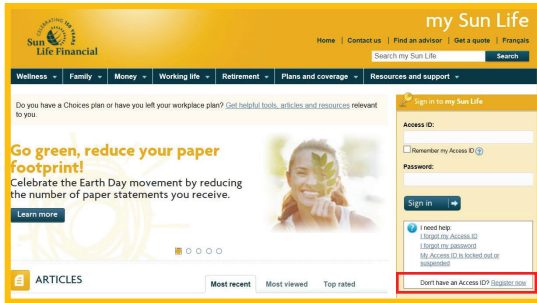


# Registering online? We can help!

**mysunlife.ca** is where you can view your claims history, print claim forms and access your coverage card. You can also sign up for direct deposit so if you ever have an out-of-pocket expense for a covered service or item, you'll get the money back quickly.

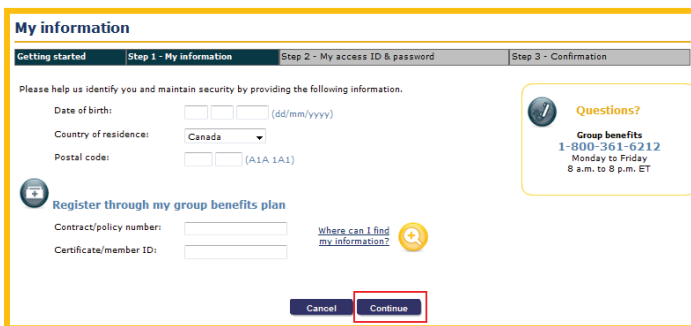
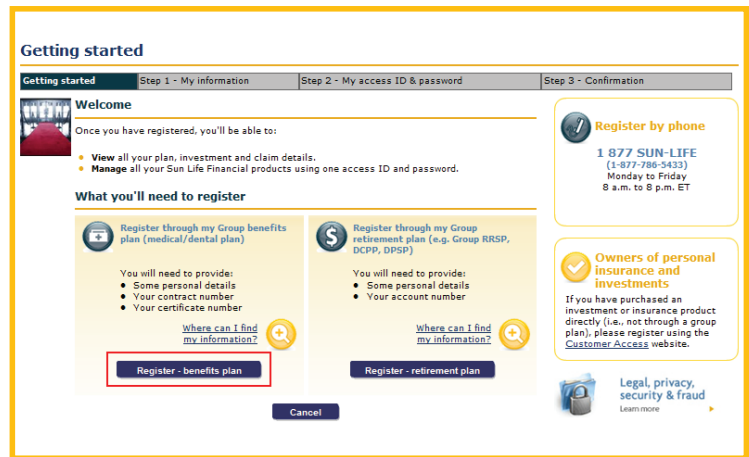


First you'll need to register for an access ID and password.

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

## Getting started

- Read the information and instructions about the registration process
- You will see two registration options – Group benefits plan or Group retirement services plan
- Select **Register – benefits plan**



## Step 1 – My information

- Start by entering your:
  - Date of birth
  - Country of residence
  - Postal code
- Next, enter your:
  - Contract/policy number – 17874
  - Certificate/member ID (this is the number found on your coverage card)

Note: If you don't remember your member ID you can call your administrator or the Sun Life Financial Customer Care Centre

# Registering online? We can help!

**My access ID & password**

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

Hello, **RANDY DOE**

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: randydoe@company.com

Yes, use this email address:

**Sending your temporary password.**

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

- Your access ID will be displayed after you select **Submit**.
- Instructions on how to retrieve your password will be sent by email to: randydoe@company.com

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

**Cancel** **Submit**

## Step 2 – access ID & password

- Select how you would like your access ID set up:
  - 12-14 digit numerical ID that will be generated by Sun Life
  - Select the email address on file (indicated by the arrow on the screen)
  - Input a new email address
- Select **Submit**
- Once you've received the authentication link with your temporary password from Sun Life, follow the directions to sign into **mysunlife.ca**

## Important

You will need your access ID number each time you sign in to **mysunlife.ca**, except if you have chosen your email address as your preferred access ID.

If you add a personal email address, the authentication email is still sent to the email that the school board has on file.

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

Don't forget to check your SPAM folder if you have not received your authentication email.

**Confirmation**

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

Congratulations

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

Registration summary:

- Your alternate web access ID is randydoe@company.com.
- Instructions on how to retrieve your password will be sent by email to: randydoe@company.com

**Sun Life Financial**

Your Access ID  
**1600 0060 4471**  
RANDY DOE

www.mysunlife.ca **Print**

## Congratulations, you have now registered for mysunlife.ca!

You will see your access ID number appear on your screen. Make sure to print this as a reference.

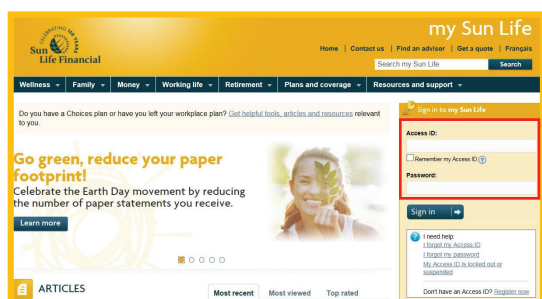
**Note: This is NOT your coverage card. This is simply your log in for mysunlife.ca.**

Continue to the next step to print your coverage, drug and travel cards.

**Important:** You will need to carry your coverage card at all times in case of a medical emergency.

# How to print a coverage card

Follow these easy steps to print your coverage, drug and travel cards. Your coverage card must be presented when seeking medical attention at a clinic/hospital. This card is for the overall coverage on the plan. The drug card is required when purchasing prescription drugs and the travel card is to be kept with the student when travelling outside of Ontario at all times (excluding their home country).

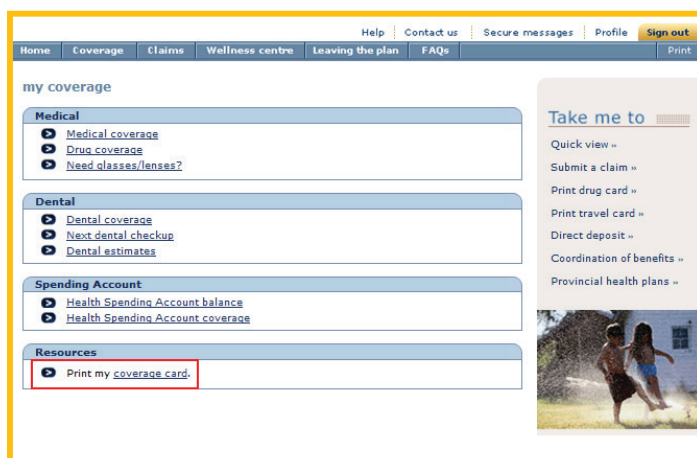
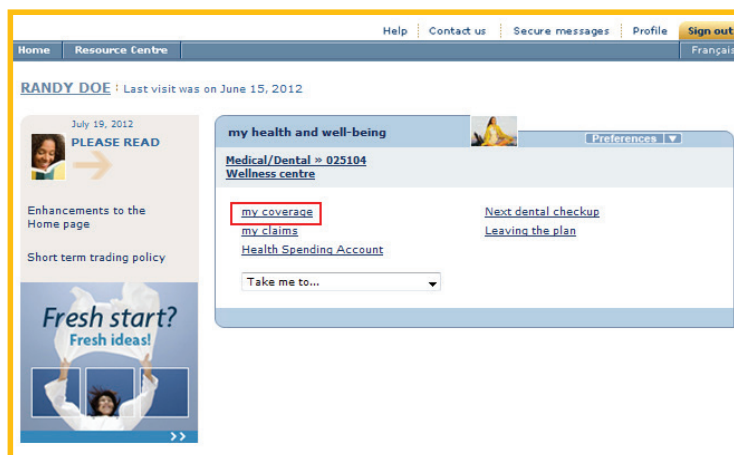


## Step 1 – First you'll need to go to [mysunlife.ca](http://mysunlife.ca)

- Enter your access ID and password and click the **sign in** button.

## Step 2 – On your Home page

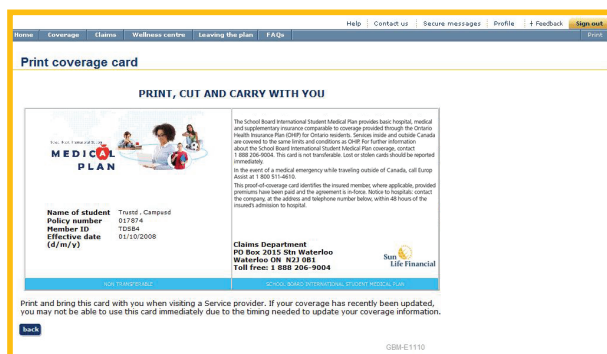
- select **my coverage**



## Step 3 – In the Resource tab

- click **print my coverage card**.

# How to print a coverage card



## Step 4 – Your coverage card will be displayed

Your coverage card will be displayed. Print and fold the card according to the instructions and carry the card with you.

It is very important to carry the card with you at all times in case of a medical emergency.

The coverage card must be shown each time you visit a healthcare provider.

If your card becomes damaged, visit [mysunlife.ca](http://mysunlife.ca) to print a new version or you can also access your coverage card on your mobile device.

## More control for you

You have the flexibility and control to update your account at any time. Simply sign into [mysunlife.ca](http://mysunlife.ca) and go to your **Profile 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!

## Free mobile app

Get more info on my Sun Life Mobile and view a demo of how it works – visit [sunlife.ca/mobile](http://sunlife.ca/mobile).

## Questions?

If you have any questions, please contact the Sun Life Financial Customer Care Centre at 1-888-206-9004 any business day from 8 a.m. to 8 p.m. ET.