



## Tips for using My Canada Life at Work

When members encounter issues with My Canada Life at Work™, they often have simple solutions. This means members can self-serve instead of calling the technical support line.

Here are some common issues members may encounter and whether there's a self-serve solution available or if they should call the technical support line.



### Registration

What's happening?	Solution
The member previously had a My Canada Life at Work account, but they're trying to register for a new one.	<p>A member can sign in with their email address and password from their previous plan. They can use the Forgot password feature if they still have access to the email address but can't remember their password. They will need to change their email address in their existing profile once they're signed in.</p> <p>If the member can't access their previous email address and can't remember their password, they should call the technical support line.</p>
The member is told their email address is already in use	<p>The member needs to call the technical support line. The service representative will verify the member and try to connect the two accounts or release the email address from the previous account to be reused.</p> <p>Note: The system doesn't allow members and their spouses to register with the same email address.</p>
The member is entering incorrect numbers for their plan/policy number or member ID/certificate number.	<p>Group benefits members don't need to enter the series of zeroes in their ID. The member should enter the numbers or characters that appear after the zeroes. For example, if the ID is E000298, the member should enter 298.</p>
The member is registering with a name different from what's in our system, like a nickname, a partial name or something different from what their plan sponsor entered.	<p>Here's two options members can try:</p> <ul style="list-style-type: none"> <li>• The name that appears on their enrolment record</li> <li>• The name that appears on their pay stub.</li> </ul> <p>If neither of these work, they should check with their plan administrator to determine what was entered.</p>



## Signing in

What's happening?	Solution
The member is signing in to the wrong Canada Life website.	This can happen if the member goes directly to canadalife.com or uses a search engine to get to the sign-in page. The member must always sign in at <a href="https://mycanadalifeatwork.com">mycanadalifeatwork.com</a> or select Sign in on the Workplace benefits plan tile on the canadalife.com <a href="#">customer sign-in page</a> . They can also bookmark the sign-in page for future use.
The member can't remember their password or is entering it incorrectly.	The member can reset their password from the sign-in page. They click on Forgot password and the system will send them an email to reset their password.
The member is prompted to sign in with an existing My Canada Life at Work account but doesn't remember the email address they used to register.	The member needs to call the technical support line.
A member with group benefits and group retirement and investment products signs in with their My Canada Life at Work credentials but only sees their benefits or savings plan.	The member needs to call the technical support line. The representative will verify their personal information and correct any discrepancies.

Call Canada Life at 1-888-222-0775, Monday to Friday from 8 a.m. to 8 p.m. ET