

# Registering online? We can help!

If this is your first time registering with Sun Life Financial, (C-HIP Insurance), please follow these easy steps to register for **mysunlife.ca**. If you have already registered, you do not need to register again.

**mysunlife.ca** is where you can see your pay-direct drug and coverage cards, your coverage and claims history, and print your claim forms. You can also sign up for direct deposit so if you ever have to pay for a covered service or item, you will get the money back quickly directly into your bank account.



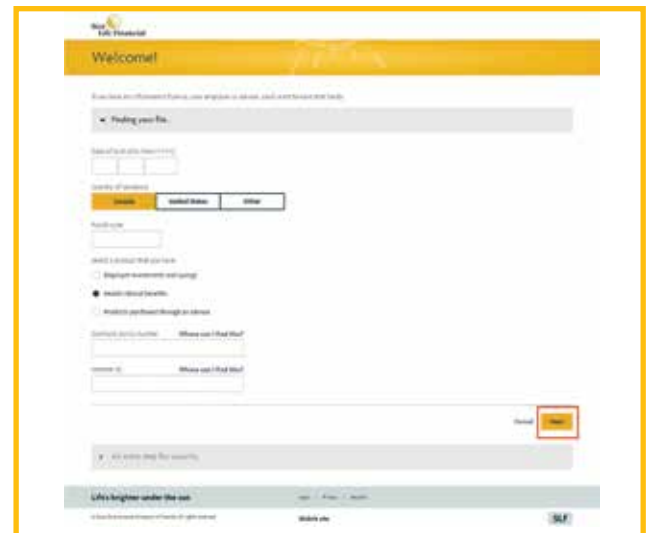
First you'll need to register for a Sign-in ID/Access ID and password.

## Step 1 – Go to **mysunlife.ca**

- Click **Register**.

## Step 2 – My information

- Start by entering your:
  - Date of birth.
  - Country of residence (Canada).
  - Postal code.
- Select Health/dental benefit.
- Next, enter your:
  - Contract/policy number – 017857.
  - Certificate/member ID (Your certificate/member ID is determined by the school you attend and your assigned student/employee number).
- How to determine your certificate/member ID number
  - Enter your university's prefix code (refer to diagram).
  - Enter your student or employee number.
  - This now becomes your personal C-HIP member ID.
  - For example: If you attend Seneca Hill Collegiate and your student number is 999999999, you would enter M999999999 as your member ID.



School	Prefix	School	Prefix
Christian Schools International	C	La Cité collégiale	F
Woodland Christian High School		The Michener Institute	G
Chatham Christian School		North Toronto Christian School	K
London Christian Elementary School		Seneca Hill Collegiate	M
Smithville District Christian High School			
Timothy Christian School			
Toronto District Christian High School			
Institute for Christian Studies			
Maranatha Christian Academy			

Note: If you are having difficulties registering you can call the Sun Life Financial Customer Care Centre at 1-888-206-9004 any business day from 8 a.m. to 8 p.m. ET.

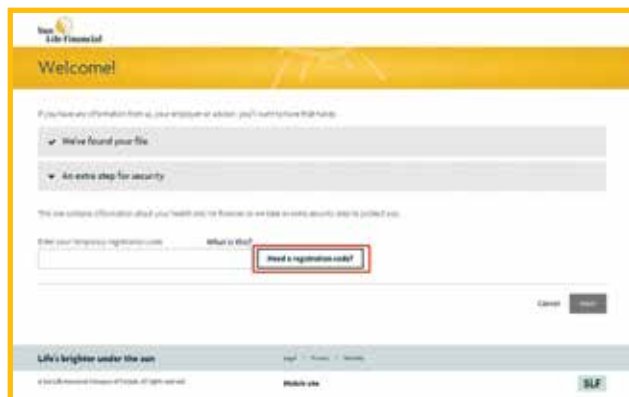
# Registering online? We can help!

## Step 3 – Request a registration code

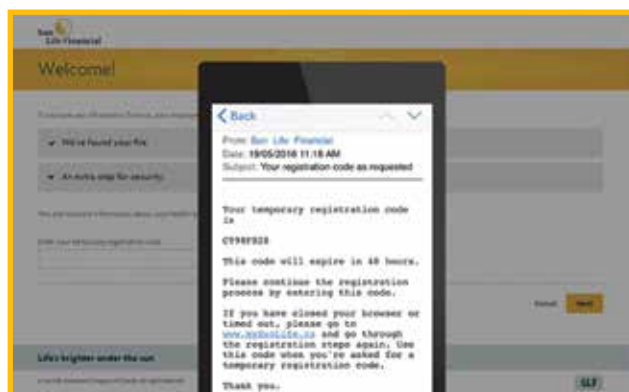
- Click **Need a registration code?**

If your email address is already on file with us, we will email you a registration code immediately which will be valid for 48 hours. If we don't have your email address, a registration code will be mailed to you.

Please allow 7 to 10 business days to receive your code by mail. This code is valid for 45 days. Once you receive your code by mail, you will need to enter it here.



- Don't forget to check your SPAM folder if you have not received your temporary registration code email.



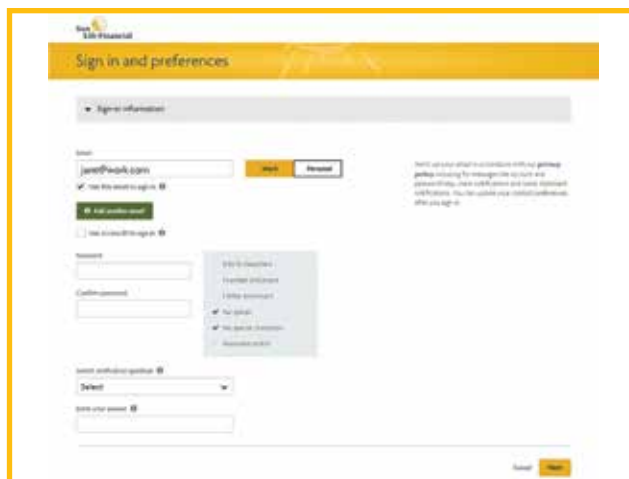
- Input your temporary registration code and click **Next**.



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## Step 4 – Sign-in/Access ID & password

- Select how you would like your sign-in set up:
  - Select the email address shown to use as your Sign-in. This will be used to send any communications and password reset information.
  - If you received your registration code via postal mail, please enter your email address to be used as your Sign-in.
  - Create a password that meets all the security criteria.
  - Select a security verification question and provide the appropriate answer



Select **Next**.

## Step 5 – Add your phone number

- You have the option to add a phone number.
- Click **Submit**.



**Important:** You will need your email address and password each time you sign in to [mysunlife.ca](https://mysunlife.ca).

**Congratulations, once you receive confirmation, you will be registered for [mysunlife.ca](https://mysunlife.ca)!**

### More control for you

You have the flexibility and control to update your account at any time. Simply sign into [mysunlife.ca](https://mysunlife.ca) and go to your **Profile page**. From there, you can add or change your sign-in, and update your information. Managing your account has never been easier!

### Free mobile app

Get more information on my Sun Life Mobile app and see a demo of how it works – visit [sunlife.ca/mobile](https://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.

Life's brighter under the sun

Sun Life Assurance Company of Canada is a member of the Sun Life Financial group of companies.  
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