



Online Registration for Plan Members

Online registration offers your plan members a simple and quick way to access their group insurance information by allowing them to activate their Industrial Alliance CyberClient account online through our secured website using a unique activation key.

New plan members that are covered for supplemental health and/or dental care benefits under your Industrial Alliance group insurance plan, will be provided a unique activation key in their benefit card letter. Otherwise, they will need to request an activation key directly from CyberClient. Instructions for both situations are found below.

Situation 1 – Plan members who received their activation key in their benefit card letter:

1. Go to <http://www.inalco.com/registrationkey>.
2. Enter their personal information and their activation key.
3. Click on **Continue**.
4. Create their personalized access code, their password and their security questions.
5. Click on **Continue**.

Situation 2 – Plan members who need to request an activation key:

1. Go to www.inalco.com.
2. On the left-hand side of the home page, click on [CyberClient - Client Centre](#).
3. On the CyberClient login page, click on **Need a secure access?**
4. Enter their personal information and select **I don't have my activation key nor my contract number**.
5. Select the method in which they want us to send their activation key. If we don't have an email address on file, the activation key will be mailed to them.
6. Upon receipt of their activation key, they will be ready to register by following the steps listed in **Situation 1**.

If you have any questions regarding this matter, please contact your benefits advisor or your Industrial Alliance group service representative.