

It's coming March 1: Update your email address for multi-factor authentication



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.

March 1 marks the beginning of Fraud Prevention Month – and that's also the day we're strengthening access to GroupNet with multi-factor authentication.

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.

What you need to do now before multi-factor authentication is enabled:

- **By Feb. 10:** Every person who uses GroupNet will need their own account. If you have team members who don't have a GroupNet username and password yet, contact your Canada Life group representative to get them set up. It can take up to 10 business days to set up a new user, so start this process now.
- **By March 1:** [Sign in to your GroupNet account](#) and make sure your email address is correct. This is important because when we turn on multi-factor authentication, you'll need access to the email account linked to your GroupNet account to get your one-time passwords.

How will it work?

Once it's enabled, you'll:

1. Enter your username and password.
2. Retrieve a one-time password from your email account.
3. 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.

Have questions?

Contact your Canada Life group representative.