

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" with a progress bar at the top indicating "Step 2" is active. The main heading is "Hi, DEEDED DUTY". Below this, there are three radio button options for how to receive the password: "No, I just want to use the numerical ID", "Yes, use the email address you have on file: ", and "Yes, use this email address: ". To the right, there is a "Group benefits" box with a "Questions?" icon and contact information: "Call us at 1-800-361-6212 Monday to Friday, 8 a.m. to 8 p.m. ET". Below the options, there is a section titled "Sending your temporary password" with a note that for security, the access ID and password are sent separately. It offers two choices: "Email instructions to sue@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 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" with a progress bar at the top indicating "Step 3" is active. The main heading is "Congratulations DEEDED DUTY". Below this, it says "That's all thanks for taking the time to register." and "Registration summary" with 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 says: "Note: To create an alternate email access ID later, sign in to your account and select Profile > Access info." Below the text is a graphic of a yellow envelope with "Sun Life Financial" and "Your Access ID: 1601 2191 6350 DEEDED DUTY" printed on it. To the right, there is a "Group benefits" box with a "Questions?" icon and contact information: "Call us at 1-800-361-6212 Monday to Friday, 8 a.m. to 8 p.m. ET". At the bottom is a "Print" button.

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.