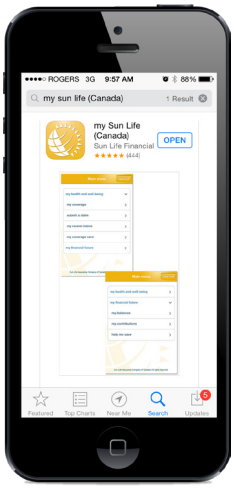
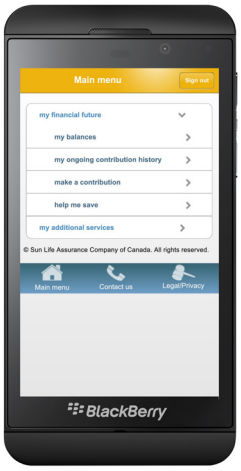
# **Getting started** with my Sun Life Mobile




Available on the App Store

## iPhone users:

Go to the App Store and search for “my Sun Life (Canada).” The app will appear in your search results. Click on “my Sun Life (Canada)” to view the app description, then click on the ***Free*** button, then click on the ***Install*** button.

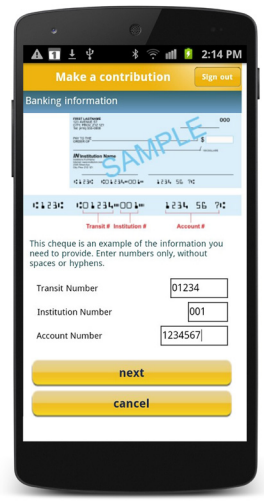



Get it at BlackBerry World

## BlackBerry users:

Go to BlackBerry App World and search for “my Sun Life (Canada).” The app will appear in your search results. Click on “my Sun Life (Canada)” to view the app description, then click on the ***Download*** button.

Sun Life Financial



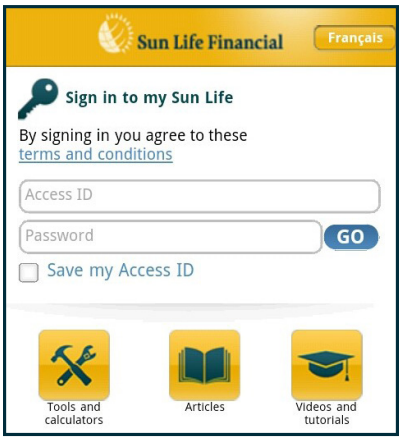

GET IT ON Google play

## Android users:

Go to Google Play and search for “my Sun Life (Canada).” The app will appear in your search results. Click on “my Sun Life (Canada)” to view the app description, then click on the ***Install*** button.

## Other smartphone users:

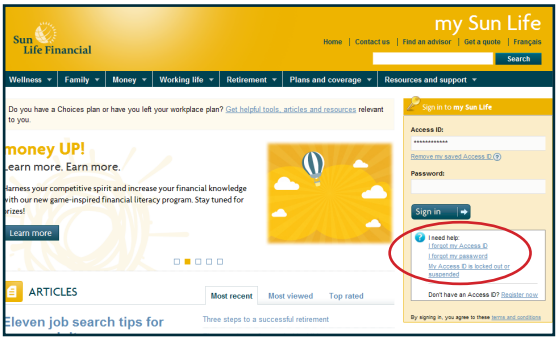
If you use an older Apple, BlackBerry or Android device, or a device that uses a different operating system, you may be able to access our my Sun Life Mobile web app at **m.mysunlife.ca**. Our web app provides you with the same functionality as our native apps and is available for most devices on your default browser. Make sure to save the website address by creating a bookmark or saving it to your homescreen!  If you cannot access the web app, you can continue to access our full member services site at **mysunlife.ca**.




# What you need to sign in to my Sun Life Mobile

You will need your Access ID and password in order to sign in (the same credentials you use to sign in to the desktop version of **mysunlife.ca**). You can select the **Save my Access ID** checkbox to make signing in more convenient on future visits.

- If you have a workplace benefit plan: Before you can submit mobile claims, you need to register for direct deposit on the desktop version of **mysunlife.ca**.
- If you have a workplace retirement savings plan: Before you can make a lump sum contribution on my Sun Life Mobile, you will need to set your investment direction for your eligible products on the desktop version of **mysunlife.ca**.



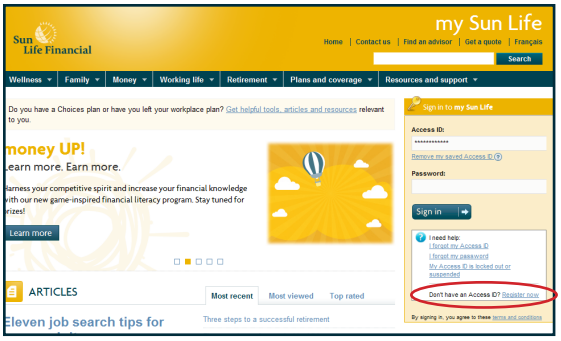

# Forgot your Access ID?

If you've forgotten your Access ID, go to the desktop version of **mysunlife.ca** and click on ***I forgot my Access ID*** in the ***I need help*** section under **Sign in to my Sun Life**.

- If you have a workplace benefit plan: You will need your Contract/Policy number and Certificate/Member ID number. You can also find your Access ID on your coverage card.
- If you have a workplace retirement and savings plan: You will need your Account number.

If you use your email to sign in to **mysunlife.ca**, you can continue to do so on **my Sun Life Mobile**.

If you sign in through your employer's Intranet, once you have signed in, you will see ***your Access ID*** in the top left of the screen, displayed under your name.




# New to mysunlife.ca?

If you have not yet registered for **mysunlife.ca**, you will need to do so from a desktop computer before signing in to **my Sun Life Mobile** on your smartphone. Go to **mysunlife.ca**, and click on ***Register now*** in the ***I need help*** section under ***Sign in to my Sun Life***.

- If you have a workplace benefit plan: You will need your Contract/Policy number and Certificate/ Member ID number. You can also view this e-tutorial on how to register at **sunlife.ca/mybenefitsonline**.
- If you have a workplace retirement and savings plan: You will need your Account number, which you can find on your welcome letter.

Note that depending on your plan or policy, some features may not be available. A few employers continue to review the app for their plans and have chosen not to make the app available to their employees at this time. If this is the case for your plan, you will not be able to access your information on the app. You can use the interactive tools, view the videos and tutorials and read the articles to help you make informed decisions about your plan. To view your account information, you can continue to sign in to **mysunlife.ca**, or contact us at **sunlife.ca/contact-us**.

## Life's brighter under the sun

Group Benefits and Group Retirement Services are offered by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies. 11-14-nh-rb