



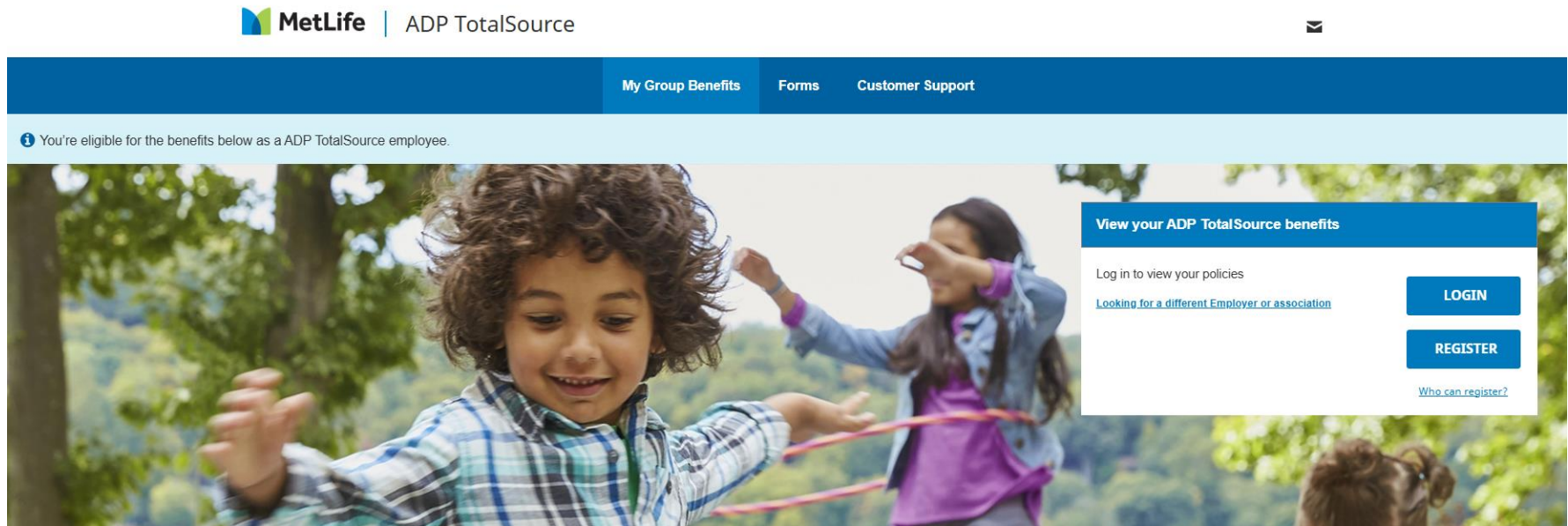
# MyBenefits Registration User Guide

Updated: June 2025



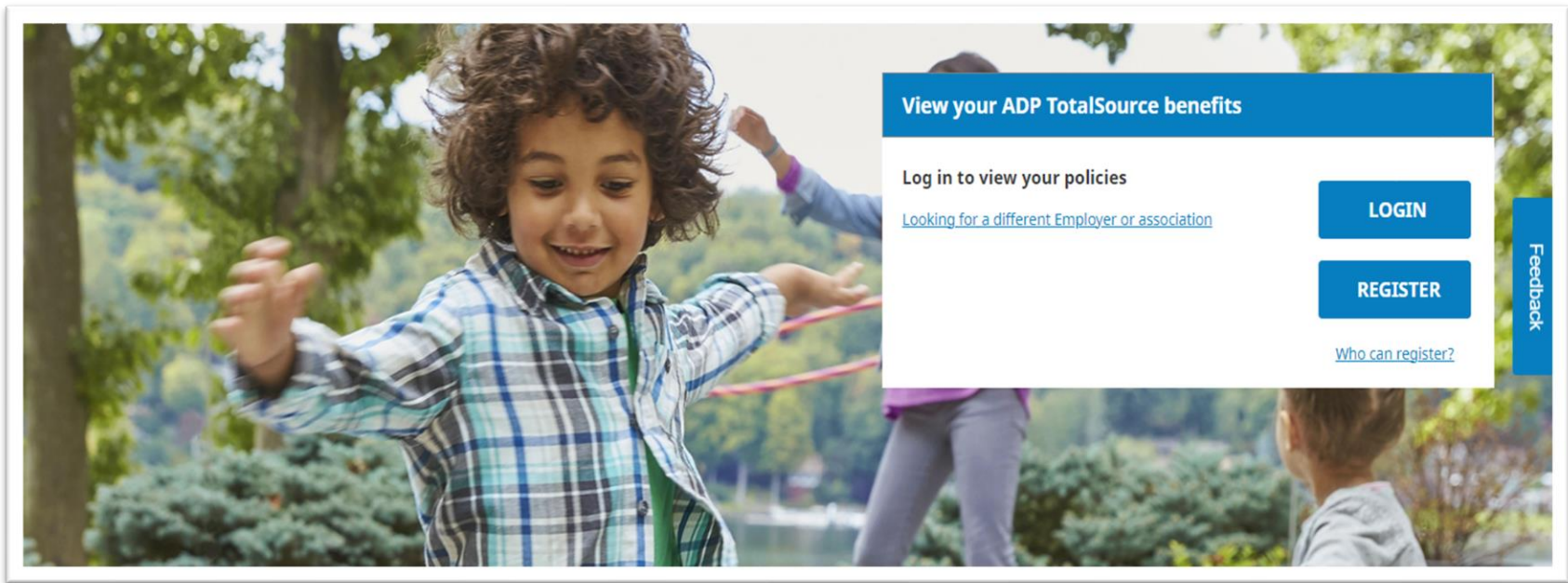
# MyBenefits Registration and Log-In

Upon navigation to [mybenefits.metlife.com/ADPTotalSource](https://mybenefits.metlife.com/ADPTotalSource) you'll see the following screen:



# Pre-Registration

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. Select "Login" or "Register."



# New User 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 Social Security number to identify as ADP TotalSource Worksite Employee.

Upon entering the information, click **Next**.



First Name

Last Name

Email

[Personal email is recommended.](#)

Phone Type

Date of Birth

mm/dd/yyyy

Zip Code

State of Residence

**ADP TotalSource**

Please enter the following information to identify as an associate of this organization.

Users registering to complete their Statement of Health must register with SSN.

Social Security Number

XXX-XX-XXXX

**NEXT**

# New User Registration

## 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.

This screenshot shows the 'Identity Verification' step of the registration process. On the left, a dark blue sidebar contains the text 'By entering your information we're able to complete Identity Verification' and a progress indicator with three steps: 'Personal Information', 'Identity Verification' (current step), and 'Username & Password'. Below this is a search bar with the text 'How can we help you today?'. The main content area has a heading 'We will send you a verification code. How would you like to receive the code?' followed by a link 'What is this for?'. There are three radio button options: 'Text message: \*\*\*-\*\*\*-7890' (selected), 'Voice message: \*\*\*-\*\*\*-7890', and 'Email: \*\*\*\*\*@gmail.com'. A footnote states '\* Standard text message rates may apply'. At the bottom are 'BACK' and 'NEXT' buttons. A vertical 'Feedback' button is on the right edge.

This screenshot shows the next step in the 'Identity Verification' process. The sidebar is identical to the previous screen. The main content area displays the message 'We have found you in our records. A text message with a code has been sent to: (\*\*\*-\*\*\*-7890)'. Below this is a link 'What is this for?'. A timer indicates 'Enter your code within: 14:23'. There is a text input field labeled 'Verification Code' and a link 'Resend code.' below it. 'BACK' and 'NEXT' buttons are at the bottom. A vertical 'Feedback' button is on the right edge.

Retrieve the code, then enter it in the text field. The code will expire after 15 minutes. If the code expires, a new code can be requested.

Click **Next**.



# New User Registration

## 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 the 'Create your Username and Password' step of the MetLife registration process. On the left, a dark blue sidebar contains the text 'Complete registration by creating your Username Credentials' and a chat bubble icon with the text 'How can we help you today?'. The main content area has a title 'Create your Username and Password' and a note 'All fields required unless otherwise noted.' Below this are three input fields: 'Username', 'Password', and 'Confirm Password'. A note states 'You can edit your username, however we recommend your personal email.' Below the password 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 a 'Terms of Use' section with a checkbox 'I have read and agree to the Terms of Use'. Below that is a 'Receiving document(s) paperless' section with a green bar 'Go Green...Go Paperless!'. There are 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. A small disclaimer at the very bottom reads 'By agreeing to our eConsent policy you consent to receive Policies/Contracts and Disclosures electronically, where applicable by law.'

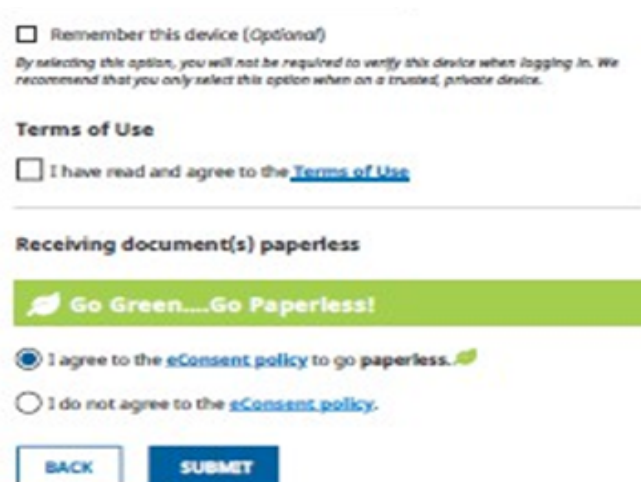
# New User Registration

## 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***.





☐ Remember this device (Optional)  
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.

**Terms of Use**  
☐ I have read and agree to the [Terms of Use](#)

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**Receiving document(s) paperless**

 **Go Green.....Go Paperless!**

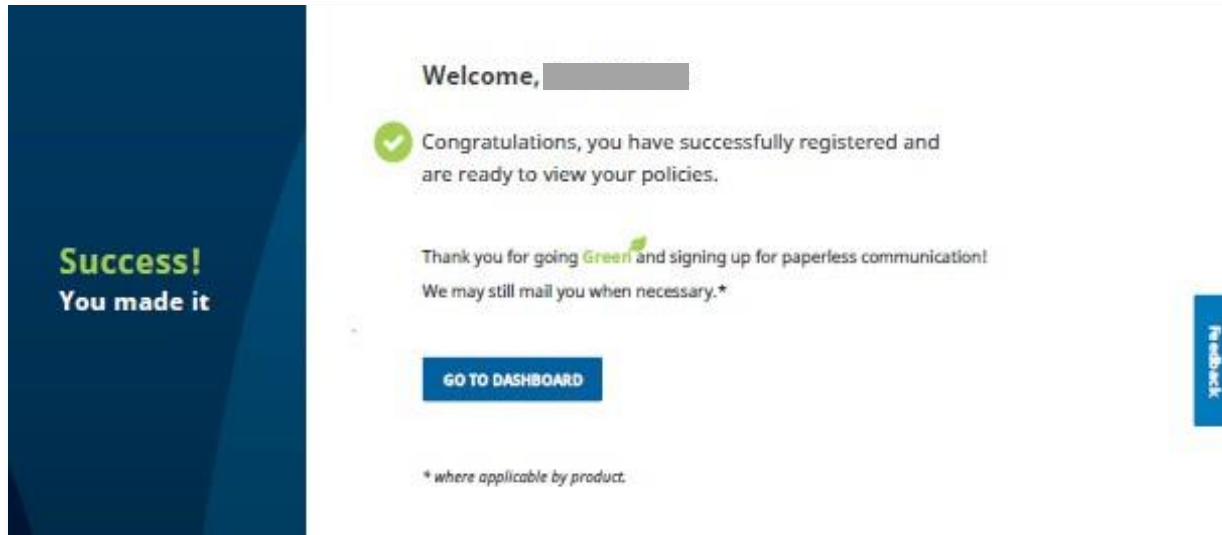
☒ I agree to the [eConsent policy](#) to go paperless. 

☐ I do not agree to the [eConsent policy](#).

# New User Registration

## Step 5: Successful Registration

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

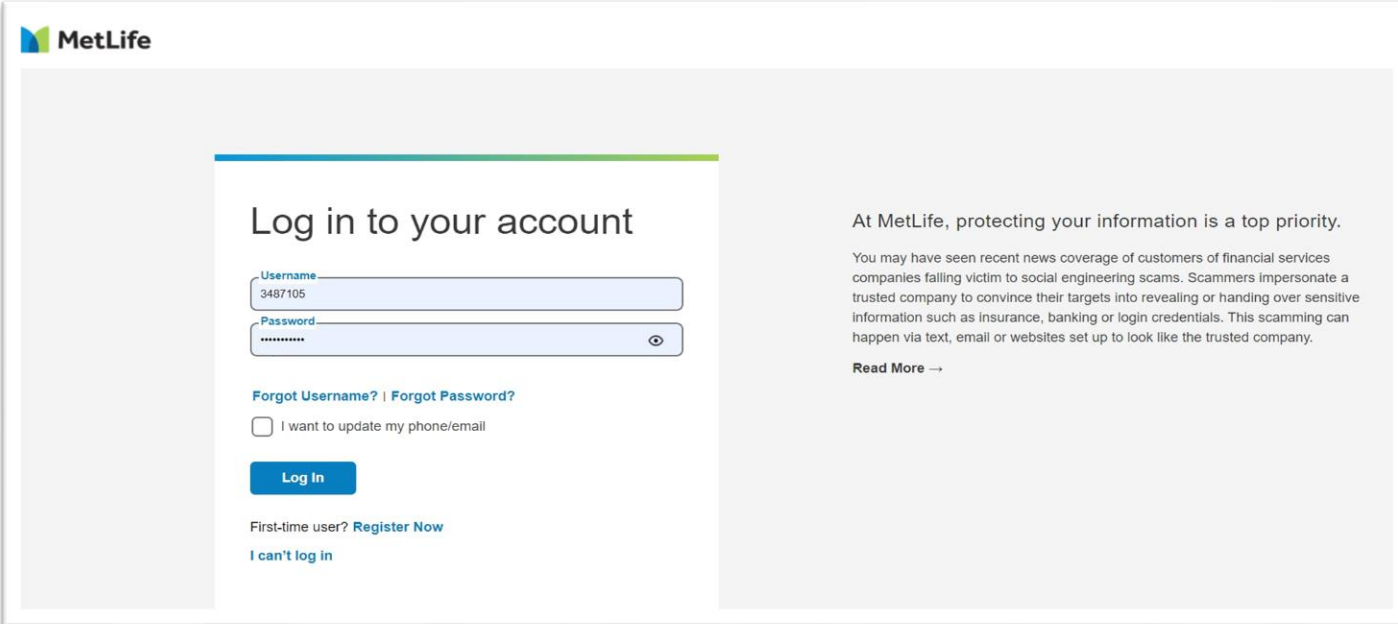




# Existing Users

If you have already registered, please click *Log In* and you will be brought to the *Log in* to Your Account screen.

Once you entered your Username and Password, please click the blue *Log In* button.



The image shows a screenshot of the MetLife login page. The MetLife logo is in the top left corner. The main heading is "Log in to your account". Below this are two input fields: "Username" with the value "3487105" and "Password" with masked characters "\*\*\*\*\*". To the right of the password field is an eye icon. Below the input fields are links for "Forgot Username?" and "Forgot Password?". There is a checkbox labeled "I want to update my phone/email". A blue "Log In" button is positioned below the checkbox. At the bottom left, there are links for "First-time user? Register Now" and "I can't log in". On the right side of the page, there is a section titled "At MetLife, protecting your information is a top priority." followed by a paragraph about social engineering scams and a "Read More" link with a right-pointing arrow.

MetLife

## Log in to your account

Username  
3487105

Password  
\*\*\*\*\*

[Forgot Username?](#) | [Forgot Password?](#)

☐ I want to update my phone/email

[Log In](#)

First-time user? [Register Now](#)

[I can't log in](#)

At MetLife, protecting your information is a top priority.

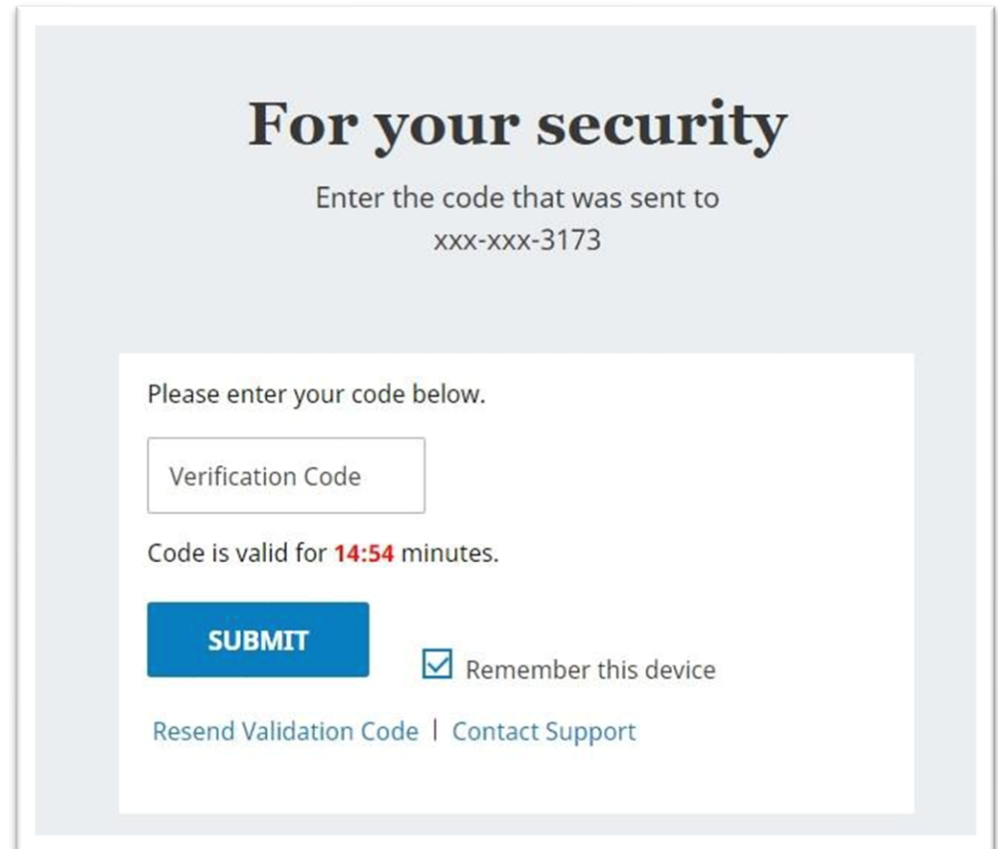
You may have seen recent news coverage of customers of financial services companies falling victim to social engineering scams. Scammers impersonate a trusted company to convince their targets into revealing or handing over sensitive information such as insurance, banking or login credentials. This scamming can happen via text, email or websites set up to look like the trusted company.

[Read More](#) →

# For Your Security

If you have not accessed your benefits in the last six months and / or are using a different device, you will be prompted to enter a Secure Authorization code that will be sent to your email address / mobile number to be entered on the registration page.

Enter the code which will be valid for 15 minutes and click **Next**.



The screenshot shows a security verification interface. At the top, it says "For your security" in a large, bold font. Below this, it prompts the user to "Enter the code that was sent to xxx-xxx-3173". There is a text input field labeled "Verification Code". Below the input field, it states "Code is valid for 14:54 minutes." with a red timer. A blue "SUBMIT" button is positioned below the timer. To the right of the button is a checkbox labeled "Remember this device". At the bottom, there are two links: "Resend Validation Code" and "Contact Support".

**For your security**

Enter the code that was sent to  
xxx-xxx-3173

Please enter your code below.

Verification Code

Code is valid for **14:54** minutes.

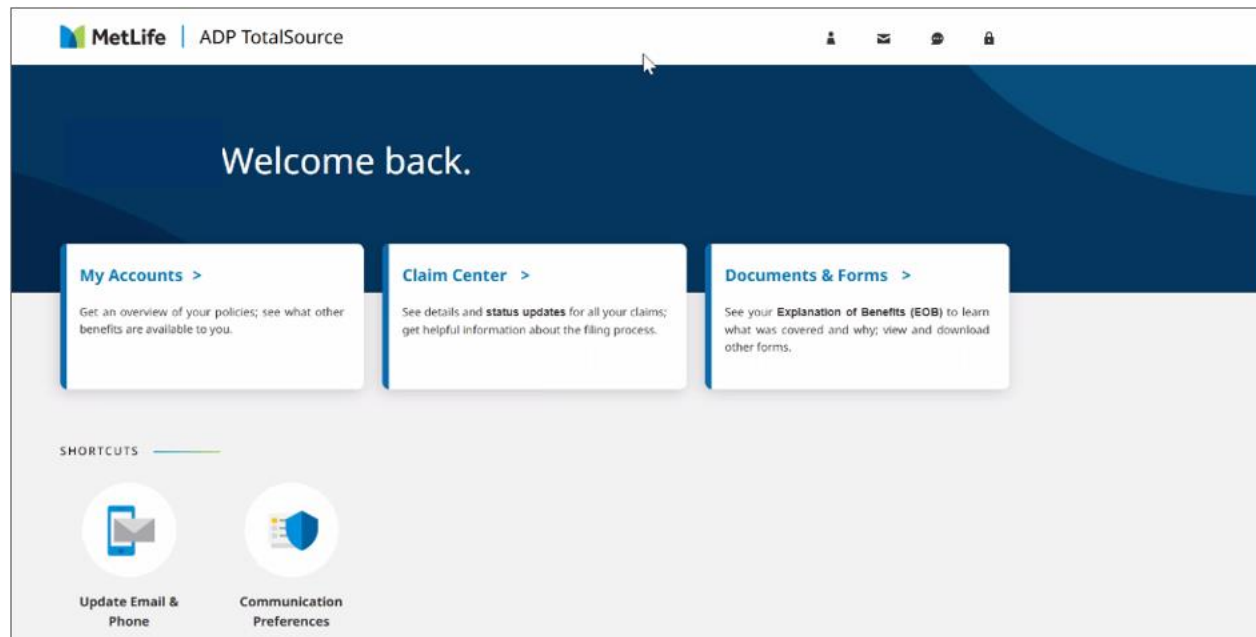
**SUBMIT** ☒ Remember this device

[Resend Validation Code](#) | [Contact Support](#)

# Welcome Back

Once logged into the portal, you will be greeted with the **Welcome to MyBenefits** page. In the top navigation bar, the MyBenefits page provides links that allow navigation to pages offering claims information, documents and forms:

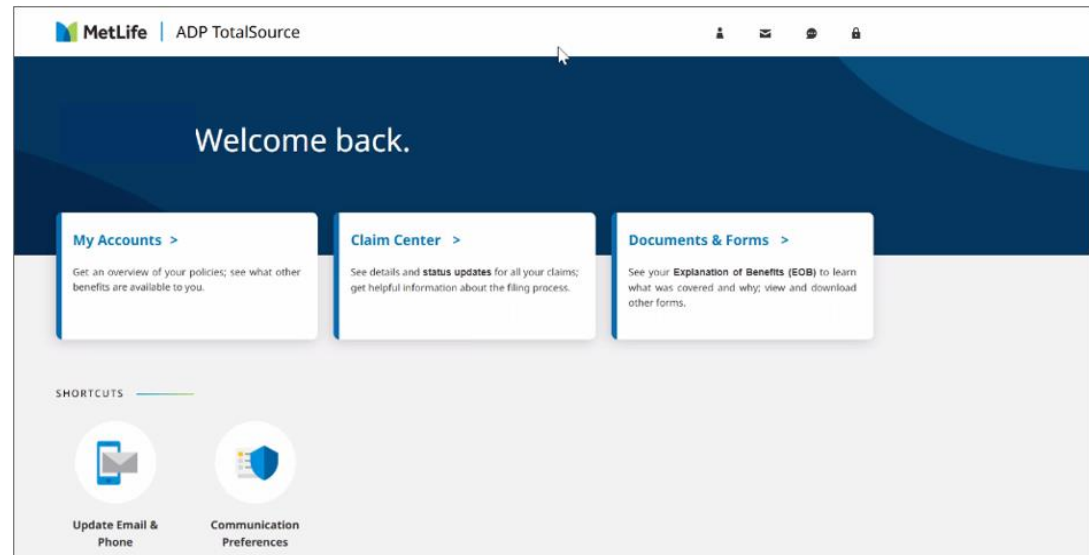
- My Accounts
- Claim Center – access to claim information for all current policies
- Documents and Forms – any documents shared with the user will be available here



# Navigation

The middle section of the page provides additional ways to access claims and account information including:

- View my accounts
- View the Claims Center
- Access my Documents & Forms
- Access My Profile
- Contact Us
- Messaging Center
- Frequently Asked Questions



# My Accounts

Provides access to find coverages within individual product cards, including Disability claim details. You can hover over “My Accounts” in the blue navigation bar and click links to other products available.

## Product Summary Cards

- Life Insurance
- Short Term Disability
- Long Term Disability
- Critical Illness Insurance
- Accident Insurance
- Hospital Indemnity Insurance
- MetLife Legal Plans

Policy, coverage and claim information, documents and forms - all at your fingertips.

**MetLife | ADP TotalSource** Welcome [User Icon] [Mail Icon] [Chat Icon] [Lock Icon]

**HOME MY ACCOUNTS CLAIM CENTER DOCUMENTS & FORMS**

### My Accounts

Welcome to MyBenefits where you can view your policy activity and information.

[Don't see all of your policies?](#) Filter page view

#### Critical Illness Insurance

Critical Illness

Certificate #A8

I want to ...

Critical Illness Insurance can help cover expenses such as household bills, medical insurance deductibles, copayments and more.

**Insured:**  
Coverage Effective Date: 11/01/2021  
Status: '  
Coverage Termination Date: '  
Coverage Amount: \$10,000.00  
Dependents: '

#### Critical Illness Insurance

Critical Illness

Certificate #B4

I want to ...

Critical Illness Insurance can help cover expenses such as household bills, medical insurance deductibles, copayments and more.

**Insured:**  
Coverage Effective Date: 06/01/2023  
Status: '  
Coverage Termination Date: '  
Coverage Amount: \$10,000.00  
Dependents: '

#### Disability LTD

View Forms

#### Important Information

We are happy to provide you with information about your group life coverage amount. Please note the benefit amount that appears has been provided by ADP TotalSource. Changes to your coverage information may not be immediately reflected.

For the most current information, please refer to your

# Disability: File A Claim or PFL Absence

On **My Accounts** page, go to Disability window and select *File a Claim* from the drop-down menu. You will be brought to the beginning of the process for filing a disability/absence claim with MetLife.

The screenshot shows the 'Manage Claims' page on the MetLife ADP TotalSource portal. The page has a blue header with navigation links: HOME, BENEFITS & COVERAGES, CLAIM CENTER, and DOCUMENTS & FORMS. The main content area is titled 'Manage Claims' with a sub-header 'Start to file a claim'. Below this, there's a section for 'Absence and Disability' with a video player and text explaining the process. To the right, there are three cards: 'Learn more about the claims process' (with a video icon), 'Get help with your claim' (with a contact icon), and 'About Preferred Questions' (with a question mark icon). At the bottom, there are links for 'Privacy Policy', 'Terms of Use', 'Contact Us', and 'Important Information'.

The screenshot shows the 'Your claim is filed' confirmation page. It features a large green checkmark icon at the top. Below the checkmark, it says 'Your claim is filed.' and 'Your claim number is MLE. Be sure to keep it for your records.' The page also includes a section titled 'HERE'S WHAT HAPPENS NEXT' with three steps: 1. An acknowledgment letter will be mailed and posted in the ADP system. 2. Ensure that your employer is aware of your need for leave as MetLife may need to reach out to your employer for approval of the leave. 3. Sign up for email notifications to alert you when there are claim changes available for you to view online. At the bottom, there are links for 'Claims Center', 'My Accounts', 'Claims Center', and 'Documents & Forms'.

The screenshot shows the 'Disability LTD' page. It has a blue header with a 'Disability LTD' title and a right arrow. Below the title, there is a 'View Forms' button with a dropdown arrow. At the bottom, there is a green banner titled 'Important Information' with text stating: 'We are happy to provide you with information about your group life coverage amount. Please note the benefit amount that appears has been provided by ADP TotalSource. Changes to your coverage information may not be immediately reflected. For the most current information, please refer to your'.



# Life: View Enrolled Group Life Coverage Details




## Group Life Insurance

Login or register to find out more about MetLife Group Life Insurance.

[LEARN MORE](#)

Select *Learn More* to view your Life coverages within the Group Life Insurance product.


Click View Additional information to view addition resources and MetLife Advantages for more support, planning, and protection.



## Group Life Insurance

Who's covered	Coverage	Amount
Policyholder	Voluntary AD&D	\$750,000.00
	Voluntary AD&D	\$750,000.00
	Optional Life	\$100,000.00
	Optional Life	\$100,000.00
Dependent	Dependent Life	\$10,000.00
	Dependent Life	\$10,000.00

[VIEW ADDITIONAL INFORMATION](#)



## Life Insurance Calculator

Assess what's right for you. Answering a few basic questions about your life and unique circumstances can help determine your life insurance needs.

[START YOUR ESTIMATE](#)

### Important Information

We are happy to provide you with information about your group life coverage amount. Please note the benefit amount that appears has been provided by ADP TotalSource. Changes to your coverage information may not be immediately reflected.

For the most current information, please refer to your plan administrator's benefits website.

Use the *Life Insurance Calculator* to estimate the level of coverage that may meet your needs.

Learn [Print](#)



## Sign in or Register Now to access your benefits online.

### A Smart Financial Plan Includes Life Insurance

You know that building a personal financial plan provides security and peace of mind for you and your family. Life insurance can be an important component of that plan, particularly if you have financial dependents. It's important to periodically review your life insurance coverage to help ensure that those who depend on you have a secure financial future.

#### Reasons to Get Life Insurance

- If I say "I do"
- If I'm having a baby
- If I'm buying a home
- If I'm getting a divorce
- If I plan to care for my aging parents

#### MetLife Advantages<sup>SM</sup> – For support, planning and protection when you need it most.

- Support resources provide comfort and guidance for challenging times.
- Planning services offer professional and in-person resources when it matters.
- Protection services include a range of solutions for continuing workplace coverage.

See product features that you and your family may be eligible for or enrolled in with your life insurance coverage.

[Terms of Use](#) | [Privacy / HIPAA](#) | [Contact Us](#)

# MetLife Legal Plan



## Group Legal Services

With MetLife Legal Plans, if you use a network attorney, you'll receive fully covered legal services with no copays, deductibles or waiting periods. MetLife Legal Plans provides you with access to experienced attorneys for the most common personal legal matters you may face throughout life.

[Find experienced network attorneys](#)

[View MetLife Legal Plans Resource Center](#)

Please click *View MetLife Legal Plans Resource Center* to see your coverage, assess your legal needs, or find experienced attorney in your area.

Or click *Find experienced network attorneys* to go straight to the Attorney Locator page.

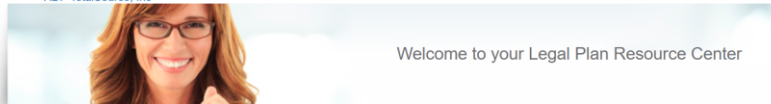
## Legal Plan Resource Center

[MEMBER LOGIN](#)



[Assess My Legal Needs](#) [Covered Services](#) [Attorney Locator](#) [How to Enroll](#)

ADP TotalSource, Inc.



Welcome to your Legal Plan Resource Center

### ASSESS LEGAL NEEDS

Legal matters are a part of life. Quickly assess your legal risks so that you can prepare for unexpected events and get professional advice on complex issues.

[What are My Needs?](#)

### SEE COVERAGE

From routine legal services like wills and powers of attorney, to unexpected events such as traffic ticket defense and civil litigation, our legal plan covers life's most common personal legal needs for a low monthly fee.

[What's Covered?](#)

### FIND AN ATTORNEY

Search for an attorney near your home or work by using our fast, convenient Attorney Locator Tool.

[Who will help me?](#)

## Legal Plan Resource Center

[MEMBER LOGIN](#)



[Assess My Legal Needs](#) [Covered Services](#) [Attorney Locator](#) [How to Enroll](#)



Qualified attorneys you can trust

### ATTORNEY LOCATOR

Professional assistance is closer than you think

More than 18,000 experienced Nnetwork attorneys are available to assist you near your home or office. Finding a conveniently located network attorney is easy: Simply search by Zip Code, City or County. You can even search for the type of legal services you need.

When you call the attorney's office, indicate that you are a client referred by MetLife Legal Plans, provide your case number, and schedule a consultation.

Find an Attorney Near You

Zip Code

OR

State

And

# Accident, Hospital Indemnity, and Critical Illness

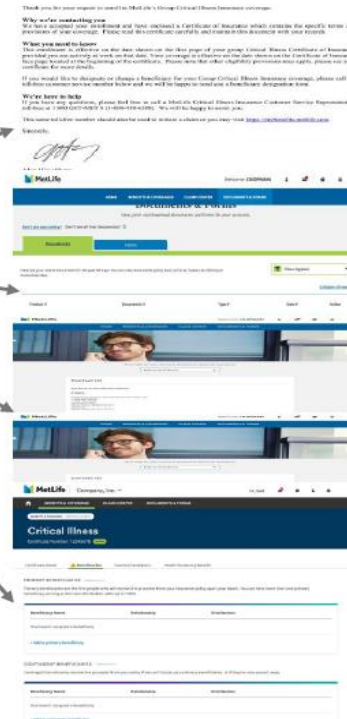
As part of MetLife's continued commitment towards enhancing your online experience, we are excited to announce the launch of our redesigned **Accident & Health** experience! This is one of several steps we are taking to provide you with a more seamless product servicing experience.

On your Dashboard, go to **MyAccounts** and click “I want to” to be able to:

- Access your certificate of insurance
- File a claim
- View all forms

## MyAccounts

“I want to” links now take the user to a redesigned experience with fewer clicks.



# Accident, Hospital Indemnity, and Critical Illness

## To view your certificate:

1. Go to **MyBenefits** and log in to your account.
2. On the **MyAccounts** page, go to the applicable product.
3. Use the “**I want to...**” drop down menu to select View Certificate. All applicable Accident and Health certificates will be displayed.
4. Click on the document hyperlink and it will open the certificate in a PDF format.

The screenshot shows the MetLife MyAccounts page. The header includes the MetLife logo, ADP TotalSource, and a navigation bar with links to HOME, MY ACCOUNTS, CLAIM CENTER, and DOCUMENTS & FORMS. The main content area is titled "My Accounts" and includes a welcome message. Below this, there are two policy cards for "Critical Illness Insurance" and "Disability LTD". Each card has a dropdown menu labeled "I want to..." and a "View Certificate" button. The "Critical Illness Insurance" card also shows details like Coverage Effective Date, Status, Coverage Termination Date, Coverage Amount, and Dependents. An "Important Information" section is visible at the bottom right of the page.

The screenshot shows the MetLife Optional Critical Illness certificate page. The header includes the MetLife logo, ADP TotalSource, and a navigation bar with links to HOME, MY ACCOUNTS, CLAIM CENTER, and DOCUMENTS & FORMS. The main content area is titled "Optional Critical Illness" and includes a welcome message. Below this, there is a section for "CERTIFICATE INFORMATION" with a table showing details about the policy, including Certificate Details, Who's Covered, Benefit Amount, and Address. The table includes fields for Employer, Certificate number, Enrolled since, Who's Covered, Benefit Amount, and Address. A "Documents" section is also visible at the bottom, showing a link to the "Certificate of Insurance".

Certificate Details	Who's Covered	Benefit Amount	Address
Employer: ADP TOTALSOURCE	FI	\$10,000.00	8701 ... AVENUE
Certificate number: A8i	W		CA
Enrolled since: 11/01/2021			If it isn't right, <a href="#">here's how to change it</a>

# Accident, Hospital Indemnity, and Critical Illness

## To File a claim online:

1. Go to **MyBenefits** and log in to your account to submit your claim online
2. On the **Claim Center** page, go to the applicable product.
3. Use the “**I want to...**” drop down menu to select File a Claim Online.
4. Click Initiate Claim and then click on the product you’re filing a claim for. Answer some questions about your claim, upload your medical documentation to support your claim and designate the payment method. The whole process takes just minutes!

**File a Critical Illness Claim**

1 Patient Information Completed

2 Medical Information and Physician In progress

3 Document Upload

4 Payment Preferences

5 Communication Preferences

6 Review and Submit

**Medical Information**

**Covered Conditions**

+ Add One or More Conditions

**Important Dates**

Date of first medical appointment for diagnosed conditions

MM/DD/YYYY

Date of earliest diagnosis

MM/DD/YYYY

**Conditions:**

- ☐ Cancer
- ☐ Heart Attack
- ☐ Major Organ Transplant
- ☐ Stroke
- ☐ Sudden Cardiac Arrest
- ☐ Transient Ischemic Attack
- ☐ Other

Important: Not all conditions may be covered under your plan. Please refer to your certificate of insurance for a listing of the conditions that are covered.

**Buttons:** < Back, Next >

**Bottom Bar:** Add Selected, Cancel

**Footer:** MetLife © 2024 MetLife Services and Solutions, LLC

# Accident, Hospital Indemnity, and Critical Illness

## Claim Center

Claim Center cards will now show the most recent claim status per dependent. Dynamic links based on claim status will take you to the new claim intake, new claim history view, and to the new document upload screen.

**Critical Illness**  
Accident and Health

I want to...

**Sally Jones**

**Claim Status**

CLAIM FORM UNDER REVIEW COMPLETE

We'll save your draft for 30 days so you can pick up where you left off.

**Tip:** Upload all required documents for faster processing.

Created: 03/12/2023  
Claim Status: Draft  
Last Saved: 03/12/2023  
Expires: 04/12/2023

**RESUME CLAIM**

## Claim History

Claim history will pull in all Accident & Health claims for the user and dependent(s), as well as display the various statuses - paid, partially paid, denied, pending (info needed) and under review (no info needed).

**Claim History**

Your most recent claims are listed below [Expand All Rows](#)

Claim Date	Certificate Number	Claim Number	Product Name	Claimant Name	Status
07/29/2022	A0182894	00277090	Basic Critical Illness	Coopman Fredersdorff	Under Review

**Claim Status**

CLAIM FORM UNDER REVIEW COMPLETE

We received your claim and will let you know if we need anything.

Your most recent claims are listed below [Expand All Rows](#)

09/28/2021	A0183062	00246862	Basic Critical Illness	Erff Andi Boube	Under Review
09/28/2021	A0183062	00246861	Optional Critical Illness	Erff Andi Boube	Pending

**Claim Status**

CLAIM FORM UNDER REVIEW COMPLETE

We need additional information or documents to process your claim and sent you a letter with the details.



# If Assistance is Needed

For technical, security, or website-related questions:

Call 1-877-9MetWeb or 1-877-963-8932

Monday – Friday:

08:00 AM - 11:00 PM EST

For questions about your coverage or to speak with a representative:

Call 1-877-ADPTS01 or 1-877-237-8701

Monday – Friday:

08:00 AM to 11:00 PM EST