

Rogers 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 to the [Get started](#) section.

Click either **Upgrade your device** if you are using an existing Rogers number

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.



Upgrade your device

Log in to MyRogers account and select the line you want to upgrade.

[Upgrade your device >](#)



Add a new line

Log in to proceed with your device reservation to add a line to an existing account.

[Add a new line >](#)



If you receive an error at this stage, the system may be down due to high traffic. Please try another browser or a private browser window first. However, you may need to wait and come back later. Keep checking back in periodically for the system to come back up.

Choose a line for your upgrade if you are renewing the term on an existing line and then continue.

If you are adding a new line this pop-up will not appear.

Choose a line for your phone upgrade

x



ROGERS Authorized Dealer

Step 1: Device Selection

Once you are logged in, you should see the screen to the right. Starting with step 1, select the device you are looking to reserve.



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

Phone Information

Brand :	iPhone 13	▼
Model :	iP13 128GB Midnight	▼
Reason for reservation :	Gift	▼

There is a limit of 1 for this device brand regardless of the colour or memory size reserved.



Continue

Step 2: Personal Details

Confirm your personal details for your Rogers account. Continue.

A refundable \$40 reservation fee will appear on your next Rogers invoice for any applicable phone numbers.



It is very important that your name and phone number here matches with the name and number entered on your order. Why? Your phone will arrive in our warehouse with only your name and number, and if it does not match we may be unable to determine it is your phone. It does not need to be the person that will actually use the phone. We will match the device with the user as per your order.



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.

Step 3: Pickup Location

Enter Postal Code: T2N3R5 within 2.5 KM and click GO

Select the Imagine Wireless location at 1918 Kensington Rd NW and continue. **Note:** this is not a walk-in retail location.



If any other store or home location is chosen it will result in us not receiving your device, and we will be unable to process your order.



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

Pickup Location

Select a pickup location from the stores below. When your phone

Find a store by postal code

Postal Code
T2N 3R5

Within
2.5 KM

Please select a participating location by clicking on a store marker left corner of the map. You can also choose another postal code to

Find the available store

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



Step 4: Review Reservation

Review your reservation details. Double check again at this stage that you've selected the correct phone model, size, and colour that you want. Accept the terms and conditions and hit RESERVE!
The next screen will show you an approximate place you are in line for your region.