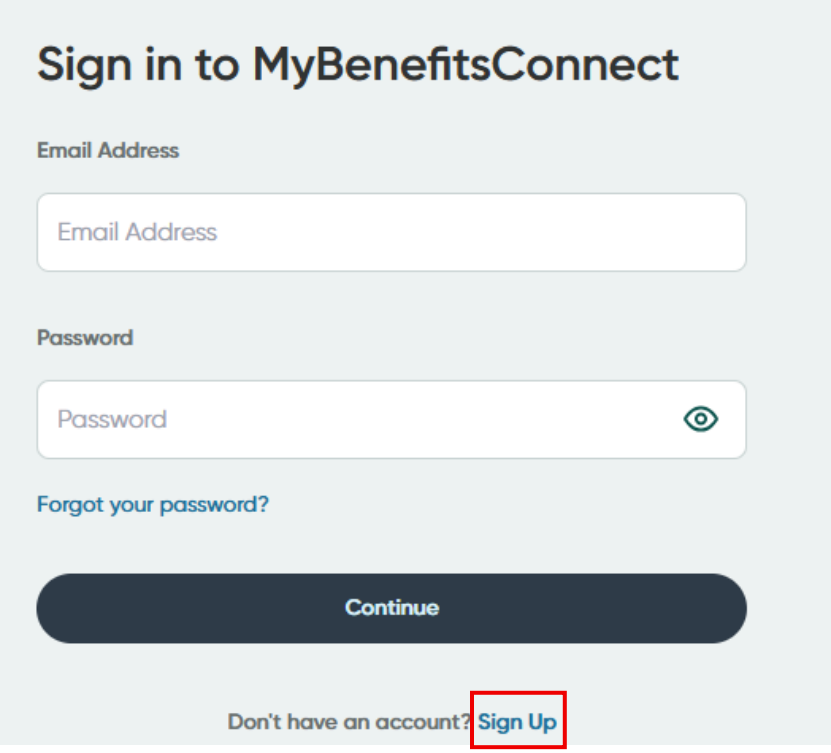
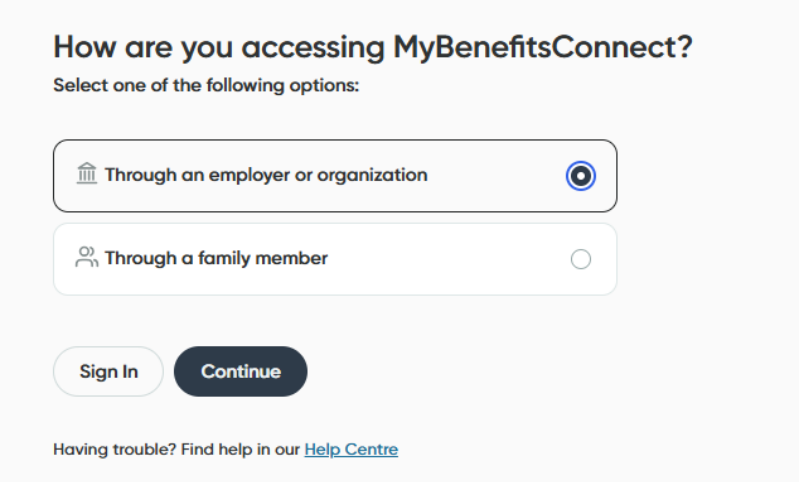
MyBenefitsConnect Registration Guide

To Register

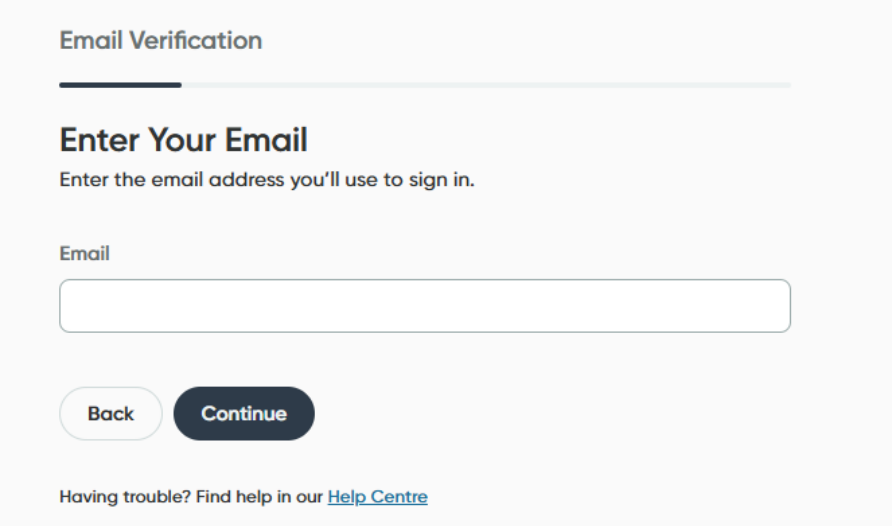
Step 1 - To create a profile, click on the **Sign Up** link at the top of the page in the banner or at the bottom of the page in **blue**.



Step 2 - When asked **How are you accessing MyBenefitsConnect?**, select the first option **Through an employer or organization** – click **Continue**.



Step 3 – Next, you will need to enter the email you would like to use to access the platform. Please ensure this is your personal email address and not a work email address that could change in the future. Click **Continue**.

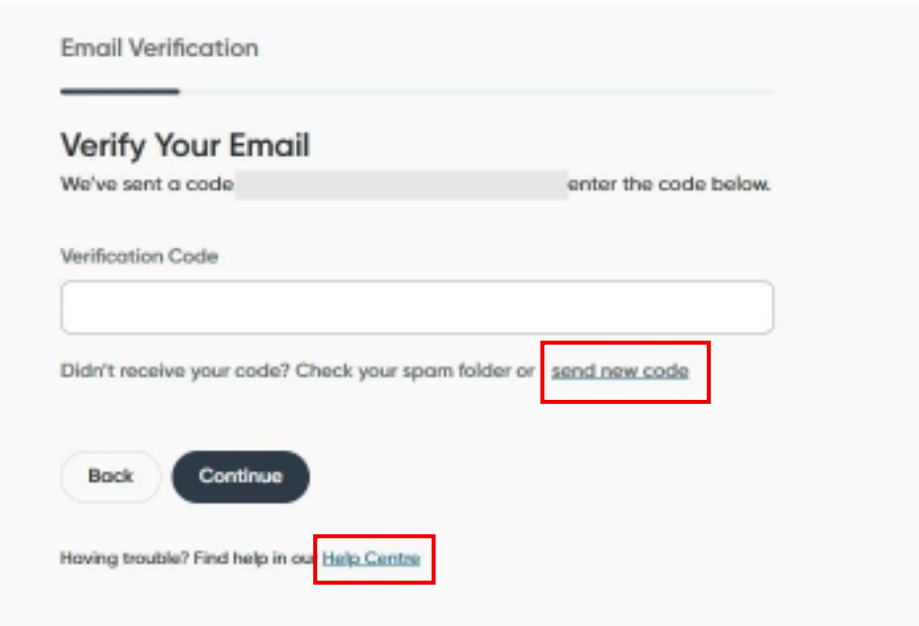


Step 4 - You must now verify your personal email address as noted under the **Verify Your Email** title. You will receive an email with a verification code. Access your personal email inbox to retrieve this verification code and enter the code in the **Verification Code** space. Once entered, click on **Continue**.

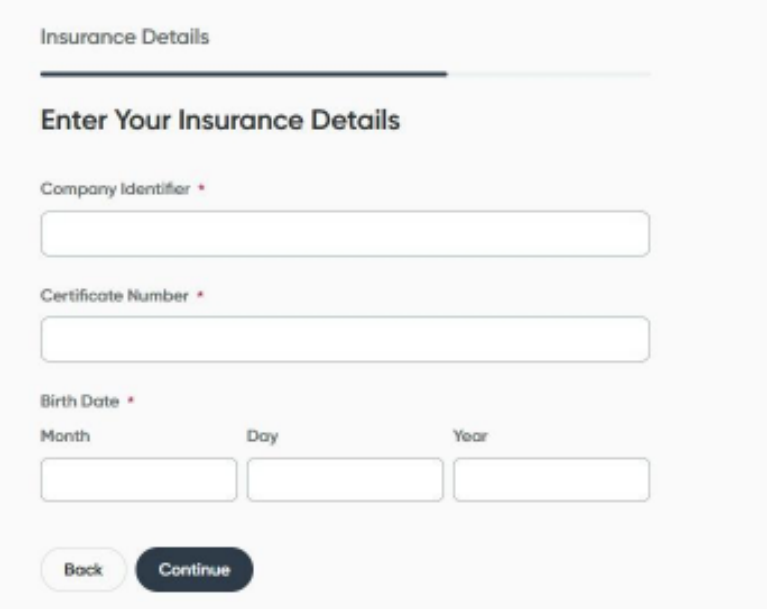
a) If you did not receive a verification code, check your spam or junk folder or click **Send New Code** to have another **Verification Code** sent to you.

b) If the email you entered is incorrect, please click **Back** and enter your correct email address.

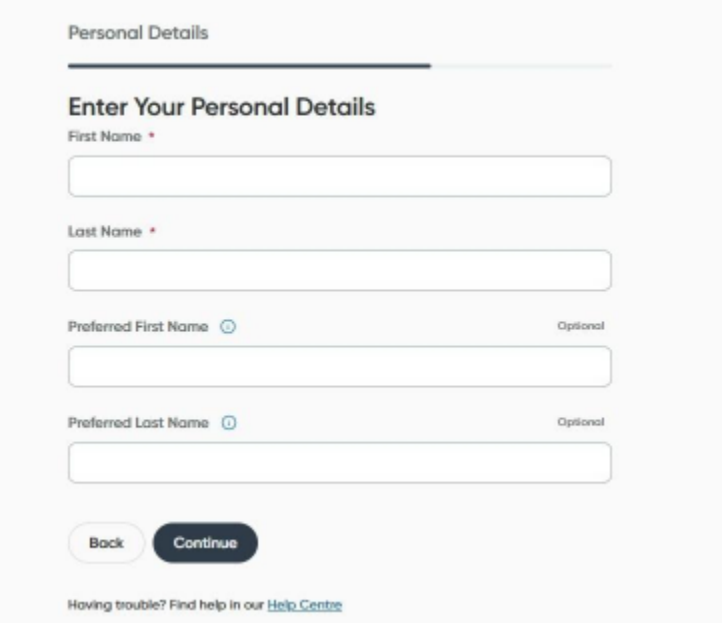
c) If you are experiencing technical difficulties, we are available to assist you through our Help Centre. Click **Help Centre** at the bottom of the screen in **blue** or by phone at **1 888 711 1119**.



Step 5 - You will now be required to enter the information provided in your registration email. Enter your **Company Identifier** (either HB for Hour Bank or OS for Office Supervisory), **Certificate Number** (on your Canada Life Benefit Card **without** the leading 0), and **Birth Date**. Click **Continue**.



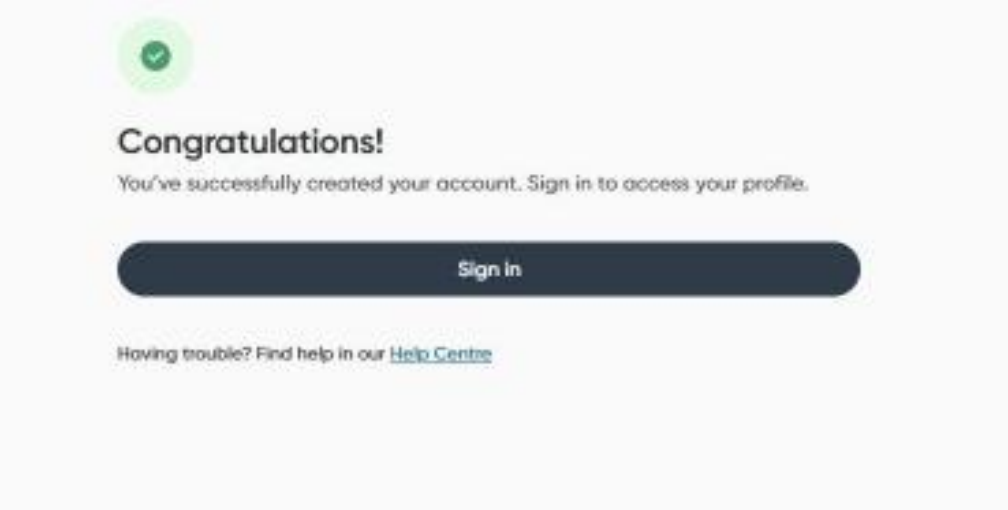
Step 6 - Enter your personal contact details and click **Continue**. It is important to ensure that your first and last name maintain your legal first and last name and match the information you have provided your employer.



Step 7 - You will now need to create a password that matches the criteria requested on the page. Please note that this password will provide access to your enrolment, banking and claims information so it is important to ensure this password is secure. Do not share this password with anyone else. Your password must be 8 characters and include an upper case and lower-case letter, one number, one special character and no spaces. Once you select a password, you must re-enter it and the password must match before you can continue. Click **Continue**.

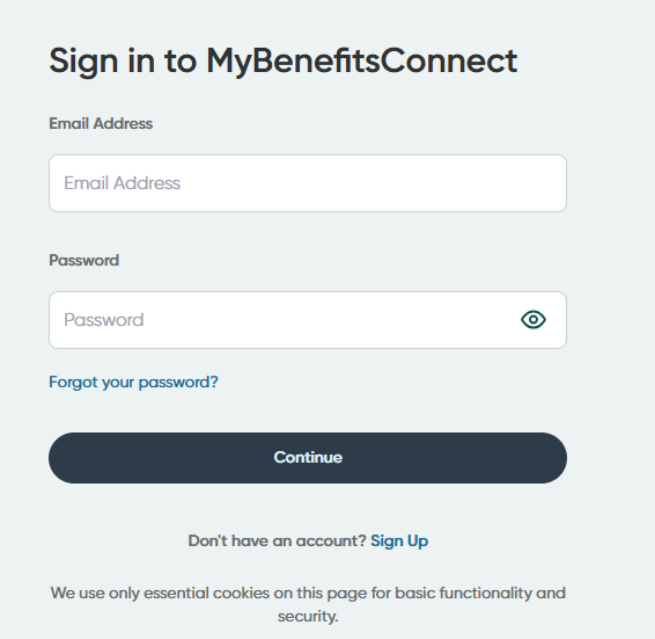


Step 8 - **Congratulations**, you have now completed your registration for MyBenefitsConnect! You can now **Sign In** to access your profile.



To Sign In

Step 1 - On the **Sign in to MyBenefitsConnect** page, input your email address used in **Registration Step 3**, the password created in **Step 7** and click **Continue**.



Step 2 – Review our **Terms and Conditions** and **Privacy Policy.** Once you have completed your review, and if you agree with the **Terms and Conditions** and **Privacy Policy,** click the **check box** to accept, and then click **Continue**.

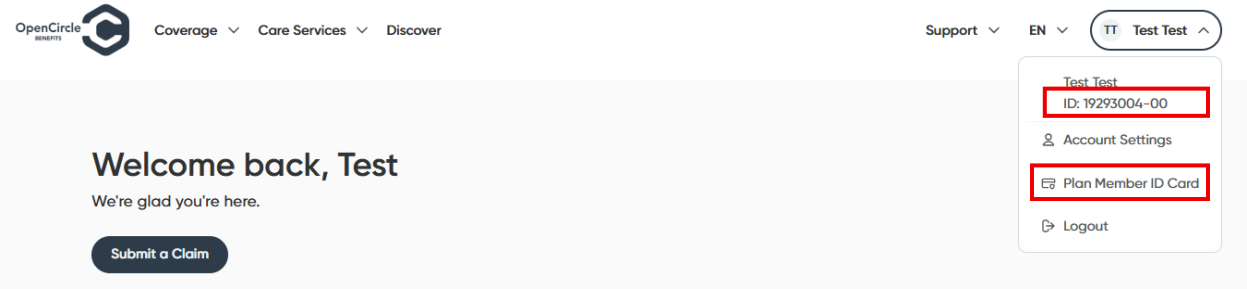
a) If you have concerns with the **Terms and Conditions or Privacy Policy** and want to learn more about why we need you to accept the Terms and Conditions before accessing the platform, select **Click Here** in **blue**.



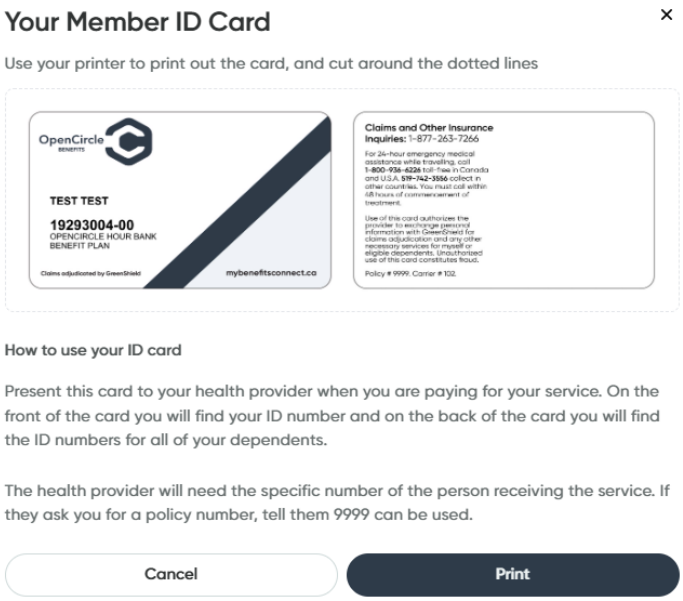
Step 3 – You now have access to the platform where you have access to your enrolment, eligibility and claim information. You will be able to check your claim balances, submit electronic claims, update your banking information, access your Employee & Family Assistance Program and so much more! We encourage you to update your enrolment and beneficiary information to ensure it is up to date.

Accessing Your Benefit ID Number

Step 1 – Once you have registered and successfully signed into **MyBenefitsConnect**, you will now be able to access your **Benefit ID Number** required to use your benefits at the point of sale with dental offices, paramedical providers, or at the drug store. Go to the top right-hand corner. The **ID** is your **Benefit ID Number** which you can use at the point of sale as there is no policy number. You can also **Plan Member ID Card**.

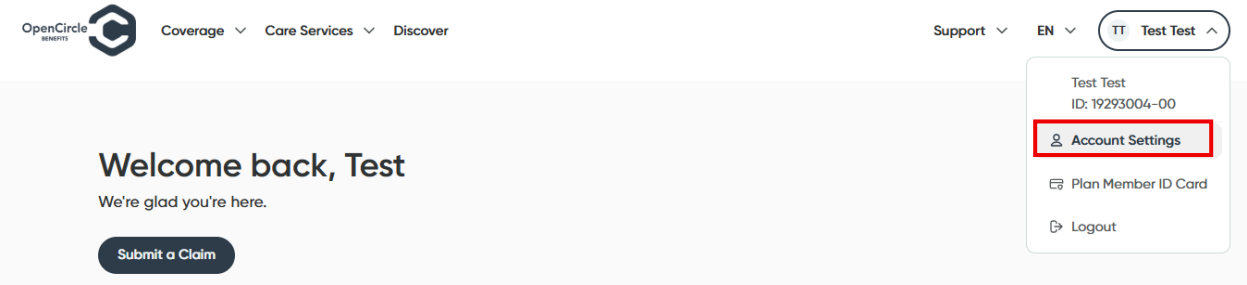


Step 2 – Your **Benefit ID Cards** will now be displayed for you to **Print**. You will also receive physical cards in the mail, and you can download digital cards from the app store through the MyBenefitsConnect app as of January 1, 2026.

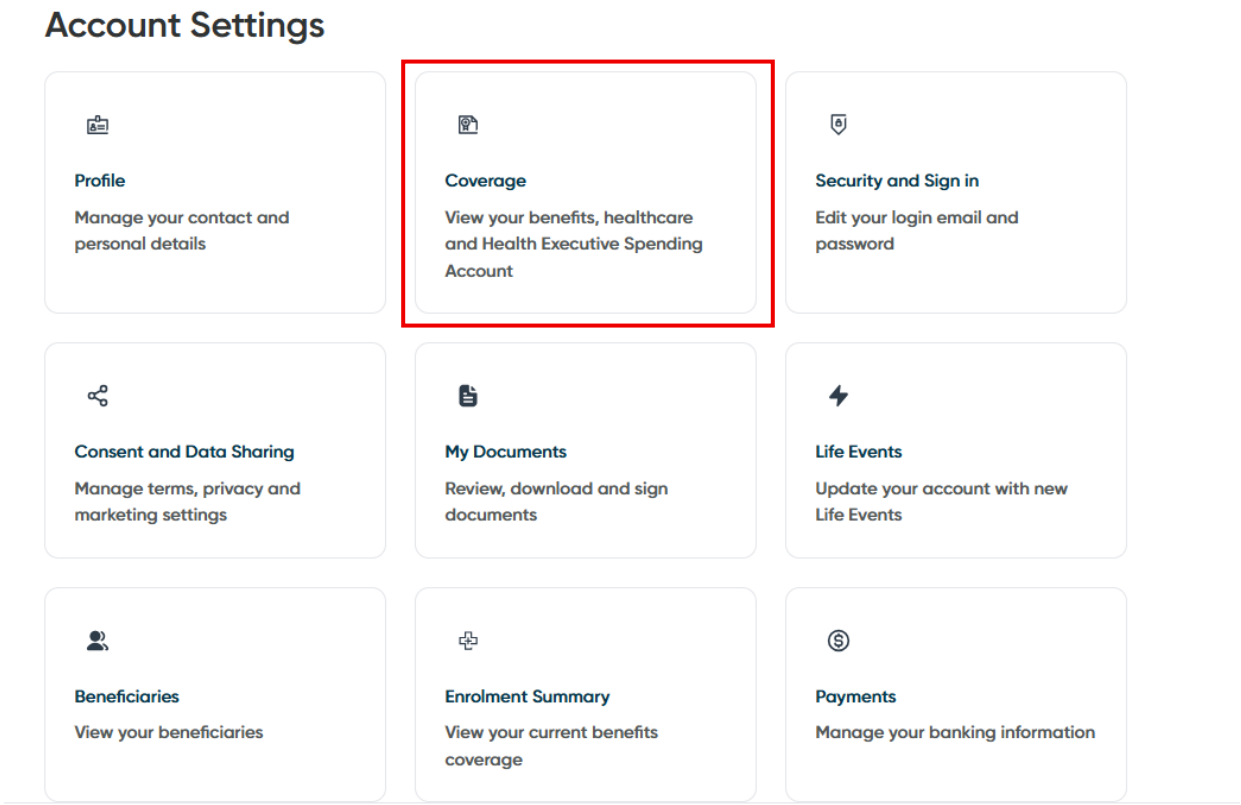


Accessing your Benefit Booklet

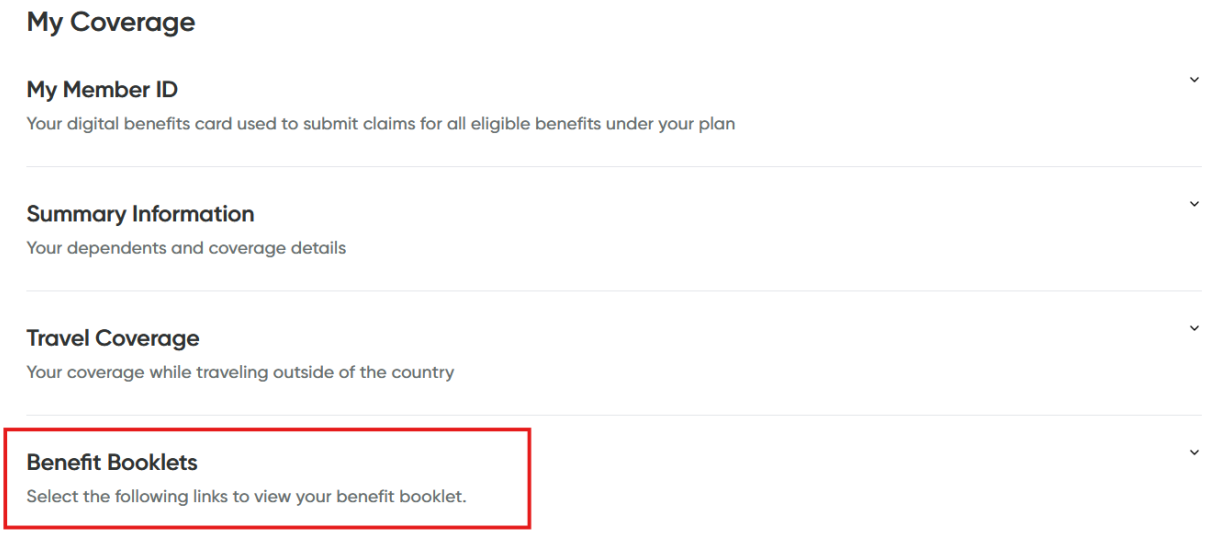
Step 1 – Once you have registered and successfully signed into **MyBenefitsConnect**, you will now be able to access your **Benefit Booklet** that outlines your benefit eligibility. Go to the top right-hand corner and select **Account**.



Step 2 – Within the **Account Settings** section, you will be able to review your coverage, update your enrolment, beneficiaries, enrolments, update your direct deposit information and access your letters. To access your **Benefit Booklet,** click on **Coverage**.

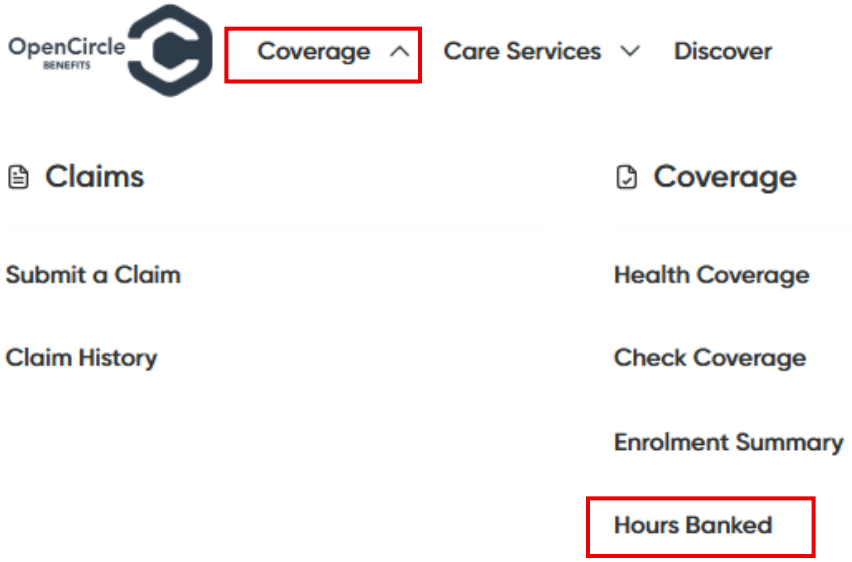


Step 3 – You will now be able to access your **Benefit Booklet**.

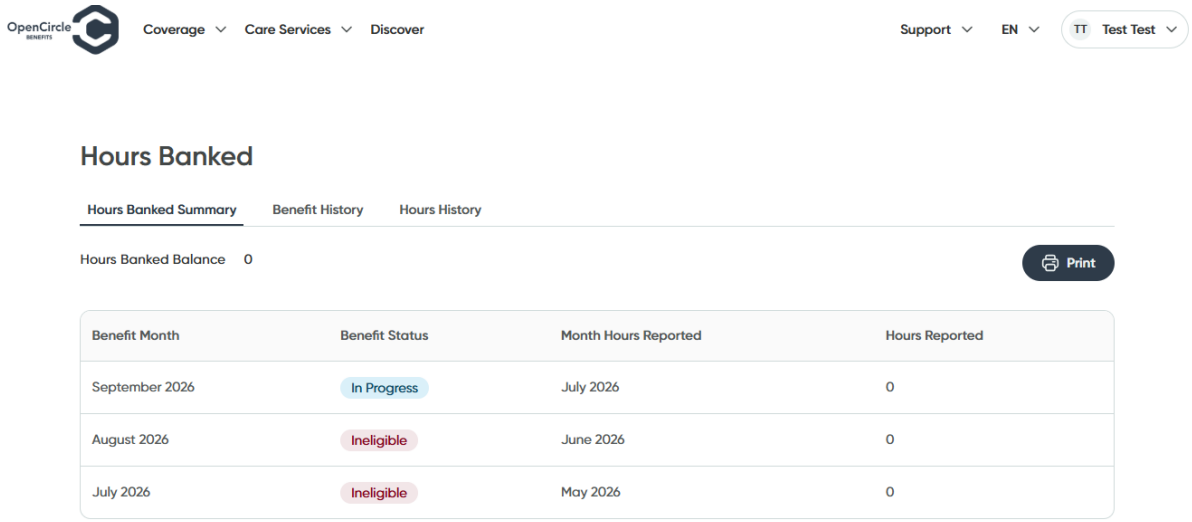


Accessing your Hours

Step 1 – Once you are signed into your profile, select Coverage from the top menu and click on Hours Banked.



Step 2 – Here you will be able to see your **Hours Banked Summary, Benefit History, and Hours History**.



If you have any questions about your benefits, please contact the OpenCircle Benefits team at inquiries@opencirclebenefits.ca.