

May 12, 2020

## We're making plan administration even easier for your Clients

We're introducing a new "enhanced access" feature to our Plan Sponsor Services (PSS) website. This feature will make it easier for your Clients to give new users access to Group Benefits Administration.

### What is the new enhanced access feature on PSS?

This new feature will allow a plan sponsor's primary administrator to process Access ID transactions.

The primary administrator can:

- **Add an administrator** with view only or full (update/edit) access. This function gives access to a specific location or all locations with a few simple clicks. The new user will instantly get an Access ID and temporary password to sign in.
- **Update any administrator's personal information** such as first name, last name, or email address.
- **Change an administrator's access level.** The Client can also change their access level for any of the company's locations.
- **Deactivate an administrator's access** when a colleague no longer requires Group Benefits Administration. This function also removes access to:
  - Group Benefits Absence and Disability online tool
  - Group Benefits Reporting (GBR)
- **Ask for more access** to the Group Benefits Absence and Disability online tool and/or to give another plan administrator the same enhanced access features.

### Is this feature available for my Clients?

We will be sending a [communication](#) to your Clients about this new feature next week. This feature is now live for all eligible Clients.

Your Clients can contact their Service Representative for eligibility. If your Clients are SunAdvantage, they should contact their Client Service Administrator.

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

# Focus Update

In addition, this self-service access is only for Group Benefits Administration. Group Benefits Absence and Disability online tool access is not currently self-service. However, as noted above, your Client can ask for this access.

Your Clients' Service Representative will handle all other forms of PSS access, including Group Benefits Reporting (GBR) as usual. For SunAdvantage Clients, their Client Service Administrator will continue to handle these functions.

As of now, this feature is not available for Third-Party Administrators (TPAs) and Advisors.

## Questions?

Please contact your Sun Life Group Benefits representative.