

# How to register for Suncentral

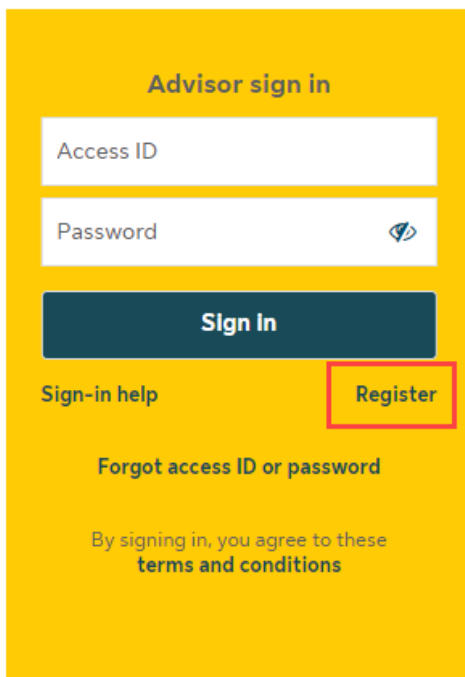
To ensure a smooth registration experience, be prepared to:

- 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**.



Advisor sign in

Access ID

Password 

Sign In

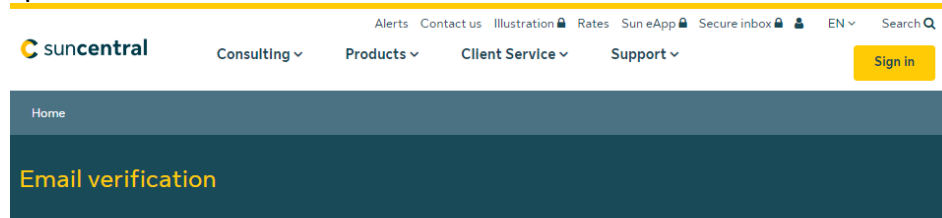
Sign-in help **Register**

Forgot access ID or password

By signing in, you agree to these [terms and conditions](#)

**Step 2:** Enter your unique business email address and select **Submit**.

You will receive an email from [suncentral@sunlife.com](mailto:suncentral@sunlife.com) within a few minutes. Be sure to check your junk and/or spam folders.



## Why register and sign in?

The Advisor Site gives you access to online tools and the ability to:

- **Activity centre** – Track new business and in-force service requests
- **Client portfolio** – See your client's contract details
- **Request centre** – Sort through in-force client service
- **Client records** – Change an address or PAC banking information
- **Client documents** – Provide duplicate tax slips or receipts
- **Order forms** and more

**Ready to go?** First, we'll confirm your email.

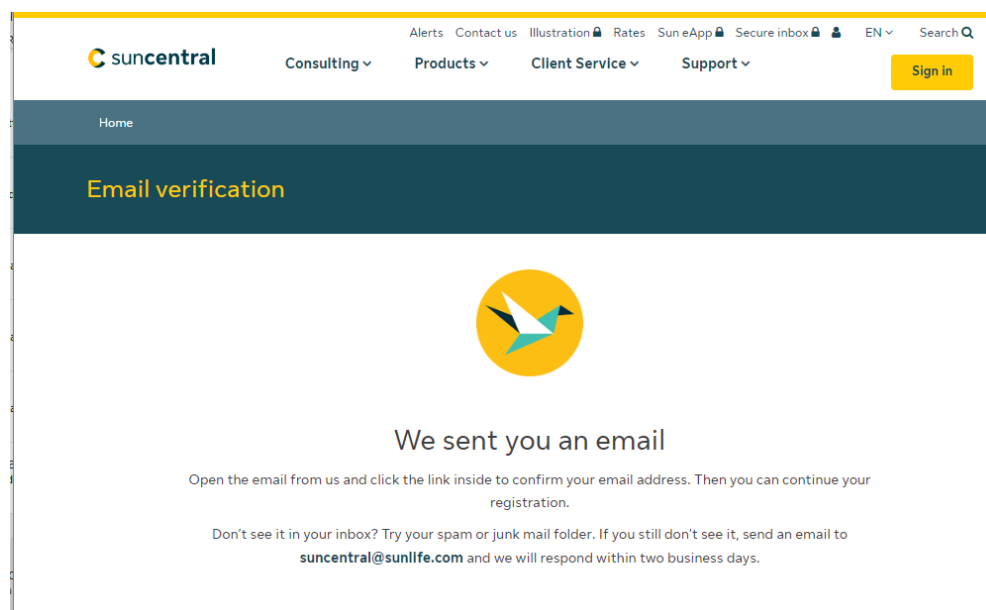
Email address

**Please note:** If you are an advisor, you must have a contract with Sun Life for your registration to be approved.

Need help? [Here's How to register for Suncentral](#)

**Submit**

By registering, you agree to these [terms and conditions](#).



**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/slfas/en/continue-registration/?token=a2V5PU5PR0dRRFpOwVVKT0VIS1ZPSU1ORIRQQUdTTVFKWEIJWk5lR0ZaTFRUUUVEUlhQRFNPVvhKUUtEQU1XTU5QRFImZW1haWw9ZW1pbHkuentZXJfYW5Ac3VubGlmZS5jb20mbnVtPTE=>

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

**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:
  - First and last name
  - Date of birth
  - Create your Access ID and Password
  - 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.

## Continue registration

Now that we've confirmed your email, we'd like to get to know you better.

For security reasons, your session will expire after 18 minutes of inactivity.

First name

Last name

Date of birth (DD/MM/YYYY)



Create Access ID

Create password

Re-enter password

Select verification question

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.

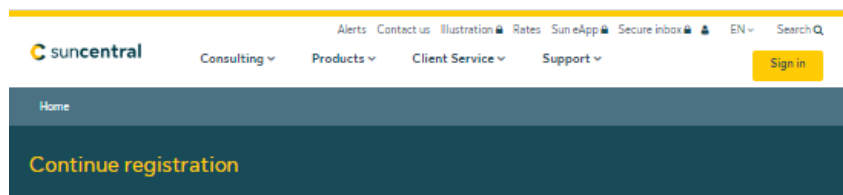
Please select either MGA or National account to proceed with a few details about your role and company.

MGA     National account  
 Company / Affiliated HO / Firm  
  
 Role  
  
 Your Advisor/Rep code  
  
 Business address  
  
 City  
  
 Province  
  
 Postal Code  
  
 Business phone number  
  
 Mobile number (optional)  
  
 Do you sell Sun Life Global Investments products?  
 Yes     No

**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**



We've received your registration information

**Please note:** We'll need up to two business days to review and approve your information. You'll be notified by email when you can sign in.

If you don't see our email, check your junk mail or spam folder. Still don't see it? Send an email to [suncentral@sunlife.com](mailto:suncentral@sunlife.com) and we will respond within two business days.

**Learn more**