



June 2013

How to Register for JH SalesNet

JH SalesNet gives you the tools you need to make doing business with John Hancock easier than ever.

- View new business real-time case status
- Access fund and product information
- Attach and submit life insurance applications and supplemental forms
- Access key policy eDocuments for several John Hancock life insurance products

For more details on how to register for JH SalesNet or how to update your existing information, follow the simple steps below.

1. Go to JHSalesNet.com and click the "Register Now!" link on the home page.



2. After reading the “Waiver of Liability” and clicking “agree,” **complete the registration form.**

Company Name:
Please enter the name of your firm. If you are a producer, please enter the name of your supporting back office.

Role: Please select Firm or Producer.*

The registration form is titled "Registration" and includes the following fields and instructions:

- Instructions:** All fields marked with * are required. User name is the name with which you log into the site. Example: Joe Franklin. * Please record your User Name and Password as they will NOT be mailed to you.
- 1 Company Name:** Fields for First Name, Middle Initial, Last Name, Date of Birth (mm/dd/yyyy), and Company Name.
- 2 Role:** Fields for Daytime Phone Number, Evening Phone Number, Mailing Address, City, State (dropdown), Zip Code (12345 or 12345-6789), Email, Role (dropdown with "Not sure which role?" link), Social Security Number (123-45-6789, for RD, Sales Support Staff, or Producer access), Tax Identification Number (12-3456789, for Firm access only), and Regional Director Code.
- 3 Social Security Number/Tax ID Number:** Fields for Social Security Number and Tax Identification Number.
- 4 User Name and Password:** Fields for User Name, Password, and Password Hint.
- Comments:** A text area for additional information.
- Buttons:** Submit and Clear.

Social Security Number/Tax ID Number:
Based on the role you selected in #2, you will need to either provide a social security number (SSN) or Tax ID number (TIN). Please provide the producer’s SSN when registering with the role of “Producer” or the firm’s TIN when registering with the role of “Firm.”

User Name and Password:
You may choose any combination of letters and/or numbers for your log-in details. Note: the details you select are case sensitive and will need to be entered the same way each time you log in.

* **Firm Access:** In order to register for “Firm” access, your firm must have a direct submission agreement with John Hancock. Firm access will allow you to view new business case status on all business submitted directly to John Hancock by your firm.
Producer Access: Registering with the role of “Producer” will give him/her access to view new business case status or inforce policy details. If the producer is assigned as the “writing agent”, he/she will have access to view new business case status. If the producer is assigned as the “servicing agent”, he/she will have access to view inforce policy details.

3. **Once you have verified that all of the information you have entered is correct, click “Submit” to send your registration for approval.** You will receive a registration confirmation via email that includes the user name and password that you have selected. You will receive a second confirmation once your registration has been processed, usually within 24 hours.

UPDATING YOUR PASSWORD AND/OR EMAIL ADDRESS

- If you have forgotten your password, request a password hint or reset your password by clicking “Forgot Your Password?” on the login screen:

WELCOME TO JOHN HANCOCK

You have requested access to the preferred portion of our site.

Username:

Password:

Login

! Your userid will automatically be logged off when it has been inactive for 30 minutes. In addition, you will lose any unsaved data.

Not a member yet? Register now for access.

Forgot your password? ▲

Password Hint

Enter your username below to retrieve your password hint.

Username:

Password Hint

If you need assistance, please call

1-888-266-7498, option 2

Reset Your Password

Your new temporary password will be sent to you by email. Enter your Username and SSN or TIN.

Username:

SSN or TIN:

eg. 123-45-6789 for SSN
12-3456789 for TIN

Reset Password

- To update your password and/or email address, go to “My Profile” from the home page (note: you will need to log on to JH SalesNet with your user name and current password before requesting this change).

John Hancock LIFE INSURANCE

My Profile Log Out Contact Us

JH SalesNet Products New Business & Underwriting Advanced Markets Sales Tools & Resources Customer Service & Claims Forms

UserID

Producer
testagent@firm.com Confirm

Please confirm your existing email address by pressing the Confirm button, or enter your new email address and click the Update My Email button.

eDelivery Preferences
Select eDelivery Preferences

Change My Password

Current Password:

New Password:

Confirm New Password:

New Password Hint:

Change My Password

Update My Email

Email:

Confirm Email:

Update My Email

For more information or further assistance, please contact feedback@jhancock.com.

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