

Registering online? We can help!

We're always looking for ways to make it easier for you to interact with us, and our online registration process is no exception. With easy-to-use navigation menus, updated content and enhanced functionality, managing your account online has never been easier.

To use mysunlife.ca you'll need to register to get an access ID and password.

- Go to mysunlife.ca
- Select **Register now**



Getting started

- Read the information and instructions about the registration process
- Register using either your Group Benefits or Group Retirement services plan
- Don't know how to find the information you need to register? Just select the **where can I find my information** buttons at the bottom of the page
- Select **Register**



Step 1 – My information

- Enter your
 - contract number
 - date of birth
 - postal code
- Select **Continue**



Step 2 – Access ID & password

- Select the method by which you would like to receive your password (by mail, or electronically if available)
- It can be hard to remember a 12-14 digit number every time you sign in, so to make things easier you have the option here to select your email address as your preferred ID.
- Select **Submit**

The screenshot shows a web form titled "My access ID & password". At the top, there is a progress bar with four steps: "Getting started", "Step 1 - My information", "Step 2 - My access ID & password" (which is currently active), and "Step 3 - Confirmation". The main heading is "Hi, DEEDED DUTER". Below this, there is a question: "For web access, you can set up your email address as an alternate, convenient way to access your account. Would you like to do this?". There are three radio button options: "No, I just want to use the numerical ID.", "Yes, use the email address you have on file: su@ccc.com", and "Yes, use this email address:" followed by an empty text input field. To the right, there is a "QuickStart?" box with "Group benefits" information: "Call us at 1-800-361-6212 Monday to Friday, 8 a.m. to 8 p.m. ET". Below the radio buttons, there is a section titled "Receiving your temporary password." with the text: "For security reasons, you will receive your access ID and temporary password separately." There are two radio button options: "Email instructions to su@ccc.com" and "Mail out a temporary password by the next business day (Delivery time dependent on postal system)". A note states: "Your access ID will be displayed after you select Submit. If you would like to cancel this request or would like to contact us for help, select Cancel." At the bottom, there are "Cancel" and "Submit" buttons.

Step 3 – Confirmation

- Print a copy of your access ID
- Select **Print**

It's that easy!

The screenshot shows a web form titled "Confirmation". At the top, there is a progress bar with four steps: "Getting started", "Step 1 - My information", "Step 2 - My access ID & password", and "Step 3 - Confirmation" (which is currently active). The main heading is "Congratulations DEEDED DUTER". Below this, there is a message: "That's all thanks for taking the time to register." and "Registration summary". The summary includes two bullet points: "You have decided to use your numerical access ID to access your account at this time." and "Your temporary password will be mailed the next business day." A note states: "Note: To create an alternate web access ID later, sign in to your account and select Profile > Access info." Below the text, there is a preview of a yellow Sun Life Financial card with the text: "Your Access ID: 1601 2191 8350 DEEDED DUTER". At the bottom, there is a "Print" button. To the right, there is a "QuickStart?" box with "Group benefits" information: "Call us at 1-800-361-6212 Monday to Friday, 8 a.m. to 8 p.m. ET".

More control for you

You have the flexibility and control to update your account at any time. Simply sign in to mysunlife.ca and go to your **Profile > Access info page**. From there, you can add, change and even delete your email access ID, and update your information. Managing your access has never been easier!

Questions?

If you have any questions, please contact the Sun Life Financial Customer Care Centre at 1-800-361-6212 any business day from 8 a.m. to 8 p.m. ET.