

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 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:

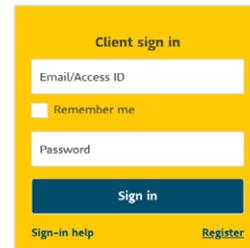
Life's brighter under the sun



Registration with an employee provided email

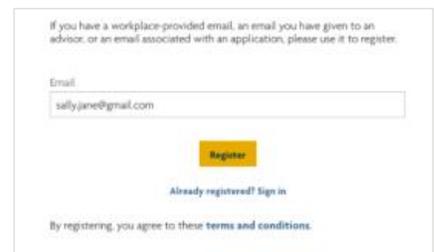
If you have an **email provided by your employer**, please use it to register.

1 Go to **mySunLife.ca** and select **Register**.



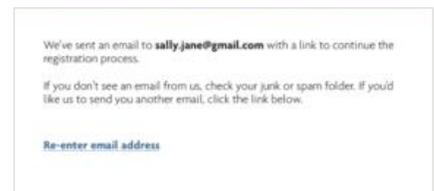
The screenshot shows the 'Client sign in' page. It features a yellow header with the text 'Client sign in'. Below the header are two input fields: 'Email/Access ID' and 'Password'. There is a checkbox labeled 'Remember me' next to the first field. A blue 'Sign in' button is positioned below the password field. At the bottom of the form, there are two links: 'Sign-in help' and 'Register'.

2 Provide the **email address** your plan sponsor provided.



The screenshot shows the registration page. It has a yellow header with the text 'Client sign in'. Below the header is a paragraph: 'If you have a workplace-provided email, an email you have given to an advisor, or an email associated with an application, please use it to register.' There is an 'Email' input field containing 'sallyjane@gmail.com'. A yellow 'Register' button is below the input field. Below the button is the text 'Already registered? Sign in'. At the bottom, there is a link: 'By registering, you agree to these terms and conditions.'

3 Once entered, **we'll send an email to confirm** your email address (image).



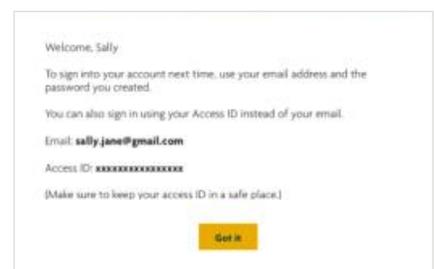
The screenshot shows the email confirmation page. It has a yellow header with the text 'Client sign in'. Below the header is a paragraph: 'We've sent an email to sallyjane@gmail.com with a link to continue the registration process.' There is another paragraph: 'If you don't see an email from us, check your junk or spam folder. If you'd like us to send you another email, click the link below.' Below this is a blue link: 'Re-enter email address'.

4 Next you'll set up your **password** and **verification Q&A** (image).



The screenshot shows the password and verification Q&A page. It has a yellow header with the text 'Client sign in'. Below the header is a paragraph: 'Create a unique password and choose a verification question to add an extra layer of security to your account.' There are two password input fields: 'Password' and 'Confirm password', both containing asterisks. Below the second field is a dropdown menu for 'Select your verification question' with the selected option 'What is your mother's maiden name'. Below the dropdown is an 'Enter your answer' input field containing 'Smith'. A yellow 'Done' button is at the bottom.

5 Congratulations your **registration is complete** (image).



The screenshot shows the registration completion page. It has a yellow header with the text 'Client sign in'. Below the header is a paragraph: 'Welcome, Sally. To sign into your account next time, use your email address and the password you created. You can also sign in using your Access ID instead of your email.' Below this is a paragraph: 'Email: sallyjane@gmail.com'. Below that is a paragraph: 'Access ID: *****'. Below that is a paragraph: '(Make sure to keep your access ID in a safe place.)'. A yellow 'Get it' button is at the bottom.

Registration without an employee-provided email

Follow steps 1 - 3 as above.

Once your email is confirmed, you'll be asked to set up your account.

- 4** Complete your **personal information** (Set up your online account image).

Enter your personal information so we can find your file in our system.

First name: Sally
Last name: Jane

Date of birth (DD/MM/YYYY): 06 / 30 / 1985

Postal code: A1A 2B2

Living outside Canada?

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

Create a unique password and select a verification question for an extra layer of security.

Password: *****

Confirm password: *****

Select your verification question: What is your mother's maiden name

Enter your answer: Smith

Done

- 5** You'll be asked to **verify your identity** (verify your identity image). You'll be asked to sign in with your current financial institution (sign in image).

Don't worry, if your financial institution isn't listed you can click **verify your identity another way** and answer a few questions.

That's it! **You are now registered.**

If you're a **BMO, CIBC, Desjardins, RBC Royal Bank, Scotiabank** or **TD** client, use Verified.Me to securely confirm your identity with your online banking profile.

SecureKey Technologies Inc. created Verified.Me. This is the same service provider the Government of Canada uses to allow users access to federal websites.

[Learn more about Verified.Me](#)

Verify now

Don't see your financial institution on the list?

Verify your identity another way



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.

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. GRP1667 0522 ds-cd

