

Group Retirement & Savings Portal

Updated Registration Process

A Quick Reference Guide

Getting started on the updated registration process

Step 1: Go to cooperators.ca.

a) Click *Sign in*.

b) Select *Group Retirement - Company Number 13xx*.



Insurance Investments Group

Sign in

Insurance & Investments

Group Benefits - Plan Sponsors

Group Benefits - Plan Members

Group Benefits - Advisors

Group Retirement (Company Number - 13xx)

Group Retirement (Company Number - 31xx)

Group Payment Protection

Recreational vehicle insurance that goes the extra mile

Start with a quote and get the coverage you need today.

Get a quote and buy online

Retrieve your quote

Step 2: You'll arrive at your usual sign-in screen.

Click on the new *Authorized User Access** button.

Plan Member Sign In

If you have a group retirement & savings plan, sign in here.

Company Number:

User ID:

Password:

Please remember that your password is case sensitive.

Plan Member Sign In >

Other Plan Member Options

First Time Login

Forgot your password?

Bookmark this page.

If you need help signing in as a plan member, please contact us at:

Clients: 1-866-469-2643

Staff: 1-866-810-8417

Plan Sponsor, Advisor and Administrator Access

If you are a plan sponsor, advisor or an administrator you can access our portal by selecting **Authorized User Access** below.

Authorized User Access >

*You'll continue to use the *Authorized User Access* button until this updated registration process is completed with all Plan Members. After that, you'll be taken directly to the new sign-in page.



Need help?

Use the **Contact Us** feature to email or call 1-866-469-2643.

Begin the updated registration process.

Step 3: You'll arrive at the sign-in page.

To update your registration, click *Register as a Plan Sponsor, Advisor or Administrator*.

Group Retirement & Savings Plan Portal

Email Address

Password

SIGN IN

[FORGOT PASSWORD?](#)

Register as a Plan Member
Start here if it's your first time visiting our login page or are registering an additional plan. By adding additional plans, you can access everything in one place.

Register as a Plan Sponsor, Advisor or Administrator

Start here if it's your first time visiting our login page or are registering an additional group.

Step 4: We'll verify your identity using your existing sign-in credentials.

- Input your *Company Number, Username* and *Password*.
- Click *CONTINUE*.

Verify your identity

To create your login ID, we need to confirm your identity. Find the information you need in our emails with "Co-operators Online Access" as the subject line.

Company Number

Username

Password

CANCEL **CONTINUE**

Step 5: Create a new sign-in ID using an email address of your choice.

- Input your *Email Address**.

Choose a login ID

Enter the email address you want to use as your new login ID.

Email Address

CANCEL **SEND CONFIRMATION**

***Attention Group Benefits clients.** If you use the same email address to register for your Group Retirement & Savings account, we'll allow you to link your Group Benefits and Group Retirement & Savings sign-in IDs for easier and more convenient future sign-ins.

- Click *SEND CONFIRMATION* and this message will appear:

We've sent your confirmation Email.

We've sent a confirmation email to kerry_strong@cooperators.ca that may take a few moments to arrive in your inbox. Please follow the instructions in the email to complete your registration.

Can't find our email? Ensure your email address is correct or check your spam folder.

- Click on the link sent to you in the confirmation email to complete your account password and security.

Complete the updated registration process.

Step 6: You'll create your account password and choose security questions to secure your sign-in ID.

- Enter a password and ensure all security requirements are met.
- Choose from existing Security Questions and enter answers.
- Click SAVE.

Let's secure your login ID

Create a password. For your security, passwords must contain at least:

- ✗ 8 characters
- ✗ One upper case letter
- ✗ One lower case letter
- ✗ One number
- ✗ One special character or symbol
- ✓ Cannot use any part of your email address

Next select two unique security questions using the dropdown list and provide your answers. We'll use these to help you reset a forgotten password.

Create Password

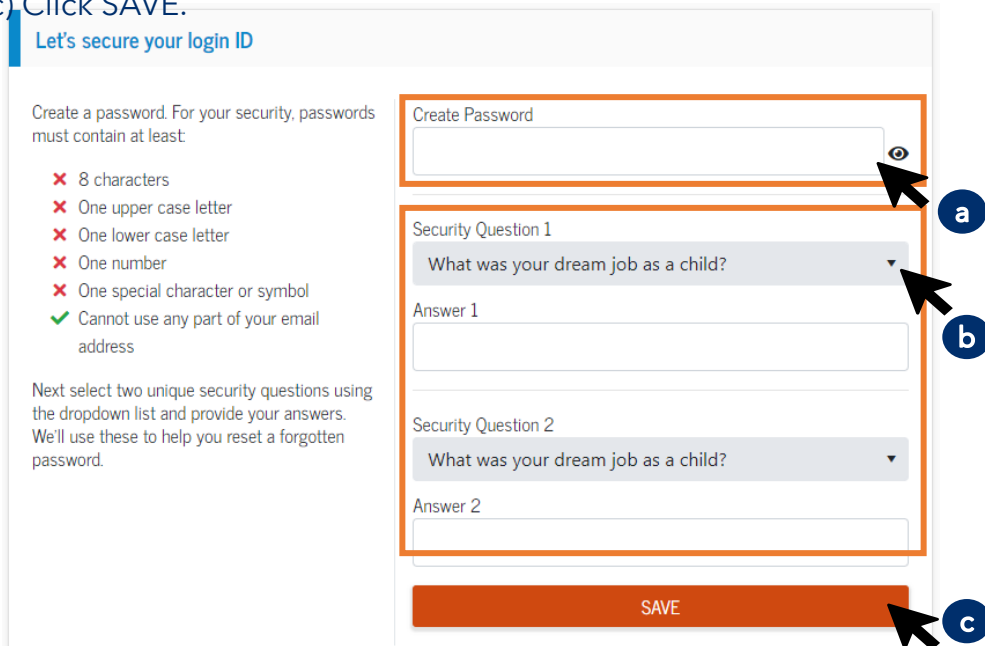
Security Question 1
What was your dream job as a child?

Answer 1

Security Question 2
What was your dream job as a child?

Answer 2

SAVE

A screenshot of a web form titled "Let's secure your login ID". On the left, there are instructions and a list of password requirements: 8 characters, one upper case letter, one lower case letter, one number, one special character or symbol, and a checkmark indicating that email addresses cannot be used. The main form area has three sections: "Create Password" with a password input field and an eye icon; "Security Question 1" with a dropdown menu showing "What was your dream job as a child?" and an "Answer 1" input field; and "Security Question 2" with the same dropdown and an "Answer 2" input field. At the bottom is a blue "SAVE" button. Three callout boxes labeled 'a', 'b', and 'c' with arrows point to the password field, the first security question dropdown, and the "SAVE" button respectively.

Step 7: Thank you. You're done with the updated registration process!

Success. You've completed your registration.

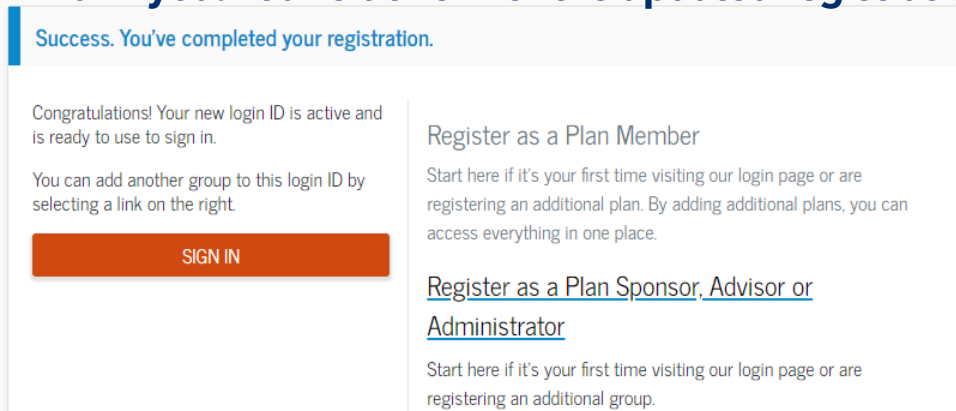
Congratulations! Your new login ID is active and is ready to use to sign in.

You can add another group to this login ID by selecting a link on the right.

[SIGN IN](#)

Register as a Plan Member
Start here if it's your first time visiting our login page or are registering an additional plan. By adding additional plans, you can access everything in one place.

[Register as a Plan Sponsor, Advisor or Administrator](#)
Start here if it's your first time visiting our login page or are registering an additional group.

A screenshot of a success message. The top part says "Success. You've completed your registration." Below that, it congratulates the user and provides a "SIGN IN" button. On the right, there are two links: "Register as a Plan Member" and "Register as a Plan Sponsor, Advisor or Administrator", each with a brief description of when to use them.

NOTE: If you have another Group Retirement & Savings plan under a different company name and you've been using a separate sign-in ID, follow the same process again to link the other plan to this new sign-in ID you've just created. To start, click on the *Register as a Plan Sponsor, Advisor or Administrator* button.

One-time email verification for new sign-in ID.

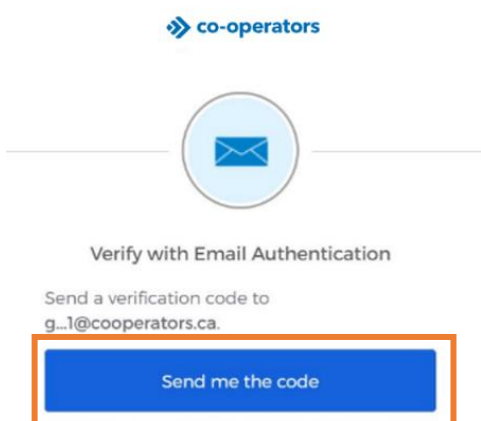
You'll be asked to verify your sign-in ID the first time you use it. Click on *Send me the code*.

co-operators

Verify with Email Authentication

Send a verification code to
g...1@cooperators.ca.

[Send me the code](#)

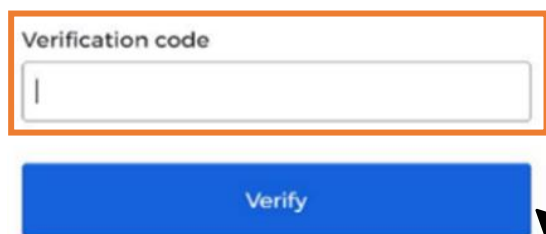
A screenshot of an email verification request screen. It features the "co-operators" logo at the top. Below it is a circular icon with an envelope. The text says "Verify with Email Authentication" and "Send a verification code to g...1@cooperators.ca.". At the bottom, there is a blue button labeled "Send me the code" which is highlighted with an orange border.

Enter the *Verification code* provided and click *Verify*.

A verification code was sent to
g...1@cooperators.ca. Check your email and
enter the code below.

Verification code

[Verify](#)

A screenshot of a verification code entry screen. It has a text input field labeled "Verification code" with a cursor inside, highlighted by an orange border. Below the input field is a blue button labeled "Verify" with a mouse cursor pointing to it.

You will now be signed into your Group Retirement & Savings account.



Need help?

Use the **Contact Us** feature to email or call 1-866-469-2643.