

# 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**



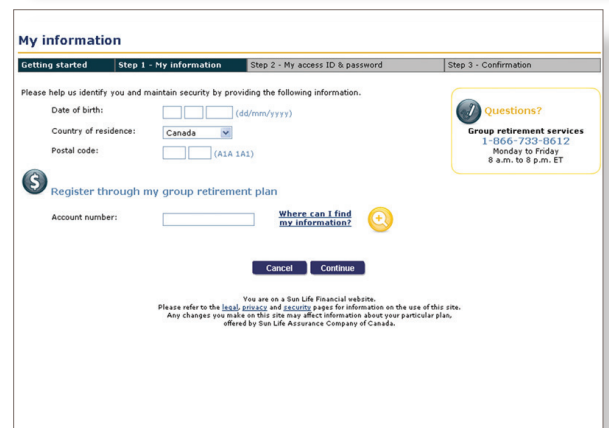
## Getting started

- Read the information and instructions about the registration process
- Register using your 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
  - account information
  - date of birth
  - postal code
- Select **Continue**



continued...

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## 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 or 14 digit number every time you sign in, so you have the option here to select your email address as an additional access ID
- Select **Submit**

**My access ID & password**

Getting started | Step 1 - My information | Step 2 - My access ID & password | Step 3 - Confirmation

Hello, **JOHN SMITH**

For web access, you can set up your email address as an alternative, convenient way to access your account. Would you like to do this?

No, I just want to use the numerical ID.

Yes, use the email address you have on file: johnsmith@xyz.com

Yes, use this email address:

**Questions?**  
Call us at  
**Group retirement services**  
1-866-733-8612  
Monday to Friday,  
8 a.m. to 8 p.m. ET

**Sending your temporary password.**  
For security reasons, you will receive your access ID and temporary password separately.

1. Your access ID will be displayed after you select **Submit**.  
2. Instructions on how to retrieve your password will be sent by email to: johnsmith@xyz.com

If you would like to cancel this request or would like to contact us for help, select **Cancel**.

**Cancel** **Submit**

## Step 3 – Confirmation

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

**It's that easy!**

**Confirmation**

Getting started | Step 1 - My information | Step 2 - My access ID & password | Step 3 - Confirmation


Congratulations

That's it! Thanks for taking the time to register.

Registration summary:

- Your alternate web access id is johnsmith@xyz.com
- Instructions on how to retrieve your temporary password will be emailed to johnsmith@xyz.com

**Questions?**  
Call us at  
**Group retirement services**  
1-866-733-8612  
Monday to Friday,  
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Your Access ID  
**1601 2192 1015**  
**JOHN SMITH**  
www.mysunlife.ca

**Print**

**Continue**

## 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 **1-866-733-8612** any business day from 8 A.M. to 8 P.M. ET.