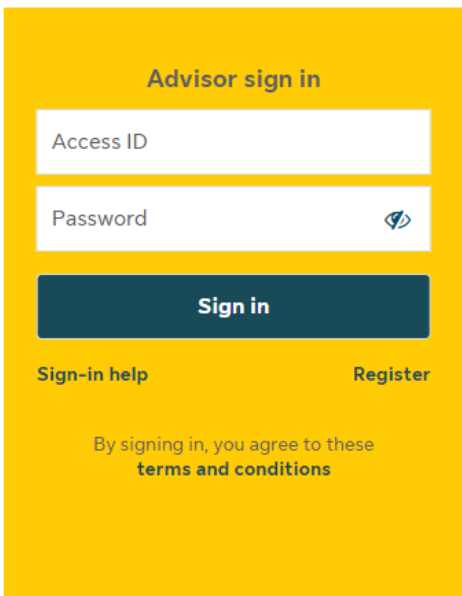


# How to customize your Communication Preferences

Within your Suncentral site account, you can customize your communication preferences and assign permission/access to new business and inforce communications.

This allows you to add any shared emails your team may use to manage your business with Sun Life.

**Step 1:** Sign in to [Suncentral](#) with your Access ID and Password.



The screenshot shows the 'Advisor sign in' page. It features a yellow background with a white sign-in form. The form includes an 'Access ID' input field, a 'Password' input field with a visibility toggle icon, and a dark blue 'Sign in' button. Below the button are links for 'Sign-in help' and 'Register'. At the bottom, there is a disclaimer: 'By signing in, you agree to these terms and conditions'.

**Step 2:** Select the **profile link** in the top right corner of the screen.

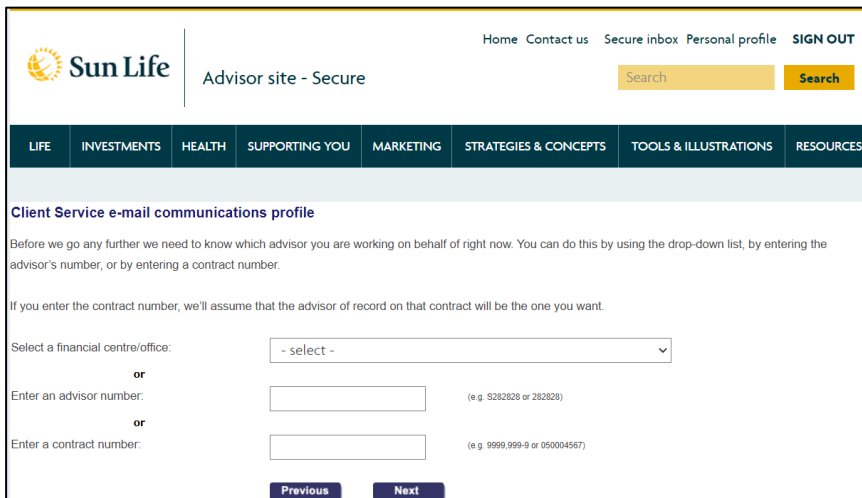
**Step 3:** Under the **Communications preferences** tab, select **View or change communication profile**.

My Information **Communication Preferences**

- **Update an advisor's business telephone number or address**  
Here's where you can change the business address/phone number associated with an advisor's Sun Life relationship.
- **Update an advisor's email address**  
Use this form to modify an advisor's email address used to receive notifications from the Secure inbox and Activity centre.
- **View or change communication profile**  
Here's where you can get notifications your way! Add, edit or remove who receives messages on your behalf.

Need help? [Check out this guide on updating your communication preferences.](#)

**Step 4:** Identify the office, advisor or contract you are working for by entering the advisor number or contract number. Once entered, select **Next**.



Home Contact us Secure inbox Personal profile **SIGN OUT**

Sun Life | Advisor site - Secure

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**Client Service e-mail communications profile**

Before we go any further we need to know which advisor you are working on behalf of right now. You can do this by using the drop-down list, by entering the advisor's number, or by entering a contract number.

If you enter the contract number, we'll assume that the advisor of record on that contract will be the one you want.

Select a financial centre/office:

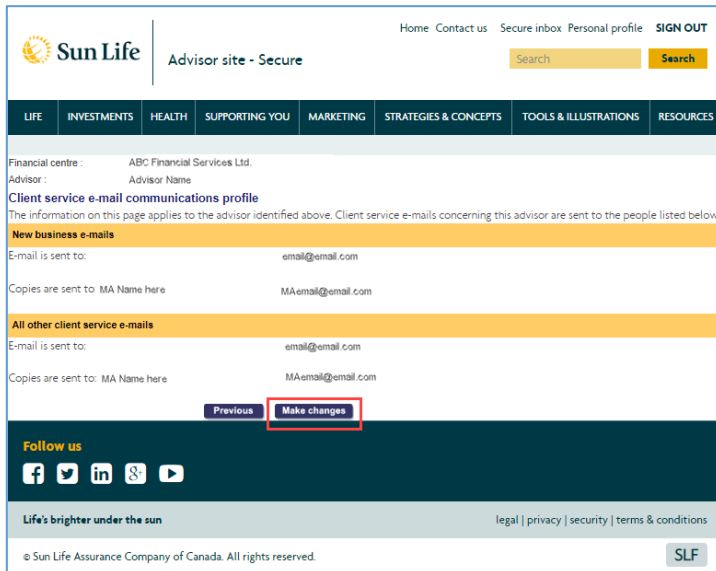
or

Enter an advisor number:  (e.g. S282828 or 282828)

or

Enter a contract number:  (e.g. 9999.999-9 or 050004567)

**Result:** Your communication preferences for **New business emails** and **All other client services** are displayed.



Home Contact us Secure inbox Personal profile **SIGN OUT**

Advisor site - Secure Search Search

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Financial centre : ABC Financial Services Ltd.  
 Advisor : Advisor Name

**Client service e-mail communications profile**  
 The information on this page applies to the advisor identified above. Client service e-mails concerning this advisor are sent to the people listed below.

**New business e-mails**  
 E-mail is sent to: email@email.com  
 Copies are sent to: MA Name here MAemail@email.com

**All other client service e-mails**  
 E-mail is sent to: email@email.com  
 Copies are sent to: MA Name here MAemail@email.com

Previous **Make changes**

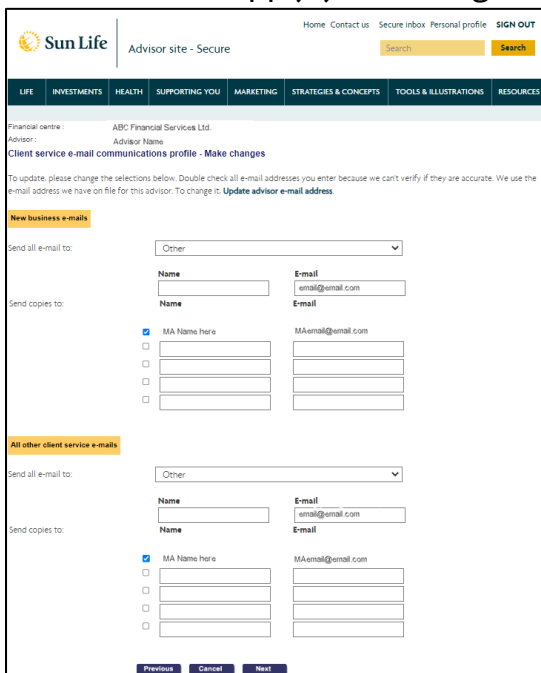
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**Step 5:** To edit these settings, select **Make changes**.

**Step 6:** Add, modify or remove any email addresses in your communication preferences. Select **Next** to apply your changes.



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Advisor site - Secure Search Search

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Financial centre : ABC Financial Services Ltd.  
 Advisor : Advisor Name

**Client service e-mail communications profile - Make changes**  
 To update, please change the selections below. Double check all e-mail addresses you enter because we can't verify if they are accurate. We use the e-mail address we have on file for this advisor. To change it, **Update advisor e-mail address**.

**New business e-mails**  
 Send all e-mail to: Other  
 Name: [text] E-mail: email@email.com  
 Send copies to:  
 MA Name here MAemail@email.com

**All other client service e-mails**  
 Send all e-mail to: Other  
 Name: [text] E-mail: email@email.com  
 Send copies to:  
 MA Name here MAemail@email.com

Previous Cancel Next

**Note:** If you want to discard your changes, or go back to the previous screen, select **Cancel** or **Previous**.