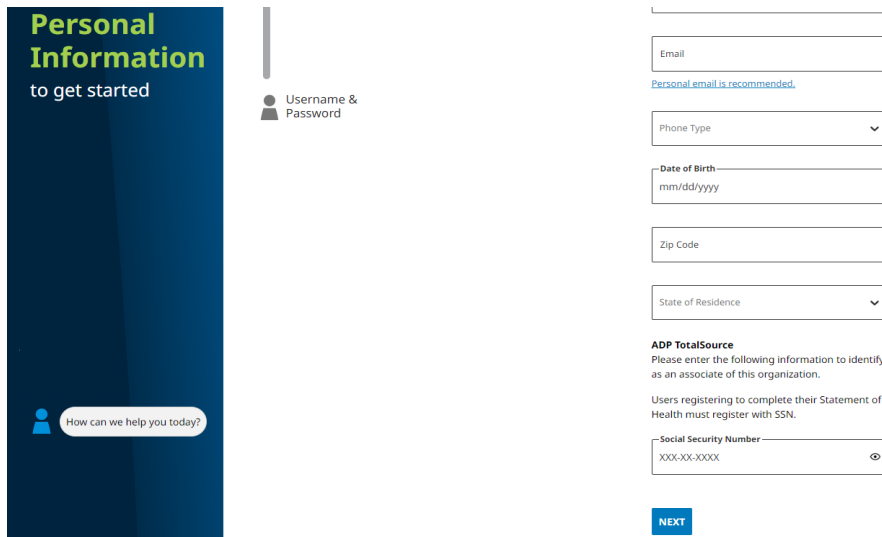
You'll be taken to a screen that asks you to select whether you would like to login with an existing username or create a new account. The interface will vary based on your employer. Select "Login" or "Register."

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 then 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 image shows a registration form for Step 1: Your Information. On the left is a dark blue sidebar with the text "Personal Information to get started" and a chatbot icon with the text "How can we help you today?". The main form area has a light blue header with a person icon and the text "Username & Password". Below this are several input fields: "Email" (with a link "Personal email is recommended."), "Phone Type" (a dropdown menu), "Date of Birth" (with a placeholder "mm/dd/yyyy"), "Zip Code", and "State of Residence" (a dropdown menu). Below these fields is a section titled "ADP TotalSource" with the text "Please enter the following information to identify as an associate of this organization." and "Users registering to complete their Statement of Health must register with SSN." This is followed by a "Social Security Number" field with a placeholder "XXX-XX-XXXX" and a visibility icon. At the bottom right is a blue "NEXT" button.

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.





Already registered? [LOG IN](#)


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

¹ Standard 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.





Already registered? [LOG IN](#)


By entering your information we're able to complete

Identity Verification

 How can we help you today?

 Personal Information

 Identity Verification

 Username & Password

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

[Resend](#) code.

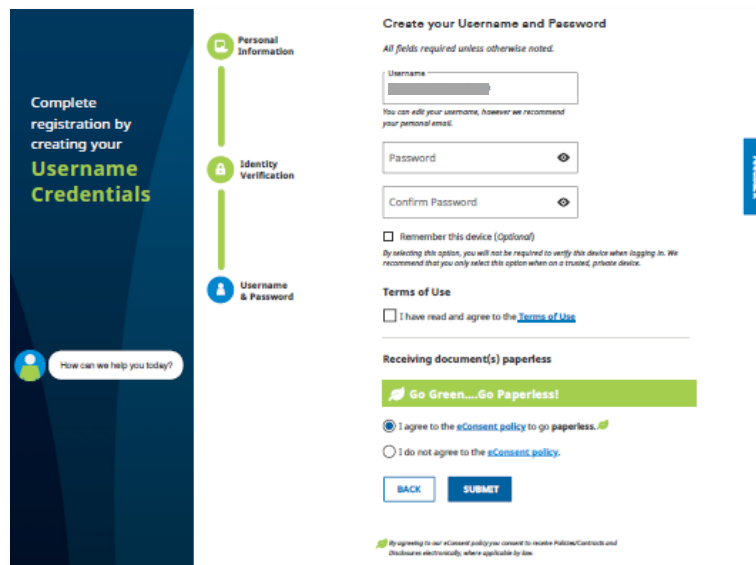
[BACK](#) [NEXT](#)

[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 "Complete registration by creating your Username Credentials". On the left, a vertical progress bar indicates three steps: "Personal Information", "Identity Verification", and "Username & Password", with the third step being the current one. The main content area is titled "Create your Username and Password" and includes the instruction "All fields required unless otherwise noted." It features three input fields: "Username", "Password", and "Confirm Password". Below these fields 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." There is also a "Terms of Use" section with a checkbox for "I have read and agree to the Terms of Use". A green banner with a leaf icon says "Go Green...Go Paperless!". Below this are two radio buttons: "I agree to the eConsent policy to go paperless." (which is selected) and "I do not agree to the eConsent policy.". At the bottom are "BACK" and "SUBMIT" buttons. A small disclaimer at the very bottom states: "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

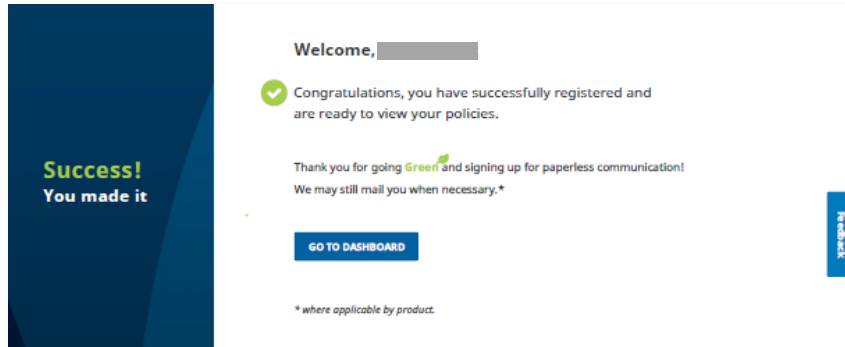
If you'd like MetLife to remember your device, so that you don't have to verify your identity every time you login to your online account, select the "Remember this Device" checkbox. Your device will be remembered for a maximum of six months.

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.

