

Family Center – Updating Profile Information

1. Go to US or CA site's login page:
 - a. US - <https://familycenter.sony.com/login.php>
 - b. CA - <https://familycenter.sony.ca/login.php>
2. Sign in with the information you registered with. This should direct you to your account summary page.
 - a. If it did not direct you to your account summary page, go to the top right corner and click on "[Your Name]'s Account", then click on "My Account"

SONY

HOME SHOP FAQ TERMS AND CONDITIONS CONTACT US

ALL SALES ARE FINAL!!!
The Family Center is a benefit and is subject to the Terms and Conditions.
Violating the Terms and Conditions can result in the termination of your account.

Orders

Messages

Addresses

Recently Viewed

Account Settings

Orders

You haven't placed any orders yet. After you place an order, you'll be able to track its progress here.

1 of 1

b.

3. Once you're in the account summary page, click on "Account Settings" located in the left navigation bar.

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4. In the "Account Settings" page, update your Sony email address and/or Global ID. Please note that this information must match with the information HR has provided us.
 - a. If you have saved your password onto your browser, please delete it from the "Current Password" field. If not, please leave this field blank.
 - b. If you do not know what HR has on file for your email address or your Global ID, please reach out to your assigned HR contact:

- i. Sony Music – hr.benefits@sonymusic.com or 212-833-7121
- ii. SIE – HR Concierge@sony.com or 844-474-2779
- iii. Sony Pictures – PO_EmployeeDirect@spe.sony.com or 310-244-7062
- iv. SNA – HR Customer Service at 888-766-9147, option 5

Account Settings

First Name *	Last Name *
[FIRST NAME]	[LAST NAME]
Company	Phone Number *
[COMPANY]	[PHONE NUMBER]
Email Address (Sony Employee must use Sony Email Address) *	Password
[SONY EMAIL ADDRESS - MUST MATCH WITH HR]	LEAVE THIS FIELD BLANK
Confirm Password	Current Password
[CONFIRM PASSWORD]	[CURRENT PASSWORD]
Employee ID or Retiree ID *	
[SONY GLOBAL ID - MUST MATCH WITH HR]	

UPDATE DETAILS

c.

- 5. Double check your information. Once all the correct information is filled out, please press “Update Details” to save the changes to your account.
 - a. Please give us 24 business hours after you have corrected your profile to validate your access. You will receive an email letting you know you have been validated if all the information matches what HR has provided.