

How to use your Personal profile

Your Personal profile is accessible on the secure suncentral site by clicking the **profile link** in the top right section of any page. Within the Personal profile you will see the different sections indicated by tabs where you can manage your site access (My Information tab) and Communication Preferences. These updates include:

- Update your password
- Update your verification question and answer
- Quick and easy access to the tools page
- Update an advisor’s business telephone number or address
- View or change the communication profile (For more information, check out the guide on updating your communication preferences.)

Note: If you forget your password or get locked out and cannot get into the site, go to the [reset password page](#).

My Information **Communication Preferences**

My login settings

To change your password and verification question/answer, select the appropriate button below and complete the fields. Once finished, select update.

- Update password
- Update verification question and answer

Update

Tools

Check the secure homepage for quick and easy access to your tools.

Take me to the tools page >

Support

Need help? **Here's how to update your personal profile.**

Help us protect your information by keeping your access ID and password private. If you still need support with your access or personal profile, please contact us at suncentral@sunlife.com.

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.**

Update your password:

1. Select the radio button for **update password**.
2. Enter your old password and your new password in the appropriate fields.

Note: The password must meet the following criteria:

- Use 8-10 characters
- Include at least 1 letter
- Include at least 1 number
- No special characters
- No spaces
- No accents

3. Select update.

To change your password and verification question/answer, select the appropriate button below and complete the fields. Once finished, select update.

Update password

Current password

Select new password

Confirm new password

Update verification question and answer

Update

Update your verification question and answer

1. Select the radio button for **Update verification question and answer**.
2. Choose your question and enter an answer.
3. Select update.

To change your password and verification question/answer, select the appropriate button below and complete the fields. Once finished, select update.

- Update password
- Update verification question and answer

Current password

Select new verification question

Answer verification question

Update

Update an advisor's business telephone number or address

1. Select Update advisor's business telephone number or address.

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.](#)

2. If applicable, enter the appropriate criteria to move to the next step.
3. Complete the required fields in the address change form and select Continue to view your changes before submitting.

Address - business - advisor or manager - change

Instructions

- To update an advisor's business address, complete the information below.
- Advisor's assistants are not required to update their business address.

Attach

Enter the information

Any mandatory fields are marked with an asterisk (*).

My new address is:

Country:	<input type="text" value="Canada"/>
Street Address:	<input type="text"/> *
	<input type="text"/>
Attention:	<input type="text"/>
City or Town:	<input type="text"/>
Province/State:	<input type="text" value="Alberta"/>
Postal/ZIP Code:	<input type="text"/>
Foreign Country:	<input type="text"/>

Enter any additional information in the box below or leave blank if nothing further has to be added:



Contact information for this request:

Phone number:	<input type="text"/>
FAX number:	<input type="text"/>

Attach

Cancel

Continue

4. If the update is correct and ready, select Submit

Update an advisor's email address

1. Select **Update an advisor's email address**.

- **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.](#)

2. If applicable, enter the appropriate criteria to move to the next step.
3. Complete the required fields in the email update form and select Continue to view your changes before submitting.

Email address - advisor - update

Attach


Enter the information

Any mandatory fields are marked with an asterisk (*).

E-mail address to be used for this advisor:

Advisor phone number:

Enter any additional information in the box below or leave blank if nothing further has to be added:



Attach **Cancel** **Continue**

4. If the update is correct and ready, select Submit

View or change the communication profile

For more information, check out the [guide on updating your communication preferences.](#)

[My Information](#) **[Communication Preferences](#)**

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