

How to reset your password on Suncentral

To reset your password you will need your access ID and date of birth.

If you don't have your access ID call 1-800-800-4786 and select Option 6. We're available from 8 am – 8 pm ET.

The password must meet the following criteria:

- Use 8-10 characters
- Include at least 1 letter
- Include at least 1 number
- No special characters
- No spaces
- No accents

Step 1: Go to the [reset password page](#) or navigate to the [Suncentral](#) homepage and click on Forgot access ID or password

Step 2: Enter your access ID and date of birth in the correct format and select **Submit**.

Forgot Password

To get your Access ID, call 1-800-800-4786 and select Option 6. We're available from 8 am – 8 pm ET.

To reset your password, enter your information below. We'll confirm your account and email you a password link.

Access ID

Date of birth (DD/MM/YYYY)

 

Submit

Result: you will see a message letting you know that an email was sent to you.



We sent your link

Check your email for the password link.

Don't see it in your inbox? Try your spam or junk mail folder.

[Home](#)

Step 3: Click on the link in the email to reset your password.

Note: If you don't see the email check your spam or junk folder. You can also read through the email for additional directions and support options.



Reset your Sun Life password

You asked us to reset your Sun Life password. Let's get started.

[Reset my password](#)

Or copy and paste this URL into your browser:

<https://www.sunlife.ca/slfas/en/reset-password/?token=4MOaG3FwPX12IIB%2BUrhJFQ%3D%3DkZF9HrW3%2Fh86ZFEHLYL%2F9vOP70tx67ifW7818R6DG4%2Fe1%2BZXirD5h1I8XoPNasyBkvQLSer%2BFlioK4GzWeQcQ%3D%3D>

This link will expire in 24 hours.

If you didn't ask to reset your password, call **1-877-521-8805** immediately and let us know.

Sincerely,
Your team at Sun Life

Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

Step 4: Answer the verification question presented to you and type in your new password twice then click **Reset password**.

To **reset your password**, please enter the following information:

Who was your first employer?

Select new password

Confirm new password

Reset password

Step 5: You will receive a confirmation message letting you know your password has been changed. You can now go to the [Suncentral](#) homepage and login using your access ID and password.



Great! Your password has been changed

Sign in with your new password.

Home