Need help with multi-factor authentication?

canada *life* ™

At Canada Life, we take our role in securing and protecting millions of Canadians' data seriously. It's an investment and effort you don't always see because it happens behind the scenes, but sometimes you'll notice a security enhancement on the websites you use to manage your Canada Life group plan.

That's why we've enabled **multi-factor authentication** on GroupNet for Plan Administration.

What's multi-factor authentication?

It's a security process that requires users to provide more than one piece of evidence, or "factor," to verify their identity before they can access a system or service. It helps protect against cybersecurity threats, including phishing attacks, password guessing and identity theft.

How does it work?

1. You enter your username and password.
2. You'll retrieve a one-time password from your email account.
3. You'll enter the one-time password on GroupNet to sign in.

Does 'one-time' mean you only need to do this once?

One-time means you can only use that password once. You'll enter the one-time password to authenticate your device for 7 calendar days. If you sign in with another device, you'll get another one-time password. After 7 days, you need to re-authenticate with a new one-time password.

Didn't receive a one-time password?

That's likely because we don't have your current email address on your GroupNet account. Call the GroupNet help desk at 1-800-665-2648 between 7 a.m. and 6 p.m. CT and we'll update it for you.

Don't have access to the email account where the one-time password was sent?

If the one-time password went to someone else's email address, we need to set you up with your own GroupNet account. Contact your Canada Life group representative so we can create your account. This can take up to 10 business days.

Have other questions?

Call the GroupNet help desk at 1-800-665-2648 between 7 a.m. and 6 p.m. CT or contact your Canada Life group representative.