



MyBenefits Registration User Guide

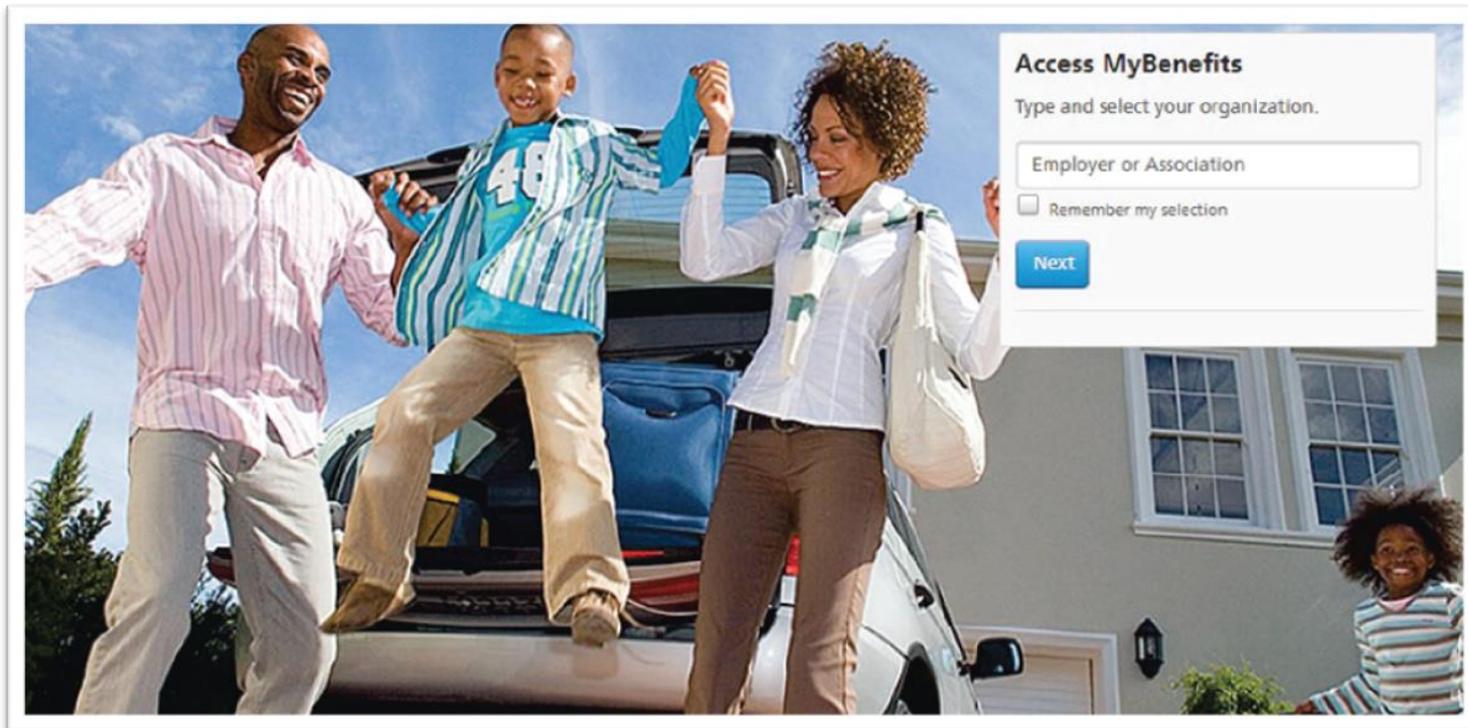
Updated: February 2024



MyBenefits for Employees Overview

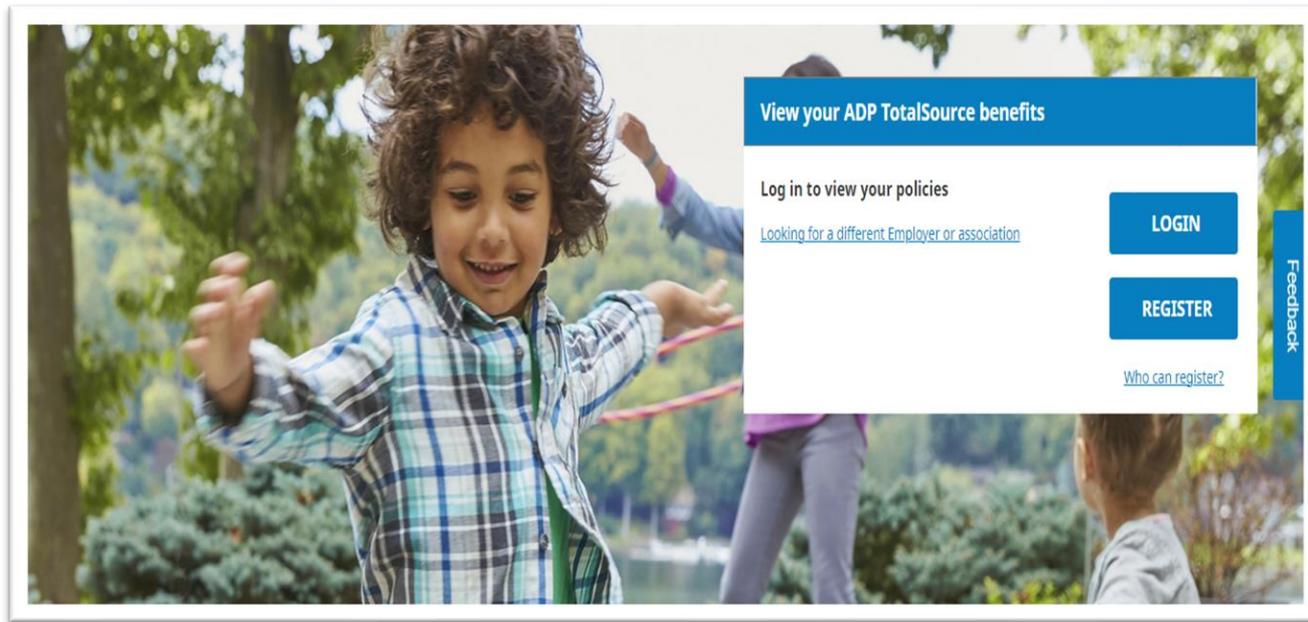
MyBenefits Registration and Log-In

To get started, users will navigate to mybenefits.metlife.com/ADPTotalSource or mybenefits.metlife.com. If using mybenefits.metlife.com, the user will type ADP TotalSource in the Access MyBenefits screen in the upper right-hand corner. A drop-down menu of organizations will appear with options if more than one match is found. Click Next to locate your group/company name.



Pre-Registration

After clicking Next, the user will be brought to the View your benefits page. The new user will click **Register** and existing users click **Login**.



To register, click the blue register button.

New User Registration

Enter your First Name, Last Name, and Email address.

Select Phone Type (mobile or landline) and then enter a phone number.

Enter Date of Birth, Zip Code and State of Residence.

After entering this information, you may be asked to enter your Social Security Number upon entering the information.

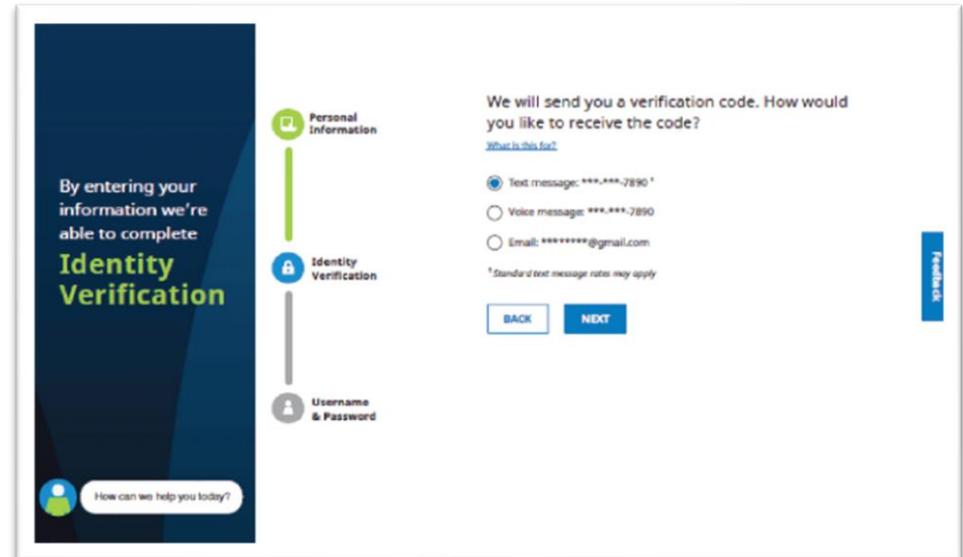
Click **Next**.

The screenshot shows the MetLife registration page. On the left, a dark blue sidebar contains the text: "Tell us your **Personal Information** to get started". Below this is a search bar with the placeholder text "How can we help you today?". The main content area is white and features the MetLife logo at the top left and a "LOGIN" link at the top right. The page title is "Register to view your MetLife policies online". Below the title, it states "All fields required unless otherwise noted." The form is divided into three sections: "Personal Information" (with a list icon), "Identity Verification" (with a lock icon), and "Username & Password" (with a person icon). The "Personal Information" section includes fields for First Name, Last Name, Email, Phone Type (a dropdown menu), Date of Birth (mm/dd/yyyy), Zip Code, and State of Residence (a dropdown menu). A note below these fields says "Personal email is recommended." The "Identity Verification" section includes a field for Social Security Number with the format XXX-XX-XXXX and a small eye icon to toggle visibility. A "Next" button is located at the bottom right of the form.

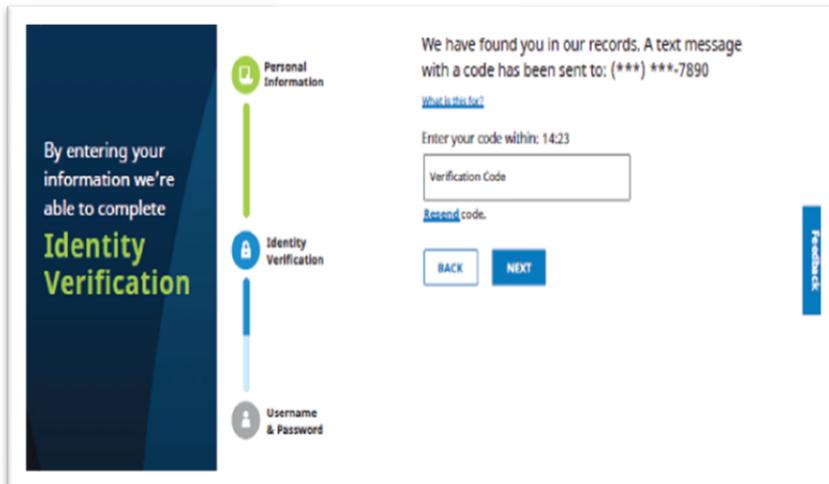
Identity Verification

Identity verification is an important and necessary step to keep your identity safe. Please be sure all information is accurate and complete or the registration process may not be completed.

A verification code is required to confirm identify. Select preferred method to receive the code.



This screenshot shows the 'Identity Verification' step in a registration process. On the left, a vertical progress bar indicates the current step is 'Identity Verification', with 'Personal Information' and 'Username & Password' as previous steps. The main content area asks, 'We will send you a verification code. How would you like to receive the code?' and offers three options: 'Text message: ***-***-7890 *' (selected), 'Voice message: ***-***-7890', and 'Email: *****@gmail.com'. A note below the options states '* Standard text message rates may apply'. At the bottom, there are 'BACK' and 'NEXT' buttons. A 'Feedback' button is located on the right side. A dark blue sidebar on the left contains the text 'By entering your information we're able to complete Identity Verification' and a 'How can we help you today?' chat bubble.



This screenshot shows the 'Identity Verification' step where a code has been sent. The progress bar on the left is now blue, indicating the current step. The main content area states, 'We have found you in our records. A text message with a code has been sent to: (***) ***-7890'. Below this, it says 'Enter your code within: 14:23' and provides a text input field for the 'Verification Code'. A 'Resend code.' link is also present. At the bottom, there are 'BACK' and 'NEXT' buttons. A 'Feedback' button is on the right. The dark blue sidebar on the left contains the text 'By entering your information we're able to complete Identity Verification'.

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**.

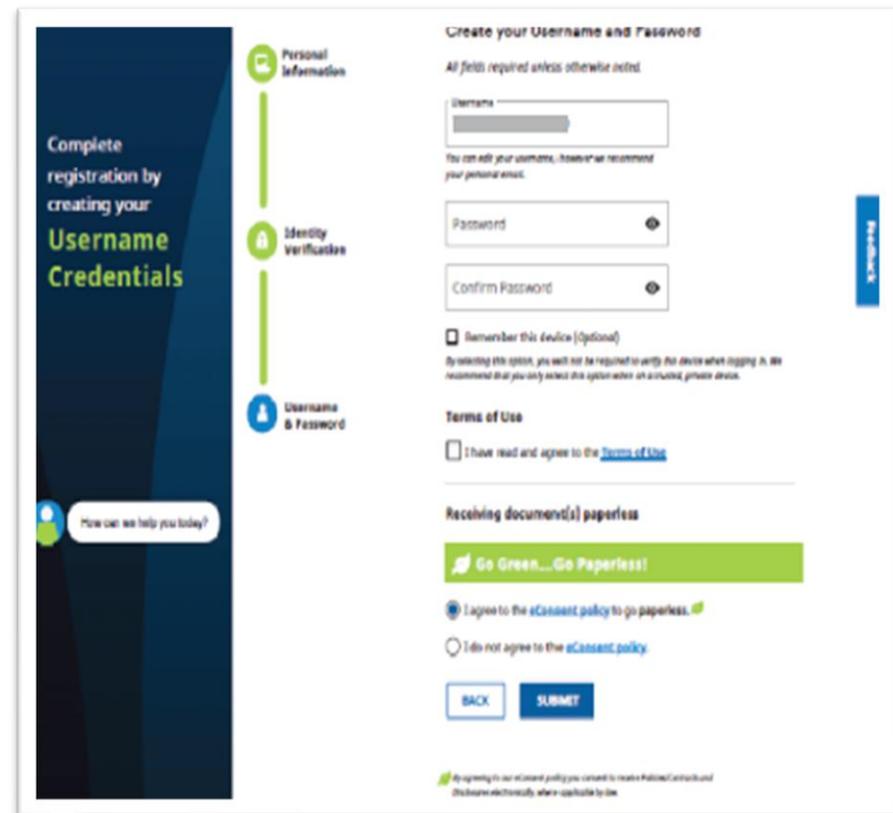
Create Username and Password

Email address will be a suggested username in the first text field. We recommend email address as username, but it may be changed.

Enter and confirm desired password in the next two text fields. The 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

Click **Submit**.



The screenshot shows a registration form 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 search bar with the placeholder "How can we help you today?". A vertical progress indicator on the right side of the sidebar shows three steps: "Personal Information" (completed), "Identity verification" (in progress), and "Username & Password" (current step). The main form area has the heading "Create your Username and Password" and a note: "All fields required unless otherwise noted". It contains three input fields: "Username" (with a greyed-out placeholder), "Password" (with a strength indicator), and "Confirm Password" (with a strength indicator). 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 the device when logging in. We recommend that you only select this option when at a trusted, private device." There is a "Terms of Use" section with a checkbox for "I have read and agree to the [Terms of Use](#)". A green button labeled "Go Green...Go Paperless!" is present, along with radio buttons for "I agree to the eConsent policy to go paperless." (selected) and "I do not agree to the eConsent policy." At the bottom, there are "BACK" and "SUBMIT" buttons, and a small note: "By agreeing to our eConsent policy you consent to receive Patient Contracts and Disclosures electronically, where applicable by law."

eConsent 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.

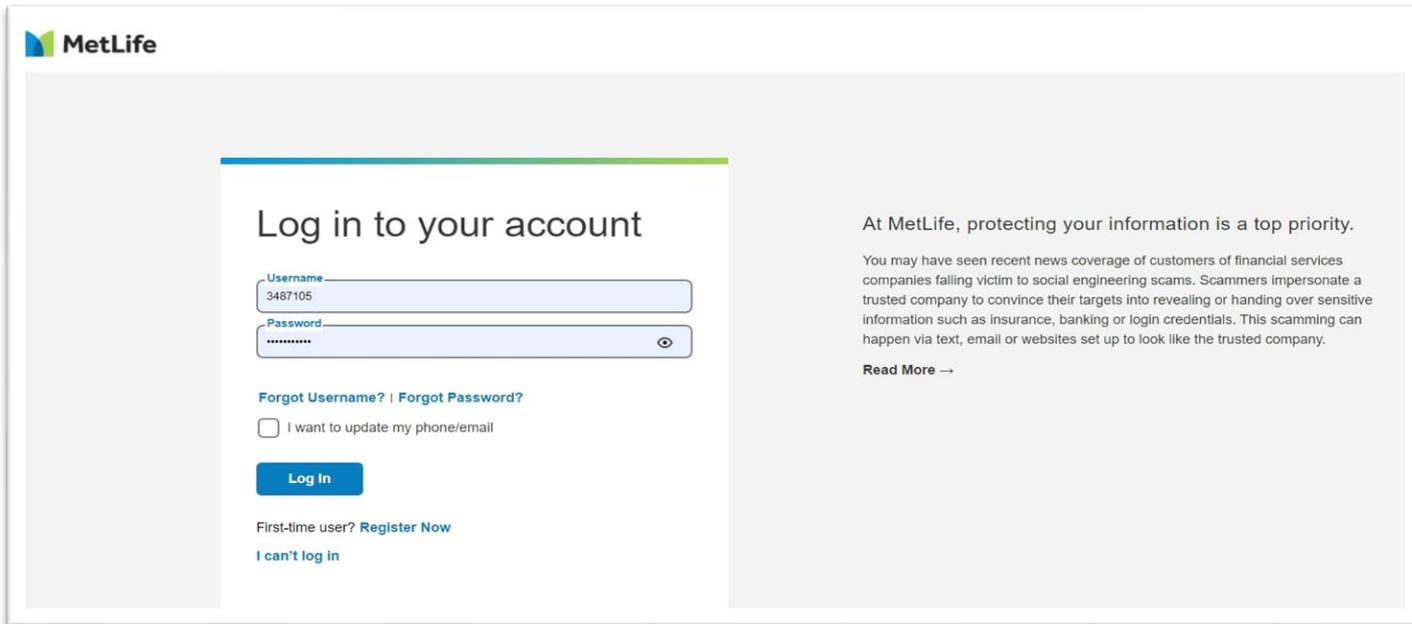
Choose whether you'd like to receive paperless documents by selecting one of the radio buttons at the bottom of the page.

You may view the eConsent Policy by clicking on the relevant links.

Existing Users

Existing Users already registered will click Log In and be brought to the Log in to Your Account screen.

Once the user has entered their Username and Password, they will click the blue “Log In” button.



The screenshot shows the MetLife login interface. At the top left is the MetLife logo. 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 and a visibility toggle. Below the password field 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 of the form are links for "First-time user? Register Now" and "I can't log in". To the right of the form is a security notice: "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." Below this notice is a "Read More" link with a right-pointing arrow.

For Your Security

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

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

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.

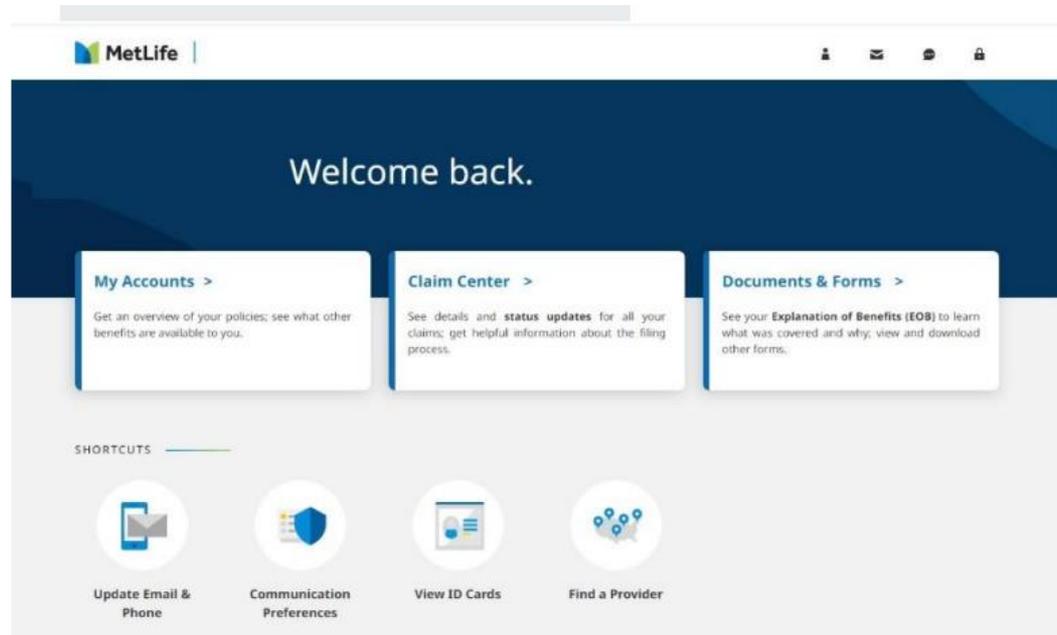
SUBMIT Remember this device

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

Welcome Back

Once logged into the portal, the user 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

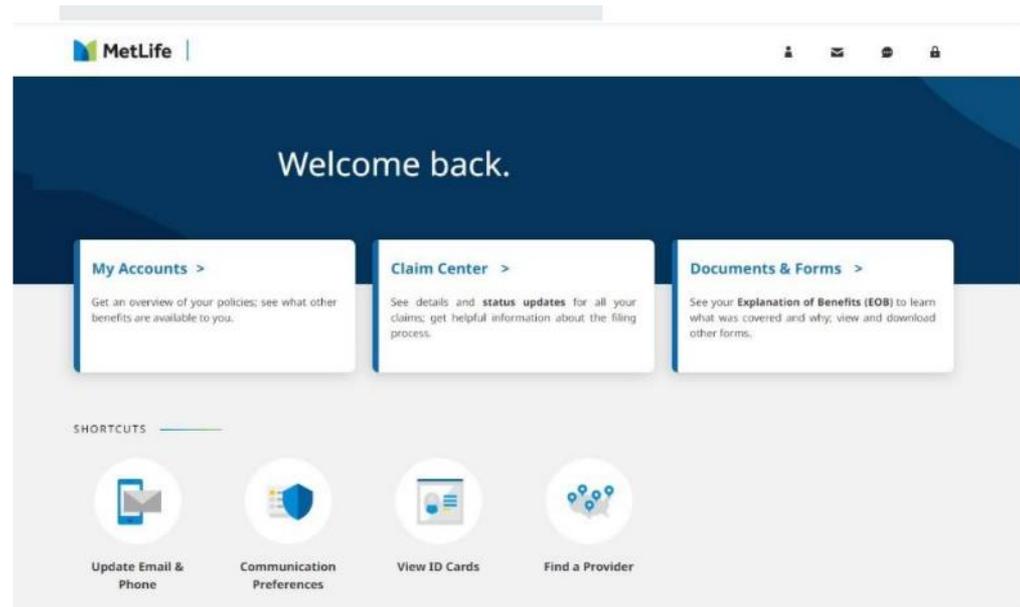


Navigation

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

Where can we take you? With links to:

- 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. The user 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 all at your fingertips.

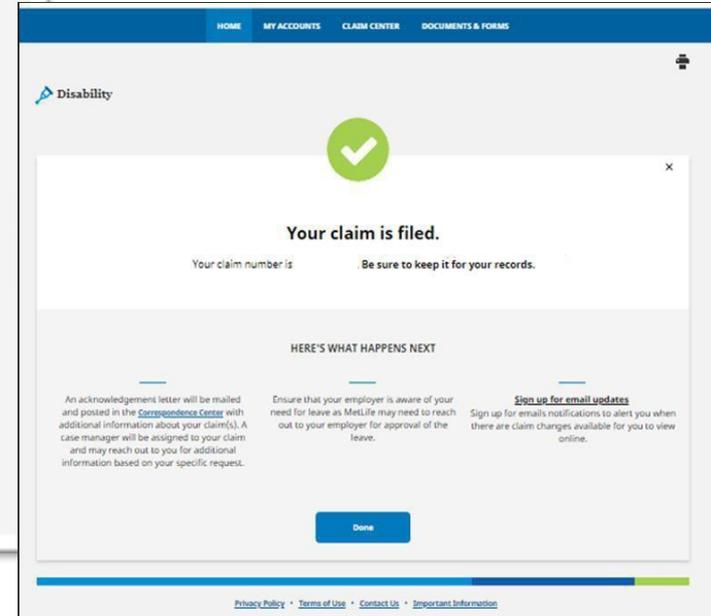
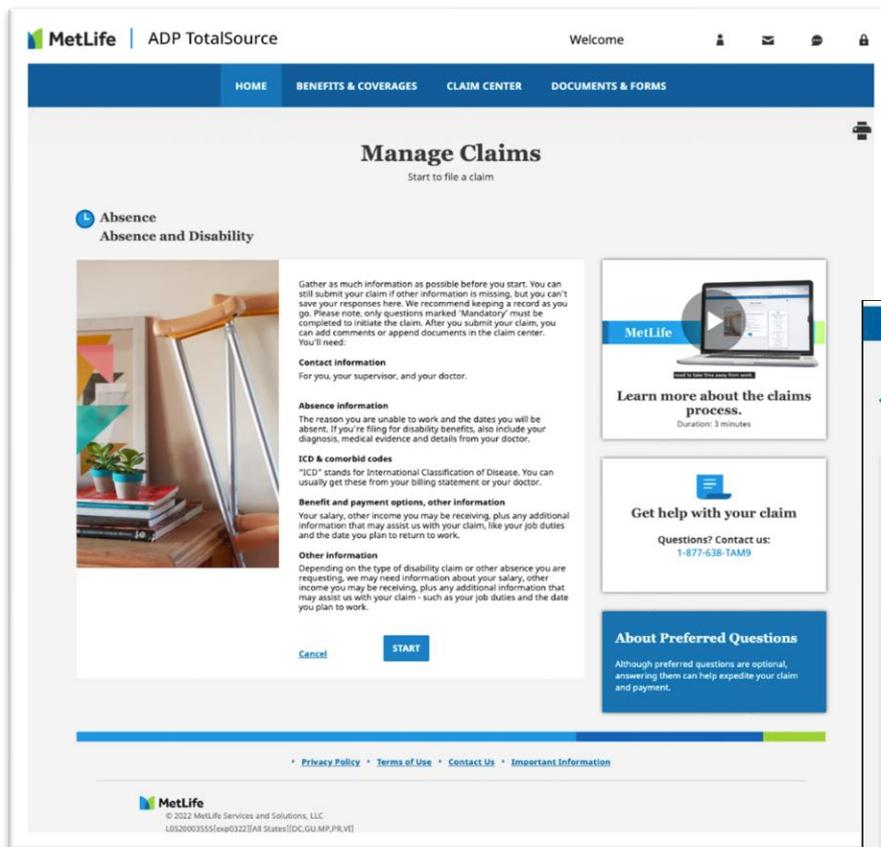
Documents and forms

The screenshot displays the 'My Accounts' page with a blue navigation bar containing 'HOME', 'MY ACCOUNTS', 'CLAIM CENTER', and 'DOCUMENTS & FORMS'. The main heading is 'My Accounts' with a sub-heading 'Welcome to MyBenefits where you can view your policy activity and information.' A 'Filter page view' dropdown is in the top right. A 'Don't see all of your policies?' link is on the left. Below it is a 'Disability' card with the text 'You are currently participating in: STD, LTD, PFL' and a 'I Want To...' dropdown. Below the card, it states 'You have no claims to display. You are participating in disability coverage.' To the right is a large blue box with the heading 'Don't see all of your policies?' and text explaining how to link multiple employer accounts. Below this is an 'Important Information' section with a green header and text about group life coverage. On the right is a 'Group Life Insurance' table with columns for 'Who's covered', 'Coverage', and 'Amount'. A 'VIEW ADDITIONAL INFORMATION' button is at the bottom right.

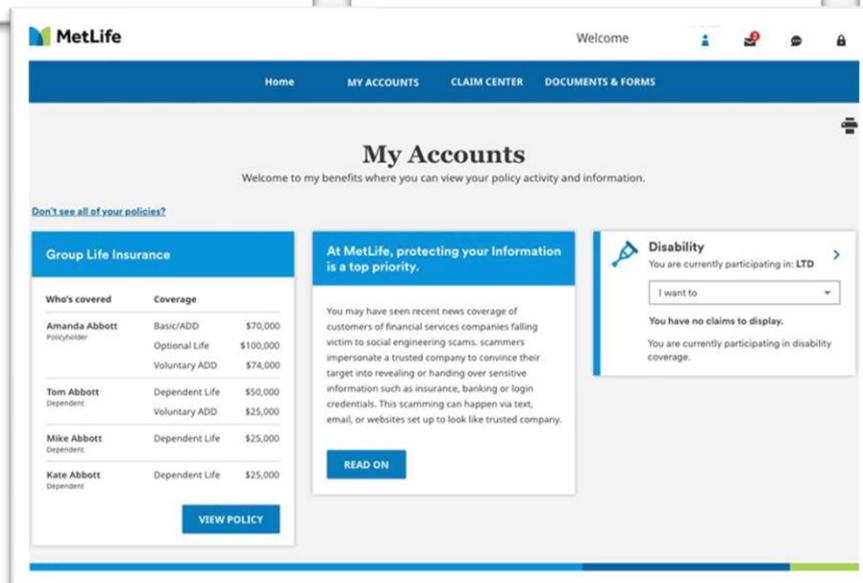
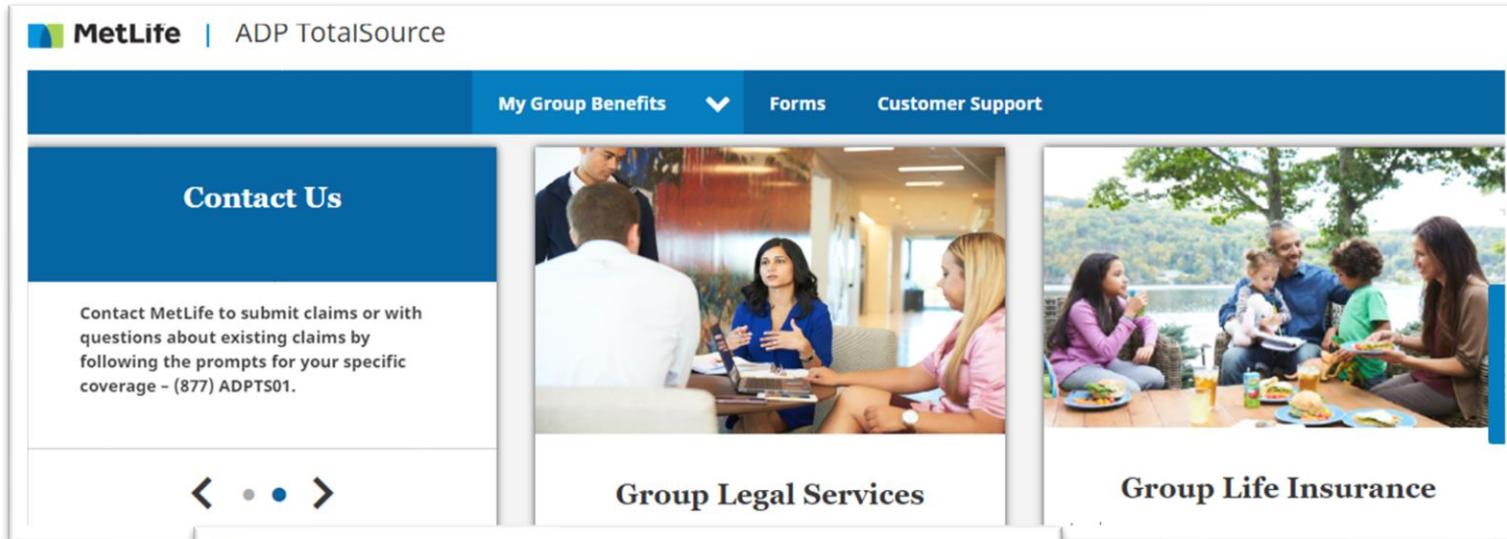
Who's covered	Coverage	Amount
Policyholder	Optional Life	\$100,000.00
	AD&D	\$50,000.00
	Basic Life	\$50,000.00
Dependent	Voluntary AD&D	\$100,000.00
	Dependent Life	\$20,000.00
	Dependent Life	\$10,000.00
Dependent	Dependent Life	\$10,000.00

Disability: File A Claim or PFL Absence

When clicking the “FILE A CLAIM” link from the **My Accounts** page/Absence Management card, the user will be brought to the beginning of the process for filing a disability/absence claim with MetLife.



Life: View Enrolled Group Life Coverage Details

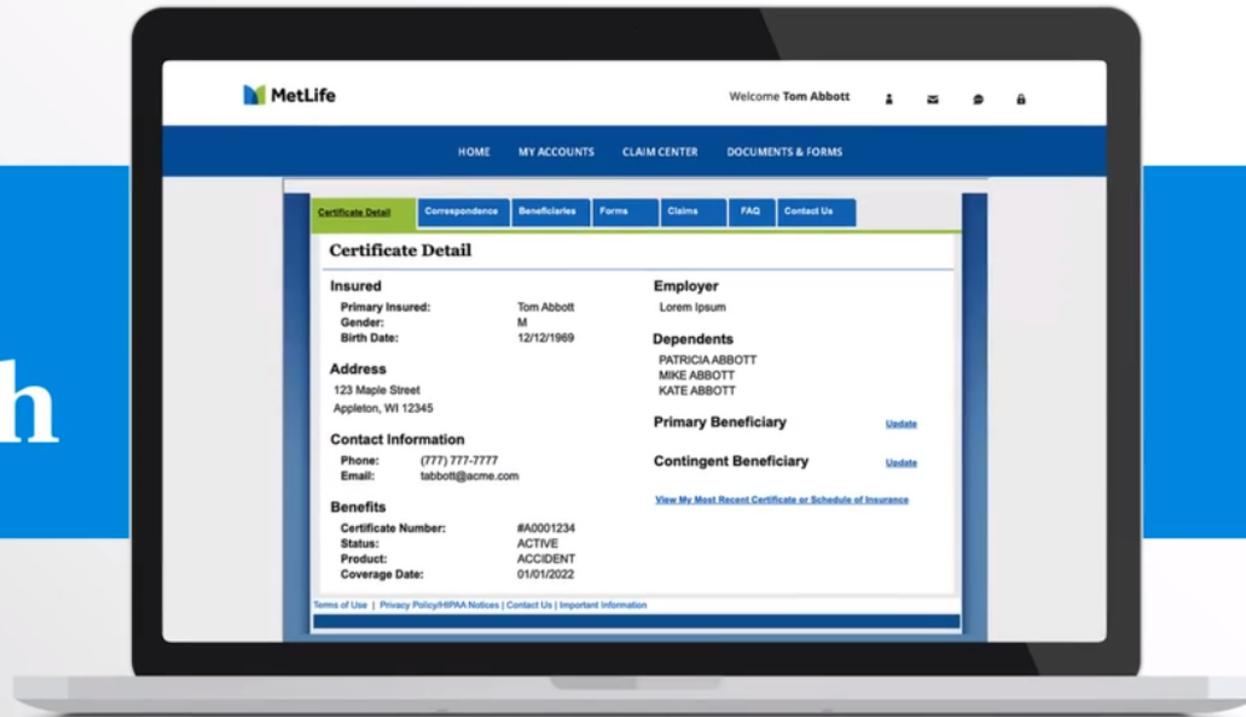


Users can view their enrolled Life coverages within the Group Life Insurance product card navigation.

Accident, Hospital and Critical Illness policy details

Users can navigate to MyAccounts page and choose to view their certificate details for the enrolled coverages.

Accident and Health



Accident, Hospital and Critical Illness policy details

The correspondence section shows a line-by-line record of all documentation with the date, certificate number and a brief description of additional options like updating a beneficiary or finding details pertaining to the enrolled coverage.

HOME MY ACCOUNTS CLAIM CENTER DOCUMENTS & FORMS

Certificate Details **Correspondence** Beneficiaries Forms Claims FAQ Contact Us

Correspondence

Show 25 entries Search:

Date	Certificate (Number)	Document (Description)
2/28/2023	A0001234	Beneficiary Update Confirmation NEW
2/28/2023	A0001234	Address Update Confirmation NEW
2/28/2023	A0001234	Insured Certificate NEW

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Accident, Hospital and Critical Illness policy details

In the event that the user does not want to submit a claim online, the claim form can be downloaded and submitted via email. Another option for claim submission is to contact MetLife at 877-ADPTS01.

The screenshot displays the MetLife website interface. At the top left is the MetLife logo. To the right, it says "Welcome Tom Abbott" followed by icons for user profile, email, chat, and a lock. Below this is a dark blue navigation bar with links for "HOME", "MY ACCOUNTS", "CLAIM CENTER", and "DOCUMENTS & FORMS". Underneath is a secondary navigation bar with tabs for "Certificate Details", "Correspondence", "Beneficiaries", "Forms" (which is highlighted in green), "Claims", "FAQ", and "Contact Us". The main content area is titled "Forms" and lists three categories: "Claims Forms" with a link for "Claim Form - Accident" (highlighted in green), "Policy Forms" with a link for "Beneficiary Change Form", and "Direct Deposit Forms" with a link for "Direct Deposit Form". At the bottom of the content area, there are links for "Terms of Use", "Privacy Policy/HIPAA Notices", "Contact Us", and "Important Information". A footer at the very bottom contains links for "Privacy Policy", "Terms of Use", "Contact Us", and "Important Information".

If Assistance is Needed

Technical errors may be encountered when attempting to retrieve or update data. In these situations, the following message is displayed, containing the error code number of the appropriate error:

“A system error has occurred. Please call the Call Center and quote the error number.”

If you experience any errors, attempt to repeat the action you just attempted. If you are still unable to proceed, call the call center at 1-877-9METWEB. Record the error number and retain a screenshot to assist when investigating the issue.

The Technical Support Call Center is available Monday through Friday, 8 AM – 11 PM ET.