



ONLINE ADVANTAGE

Quick. Smart. Convenient

Online Advantage for members

Who can register for this type of account?

- Only you, the employee, can register

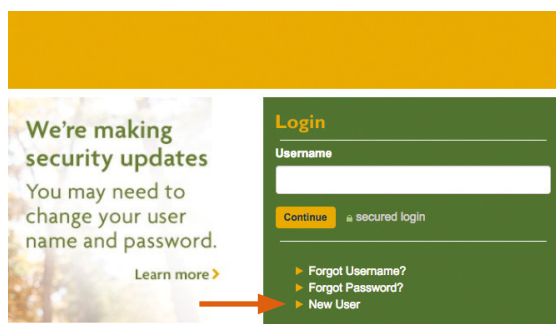
What will I be able to do?

- Access your personal plan information, view status of claims, and review Explanation of Benefits document

Note: You should be able to log in with your newly created Username and password once your request is processed. If there is a delay in processing your request, you will receive an email within 10 minutes of submitting your information advising you that you may now access your account.

Creating Your Account

1. Navigate to our secure website at www.sunlife.com/onlineadvantage
2. At the home page, select *New user*
3. Complete and submit required information to initiate your registration. You will receive an email from Online Advantage to verify your email address.
4. Click the link provided in your email verification and you will receive additional screens to complete your account registration
5. Select boxes to agree to User Agreement and Electronic Business Consent
6. Select Member role and click *Next*
7. Enter your Member ID and date of birth (primary member) and then click *Next*
8. Enter your phone number
9. Enter your desired Username and password and then click *Next*
10. Select 3 security questions and enter answers and then click *Next*
11. Choose a *personalized image* and title it
12. Click *Submit*
13. Receive confirmation page



Tips

Member ID	This could be your Social Security number. If you are unsure of your member ID, please contact your employer.
Username	Your Username must have 8 to 30 characters with no spaces or special characters.
Password	Your password must have 8 to 32 characters, including at least one number, one lowercase letter, and one uppercase letter. Password cannot contain special characters or punctuation, have more than 4 repeating characters, and more than 4 sequential characters from your Username.



Forgot your Username?

1. Navigate to our secure website at www.sunlife.com/onlineadvantage
2. At the home page, select *Forgot Username?*
3. Enter the email address associated with your Username
4. Answer security questions correctly
 - If you are unable to correctly answer the questions, please contact us at 800-247-6875 for assistance.
5. Receive your Username on the next page

Forgot your password?

1. Navigate to our secure website at www.sunlife.com/onlineadvantage
2. At the home page, select *Forgot Password?*
3. Enter your Username and submit your request
4. Answer security questions correctly
 - If you are unable to correctly answer the questions, please contact us at 800-247-6875 for assistance.
5. Enter a new password using the following criteria:
 - Contains 8 to 32 characters and includes at least one number, one lowercase letter and one uppercase letter;
 - Does not contain special characters or punctuation
 - No more than 4 repeating characters; and
 - Cannot have more than 4 sequential characters from your Username.
6. Receive confirmation that your password has been reset

Need assistance? Call 800-247-6875 for help with any Online Advantage question.



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