

# Login guides

to access the Desjardins Insurance online solutions

Select the option that applies to you:

## Group retirement savings

- [I'm a plan member](#)
- [I'm a plan sponsor](#)

## Group insurance

- [I'm a plan member](#)
- [I'm a plan administrator](#)

The table below and the Q&A on the following page will help you access your online account.

Which scenario applies to you?		
You have <b>not created</b> your online account	You have <b>already created</b> your online account	You have <b>already created</b> your online account <b>and you have a group insurance file with Desjardins Insurance</b>
<p>Visit <a href="https://Desjardins.com/grouplanmember">Desjardins.com/grouplanmember</a> and click <b>Go to your account</b> to register, or use the Omni mobile app.</p> <p>Watch the <a href="#">video</a> or follow the steps below:</p> <ol style="list-style-type: none"> <li>1. Click <b>Register</b> on the login page.</li> <li>2. Enter your <b>email address</b>. A security code will automatically be sent to your email address.</li> <li>3. Enter the <b>security code</b> that was sent to your email address.</li> <li>4. Create a <b>password</b> that meets the security requirements*.</li> <li>5. Enter the required <b>personal information</b>.</li> <li>6. Review the information and click <b>Create an account</b>.</li> <li>7. Enter the <b>email user ID</b> and <b>password</b> to access the site and complete the <b>2-step authentication</b> process.</li> </ol> <p>* If the email address entered in <b>step 2</b> is already associated with an email user ID on the group insurance site, you'll need to enter the password associated with that email user ID to continue the registration process.</p>	<p>You must <b>replace your user ID with your email address</b> by following the steps below at <a href="https://Desjardins.com/grouplanmember">Desjardins.com/grouplanmember</a> or in the Omni mobile app.</p> <ol style="list-style-type: none"> <li>1. Enter your <b>user ID</b> and <b>password</b> on the login page. Click <b>Log on</b>.</li> <li>2. Click <b>Update your username</b>.</li> <li>3. Enter your <b>email address</b>. A code will automatically be sent to your email address.</li> <li>4. Enter the <b>security code</b> that was sent to your email address.</li> <li>5. Choose to <b>Keep or change your password</b> to one that meets the security requirements. If the existing password does <b>not</b> meet the criteria, you'll need to create a new password. You will not be able to keep your current password.</li> <li>6. Click <b>Go to site</b> to access the secure site.</li> </ol> <p>From now on, you'll need to log in using your <b>email ID</b>. Your user ID will no longer work.</p> <p>Be sure to <b>update your username and password in your password manager</b> (if applicable).</p>	<p>If you have a group retirement savings account <b>and a group insurance file</b>, you can <b>link them to the same email</b>. First, follow the steps under <b>You have already created your online account</b>.</p> <p>Then, simply log in with your group insurance User ID on the group insurance site and link them.</p> <ol style="list-style-type: none"> <li>1. Enter your group insurance <b>user ID</b> and <b>password</b> on the group insurance login page.</li> <li>2. Click <b>Update your username</b>.</li> <li>3. Enter the <b>same email address you used for your group retirement savings account</b>. A security code will automatically be sent to your email address.</li> <li>4. Enter the <b>security code</b> that was sent to your email address.</li> <li>5. Enter the <b>password associated with the existing email ID</b> and click <b>Link account</b>.</li> <li>6. Verify your identity with <b>2-step authentication</b>.</li> </ol> <p>Once you've linked your accounts, you'll use a <b>single login</b> to access both the group retirement savings and group insurance sites.</p> <p>Be sure to <b>update your username and password in your password manager</b> (if applicable).</p>

Question	Answer			
<p>I'm trying to connect to the secure site or the Omni mobile app with my user ID. Why am I getting the error message "The combination Username and Password is invalid"?</p>	<p>If you've recently changed your user ID to your email address in order to log in, you'll need to log in with your new email address. Your user ID is no longer functional.</p> <p>Be sure to update your username and password in your password manager (if applicable).</p>			
<p>I used my email ID from the group insurance site to log in to my group retirement savings account. Why am I being asked to link my account or register?</p>	<div data-bbox="869 597 1808 987" data-label="Image"> </div> <table border="1" data-bbox="716 1024 1976 1268"> <tr> <td data-bbox="716 1024 1346 1268"> <p>If you already have a <b>user ID</b> to access the <b>group retirement savings</b> site, click <b>Link account</b> and enter your <u>user ID</u> and password.</p> <p>Once you've linked your accounts, you'll use <b>a single email ID</b> to log in to both the group insurance and group retirement savings sites.</p> </td> <td data-bbox="1346 1024 1976 1268"> <p>If you <b>do not</b> have an account on the <b>group retirement savings</b> site, click <b>Sign up</b> and follow the steps to register.</p> <p>Once you've registered, you'll use <b>a single email ID</b> to log in to both the group insurance and group retirement savings sites.</p> </td> </tr> </table>		<p>If you already have a <b>user ID</b> to access the <b>group retirement savings</b> site, click <b>Link account</b> and enter your <u>user ID</u> and password.</p> <p>Once you've linked your accounts, you'll use <b>a single email ID</b> to log in to both the group insurance and group retirement savings sites.</p>	<p>If you <b>do not</b> have an account on the <b>group retirement savings</b> site, click <b>Sign up</b> and follow the steps to register.</p> <p>Once you've registered, you'll use <b>a single email ID</b> to log in to both the group insurance and group retirement savings sites.</p>
<p>If you already have a <b>user ID</b> to access the <b>group retirement savings</b> site, click <b>Link account</b> and enter your <u>user ID</u> and password.</p> <p>Once you've linked your accounts, you'll use <b>a single email ID</b> to log in to both the group insurance and group retirement savings sites.</p>	<p>If you <b>do not</b> have an account on the <b>group retirement savings</b> site, click <b>Sign up</b> and follow the steps to register.</p> <p>Once you've registered, you'll use <b>a single email ID</b> to log in to both the group insurance and group retirement savings sites.</p>			

I'm trying to log in to the secure site or Omni mobile app, but I'm being asked to enter an email ID and password to connect to an existing account or to link the account. What should I do?

When you attempt to log in to your group retirement savings or group insurance account using the same email address as your username for either site, the system **recognizes this address** and asks you to **confirm the password** associated with it.

Once you've linked your accounts, you'll use **a single email ID** for both group retirement savings and group insurance.

If you cannot remember the password associated with your email ID, please return to the login page and click **Forgot your password?** to reset your password.

<p><b>I'm trying to log in to the secure site or Omni mobile app with my new email ID, but it's not working. What should I do?</b></p>	<p>Please check the following:</p> <ul style="list-style-type: none"><li>● <b>Make sure your email ID is entered correctly</b><ul style="list-style-type: none"><li>○ Check for typos or extra spaces.</li></ul></li><li>● <b>If you've recently created your email ID and are trying to log in through Omni...</b><ul style="list-style-type: none"><li>○ We suggest that you use a browser (Chrome, Edge, Safari, etc.) instead of Omni to log in.</li><li>○ If after 24 hours you are still unable to log in with the Omni mobile app, please contact us.</li></ul></li><li>● <b>If you've changed your password on the secure site and are trying to log in through Omni, or vice versa...</b><ul style="list-style-type: none"><li>○ We suggest that you use a browser (Chrome, Edge, Safari, etc.) instead of Omni to log in.</li><li>○ Updating the password in the Omni mobile app can take up to 1 hour.</li><li>○ If after this time you are still unable to log in through the Omni mobile app, please contact us.</li></ul></li><li>● <b>If your login and password are saved in a password manager...</b><ul style="list-style-type: none"><li>○ Make sure this information is up to date in your password manager (Google, Bitwarden, 1Password, KeePass, etc.).</li><li>○ Refer to your device provider or browser type (Chrome, Edge, Safari, etc.) to learn how to update your username and password.</li></ul></li></ul>
<p><b>My email address has changed. How can I change my login?</b></p>	<p>You are not able to make this change on your own. Please contact us.</p>

The table below and the Q&A on the following page will help you access your online account.

Which scenario applies to you?		
You have <b>not created</b> your online account	You have <b>already created</b> your online account	You have <b>already created</b> your online account, <b>and</b> you have a <b>group retirement savings account</b> with Desjardins Insurance
<p>Visit <a href="https://Desjardins.com/planmember">Desjardins.com/planmember</a> and click <b>Log in to your account</b> to register, or use the Omni mobile app.</p> <p>Read the <a href="#">How to</a>, watch the <a href="#">video</a> or follow the steps below:</p> <ol style="list-style-type: none"> <li>1. Click <b>Register now</b> on the login page.</li> <li>2. Enter your <b>email address</b>. A security code will automatically be sent to your email address.</li> <li>3. Enter the <b>security code</b> that was sent to your email address.</li> <li>4. Create a <b>password</b> that meets the security requirements*.</li> <li>5. Enter the required <b>personal information</b>.</li> <li>6. Accept the consent agreement and review the information submitted. Check the confirmation, then click <b>Transmit</b>.</li> <li>7. Enter the <b>email user ID</b> and <b>password</b> to access the site and complete the <b>2-step authentication</b> process.</li> </ol> <p>* If the email address entered in <b>step 2</b> is already associated with an email user ID on the group retirement savings site, you will need to enter the password associated with that email user ID to continue the registration process.</p>	<p>You must <b>replace your user ID with your email address</b> by following the steps below at <a href="https://desjardins.com/planmember">desjardins.com/planmember</a> or in the Omni mobile app.</p> <ol style="list-style-type: none"> <li>1. Enter your <b>user ID</b> and password on the login page. Click <b>Confirm</b>.</li> <li>2. Click <b>Update your username</b>.</li> <li>3. Enter your <b>email address</b>. A security code will automatically be sent to your email address.</li> <li>4. Enter the <b>security code</b> that was sent to your email address.</li> <li>5. Choose to <b>Keep or change your password</b> to one that meets the security requirements.  If the existing password does <b>not</b> meet the criteria, you'll need to create a new password. You will not be able to keep your current password.</li> <li>6. Click <b>Go to site</b> to access the secure site.</li> </ol> <p>From now on, you will need to log in using your <b>email ID</b>. Your user ID will no longer work.</p> <p>Be sure to <b>update your username and password in your password manager</b> (if applicable).</p>	<p>If you have a group insurance file <b>and</b> a <b>group retirement savings account</b>, you can <b>link them to the same email</b>. First, follow the steps under <b>You have already created your online account</b>.</p> <p>Then, simply log in with your group retirement savings User ID on the group retirement savings site and link them.</p> <ol style="list-style-type: none"> <li>1. Enter your group retirement savings <b>user ID</b> and <b>password</b> on the group retirement savings login page.</li> <li>2. Click <b>Update your username</b>.</li> <li>3. Enter the <b>same email address you used for your group insurance file</b>. A security code will automatically be sent to your email address.</li> <li>4. Enter the <b>security code</b> that was sent to your email address.</li> <li>5. Enter the <b>password associated with the existing email ID</b> and click <b>Link account</b>.</li> <li>6. Verify your identity with <b>2-step authentication</b>.</li> </ol> <p>Once you've linked your accounts, you'll use a <b>single login</b> to access both the group insurance and group retirement savings sites.</p> <p>Be sure to <b>update your username and password in your password manager</b> (if applicable).</p>

Question	Answer	
<p>I'm trying to connect to the secure site or the Omni mobile app with my user ID. Why am I getting the error message "The combination Username and Password is invalid"?</p>	<p>If you've recently changed your user ID to your email address in order to log in, you'll need to log in with your new email address. Your user ID is no longer functional.</p> <p>Be sure to update your username and password in your password manager (if applicable).</p>	
<p>I used my email ID from the group retirement savings site to log in to my group insurance account. Why am I being asked to link my account or register?</p>	<div data-bbox="955 391 1942 797" data-label="Image"> </div> <div data-bbox="898 857 1396 950" data-label="Text"> <p>If you already have a <b>user ID</b> to access the <b>group insurance</b> site, click on <b>Link account</b> and enter your <u>user ID</u> and password.</p> </div> <div data-bbox="898 979 1432 1068" data-label="Text"> <p>Once you've linked your accounts, you will use a <b>single email ID</b> to log in to both the group retirement savings and group insurance sites.</p> </div> <div data-bbox="1470 857 1974 950" data-label="Text"> <p>If you <b>do not</b> have an account on the <b>group insurance</b> site, click <b>Sign up</b> and follow the steps to register.</p> </div> <div data-bbox="1470 979 1984 1068" data-label="Text"> <p>Once you have registered, you'll use a <b>single email ID</b> to log in to both the group retirement savings and group insurance sites.</p> </div>	

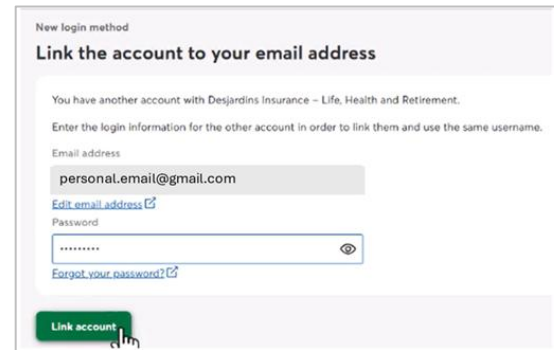
Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

Desjardins®, Desjardins Insurance® and related trademarks are trademarks of the Fédération des caisses Desjardins du Québec, used under licence by Desjardins Financial Security Life Assurance Company.

200, rue des Commandeurs, Lévis QC G6V 6R2 / 1-866-647-5013

desjardins.com/planmember

I'm trying to log in to the secure site or Omni mobile app, but I'm being asked to enter an email ID and password to connect to an existing account or to link the account. What should I do?

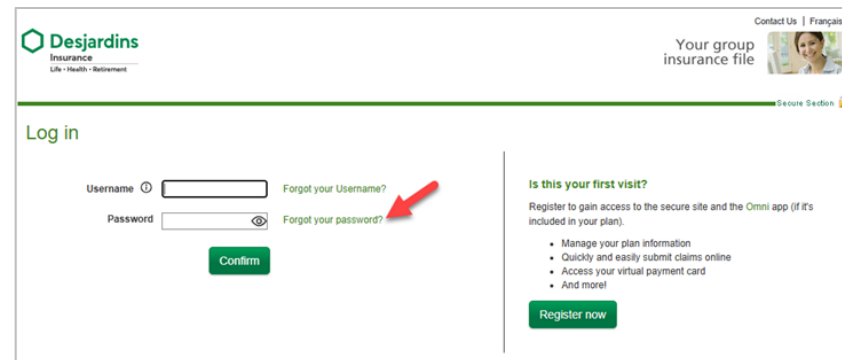


The screenshot shows a web form titled "New login method" with the sub-heading "Link the account to your email address". The form contains the following elements: a message stating "You have another account with Desjardins Insurance – Life, Health and Retirement. Enter the login information for the other account in order to link them and use the same username."; an "Email address" field containing "personal.email@gmail.com" with an "Edit email address" link; a "Password" field with a masked password "\*\*\*\*\*" and a "Forgot your password?" link; and a green "Link account" button at the bottom.

When you attempt to log in to your group insurance or group retirement savings account using the same email address as your username for either site, the system **recognizes this address** and asks you to **confirm the password** associated with it.

Once you've linked your accounts, you will use **a single email ID** for both group insurance and group retirement savings.

If you cannot remember the password associated with your email ID, please return to the login page and click **Forgot your password?** to reset your password.



The screenshot shows the Desjardins Insurance login page. At the top left is the Desjardins logo with the tagline "Life • Health • Retirement". At the top right are links for "Contact Us" and "Français", and a section for "Your group insurance file" with a "Secure Session" indicator. The main heading is "Log in". Below it are two input fields: "Username" and "Password". To the right of the "Username" field is a "Forgot your Username?" link, and to the right of the "Password" field is a "Forgot your password?" link, which is highlighted with a red arrow. Below the input fields is a green "Confirm" button. On the right side of the page, there is a section titled "Is this your first visit?" with a sub-heading "Register to gain access to the secure site and the Omni app (if it's included in your plan)." and a list of benefits: "Manage your plan information", "Quickly and easily submit claims online", "Access your virtual payment card", and "And more!". At the bottom of this section is a green "Register now" button.

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

Desjardins®, Desjardins Insurance® and related trademarks are trademarks of the Fédération des caisses Desjardins du Québec, used under licence by Desjardins Financial Security Life Assurance Company.

200, rue des Commandeurs, Lévis QC G6V 6R2 / 1-866-647-5013  
desjardins.com/planmember

<p>I'm trying to log in to the secure site or Omni mobile app with my new email ID, but it's not working. What should I do?</p>	<p>Please check the following:</p> <ul style="list-style-type: none"> <li>● <b>Make sure your email ID is entered correctly</b> <ul style="list-style-type: none"> <li>○ Check for typos or extra spaces.</li> </ul> </li> <li>● <b>If you've recently created your email ID and are trying to log in through Omni...</b> <ul style="list-style-type: none"> <li>○ We suggest that you use a browser (Chrome, Edge, Safari, etc.) instead of Omni to log in.</li> <li>○ If after 24 hours you are still unable to log in with the Omni mobile app, please contact us.</li> </ul> </li> <li>● <b>If you've changed your password on the secure site and are trying to log in through Omni, or vice versa...</b> <ul style="list-style-type: none"> <li>○ We suggest that you use a browser (Chrome, Edge, Safari, etc.) instead of Omni to log in.</li> <li>○ Updating the password in the Omni mobile app can take up to 1 hour.</li> <li>○ If after this time you are still unable to log in through the Omni mobile app, please contact us.</li> </ul> </li> <li>● <b>If your login and password are saved in a password manager...</b> <ul style="list-style-type: none"> <li>○ Make sure this information is up to date in your password manager (Google, Bitwarden, 1Password, KeePass, etc.).</li> <li>○ Refer to your device provider or browser type (Chrome, Edge, Safari, etc.) to learn how to update your username and password.</li> </ul> </li> </ul>
<p>My e-mail address has changed. How can I change my username?</p>	<p>You are not able to make this change on your own. Please contact us. For help logging in or with online transactions, please see our <a href="#">How to</a>. There, you will find many useful articles to guide you.</p>

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

Desjardins®, Desjardins Insurance® and related trademarks are trademarks of the Fédération des caisses Desjardins du Québec, used under licence by Desjardins Financial Security Life Assurance Company.

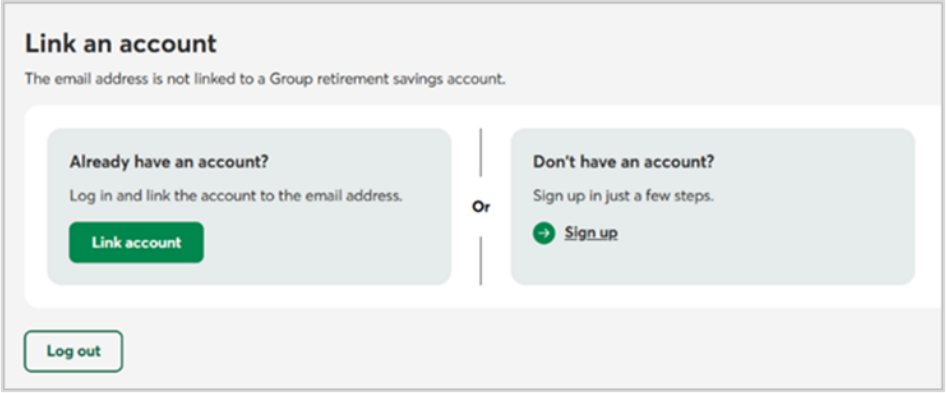
200, rue des Commandeurs, Lévis QC G6V 6R2 / 1-866-647-5013

[desjardins.com/planmember](http://desjardins.com/planmember)

Login guide  
(plan sponsor version)

The table below and the Q&A on the following page will help you access the secure site(s).

Which scenario applies to you?		
You are <b>not registered</b> for the secure site	You are <b>already registered</b> for the secure site	You are <b>already registered</b> for the group retirement savings <b>and</b> group insurance secure sites
<p>Once you've received the activation email from your group retirement savings administrator, click <b>Go to our secure site</b> at <a href="https://Desjardins.com/group-savings">Desjardins.com/group-savings</a>.</p> <p>Watch the <a href="#">video</a> or follow the steps below:</p> <ol style="list-style-type: none"> <li>1. Click <b>Register now</b> on the login page.</li> <li>2. Enter your <b>professional email address</b> (as previously provided on the access request form). A security code will automatically be sent to your email address.</li> <li>3. Enter the <b>security code</b> that was sent to your email address.</li> <li>4. Create a <b>password</b> that meets the security requirements*.</li> <li>5. Enter the required <b>personal information</b>.</li> <li>6. Review the information and click <b>Confirm</b>. Then click <b>Back to authentication</b>.</li> <li>7. Enter the <b>email user ID</b> and <b>password</b> to access the site and complete the <b>2-step authentication</b> process.</li> </ol> <p>* If the email address entered in <b>step 2</b> is already associated with an email user ID on the group insurance site, you'll need to enter the password associated with that email user ID to continue the registration process.</p>	<p>You must <b>replace your user ID with your professional email address</b> by following the steps below at <a href="https://Desjardins.com/group-savings">Desjardins.com/group-savings</a>:</p> <ol style="list-style-type: none"> <li>1. Enter your <b>user ID</b> and <b>password</b> on the login page. Click <b>Confirm</b>.</li> <li>2. Click <b>Update your username</b>.</li> <li>3. Enter your <b>professional email address</b>. A security code will automatically be sent to your email address.</li> <li>4. Enter the <b>security code</b> that was sent to your email address.</li> <li>5. Choose to <b>Keep or change your password</b> to one that meets the security requirements. If the existing password does <b>not</b> meet the criteria, you'll need to create a new password. You will not be able to keep your current password.</li> <li>6. Click <b>Go to site</b> to access the secure site.</li> </ol> <p>From now on, you'll need to log in using your <b>email ID</b>. Your user ID will no longer work.</p> <p>Be sure to <b>update your username and password in your password manager</b> (if applicable).</p>	<p>If you have an access to the group retirement savings site <b>and an access to the group insurance site</b>, you can <b>link them to the same email</b>. First, follow the steps under <b>You are already registered for the secure site</b>.</p> <p>Then, simply log in with your group insurance user ID on the group insurance site and link them.</p> <ol style="list-style-type: none"> <li>1. Enter your group insurance <b>user ID</b> and <b>password</b> on the group insurance login page.</li> <li>2. Click <b>Update your username</b>.</li> <li>3. Enter the <b>same professional email address you used for your group retirement savings account</b>. A security code will automatically be sent to your email address.</li> <li>4. Enter the <b>security code</b> that was sent to your email address.</li> <li>5. Enter the <b>password associated with the existing email ID</b> and click <b>Link account</b>.</li> <li>6. Verify your identity with <b>2-step authentication</b>.</li> </ol> <p>Once you've linked your accounts, you'll use a <b>single login</b> to access both the group retirement savings and group insurance sites.</p> <p>Be sure to <b>update your username and password in your password manager</b> (if applicable).</p>

Question	Answer	
<p>I'm trying to connect to the secure site with my user ID. Why am I getting the error message "The combination Username and Password is invalid"?</p>	<p>If you've recently changed your user ID to your email address in order to log in, you'll need to log in with your new email address. Your user ID is no longer functional.</p> <p>Be sure to update your username and password in your password manager (if applicable).</p>	
<p>I used my email ID from the group insurance site to log in to my group retirement savings account. Why am I being asked to link my account or register?</p>		
	<p>If you already have a <b>user ID</b> to access the <b>group retirement savings</b> site, click <b>Link account</b> and enter your <u>user ID</u> and password.</p> <p>Once you've linked your accounts, you'll use <b>a single email ID</b> to log in to both the group insurance and group retirement savings sites.</p>	<p>If you <b>do not</b> have an account on the <b>group retirement savings</b> site, click <b>Sign up</b> and follow the steps to register.</p> <p>Once you've registered, you'll use <b>a single email ID</b> to log in to both the group insurance and group retirement savings sites.</p>

I'm trying to log in to the secure site, but I'm being asked to enter an email ID and password to connect to an existing account or to link the account. What should I do?

When you attempt to log in to the group retirement savings or group insurance site using the same email address as your username for either site, the system **recognizes this address** and asks you to **confirm the password** associated with it.

Once you've linked your accounts, you'll use a **single email ID** to access both the group retirement savings and group insurance sites.

If you cannot remember the password associated with your email ID, please return to the login page and click **Forgot your password?** to reset your password.

<p><b>I'm trying to log in to the secure site with my new email ID, but it's not working. What should I do?</b></p>	<p>Please check the following:</p> <ul style="list-style-type: none"><li>● <b>Make sure your email ID is entered correctly</b><ul style="list-style-type: none"><li>○ Check for typos or extra spaces.</li></ul></li><li>● <b>If your login and password are saved in a password manager...</b><ul style="list-style-type: none"><li>○ Make sure this information is up to date in your password manager (Google, Bitwarden, 1Password, KeePass, etc.).</li><li>○ Refer to your device provider or browser type (Chrome, Edge, Safari, etc.) to learn how to update your username and password.</li></ul></li></ul>
<p><b>My email address has changed. How can I change my username?</b></p>	<p>You are not able to make this change on your own. Please contact us.</p>

The table below and the Q&A on the following page will help you access the secure site(s).

Which scenario applies to you?		
You are <b>not registered</b> for the secure site	You are <b>already registered</b> for the secure site	You are <b>already registered</b> for the group insurance <b>and</b> group retirement savings secure sites
<p>Once you've received the activation email from your group benefits representative, click <b>Manage your group plan online</b> at <a href="https://Desjardins.com/group-insurance">Desjardins.com/group-insurance</a>.</p> <p>Follow the steps below:</p> <ol style="list-style-type: none"> <li>1. Click <b>Forgot your password?</b> on the login page.</li> <li>2. Enter your <b>professional email address</b> (as previously provided on the access request form). A security code will automatically be sent to your email address.</li> <li>3. Enter the <b>security code</b> that was sent to your email address.</li> <li>4. Create a <b>password</b> that meets the security requirements*.</li> <li>5. Enter the required <b>personal information</b>.</li> <li>6. Review the information and click <b>Confirm</b>. Then click <b>Back to authentication</b>.</li> <li>7. Enter the <b>email user ID</b> and <b>password</b> to access the site and complete the <b>2-step authentication</b> process.</li> </ol> <p>* If the email address entered in <b>step 2</b> is already associated with an email user ID on the group retirement savings site, you'll need to enter the password associated with that email user ID to continue the registration process.</p>	<p>You must <b>replace your user ID with your professional email address</b> by following the steps below at <a href="https://Desjardins.com/group-insurance">Desjardins.com/group-insurance</a>.</p> <ol style="list-style-type: none"> <li>1. Enter your <b>user ID</b> and password on the login page. Click <b>Confirm</b>.</li> <li>2. Click <b>Update your username</b>.</li> <li>3. Enter your <b>professional email address</b>. A security code will automatically be sent to your email address.</li> <li>4. Enter the <b>security code</b> that was sent to your email address.</li> <li>5. Choose to <b>Keep or change your password</b> to one that meets the security requirements.  If the existing password does <b>not</b> meet the criteria, you'll need to create a new password. You will not be able to keep your current password.</li> <li>6. Click <b>Go to site</b> to access the secure site.</li> </ol> <p>From now on, you'll need to log in using your <b>email ID</b>. Your user ID will no longer work.</p> <p>Be sure to <b>update your username and password in your password manager</b> (if applicable).</p>	<p>If you have an access to the group insurance site <b>and an access to the group retirement savings site</b>, you can <b>link them to the same email</b>. First, follow the steps under <b>You are already registered for the secure site</b>.</p> <p>Then, simply log in with your group retirement savings user ID on the group retirement savings site and link them.</p> <ol style="list-style-type: none"> <li>1. Enter your <b>group retirement savings user ID</b> and <b>password</b> on the group retirement savings login page.</li> <li>2. Click <b>Update your username</b>.</li> <li>3. Enter the <b>same professional email address you used for your group insurance file</b>. A security code will automatically be sent to your email address.</li> <li>4. Enter the <b>security code</b> that was sent to your email address.</li> <li>5. Enter the <b>password associated with the existing email ID</b> and click <b>Link account</b>.</li> <li>6. Verify your identity with <b>2-step authentication</b>.</li> </ol> <p>Once you've linked your accounts, you'll use a <b>single login</b> to access both the group insurance and group retirement savings sites.</p> <p>Be sure to <b>update your username and password in your password manager</b> (if applicable).</p>

Question	Answer
<p>I'm trying to connect to the secure site with my user ID. Why am I getting the error message "The combination Username and Password is invalid"?</p>	<p>If you've recently changed your user ID to your email address in order to log in, you'll need to log in with your new email address. Your user ID is no longer functional.</p> <p>Be sure to update your username and password in your password manager (if applicable).</p>
<p>I used my email ID from the group retirement savings site to log in to my group insurance account. Why am I being asked to link my account or register?</p>	<div data-bbox="1192 399 1677 805" data-label="Image"> </div> <p>If you already have a <b>user ID</b> to access the group insurance site, click on <b>Link account</b> and enter your <u>user ID</u> and password.</p> <p>Once you've linked your accounts, you'll use a <b>single email ID</b> to log in to both the group insurance and group retirement savings sites.</p>

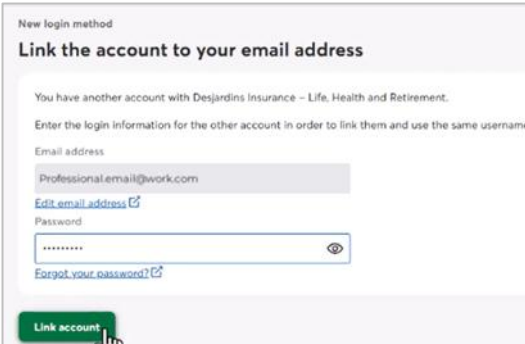
Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

Desjardins®, Desjardins Insurance® and related trademarks are trademarks of the Fédération des caisses Desjardins du Québec, used under licence by Desjardins Financial Security Life Assurance Company.

200, rue des Commandeurs, Lévis QC G6V 6R2 / 1-866-647-5013

desjardins.com/group-insurance

I'm trying to log in to the secure site, but I'm being asked to enter an email ID and password to connect to an existing account or to link the account. What should I do?

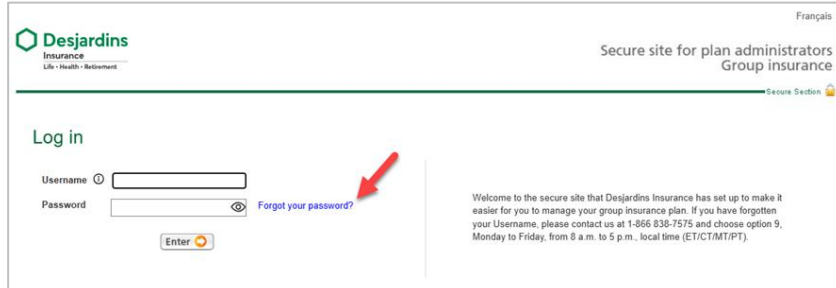


The screenshot shows a web form titled "New login method" with the sub-heading "Link the account to your email address". The form contains the following elements: a message stating "You have another account with Desjardins Insurance – Life, Health and Retirement. Enter the login information for the other account in order to link them and use the same username."; an "Email address" field with the value "Professional.email@work.com" and an "Edit email address" link; a "Password" field with masked characters and a visibility toggle; a "Forgot your password?" link; and a green "Link account" button at the bottom.

When you attempt to log in to the group insurance or group retirement savings site using the same email address as your username for either site, the system **recognizes this address** and asks you to **confirm the password** associated with it.

Once you've linked your accounts, you will use **a single email ID** to access both the group insurance and group retirement savings sites.

If you cannot remember the password associated with your email ID, please return to the login page and click on **Forgot your password?** to reset your password.



The screenshot shows the Desjardins Insurance login page. At the top left is the Desjardins logo with the tagline "Insurance Life • Health • Retirement". At the top right, it says "Français" and "Secure site for plan administrators Group insurance". Below this is a "Log in" section with "Username" and "Password" fields, an "Enter" button, and a "Forgot your password?" link highlighted with a red arrow. A "Secure Section" indicator is visible on the right. A welcome message on the right side reads: "Welcome to the secure site that Desjardins Insurance has set up to make it easier for you to manage your group insurance plan. If you have forgotten your Username, please contact us at 1-866-838-7575 and choose option 9, Monday to Friday, from 8 a.m. to 5 p.m., local time (ET/CT/MT/PT)." The language "Français" is also present in the top right corner.

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

Desjardins®, Desjardins Insurance® and related trademarks are trademarks of the Fédération des caisses Desjardins du Québec, used under licence by Desjardins Financial Security Life Assurance Company.

200, rue des Commandeurs, Lévis QC G6V 6R2 / 1-866-647-5013  
desjardins.com/group-insurance

<p><b>I'm trying to log in to the secure site or Omni mobile app with my new email ID, but it's not working. What should I do?</b></p>	<p>Please check the following:</p> <ul style="list-style-type: none"> <li>● <b>Make sure your email ID is entered correctly</b> <ul style="list-style-type: none"> <li>○ Check for typos or extra spaces.</li> </ul> </li> <li>● <b>If your login and password are saved in a password manager...</b> <ul style="list-style-type: none"> <li>○ Make sure this information is up to date in your password manager (Google, Bitwarden, 1Password, KeePass, etc.).</li> <li>○ Refer to your device provider or browser type (Chrome, Edge, Safari, etc.) to learn how to update your username and password.</li> </ul> </li> </ul>
<p><b>My e-mail address has changed. How can I change my username?</b></p>	<p>You are not able to make this change on your own. Please contact us.</p>

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

Desjardins®, Desjardins Insurance® and related trademarks are trademarks of the Fédération des caisses Desjardins du Québec, used under licence by Desjardins Financial Security Life Assurance Company.

200, rue des Commandeurs, Lévis QC G6V 6R2 / 1-866-647-5013

[desjardins.com/group-insurance](http://desjardins.com/group-insurance)