How to register for Suncentral

To ensure a smooth registration experience, be prepared to:

- Provide your **unique** business email address.
- Create your own Access ID and Password.
- Enter your selling codes or the selling codes/branch codes you support.

**Please note:**

- Advisors must be contracted with Sun Life in order to receive registration approval.
- Uncontracted advisors in good standing with their MGA may be granted a temporary 30-day access, during which time they must submit their contract application. Assistants are granted access only after their Advisor is registered.
- Shared emails cannot be used to register for Suncentral
  - For more information on how to connect a shared email to your Suncentral account, refer to the [How to customize your communication preferences](#) job aid.
- To protect your personal information, the registration process expires after 18 minutes of inactivity.
  - If this time expires, your information is not stored and you will need to restart the process.
- All enrolments require **up to two business days** for review and approval.
- Chrome is the recommended browser.
- Need additional help? Contact [suncentral@sunlife.com](mailto:suncentral@sunlife.com)

**Step 1:** Open a browser and navigate to [Suncentral](#), then select **Register**.
Step 2: Enter your unique business email address and select Submit.

You will receive an email from suncentral@sunlife.com within a few minutes. Be sure to check your junk and/or spam folders.
Step 3: Confirm your email.

- Within 24 hours, retrieve the email we sent and click the provided link to confirm your email.
- The confirmation link in the email will expire in 24 hours. Once expired, you will need to return to step 1 of the registration process.

Let's confirm your email

Thanks for starting the registration process for your suncentral account.

Please select the link below to verify your e-mail and continue with this registration. Please note, this link will expire in 24 hours.

Continue registration

Or copy and paste this link into your browser:

https://www.sunlife.ca/sfias/en/continue-registration/?token=a2V5PUSP0dRRFp0WVVKT0iS1ZP8U1QRIROQUdTTVFKWEUWk5lR0ZaTFRUUUVEUhQRFNPVhKUUIEQU1XTU5QRFmZW1haWw9ZW1pbHkuenlZQjYW5Ac3VubGlmZS5jb20mbnVQTE=

If you didn't submit this request, call 1-800-800-4786 right away and let us know.

Thanks for choosing Sun Life!

Sincerely,
Your team at Sun Life

Sun Life Assurance Company of Canada, a member of the Sun Life group of companies.
**Step 4:** Create your account profile.

- After confirming your email, a webpage will open to continue the registration process. You will be prompted to enter the following information:
  
  o First and last name
  o Date of birth
  o Create your Access ID and Password
  o Select your verification question and answer

*NOTE: We gather this information to allow for online password resets.*

At this point you will select your distribution channel — MGA or National Account.
Now that we’ve confirmed your email, we’d like to get to know you better.
For security reasons, your session will expire after 10 minutes of inactivity.

First name

Last name

Date of birth (DD/MM/YYYY)

Create access ID

Create password

Re-enter password

Select verification question

Select

Answer verification question

Please select either MGA or National account to proceed with a few details about your role and company.

- MGA
- National account

Please note: if you have an assistant and/or staff that needs access to your block of business, please have them complete their own registration. For security reasons, each website user must have their own Access ID and password, and credentials must not be shared.

I have read and agree to the terms and conditions

Submit
**Step 5:** Enter your business information.

- Additional fields will appear with drop downs to select your firm and role.
- Depending on your role, you will enter your rep code, or the rep codes / branches you support, followed by your business information.

**Step 6:** Sun Life Global Investments Advisor Site Access (optional).

- If you do business with SLGI, you may request access to their Advisor Site and/or merge with your existing SLGI Advisor Site Account.
- If you select yes, you can enter your dealer and rep code, followed by your SLGI Access ID (if known). If these fields are left blank, the review and approval process will take longer.

**Step 7:** Accept Terms and Conditions, then select Submit.

**Step 8:** Confirmation that we have received your registration request will appear on the screen and you will also receive an email confirmation confirming your access ID.

- Once your account has been approved, you will receive another email letting you know you can sign in to Suncentral with your Access ID and information on how to reset your password.