




Reservation System

Reservation/Pre-Order Instructions for Existing Rogers Customers

Please follow the below instructions carefully to complete a pre-order of a device in the Rogers Reservation System.

To begin, go to www.rogers.com/reserve

Or scan the QR code 



Scroll down and click **Learn More** under either upgrade, or add a new line if you will be activating a new line on your account.

MyRogers will load. Complete your sign in if you were not already logged in.



To upgrade your device

Log in to MyRogers account and select the line you want to upgrade. Select **Upgrade my Device** and choose the device you want to pre-order or place a backorder if the one you want is out of stock.


[Learn more >](#)



To add a new line

If you already have a MyRogers account, log in to proceed with your device reservation to add a line to an existing account.

[Learn more >](#)

 If you receive an error at this stage, please try another browser or a private browser window. Note that busy pre-order times can mean the system is slow or encounters errors and you may need to wait or come back later.



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Starting reservation in MyRogers If you selected “add a line” you can skip to the next page.

You will be taken to the dashboard of your MyRogers account after logging in.
If you are upgrading your hardware, make sure the correct phone number is selected from the drop down menu as shown below.

The screenshot shows the MyRogers dashboard for the Rogers Infinite plan. The top navigation bar includes links for About Rogers, Business, Rogers Bank, Support, Find a store, AB, Français, and a search bar. Below the navigation bar, the MyRogers logo is followed by tabs for Overview, Billing & Payment, Usage & Services (selected), and Settings. The main content area displays the Rogers Infinite plan details, including a data usage bar showing 96.78 GB of high speed data remaining out of a 100.00 GB total, with 19 days remaining in the bill cycle. A dropdown menu is highlighted with a yellow box and a yellow arrow pointing to it, showing the selected line: "John Smith - 403-123-1234".

With the right phone number selected, scroll down to the bottom of the page where it shows your current device details. Click on “Device Reservation” shown below.



You will also see here your remaining financing balance. Please remember that when you upgrade, any remaining device balance at time of upgrade will be charged to your next Rogers invoice. Your upgrade is not completed until the new phone arrives.

Device financing payment

The screenshot shows the Device financing payment section for a Samsung Galaxy S23 128GB Phantom Black. The device is priced at \$31.59/mo. A red button labeled "Upgrade my device" is visible. Below the device details, the Remaining financing balance is shown as \$253.33, highlighted with a yellow box and a yellow arrow. A note states: "The remaining financing balance will be charge to your next Rogers bill after upgrading." Below this, there are links for "View financing details", "Change my SIM card", "Repair, trade or device protection request", "Lost or stolen device", and "Device reservation", which is highlighted with a yellow box and a yellow arrow.

There is a \$40 reservation fee that will be charged to your next Rogers invoice per device.



When do I get my reservation fee back? As soon as your device ships to our location from the Rogers central warehouse, your reservation fee will credit back to your Rogers account. This will credit back regardless of whether you proceed with activating this phone. If you no longer want it, or get a different one, you will still get your reservation fee back when this reserved device ships out.



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Step 1

Select the device you are looking to reserve from the drop down menus.



Please double check that you have selected the correct **model, size, and colour**. Changing or cancelling your reservation will cause delays.

OVERVIEW BILLS & PAYMENTS PRODUCTS & SERVICES MyROGERS PROFILE

Pay later and pick up in store via the Rogers Reservation System

Reserve the latest device and we'll notify you when your phone is ready for pick-up at the store of your choice. So now there's no need to wait in line or check different stores for the phone you want!

We'll send you regular emails with a status on your place in line and shipment details.

If you find your device or change your mind before your reservation arrives, you can cancel your order at your earliest convenience.

There is a limit on the number of devices you can reserve per device type for each wireless phone number on your account. For example, you can't reserve two of the same device type at the same time, or two of the same device type at different times.

If you are currently on a Rogers Infinite™ plan or pay off your remaining device balance if you are currently on a 2-year plan.

Reservation updates will be sent to the contacts below:

Account Holder: Reservation Contact:
Name: Name:
Email: Email:

Cancel **Continue**

2 Pickup Location
3 Review

FAQ

After you select the device, click continue

Step 2

Please select the Pickup Location as below. **Any other location chosen will result in us not being able to receive your device and process your order.**

Enter Postal Code: T2N3R5 within 2.5KM and click GO

Select our location at 1918 Kensington Rd NW in Calgary, and you can continue. Note: this is not a walk-in retail location.

Why this location? We will need to receive your new device to our central warehouse in Calgary, process your order, and ship out to you no matter where you are in Canada.

1 Device Selection

2 Pickup Location

Find a store by postal code

Postal Code: Within:

T2N3R5 2.5 KM **Go**

Please select a participating location by clicking on a store on the map. You can click the minus (-) sign on the top left corner of the map. You can also click on a store to see more details.

Select a store

1 Rogers Authorized Dealer Imagine Wireless
1918 KENSINGTON ROAD NW, SUITE 400
CALGARY, AB, T2N 3R5
(403) 762-0655

Step 3

Accept the terms and conditions and hit RESERVE!
The next screen will show you an approximate place you are in line for your region.

wireless services.

By using this Service, you acknowledge that you understand and agree to these Terms, as outlined in the Terms and Conditions.

1. You must provide Rogers with true, accurate, current and complete information as requested by Form 1. You acknowledge and agree that Rogers may store your IP address for validation and to protect and improve its services.

I AGREE

Cancel **Reserve**

You're done reserving your new Rogers device! You will receive an email when it ships to our warehouse in Calgary and we will process after that.



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