



The Benefits of Going Online

Submitting your claims online is a convenient way to get your claims processed more quickly and easily, which means you get your money back faster. Why spend time filling out paper forms and waiting for your cheque to arrive?

When you submit your claims online, they are processed instantly and your money is usually in your account within 24-48 hours.

Sign in to mysunlife.ca to access our many self-service options and useful resources to help you manage your benefits plan. My Sun Life is password protected, fast, convenient and great for the environment. Want to find out more? Check out our online [plan member e-tutorials](#).

What can I do online?

Sign in to mysunlife.ca to access these great features*:

- Sign up for direct deposit and submit your claims online for instant processing to get your money back faster than waiting for a cheque.
- View your claims statements as well as your claims history.
- See details of what's covered under your specific plan.
- Check when you or your family members are eligible for your next dental checkup.
- Print an "all-in-one" coverage card to keep in your wallet.
- Access and print your customized claim form.

You can also access these features* all in the palm of your hands through my Sun Life Mobile. You can download this app to your BlackBerry from BlackBerry App World or to your iPhone from the Apple App Store. For more information about the app and to view a demo, visit: www.sunlife.ca/mobile.

Register now

Not registered online yet? Please take a few minutes to [register now](#). You can use this [guide](#) to help you register. Once registered, check out [my benefits online](#) to learn how to navigate through mysunlife.ca.

Please note: for security purposes, once you register online at mysunlife.ca, Sun Life Financial may have to send you a temporary password by mail, which typically takes 3 to 5 business days for delivery.

What you need to begin using Plan Member Services

Hardware and software

You'll need an Internet connection, a web browser (Microsoft Internet Explorer version 5.0 or higher or Netscape Navigator version 7 or higher).

Access ID and password

You will also need a Plan Member Services Access ID and password to enter Sun Life Financials password-protected website.

Have the following numbers handy, your group contract number (**25273**) and your Member ID is your Saskatchewan Teaching Certificate Number.

Note: if you also have individual financial products with Clarica, you can use your Clarica Access ID and password to access Plan Member Services.

If you don't have an Access ID and password and have never used Plan Member Services:

You can register for an Access ID online, as follows.

- Sign into Plan Member Services <http://www.sunlife.ca/member> and select Register Now
- Select your plan type Group Benefits
- Enter your group contract number, certificate/member ID number and your date of birth
- Enter your name and postal code

Once the registration is complete, you will immediately receive your Access ID online. For security reasons, your temporary password (PIN) will be mailed separately to your home address (shown on our system) within two weeks. When you receive your temporary password you can sign on and begin using Plan Member Services.

The first time you sign in with your new Access ID and temporary password, you will be prompted to activate your Access ID by following these steps:

- Sign in to Plan Member Services <http://www.sunlife.ca/member> and enter the Access ID and temporary password you received in the mail.
- Change your temporary password
- Select plan type Group Benefits
- Enter your group contract number, Member ID number and your date of birth
- Select a verification question and answer
- If you have multiple Access ID's with Sun Life Financial and Clarica, you will be informed that your Access ID's are consolidated (to simplify your contact, all of your Sun Life Financial and Clarica account information will be accessible by one Access ID going forward)
- Enter your e-mail address (this is optional).

Note: Be sure to keep your Access ID and Password in a safe place for future use.