

# 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.

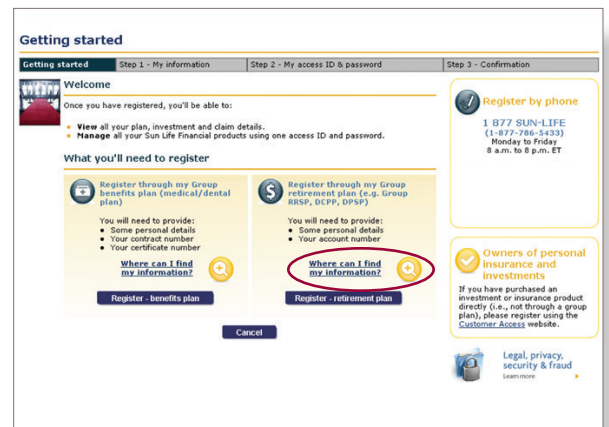
To use **mysunlife.ca** you'll need to register to get an access ID and password.

- Go to **mysunlife.ca**
- Select **Register now**



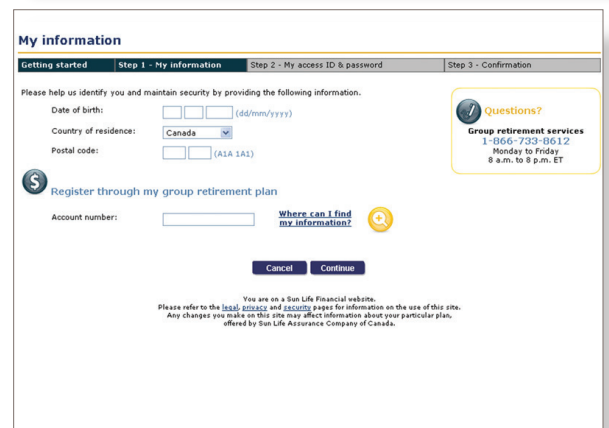
## Getting started

- 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...

# Registering online? We can help!

## 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**

The screenshot shows the 'My access ID & password' step of the registration process. At the top, there is a progress bar with four steps: 'Getting started', 'Step 1 - My information', 'Step 2 - My access ID & password' (which is currently active), and 'Step 3 - Confirmation'. Below the progress bar, the user is greeted as 'Hello, JOHN SMITH'. The main text asks: '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?'. There are three radio button options: 'No, I just want to use the numerical ID.', 'Yes, use the email address you have on file: johnsmith@xyz.com' (which is selected), and 'Yes, use this email address:' followed by an empty text input field. To the right, there is a 'Questions?' box with a question mark icon, containing the text 'Call us at Group retirement services 1-866-733-8612 Monday to Friday, 8 a.m. to 8 p.m. ET'. Below the options, there is a section titled 'Sending your temporary password.' with instructions: 'For security reasons, you will receive your access ID and temporary password separately.' and a numbered list: '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'. At the bottom, there is a note: 'If you would like to cancel this request or would like to contact us for help, select Cancel.' and two buttons: 'Cancel' and 'Submit'.

## Step 3 – Confirmation

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

**It's that easy!**

The screenshot shows the 'Confirmation' step of the registration process. At the top, there is a progress bar with four steps: 'Getting started', 'Step 1 - My information', 'Step 2 - My access ID & password', and 'Step 3 - Confirmation' (which is currently active). Below the progress bar, the user is greeted with 'Congratulations'. The main text says: 'That's it! Thanks for taking the time to register.' and 'Registration summary:'. There are two bullet points: 'Your alternate web access id is johnsmith@xyz.com' and 'Instructions on how to retrieve your temporary password will be emailed to johnsmith@xyz.com'. Below the summary, there is a graphic of a Sun Life Financial access ID card. The card is yellow and black with the Sun Life Financial logo. It displays 'Your Access ID 1601 2192 1015 JOHN SMITH' and the website 'www.mysunlife.ca'. Below the card is a 'Print' button. To the right, there is a 'Questions?' box with a question mark icon, containing the text 'Call us at Group retirement services 1-866-733-8612 Monday to Friday, 8 a.m. to 8 p.m. ET'. At the bottom, there is a 'Continue' 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 **1-866-733-8612** any business day from 8 A.M. to 8 P.M. ET.