Guide to Logging into Your Online Account

ACCESS YOUR ONLINE ACCOUNT IN SECONDS

Mercer Marketplace offers the ability for participants to manage their benefit account(s) online. If you have an email address on file with Mercer Marketplace, you can create your account online. Log in to your online account and select Create your new username and password to begin.
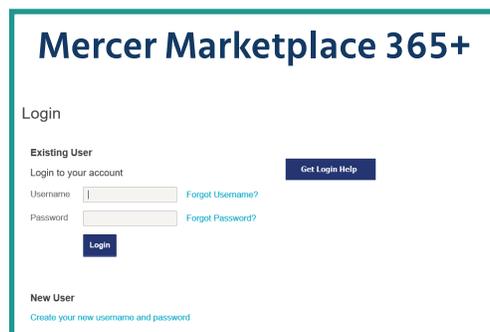
Mercer Marketplace 365+

Login

Existing User
Login to your account

Username [ ]   Forgot Username?

Password [ ]   Forgot Password?

Get Login Help

Login

New User
Create your new username and password

Step 1 — User Identification: Complete the required fields. **Note:** You can provide either your social security number **OR** Employee ID number. Then, select Next.

Step 2 — Enter One-Time Password: You'll receive an email with a one-time password. Enter the one-time password and select Next.

Step 3 — Security Questions: Pick the security questions you would like to answer. **Note:** You will be prompted to answer security questions when completing certain functions within the portal. Then, select Next.

Step 4 — Change Username and Password: A temporary username will auto-populate. Double click on the auto-populated username to personalize it. **Note:** Keep record of your personalized username and password. Mercer Marketplace does not store this information. Then, select Submit.

If you don't have an email address on file, we'll need to help you set up your online account. Please call us at 1-877-248-0510 within 30 days of joining Mercer Marketplace to ensure you can access your account online when you need to.

Mercer Marketplace 365+