

## John Hancock Investment Management Simple Pay User Guide

Welcome to the John Hancock Investment Management Simple Pay User Guide. This guide will help you through each step of using the John Hancock Simple Pay system, from logging in, to submitting and confirming payroll contribution rosters.

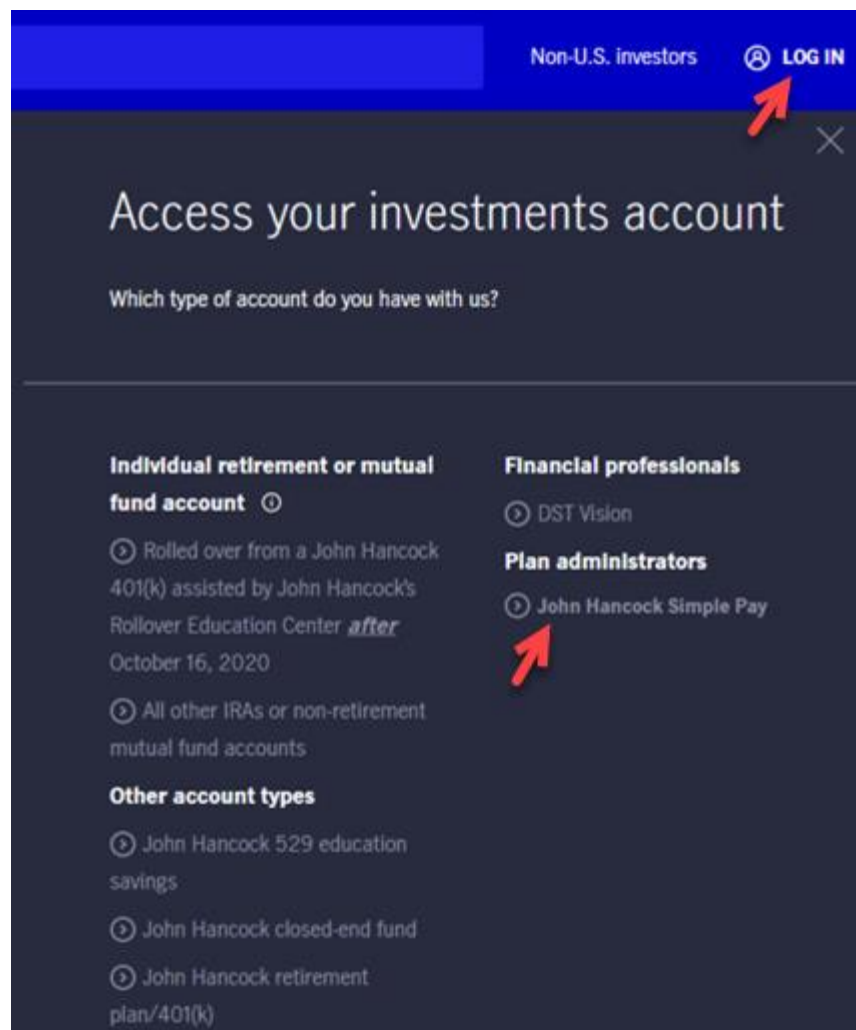
<b>GETTING STARTED .....</b>	<b>2</b>
LOG-IN .....	2
PASSWORD REQUIREMENTS .....	3
RESET PASSWORD - NOT DISABLED .....	4
DISABLED PASSWORD .....	4
RESET PASSWORD QUESTIONS .....	5
SECURITY CODE AUTHENTICATION.....	7
NAVIGATION/LANDING PAGE .....	9
<b>PAYROLL ROSTER .....</b>	<b>10</b>
ROSTER SELECTION PAGE.....	10
CALENDAR, FAQs, LOGOFF, PLAN DETAILS, PRINT, PROFILE .....	10
ROSTER LISTS .....	11
CREATING A ROSTER .....	13
PRINT CONFIRMATION PAGE .....	16
MODELING A ROSTER .....	16

## GETTING STARTED

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### Log-in

Use this link to access [John Hancock Simple Pay](#) or go to [jhinvestments.com](https://jhinvestments.com) and follow the link found on the page.



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**Log-in,**  
(continued)

Once there, enter the Operator ID (user ID) and Password that has been emailed to you by John Hancock and click Login.

Login

If you don't have an Operator ID or Password, please click the Request Access button and complete the form.

Operator ID:

Password:

[Login](#) [Change/Reset Password](#) [Request Access](#)

[Disclaimer](#)

NOTE: ACCESSING OR REQUESTING ACCOUNT INFORMATION OR TRANSACTIONS THROUGH THIS SITE CO AN ACCEPTANCE OF THE FOLLOWING TERMS AND CONDITIONS:

The accuracy, completeness and timeliness of all mutual fund information provided is the sole responsibility the information. No party which provides a connection between this web site and a mutual fund or its transfe

Important: Please change/reset your password after initial login.

**Password  
Requirements**

The following covers the mandatory password requirements for logging into John Hancock Simple Pay:

- Passwords must be 8 characters
- Passwords must contain at least 1 letter
- Passwords must contain at least 1 number
- Passwords must contain at least 1 special character

If you experience any issues when updating your password, please call **1-800-231-0376**.

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## Reset Password – Not Disabled

If you have lost or cannot recall your password but have not disabled yourself, you can reset it using the Change/Reset Password button.

## Login

If you don't have an Operator ID or Password, please click the Request Access button and complete the form.

Operator ID:

Password:

[Disclaimer](#)

Once selected you will be asked to provide your Operator ID (user ID) and Email Address. Enter required information and click Next.

## Reset Password Request

For security reasons, please enter both your Operator ID and the email address associated with your ID.

Operator ID:

Email Address:

You will be directed to the Reset Password screen. On this screen you must first answer your reset password security questions before you can create a new password. If you cannot recall your Reset Password Answers, please call **1-800-231-0376**.

**John Hancock Simple Pay**

### Reset Password

To reset a forgotten or disabled password, enter your reset password answers below.

Reset Password Question: What is the first name of your nephew?  
Reset Password Answer:

Reset Password Question: What is the first name of your niece?  
Reset Password Answer:

Reset Password Question: What is your grandfather's nickname?  
Reset Password Answer:

New Password:

Confirm Password:

Password Requirements:

- must be exactly 8 characters
- must contain at least 1 alpha character, 1 numeric character and 1 special character
- cannot be one of your previous passwords

Your new password must meet the requirements listed below:

- 8 characters in length
- At least 1 letter
- At least 1 number
- At least 1 special character

It is not recommended that you use any of your previous 6 passwords.


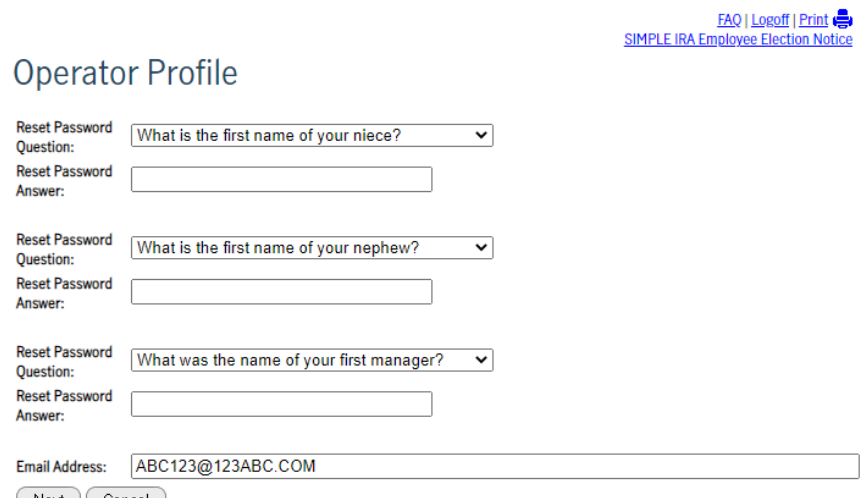
## Disabled Password

If the Operator ID is not logged into every 30 days, it will become disabled. Please contact John Hancock at **1-800-231-0376** to have your password reset.

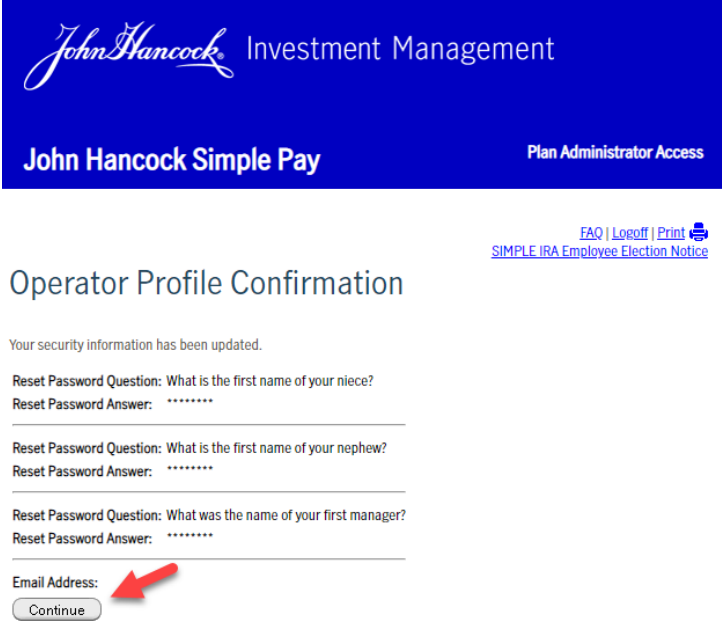
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## Reset Password Questions

This section will walk you through resetting your password security questions within the Simple Pay site.

Step	Action
1	In order to update your password questions on John Hancock Simple Pay, you must first be logged into your account.
2	<p>From the Plan Details screen select the Profile link.</p>  <p><b>Plan Details</b></p> <p><b>Plan Information</b></p> <p>Plan ID: 000787773  Plan Name: KATZ DAYCARE  Number of Shareholders: 3  Contribution Type: N/A</p> <p><b>Company Information</b></p> <p>Name: KATZ DAYCARE  Address: 67 DOG LN  DOVER, NH 03820  Phone Number: (555) 749-3387  Plan Sponsor Contact: PEG DOODLE</p>
3	<p>You will be redirected to the Operator Profile screen, where you simply select new questions from the dropdown lists provided and fill in the answers. You can update your email address on this screen as well.</p>  <p><b>Operator Profile</b></p> <p>Reset Password Question: What is the first name of your niece? <input type="text"/></p> <p>Reset Password Answer: <input type="text"/></p> <p>Reset Password Question: What is the first name of your nephew? <input type="text"/></p> <p>Reset Password Answer: <input type="text"/></p> <p>Reset Password Question: What was the name of your first manager? <input type="text"/></p> <p>Reset Password Answer: <input type="text"/></p> <p>Email Address: ABC123@123ABC.COM</p> <p><input type="button" value="Next"/> <input type="button" value="Cancel"/></p>

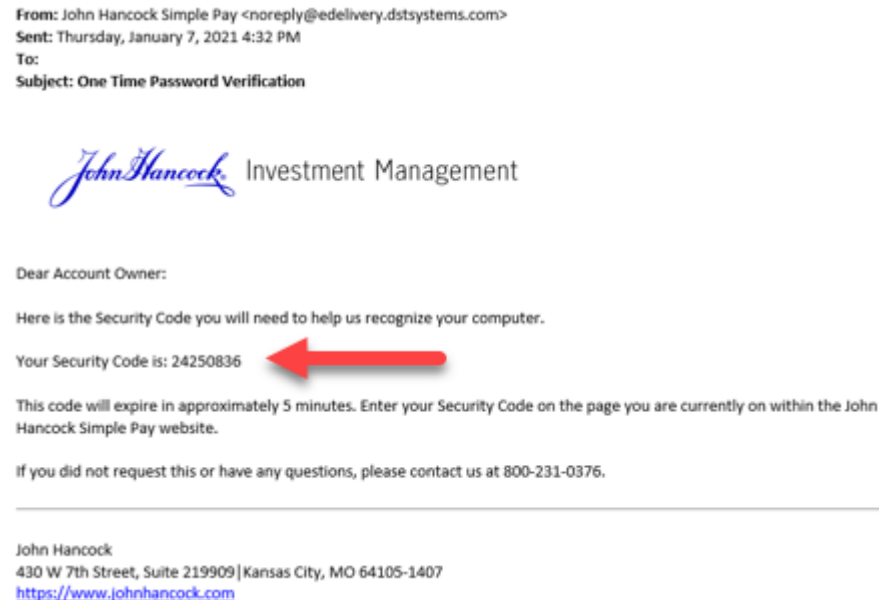
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4	Once you have selected and answered your security questions, you will be asked to confirm your selections. After confirming, the changes will be in effect.
5	<p>From here, clicking Continue will bring you back to the Plan Details page.</p> 

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## Security Code Authentication

John Hancock Simple Pay uses a risk-based authentication to provide an additional layer of security to site users when logging in. You may be challenged and asked to provide a security code, which will be sent to the email associated with your John Hancock Simple Pay user profile.

Step	Action
1	<p>When challenged, the Security Code Delivery page will display a notification that a security code was sent to the email address associated with your Simple Pay Operator ID. There is a "time remaining" countdown clock to indicate how much time you have left to enter the code. The code will expire after approximately 5 minutes.</p> 
2	<p>You will receive an email from John Hancock Simple Pay containing the security code.</p> <p>From: John Hancock Simple Pay &lt;noreply@edelivery.dstsyste.ms.com&gt;  Sent: Thursday, January 7, 2021 4:32 PM  To:  Subject: One Time Password Verification</p> 

Continued on next page

3

The security code should be entered on the Security Code Delivery screen within 5 minutes from when the countdown starts. Once you have entered the security code, click the Verify Code button to proceed with your Login.



## Navigation/ Landing Page

After you have signed in, you will land on your Plan's general information page. From here, you can navigate to view contact details by clicking Company Information and create your Plan's contribution rosters by clicking the Access Rosters button at the bottom of the page.

[FAQ](#) | [Logout](#) | [Print](#)   
[SIMPLE IRA Employee Election Notice](#)  
[Profile](#)

### Plan Details

#### Plan Information

Plan ID:	000787773
Plan Name:	KATZ DAYCARE
Number of Shareholders:	3
Contribution Type:	N/A

#### Company Information

Name:	KATZ DAYCARE
Address:	67 DOG LN DOVER, NH 03820
Phone Number:	(555) 749-3387
Plan Sponsor Contact:	PEG DOODLE

#### Shareholders

<a href="#">Name</a>	SSN
LAMB, MARRY	*****5478
MCDUFF, CHARLES	*****2585
STITCH, LILO	*****5124

[Company Information](#) [Access Rosters](#)



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## PAYROLL ROSTER

### Roster Selection Page

On the top right of the Roster Selection page, are clickable links to access your Operator Profile, Plan Details and logoff the website. You can also access our FAQs (frequently asked questions) document and utilize the print function to print a confirmed payroll roster. Below is a list of items and their descriptions.

John Hancock Investment Management

John Hancock Simple Pay

Plan Administrator Access

User Guide FAQ Logoff Print Roster Plan Details New Roster

Roster Selection

Plan Name: BEDROCK BREWING  
Plan ID: 000787772  
Contribution Type: N/A  
To establish a new roster containing all shareholders within the plan, click **New Roster**.

Roster Search

By Status: ☐ All ☐ Injured ☐ Retired

Plan ID: 000787772

Payment Amount:

Operator ID:

Confirm Number:

By Status Date: mm/dd/yyyy to mm/dd/yyyy

☐ Processed ☐ Work-in-Progress

OR

Search

No rosters found.

Back



### FAQs

The calendar icon will allow you to search rosters by date.

Collection of frequently asked questions to assist Plan Administrator when questions arise while using the John Hancock Simple Pay website.

### LOGOFF

Will log you out of the John Hancock Simple Pay website.

### PLAN DETAILS

Will bring you to a screen showing all details of the plan (i.e. name of plan, plan ID, contact information, banking details, and participant information).

### PRINT

John Hancock suggests that you print the Roster Confirmation page after you have submitted your payroll contribution roster. If you have the ability, you can print to a PDF and save the file instead of printing to paper.

### PROFILE

Will bring you to your Operator Profile where you can change your Security Questions and Answers and update your email. If you wish to leave this page without making changes, simply click the Cancel button.

*Continued on next page*

## Roster Lists

Once you have begun to enter roster information and submit them, the page will display a current list of rosters in progress (shown as Work-In-Progress) and ones that have been processed (shown as Processed). Only 5 Work-In-Progress rosters are allowed at any one time.

You can sort rosters by Status – Confirm Number – Trade Date – Total Amount or Participant Count by clicking the blue link. You will see the list auto sort and an up or down arrow appear next to the link.

To access the details of a roster, (i.e. employee/participant name and contribution breakdown), simply click on the Access Roster link to the right of the page.

<a href="#">Status</a>	<a href="#">Confirm Number</a> ▲	<a href="#">Trade Date</a>	<a href="#">Total Amount</a>	<a href="#">Participant Count</a>	
Processed	1898-9143-65027	03/07/2017	\$3,000.00	3	<a href="#">Access Roster...</a>
Processed	2063-9320-71917	03/17/2017	\$817.50	3	<a href="#">Access Roster...</a>
Work-In-Progress	2276-5275-61917	N/A	\$525.00	3	<a href="#">Access Roster...</a>
Processed	2308-2114-13813	03/02/2017	\$255.00	3	<a href="#">Access Roster...</a>
Processed	3694-9672-40127	03/08/2017	\$3,000.00	3	<a href="#">Access Roster...</a>
Processed	4015-3770-73719	03/09/2017	\$300.00	3	<a href="#">Access Roster...</a>
Work-In-Progress	4701-0722-81917	N/A	\$817.50	3	<a href="#">Access Roster...</a>
Work-In-Progress	5117-6851-52811	N/A	\$1,545.00	3	<a href="#">Access Roster...</a>
Work-In-Progress	5241-6490-83910	N/A	\$817.50	3	<a href="#">Access Roster...</a>
Processed	6363-2551-51026	03/06/2017	\$300.00	3	<a href="#">Access Roster...</a>
Processed	6859-2740-90913	02/28/2017	\$525.00	3	<a href="#">Access Roster...</a>
Processed	7405-3493-44915	03/16/2017	\$525.00	3	<a href="#">Access Roster...</a>
Work-In-Progress	8099-2822-15915	N/A	\$525.00	3	<a href="#">Access Roster...</a>
Processed	9021-2585-74813	03/13/2017	\$255.00	3	<a href="#">Access Roster...</a>
Processed	9373-0941-83910	03/20/2017	\$1,545.00	3	<a href="#">Access Roster...</a>

[Back](#)

*Continued on next page*

**Roster Lists,**  
(continued)

Once you select a roster to review, you will be able to edit the details, up until you submit the roster for processing.

## Roster Details

**Plan Name:** FPS TF PLAN 11  
**Plan ID:** 000987465  
**Contribution Type:** NA  
**Status:** Processed  
**Established Date:** 03/07/2017 02:56:34 PM (CST)  
**Release Date:** 03/07/2017 02:57:17 PM (CST)  
**Trade Date:** 03/07/2017  
**Trade Date:** 03/07/2017  
**Contribution Year:** Current

### Shareholder Information

<u>Name</u> ▲	<u>SSN</u>	<u>Contribution</u> <u>Year</u>	<u>Employee</u>	<u>Employer</u>	<u>TOTAL</u>
BRADY, BOBBY	*****4321	Current	500.00	500.00	1000.00
BRADY, GREG	*****4987	Current	500.00	500.00	1000.00
BRADY, PETER	*****6873	Current	500.00	500.00	1000.00
<b>TOTAL: \$</b>			<b>1,500.00 \$</b>	<b>1,500.00 \$</b>	<b>3,000.00</b>

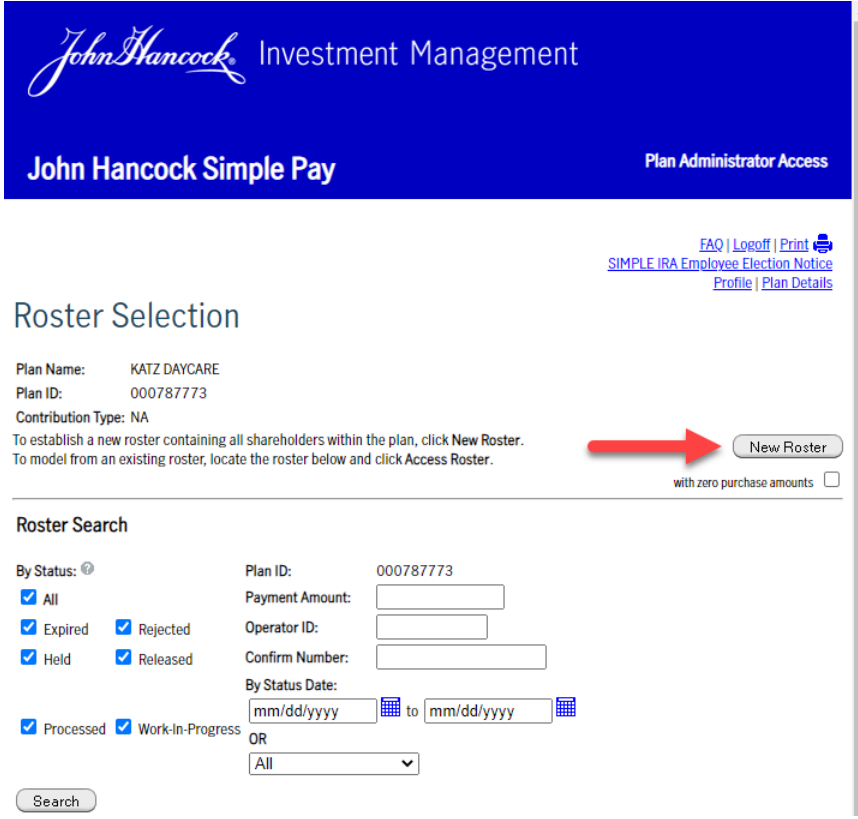
[Return to Roster Selection](#)

To return to the list of rosters, click the Return to Roster Selection button.

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**Creating a Roster** Use the following steps to create a new roster within the Simple Pay site.

Step	Action
1	<p>Click on the New Roster button located on the upper right side of the screen.</p> 

*Continued on next page*

2

Choose whether the Contribution Year is current or prior by using the dropdown list. You can select prior or current year for different employees within the same roster.

[FAQ](#) | [Logoff](#) | [Print](#)   
[SIMPLE IRA Employee Election Notice](#)  
[Plan Details](#)

## Roster Details

To make a copy of this roster, click **Model Roster**.

**Model Roster**

☐ With Zero Purchase Amounts

**Plan Name:** KATZ DAYCARE

**Plan ID:** 000787773

**Contribution Type:** NA

**Status:** Work-In-Progress


**Established Date:** 01/19/2021 09:02:44 AM (CST)

### Shareholder Information

To submit a one-time amount change for a shareholder, enter the amount for the appropriate money type.

Please note trade requests must be entered and confirmed prior to the close of the New York Stock Exchange to receive today's closing price. Any trades confirmed after the close of the New York Stock Exchange will receive the next business day's closing price.

Last saved: 01/19/2021 09:02 AM (CST)



Name ▲	SSN	Contribution Year	Employee	Employer	TOTAL
<input type="checkbox"/> LAMB, MARRY	*****5478	Prior Year ▼	\$ 500.00	\$ 300.00	\$ 800.00
<input type="checkbox"/> MCDUFF, CHARLES	*****2585	Prior Year ▼	\$ 450.00	\$ 200.00	\$ 650.00
<input type="checkbox"/> STITCH, LILO	*****5124	Current Year ▼	\$ 50.00	\$ 15.00	\$ 65.00
<b>TOTAL:</b>			\$ 1,000.00	\$ 515.00	\$ 1,515.00

Save Roster

Submit Roster

Delete Roster

Return to Roster Selection

3

Enter contribution amount next to employee/participant's name, making sure to break it down by employer and employee amounts.

4

If you wish to remove a participant from a roster, simply check the box next to the employee/participant's name and click on the Remove Participant button.

This will only remove the participant from **this roster** and not from the entire plan. An employee/participant cannot be removed from the Plan.

5

After you have completed the roster, click the Submit Roster button for processing.

*Continued on next page*

**Creating a Roster,**  
(continued)

Once submitted, you will be brought to the Roster Verification screen. To confirm the roster, select the Confirm button located at the bottom of the screen.

 Investment Management

**John Hancock Simple Pay** Plan Administrator Access

[FAQ](#) | [Logoff](#) | [Print](#) 

[SIMPLE IRA Employee Election Notice](#)

## Submit Roster Verification

You have chosen to submit the following roster.

Plan Name:	KATZ DAYCARE
Plan ID:	000787773
Status	Work-In-Progress
Status Date	01/19/2021
Release Date	01/19/2021
Total Amount	\$1515.00
Participant Count	3
Payment Type	ACH
Operator ID	PN180255

Name	SSN	Contribution Year	Employee	Employer	TOTAL
LAMB, MARRY	*****5478	Prior	500.00	300.00	800.00
MCDUFF, CHARLES	*****2585	Prior	450.00	200.00	650.00
STITCH, LILO	*****5124	Current	50.00	15.00	65.00
TOTAL:			\$1,000.00	\$515.00	\$1,515.00



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The trades will not be processed until the roster is confirmed. When confirmed, you will not be able to make any changes to the roster.

If any changes need to be made, please call John Hancock at **1-800-231-0376**.

Once the roster is confirmed, you will be provided with a Confirmation Number.

## Submit Roster Confirmation

The following roster has been submitted and is now being transmitted to John Hancock Signature Services for acceptance. **Please print a copy of this page and retain it for your records.** Electronic roster confirmation within John Hancock Simple Pay is deleted after 100 days.

Confirmation Number: 4363-3790-42909

Plan Name: KATZ DAYCARE  
Plan ID: 000787773  
Status: Released  
Status Date: 01/19/2021  
Release Date: 01/19/2021 09:40:51 AM (CST)  
Total Amount: \$1515.00  
Participant Count: 3  
Payment Type: ACH  
Operator ID: PN180255

Name	SSN	Contribution		Employee	Employer	TOTAL
		Year				
LAMB, MARRY	*****5478	Prior		500.00	300.00	800.00
MCDUFF, CHARLES	*****2585	Prior		450.00	200.00	650.00
STITCH, LILO	*****5124	Current		50.00	15.00	65.00
TOTAL:				\$1,000.00	\$515.00	\$1,515.00

[Return to Roster Selection](#)

**IMPORTANT:** John Hancock suggest that you print this Roster Confirmation page for your records. If you have the ability, you can also print to PDF and save the file instead of printing to paper.

If you wish to recreate the same payroll roster with no changes, you can do so by using the Model Roster button found on the Roster Details page.

## Roster Details

To make a copy of this roster, click Model Roster.

[Model Roster](#)

☐ With Zero Purchase Amounts

Plan Name: KATZ DAYCARE  
Plan ID: 000787773  
Contribution Type: NA  
Status: Work-In-Progress  
Established Date: 01/19/2021 10:01:40 AM (CST)

### Shareholder Information

To submit a one-time amount change for a shareholder, enter the amount for the appropriate money type.

**IMPORTANT:** If you would like to have the same employees/participants but wish to enter different dollar amounts in the future, make sure to check the 'With Zero Purchase Amounts' box to zero out the participant dollar amounts.