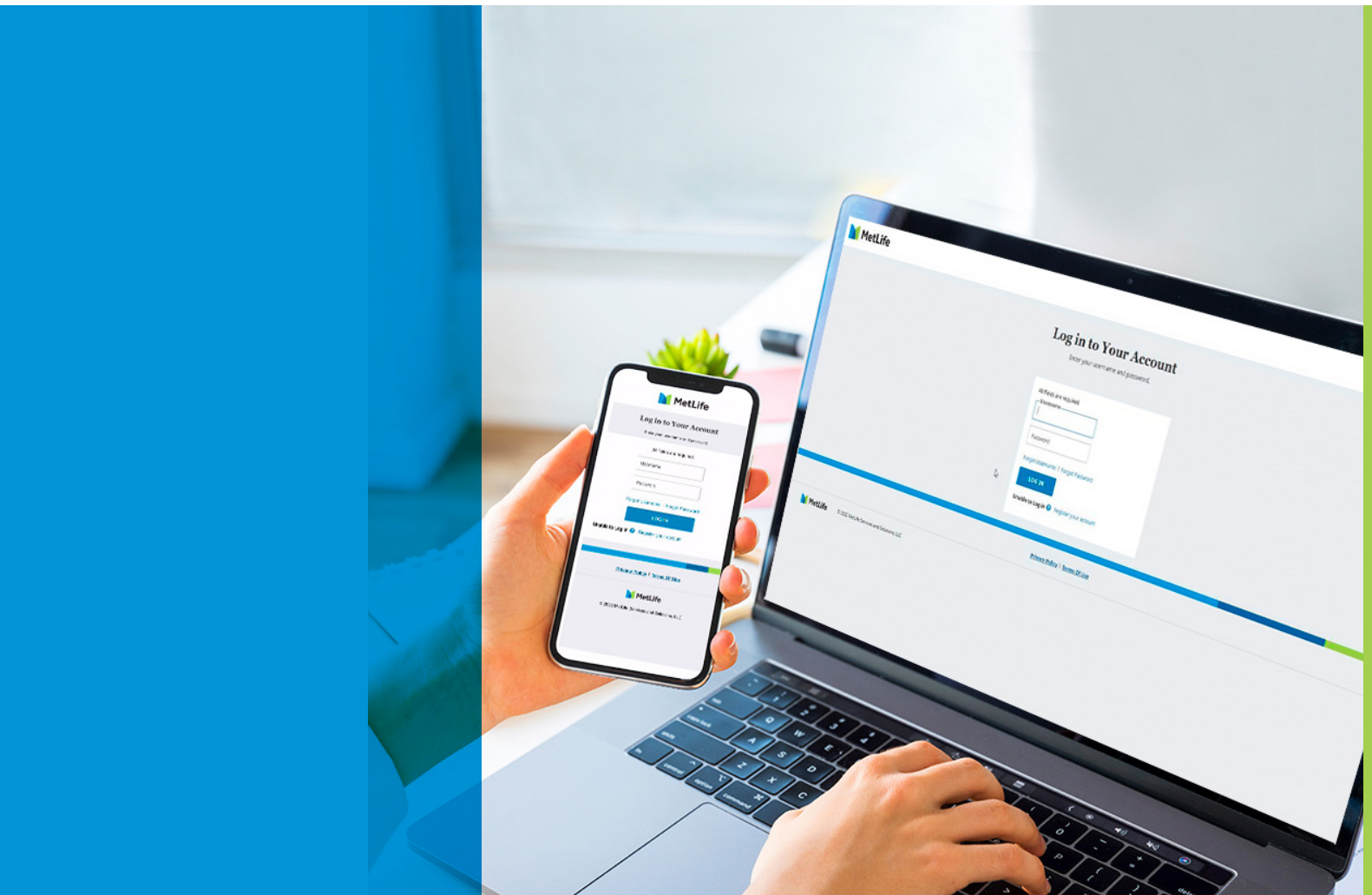# eBenefits and mobile app tips and tricks

Information on our secure web portal, eBenefits, including a detailed walkthrough for registering, tips and tricks, and help resetting your password

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Registration and login tips

Here's what you need to know if you're having issues setting up your account, setting your password, or logging in:

Registration tips and tricks

- Please use your Date of Birth as was sent to MetLife by your employer – if your Date of Birth needs updating, you can request that after your account is setup.

- Please use in the format: MM / DD / YYYY, even if you personally write DD / MM / YYYY.

- Please use your name exactly as listed on your ID card or Welcome Email – if your name needs updating, you can request that after your account is setup.

- Enter your policy number and certificate number exactly as they are listed on your ID card, including any leading or trailing zeroes.

Login tips and tricks

- Please access eBenefits with one of our recommended browsers, Google Chrome or Microsoft Edge.

- If you have the eBenefits site saved in your favorites, try using a new tab or page in your browser and enter the website address: ebenefits.metlife.com or MetLifeWorldwide.com.

- If you experience any issue attempting to access eBenefits, please delete your browsing history or clear your cache following your browser recommended method and attempt to access again.

- Do not copy or paste your User ID or password.

- We recommend not allowing your browser to save or remember your password, as it may default back to an old password if you have updated it recently.

- If the password for your account has been changed, you'll need to use the new password.

If you need help or have questions, please contact us for help at **MetLifeWorldwide@metlife.com** or **302-661-8674**.

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Password tips

You must create your password to complete registration. You can update your password at any time once logged into eBenefits in the Profile dropdown. Your password must meet the following criteria:

• Must be between 8 and 20 characters long

• Must contain at least one lower case letter

• Must contain at least one upper case letter

• Must contain at least one number

• May contain hyphens (-) or underscores (_) but no other special characters

• Cannot contain spaces

• Cannot match previous five passwords

• Cannot be the same as your user ID

How to reset your password

If you forget your password, you can easily reset it using our self-service features.

You have a certain number of attempts to successfully enter your User ID and password before your account is locked. If your account is locked, you can unlock it by resetting your password.

To reset your password:

1. On the login page, **click** the "Forgot Password" link.

2. **Verify** your email address and then click the "Send" button. An email will be sent to reset your password.

3. **When** you receive the email, click the link to reset.

4. **The** "Reset Password" page will load. Review the password best practices and requirements, and then enter your new password, confirm it, and click the "Next" button.

5. **Your** password has been reset. You can now log into your account. You will receive an email confirming you have successfully reset your password.

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Tips and tricks for the mobile app

If you are having issues logging into the mobile app, here are some tips and tricks that may help:

- Close the mobile app and then open it again.
- Restart your phone.
- Uninstall and then re-install the mobile app from your app store.

- Your username and password are the same for the mobile app and for the eBenefits website – if the password for your account has been changed, you'll need to use the new password

If you are still having issues, please write to MetLifeWorldwide@metlife.com with the following information:

- Details of issue with steps to reproduce including error messages and screenshots
- Date and Time of attempt with location / time zone
- Device Type running mobile operating system (Phone, Tablet, PDA, etc.)
- Device Make and Model (Samsung S20, Apple iPhone 12, etc.)
- Operating System and Version [Android (Google), iPhone OS/iOS (Apple), etc.]

Details may be found by accessing "Settings" and "About phone"

Still need help?
Please contact us for help at MetLifeWorldwide@metlife.com. If you are experiencing issues, please send a screen shot of the error message you receive, if possible, as it will help expedite troubleshooting your issue.

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