



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.

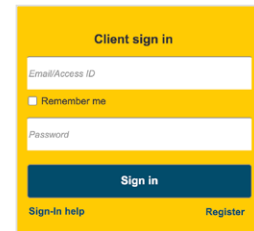
mySunLife.ca and the **my Sun Life mobile app** give you the online tools you need to manage your plan. Here's how to register for access:

Life's brighter under the sun

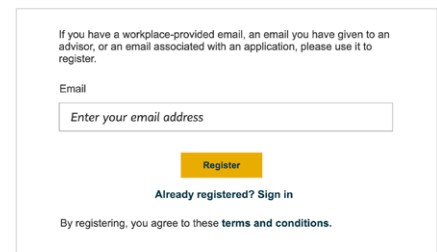


You can register with the email provided by your employer, or with your personal email

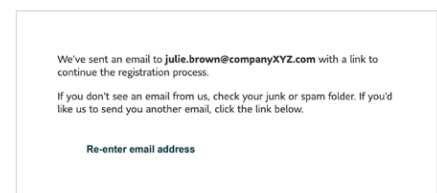
1 Go to **mySunLife.ca** and select **Register**.

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

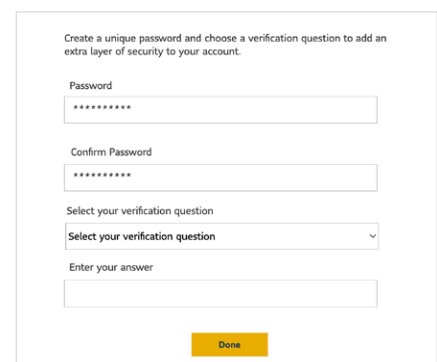
2 Enter either the **email your employer provided**, or your **personal email address**.

A screenshot of the 'Register' page. It starts with 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.' Below this is an 'Email' label and a text input field with the placeholder 'Enter your email address'. A yellow 'Register' button is centered below the input field. Underneath the button, it says 'Already registered? Sign in'. At the bottom, a line of text reads 'By registering, you agree to these terms and conditions.'

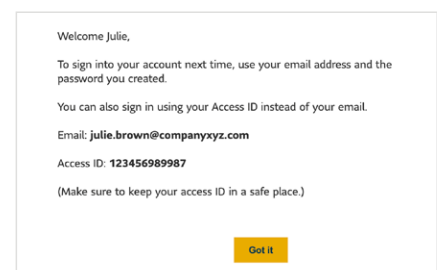
3 Once entered, **we'll send an email to confirm** your email address. If you've used the **email address provided by your employer**, go to **step 4**. If you're registering with your **personal email**, please go to **step 6**.

A screenshot of an email confirmation page. It contains two paragraphs of text. The first paragraph says: 'We've sent an email to julie.brown@companyXYZ.com with a link to continue the registration process.' The second paragraph says: '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 the text is a link labeled 'Re-enter email address'.

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

A screenshot of the password and verification Q&A setup page. It has a heading: 'Create a unique password and choose a verification question to add an extra layer of security to your account.' Below this are four sections: 'Password' with a masked input field, 'Confirm Password' with a masked input field, 'Select your verification question' with a dropdown menu showing 'Select your verification question', and 'Enter your answer' with a text input field. A yellow 'Done' button is at the bottom right.

5 Congratulations! Your **registration is complete**.

A screenshot of a welcome page. It starts with 'Welcome Julie,'. The next paragraph says: 'To sign into your account next time, use your email address and the password you created.' The following paragraph says: 'You can also sign in using your Access ID instead of your email.' Below this are two lines of text: 'Email: julie.brown@companyxyz.com' and 'Access ID: 123456989987'. A final line of text says: '(Make sure to keep your access ID in a safe place.)'. A yellow 'Got it' button is at the bottom right.

Completing registration with your personal email

6 Complete your **personal information**.

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

First name Last name

Date of birth (DD/MM/YYYY)

DD MM YYYY

Postal code

ATA 1A1

Living outside Canada?

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

Password

Confirm Password

Select your verification question

Select your verification question

Enter your answer

[Done](#)

7 You'll be asked to **verify your identity**. You'll be asked to sign in with your current financial institution.

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.

The Government of Canada and many other Canadian businesses use the same service provider to help users confirm their identity online.

[Learn more about Verified.Me](#)

[Continue with Verified.Me](#)



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.

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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. GRP1667 11-22 ds-cd

