

# My Canada Life at Work™ – some questions your members may have

We've made it easy for new members to register or existing members to switch over to My Canada Life at Work. They'll be guided through a simple step-by-step process and will see their My Canada Life at Work group plan dashboard in minutes. Some members might still have questions, so we've compiled some of the most common ones about registering for My Canada Life at Work or signing in [here](#). Scroll down below the sign-in box to find this helpful info.

Here are some other questions your members may have:

## Why do I see more than one plan when I sign in to My Canada Life at Work?

This happens if you have:

- More than one active Canada Life group benefits plan
- More than one active Canada Life group retirement and savings plan
- An active Canada Life group benefits or retirement and savings plan, as well as an active NextStep™ plan

If you don't think this applies to you, call Canada Life at 1-888-222-0775, weekdays from 8 a.m. to 8 p.m. ET.

## The website said I'll get an email to reset my password or finish my account setup (or another reason). Why haven't I gotten it?

This happens most often if you're using a corporate email address for your account. Sometimes it takes time for an email to make it through firewalls. It might have also gone to your junk mail folder, so check there. If you still haven't received the email after 30 minutes, call Canada Life at 1-888-222-0775, weekdays from 8 a.m. to 8 p.m. ET.

## What do I need to register for the website?

**Group benefits members** will need your plan number and member ID. You can find these numbers on your benefits card, ask your plan sponsor for them or you can call Canada Life at 1-888-222-0775, weekdays from 8 a.m. to 8 p.m. ET.

**Group retirement and savings members** can register in one of two ways:

1. If you receive an email from Canada Life inviting you to register for My Canada Life at Work, it includes a link that's unique to you and will help you register quickly. Click the link and follow the instructions.
2. If you didn't receive the email or you've deleted it, you can still go directly to [mycanadalifeatwork.com](https://mycanadalifeatwork.com) to register. To get your plan/policy number and certificate number, call Canada Life at 1-888-222-0775, weekdays from 8 a.m. to 8 p.m. ET or ask your plan sponsor for them.

## What should I do if I'm getting an error message that says, "It's not you, it's us"?

Try clearing your browser's cache and cookies and sign in again. If you still get an error message, call Canada Life at 1-888-222-0775, weekdays from 8 a.m. to 8 p.m. ET.

## When will there be a My Canada Life at Work app?

We're working on it now, but in the meantime you can access the website from any device – including a smartphone and tablet. Create a shortcut of the [mycanadalifeatwork.com](https://mycanadalifeatwork.com) URL on your device to save it to your home screen.

If you have both Canada Life group benefits and retirement and savings, this allows you to see both plans together on mobile. If you continue using the GroupNet™ Mobile app, you'll only see your benefits information.