

Need help?

Please follow the steps below to learn how to get your user ID, Password, update profile and self register.

The below process is same for all users trying to login using your RepNet/LL/GWL ID's.

Also, **ensure you've updated your RepNet/LL/GWL profile to use the below capabilities**, you can use the link on the sign-in page to confirm. If you haven't completed the steps in your profile, contact the Service Desk, 7001@canadalife.com or 1-800-475-7001.

Forgot your user ID?

This is the user ID you selected when you registered for RepNet or the LL/GWL user ID assigned to you.

1. Go to the 'Forgot your user ID' link on the page.
2. Enter the e-mail address you registered with, select the company (CL/LL/GWL), and click continue.
3. You'll get an email with a 'Get User ID' link. Click on the link and answer your security question.
4. You'll receive an e-mail with your user ID.

Can't remember the answer to your security question?

- You'll be prompted to contact the Service Desk.
- When you're able to sign in, update **Your profile** to change your security question.

Password

- This is case sensitive.
- Make sure caps lock is not enabled.

Forgot your password?

1. Go to the 'Forgot your password' link on the page.
2. Enter your user ID with extension, e.g.: @llex. You'll get an email with a reset password link.
3. Click on the link and answer your security question.
4. This will take you to a change password page.

Resetting your password?

You need to reset your password for your RepNet, LL and GWL IDs every 90 days.

1. To reset your password, simply enter your user ID and password and click 'Continue'.
2. Input your existing password as your current password and create a new permanent password.

Rules for creating a new password:

- Use upper and lower-case letters and a mix of letters and numbers
- 8-12 characters
- Can't be the same as the last five passwords you used
- Can't be the same as your user ID
- Can't contain your name
- No spaces allowed.

Can't remember the answer to your security question?

- You'll be prompted to contact the Service Desk.
- When you're able to sign in to RepNet, update **Your profile** to change your security question.

Trouble registering – first time user?

- You need a distributor code and activation code to register for RepNet. If you don't have these, contact Distribution_Methodology@canadalife.com.
- You first need to use the **Register** link at the bottom of the page **before** you can sign in.
- You can't use the *Forgot your user ID?* or *Forgot your password?* features until **after** you've registered.