Enrolling for
your group benefits online
Enrolling for your group benefits - online

This handy user guide will help you understand and navigate my Sun Life website and our online enrolment system.

At Sun Life Financial we make it easy to enrol in your flex benefits plan. With our password-protected my Sun Life website, you can select and change your benefits quickly and easily.

You can:
- enrol for your group benefits online as a new employee
- add your dependent information when choosing Family Coverage for Extended Health or Dental
- view your coverage summary
- view your personal information
- change your benefits selections due to a life event – e.g. change in marital status, a new baby, or your spouse loses coverage under their benefits plan. If you are experiencing a Life Event Change please contact benefits@mtroyal.ca

You can sign on to enrol in your Mount Royal University benefits plan anytime between 7 a.m. and 10 p.m. Monday to Friday (ET) during the communicated enrolment window of opportunity.

Tip: Throughout the Group Benefits Enrolment tool, you will see underlined text that will link you to more information if you need it.

What you need to start
Hardware and software
First, you’ll need an Internet connection and a web browser to enter our password-protected website (e.g. Microsoft Internet Explorer version 6.0 or higher or Mozilla Firefox version 2 or higher; with 128 bit encryption).

Access ID and password
When at the sign-in, you will see the Email/Access ID and Password fields.
You will need to choose either Register under the sign-in page or Register Now in the sign-in help box.

Step 1 – My information

Enter your date of birth and postal code, select which product you have, enter the contract/policy information 100602, member ID Your MRU Employee ID number on your campus card, and select next.
Step 2 – Access ID & password

For security reasons, your registration code can either be emailed to you or mailed to your home address within two weeks. Once you receive your registration code, you can sign on to the my Sun Life website.
At this point you must provide your email address, create a password, and select a verification question - these are mandatory fields to complete your registration and receive your Access ID.
If all is done in one sitting, you will automatically be logged on and will not have to enter your Access ID and PIN again after clicking on the continue button.

If you forget your Access ID, you can retrieve it online. You do not have to call the Call Centre unless we cannot authenticate you online.
Note: Please print and retain your Access ID as you will still need to use your numerical Access ID when you call our Customer Care Centre or use our automated telephone system.

You can use the same Access ID (or friendly email address) and password for both your Group Benefits and Group Retirement Services accounts if both are with Sun Life Financial.

If you are a member of a Sun Life Financial Group Benefits plan and also have individual financial products with Clarica, you can use your Clarica Access ID and password to access Plan Member Services.
If you’ve **forgotten your Access ID** please call our Customer Care Centre at 1-800-361-6212. You’ll need to have your group contract number and member ID number available. One of our customer care representatives will ask you to answer some questions to verify your identity; you will then be given your ID.

If you’ve **forgotten your password** or haven’t logged on in the last 12 months, use the online “Forgot your password” feature to request a new password. You will be asked to answer some questions to verify your identity. If you answer the questions correctly and we have your e-mail address on file, a temporary password will be e-mailed to you right away.

If we don’t have an e-mail address on file for you, you will be directed to call our Customer Care Centre for assistance.

To protect the security of your information, we don’t provide an Access ID and password at the same time.

*Now you can follow the easy step-by-step process to select your group benefits for the upcoming benefit year as long as you do so within your assigned enrolment period.*
Using the online Group Benefits Enrolment tool

Once you have a Access ID and password

- Visit my Sun Life (www.mysunlife.ca) and enter your Access ID and password
- Select [submit]

- On the right hand side of the box Select [Enrolment and Coverage Summary] link to take you to the Welcome to Group Benefits Enrolment page

- Select [Enrol in your group benefits plan]

You will be asked to authorize Sun Life Financial to use your information to administer your plan. You must select [I agree] in order to continue.
Step 1 - Confirm your personal information

You should review your personal information and your family information to ensure it’s correct. You can update your dependent information directly online. You can view your address, salary information and date of birth, but you won’t be able to edit this information. Please contact your benefits administrator if your address, salary or birth date is incorrect. (This will not prevent you from continuing with the enrolment process.)

Select [continue] to go to Dependent Information or to Step 2.

Tip: In the event a Life insurance benefit became payable, it would be paid to a designated beneficiary. If you do not name a beneficiary, your Life insurance would be paid to your estate. To name a beneficiary, or update your existing nomination please complete a Beneficiary Form and send the original signed copy to Mount Royal University HR Benefits (Room E222).
Step 2 - Make your benefit selections

From here, you should select the level of coverage you want for each benefit. A monthly and annual cost will appear beside each benefit choice you select.

When you've made your choices select [calculate costs now].

Check that all your entries are correct and select [submit] at the bottom of the page.
Step 3 - Review your Coverage Summary

You will now see your Coverage Summary. To print this summary, select [print view] at the bottom of the page. A second window will open. Select [Print] then close the window to return to your Coverage Summary.
To name a beneficiary or update your existing nomination select [Get Form] to print a Beneficiary Nomination Form. Remember you must sign and date your form and return it to Mount Royal University – HR Benefits (room E208). You must submit the original signed document. Scanned or faxed copies are not acceptable.

To complete your online enrolment
Once you’ve made your final changes select [sign out] to end your enrolment session.

Caring for your privacy
At Sun Life Financial, protecting your privacy has always been important to us. We maintain confidential files in our offices containing personal information about all of our plan members for the purposes of administering your benefits and paying your claims. Access to your personal information is restricted to those employees and representatives who are responsible for administering your benefits, or any other person whom you authorize.

To find out about our Privacy Policy you can: visit our website at www.mysunlife.ca, call 1-800-361-6212, or send a written request by e-mail to privacyofficer@sunlife.com, or by mail to Privacy Officer, Sun Life Financial, 225 King St. West, Toronto, ON. M5V 3C5.

Need help?
To get information about your Sun Life Financial group benefits or online enrolment, please contact benefits@mtroyal.ca If you have difficulty with your Access ID or password, call our Customer Care Centre at 1-800-361-6212. Customer care representatives are available any business day between 8 a.m. and 8 p.m. (ET) to answer your questions.