



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.

[mySunLife.ca](https://mysunlife.ca) and the [my Sun Life mobile app](#) give you the online tools you need to manage your plan. Here's how to register for access:

1 Go to [mySunLife.ca](https://mysunlife.ca) and select **Register**.

CLIENT SIGN IN

Email/Access ID

Remember me

Password **Sign in**

[Sign-in help](#) **Register**

2 Enter your first name, last name, and email address. Create your password.

First name Last name

Email

Password

Life's brighter under the sun



3 Next, choose a verification question and the answer so we can check your identity if you forget your password. Choose a question and answer that you'll remember.

Select verification question

Select

Enter your answer

4 Enter your date of birth and postal code. Click **Next**.

Date of birth (DD/MM/YYYY)

DD MM YYYY

Postal code

Living outside Canada?

Next

Learn more about [why we ask for this information](#).

By registering, you agree to these [terms & conditions](#).

5 If the information you've used to register doesn't exactly match the information your employer provided to us, you may need to enter in your contract number and Member ID number, which you can find in the registration section of your Sun Life Welcome guide.

Help us find you

What do you have with Sun Life?

- Employer investments and savings
- Health/dental/disability benefits
- Products purchased through an advisor
- Not currently a client or member

Next

Cancel registration

6 We'll email you a temporary registration code if we have your email address on file (your employer would have given it to us).

7 When you get the code, enter it to finish your registration. The code is good for 48 hours.

8 If we don't have your email address on file, we'll mail you a temporary code so you can finish registering. Once you get it, go to **mySunLife.ca**, sign in using the email address and password you selected originally, and finish your registration.

i We found your Sun Life account.
Please verify your identity to finish registering.

We emailed a registration code to
j*****h@sunlife.com

It could take several minutes for your registration code to arrive.

Enter your registration code [What is my registration code?](#)

Having trouble receiving your code?

Verify

Register through the my Sun Life mobile app

Want to register on your phone? Download the app from Google Play or the App Store. Follow the same instructions as for **mySunLife.ca**

App Store is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play is a trademark of Google Inc.

Updates are easy

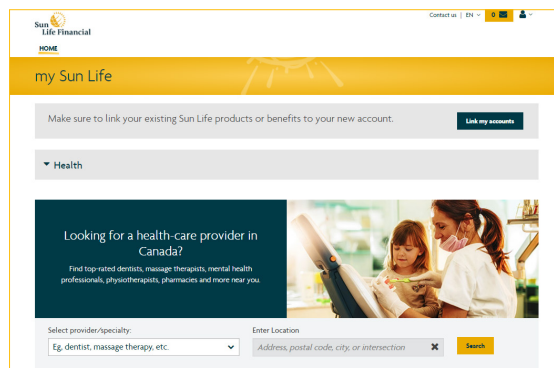
You can update your profile at any time. Simply sign in to **mySunLife.ca** and click on the Person icon at the top right of the **Home** page. Then, select **Contact information**. You can add, change or delete your email ID and update your information.

We can help! If you need us, call us at **1-800-361-6212** between 8 a.m. ET to 8 p.m. ET, Monday to Friday.

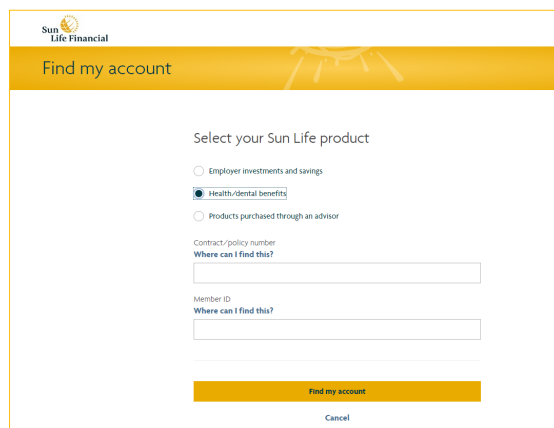
Linking your account

If you do not see your benefits details, you will be asked to link your benefits to your new account.

- 1 When prompted, select **Link my accounts**.
- 2 You will need to enter in your contract number and Member ID number, which you can find in the registration section of your Sun Life Welcome guide.
- 3 Next we'll email you a temporary registration code if we have your email address on file from your employer. If we don't have your email address on file, we'll send you the temporary code by mail. (See "Postal Mail" section to complete your registration.)
- 4 When you get our email, finish your registration by entering the code and selecting **Verify**. The code is good for 48 hours. If you lose your registration code or it expires, don't worry. We can send you another one – just call us at **1-800-361-6212**.



The screenshot shows the 'my Sun Life' homepage. At the top, there's a navigation bar with the Sun Life Financial logo and a 'HOME' button. Below the navigation bar, there's a yellow banner with the text 'my Sun Life'. Underneath, there's a prompt: 'Make sure to link your existing Sun Life products or benefits to your new account.' with a 'Link my accounts' button. Below this, there's a 'Health' section with a search bar for health-care providers in Canada. The search bar has a dropdown for 'Select provider/specialty' (with 'Eg. dentist, massage therapy, etc.' as an example) and a text input for 'Enter Location' (with 'Address, postal code, city, or intersection' as a placeholder). There's also a 'Search' button.

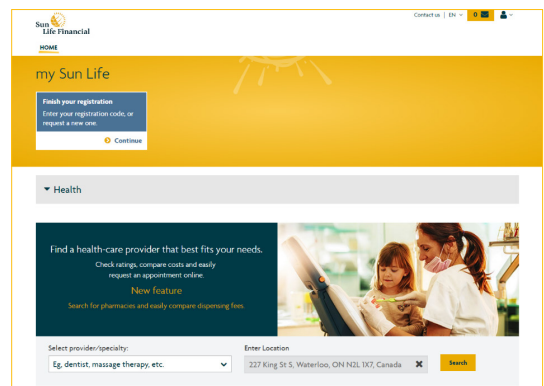


The screenshot shows the 'Find my account' page. At the top, there's a navigation bar with the Sun Life Financial logo and a 'Find my account' button. Below the navigation bar, there's a yellow banner with the text 'Find my account'. Underneath, there's a form titled 'Select your Sun Life product' with three radio button options: 'Employer investments and savings', 'Health/dental benefits' (which is selected), and 'Products purchased through an advisor'. Below the radio buttons, there are two text input fields: 'Contract/policy number' with the label 'Where can I find this?' and 'Member ID' with the label 'Where can I find this?'. At the bottom of the form, there's a yellow 'Find my account' button and a 'Cancel' link.



Postal Mail

- 1 When you receive your postal registration code, go to **mySunLife.ca**, and sign in using the email address and password you previously created.
- 2 Once you have signed in, click on **Continue** in the blue alert tile to complete registration from the initial flow.
- 3 Enter your code on the **Verify** page, select **Ok** to complete your registration. If you lose your registration code, or it expires, don't worry. We can send you another one – just call us at **1-800-361-6212**.



Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

GRP1667-E 07-20 kg-jf

