

# MyBusiness account

## Quick guide

 ROGERS BUSINESS

### MyBusiness Hub: Manage Rogers Business services

Effortlessly manage all your Rogers business services in one place with MyBusiness Hub.

[Sign in](#) >

[Register now](#) >



Profile

Total Account balance:

\$0.01

Payment Method: Invoice

[Change Payment Method](#) ▶

[Submit a billing inquiry](#) ▶

[Payment History](#) ▶

[Make a Payment](#)

View Bills

[Download / Print Bills](#)



JULY 12, 2025



JUNE 12, 2025



MAY 12, 2025



APRIL 12, 2025



MARCH 12, 2025



FEBRUARY 12, 2025

 ROGERS BUSINESS

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# Introduction

**MyBusiness Account** gives you the flexibility and control you need to manage your mobile plans effectively and easily—anytime, anywhere.

Access the MyBusiness Account via [mybusinesshub.rogers.com](https://mybusinesshub.rogers.com) or [rogers.com/bss](https://rogers.com/bss).

**You can conveniently access a variety of self-serve options, including:**


- › View your invoice, make a payment, or manage pre-authorized payments
- › Change a name, telephone number, or SIM card for a mobile line

**Follow the registration steps listed in the next section and start using MyBusiness Account today!**

# How to register

## To register for a new MyBusiness Hub profile:


1. Go to [mybusinesshub.rogers.com](https://mybusinesshub.rogers.com)
  - Alternatively, you can also go to [rogers.com/bss](https://rogers.com/bss) to access MyBusiness Account directly.
2. Select **Register Now**
3. Enter your **Rogers Account Number** and the **postal code of your billing address**, then select **Continue**
4. Enter your **first name** and last name, then select **Continue**
5. You may be asked to also provide your **last invoice date** and **last payment amount**
6. Review the email address provided and select **Confirm email**
7. An email will be sent to the address specified with the subject line **Set your Rogers Business password**. Open the email and select **Set password**
8. In the new page, enter and confirm your **new password**
9. **Sign in** to your new MyBusiness Hub profile to access your account



### MyBusiness Hub: Manage Rogers Business services

Effortlessly manage all your Rogers business services in one place with MyBusiness Hub.


[Sign in >](#) [Register now >](#)



### Small Business Spotlight: Success stories from Canadian entrepreneurs

Explore inspiring success stories of Canadian entrepreneurs from coast to coast who have leveraged Rogers services to grow their business.

[Read stories >](#)

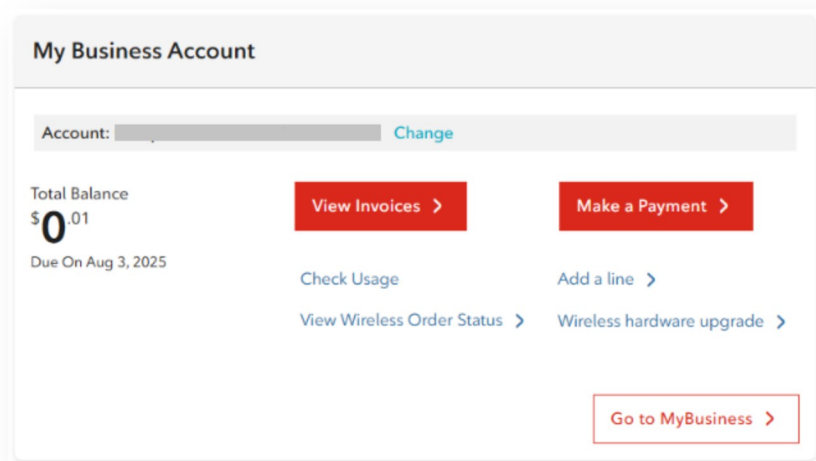




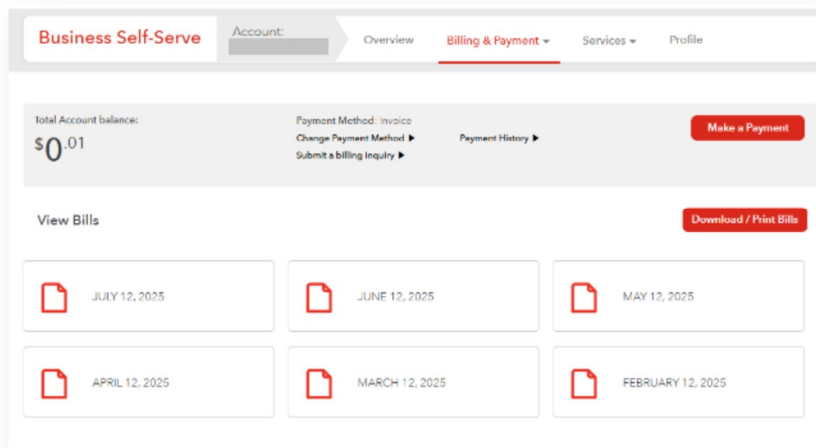
# How to view your invoice

## To view and download invoices and call details for individual lines:

1. Login in to your **MyBusiness Account**
  - › Alternatively, you can also go to [rogers.com/bss](https://rogers.com/bss) to access MyBusiness Account directly.
2. Select **View Invoices** from the MyBusiness Account section on the MyBusiness Hub dashboard page



- › Or select the **View Bill** option if already in MyBusiness Account.
3. Under View Bills section, you'll see bills up to last 18 months, named in mm, dd, yy format
    - › To view an individual bill, select the **bill** (mm, dd, yy)
    - › To download/print the bill for Mobile and consolidated accounts, select **Save/Print this bill (PDF)**
    - › To download/print bills in bulk, select **Download/Print bills**



# How to make payments

## To make one-time payment:

1. Login in to your **MyBusiness Account**
  - Alternatively, you can also go to [rogers.com/bss](https://rogers.com/bss) to access MyBusiness Account directly.
2. Select **Make a Payment** from the MyBusiness Account section on the MyBusiness Hub dashboard page
  - Or select the **Make a Payment** option if already in MyBusiness Account.
3. You'll have two payment method options - Credit Card or Online Banking

### To pay using a **Credit Card**:

- a. Confirm or enter the payment amount in the **Amount Due** box
- b. Enter your **credit card information**
- c. Select **Continue** to proceed with the payment

### To pay using **Online Banking**:

- a. Sign-in to your online banking account
- b. Set up Rogers (11 Digit Bank Payment/Pymt ID) as a payee using your Rogers Bank Payment ID as noted on your invoice and on the **Make a Payment** page
- c. Please note that payments can take up to 2 business days to process

## To setup pre-authorized payments:

1. Select **View Invoices** from the MyBusiness Account section on the MyBusiness Hub dashboard page and then select **Change Payment Method**
  - Or select the **View Bill** option and **Change Payment Method** option if already in MyBusiness Account.
2. There will be up to three payment options, of which two are pre-authorized payment methods:
  - Chequing Account (only available for mobile and consolidated accounts)
  - Pre-Authorized Credit Card

The screenshot shows the 'Business Self-Serve' portal for Rogers Business. The 'Make A Payment' section is active, showing a progress bar with three steps: 1. Enter Information, 2. Review, and 3. Confirm. Below the progress bar, there are fields for 'Payment for Account', 'Bank Payment ID', and 'Account Balance as of'. The 'Select Payment Method' section has two options: 'Credit Card' (selected) and 'Online Banking'. The 'Credit Card' section includes fields for 'Amount Due', 'Credit Card Number', 'Expiration Date', and 'Security Code (CCV)'. The 'Vendor Name' is listed as 'Rogers Communications Canada Inc.'. At the bottom, there are 'Continue' and 'Cancel' buttons.

Personal Business Wholesale CN EN Welcome test Quick Links Sign Out

**ROGERS BUSINESS** Promotions Sales Support Solution Finder

Wireless Internet & Networking The Internet of Things Data Centre & Cloud Voice & Collaboration Business TV

**Business Self-Serve** Account Overview Billing & Payment Services Profile

### Change Monthly Payment Option

Account Current Payment Method  
Month-by-Month

Select Payment Method

☐ Chequing Account ☒ Pre-Authorized Credit Card ☐ Invoice

**Credit Card Information**  
Enter or modify your credit card information to enjoy the convenience of pre-authorized monthly payments.

Credit Card Number \*  
XXXX XXXX XXXX

Expiration Date \*  
Month Year

Security Code (CCV) \*  
XXXX

Vendor Name  
Rogers Communications Canada Inc.  
One Mount Pleasant Rd, 5th Floor  
Toronto, ON, Canada  
M4V 2Y5

**Update Payment Method** Cancel

3. Select the **payment method** you wish to setup and enter the details requested

4. Select **Update Payment Method** to save the changes

- > It takes 2 business days for the change to be in effect

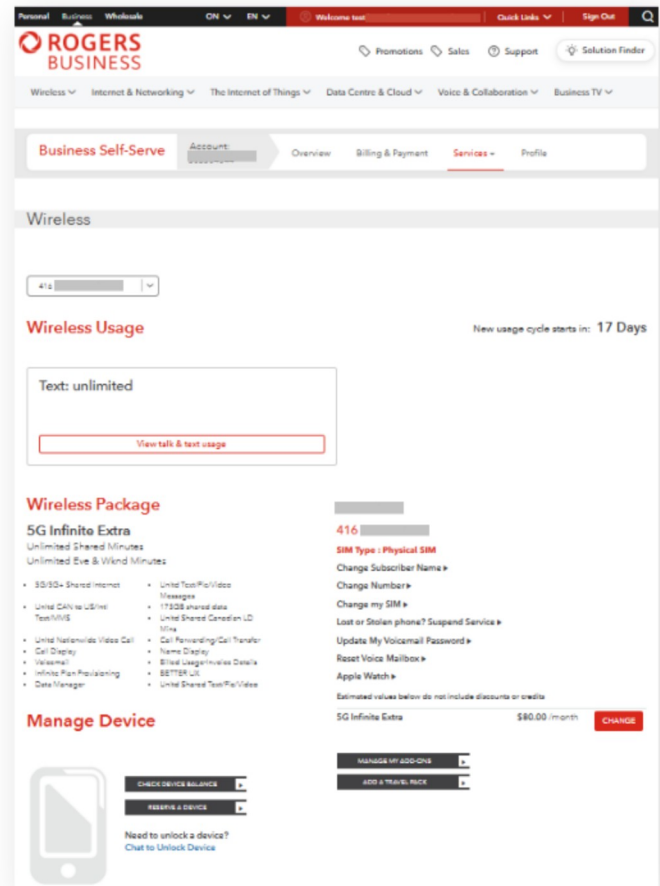
### IMPORTANT:

The first automatic payment will be taken 14 days after the next cycle close date. If an invoice is already generated, please make a one-time credit card payment to settle it and avoid a late payment charge.

If you don't have pre-authorized payments set up, Rogers will send you monthly invoices and you can make a payment by the due date.

# How to manage mobile service

1. Login in to your **MyBusiness Account**
  - > Alternatively, you can also go to **rogers.com/bss** to access MyBusiness Account directly.
2. Select **Go to MyBusiness** on the MyBusiness Hub dashboard page.
3. Select the **Subscriber** you wish to manage from the Services tab or Overview page
4. From the Wireless Dashboard, you have access to a variety of self-serve options to manage your mobile service



## Change a SIM Card:

Change a subscriber's SIM card with these steps:

### For a Physical SIM:

1. Select **Change my SIM**.
2. Select **Update SIM card number**.
3. Enter the current and new SIM card numbers.
4. Select **Continue**.
5. Confirm new SIM card number and select **Submit**.

You will get a confirmation message. The changes will take effect immediately. The old SIM card cannot be used again.

### For an eSIM:

1. Select **Change my SIM**.
2. Select **Get eSIM**.
3. Scan or share the **QR code**.
  - a. **If you have the device:** scan the QR code displayed on screen and then follow the steps to manually set up the eSIM on your device.
  - b. **If you don't have the device:** open the **Share this eSIM via email** and continue with the next steps.
4. To send the digital e-SIM to the recipient:
  - a. Enter the recipient's email and select **Share**.
5. Record the **one-time passcode** for **eSIM QR code** access and share it with the recipient.

The recipient will get an email with instructions to activate their eSIM.

Personal Business Wholesale ON EN Welcome to... Quick Links Sign Out

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Business Self-Serve Account: Overview Billing & Payment **Services** Profile

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### Change the SIM card number

Enter the new SIM card number for this device below.

Current SIM card number (20 digits)  
09302

New SIM card number (20 digits)  
89302

Cancel Continue

How do I find the SIM card number?

There are two ways to check your SIM card number:

**Through your phone's settings**

**iOS**

1. Go to your phone's Settings
2. Tap General
3. Tap About
4. View the ICCID (SIM ID)

**Android**

1. Go to your phone's Settings
2. Tap About Phone
3. Tap Status
4. View the ICCID (SIM ID). If your SIM card number is not visible, see [View your SIM card](#) below.

**Keep in mind:** Instructions may vary by model. For more details, please refer to your phone's user guide.

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**⚠ Back up data on your physical SIM.**  
Before you scan and activate the new eSIM, back up all the data stored on your physical SIM, including contact details. Once you scan the code, the eSIM will get activated immediately and your physical SIM for the same mobile number will get deactivated. These changes are non-reversible.

### Scan QR code

To activate a new eSIM on your mobile phone, scan the QR code. In case you're unable to scan the code, you can manually enter it on your mobile phone. Follow steps to manually set up eSIM on a mobile phone.

☐ I've scanned the QR Code with my mobile phone.

Go back Confirm that eSIM is active

[Send eSIM directly to a mobile device](#)

**Steps to manually set up eSIM on a device.** [Share this eSIM via email](#)

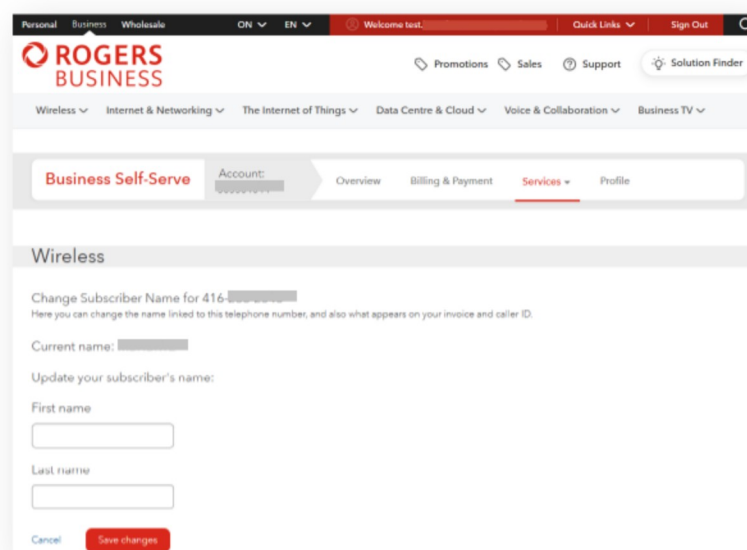


## Change a subscriber name:

Change a subscriber name, on the invoice and caller ID, with these steps:

1. Select **Change Subscriber Name**.
2. Enter the new **First Name** and **Last Name** and select **Save Changes**.

Updates will happen on the next invoice and within 24 hours for the outgoing call display.



The screenshot shows the Rogers Business Self-Serve portal. The top navigation bar includes links for Personal, Business, and Wholesale, along with language options (CN, EN) and a welcome message. The main header features the Rogers Business logo and navigation links for Promotions, Sales, Support, and Solution Finder. Below this, a secondary navigation bar lists various service categories like Wireless, Internet & Networking, etc. The main content area is titled 'Business Self-Serve' and includes tabs for Account, Overview, Billing & Payment, Services, and Profile. The 'Services' tab is selected, and the 'Wireless' section is active. The 'Change Subscriber Name' form is displayed, showing the current name and fields for the new first and last names. A 'Save changes' button is at the bottom.

## Manage voicemail:

Manage a voicemail with these steps:

### Update voicemail password:

1. Select **Update my Voicemail Password**.
2. Set and confirm the new password.
3. Select **Submit**.

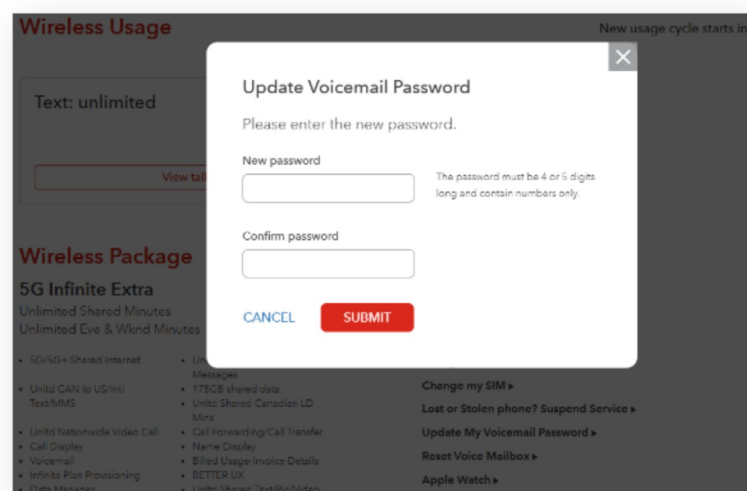
You will get a confirmation message.

### Update voicemail box:

1. Select **Reset Voice Mailbox**.
2. If you reset your voice mailbox and password, your **current greeting** and all **new** or **saved** messages will be **deleted**

➤ To continue, select **Reset voice mailbox**.

You'll get a confirmation message that your **voicemail box reset request** has been submitted. You'll also receive a text message with further instructions.



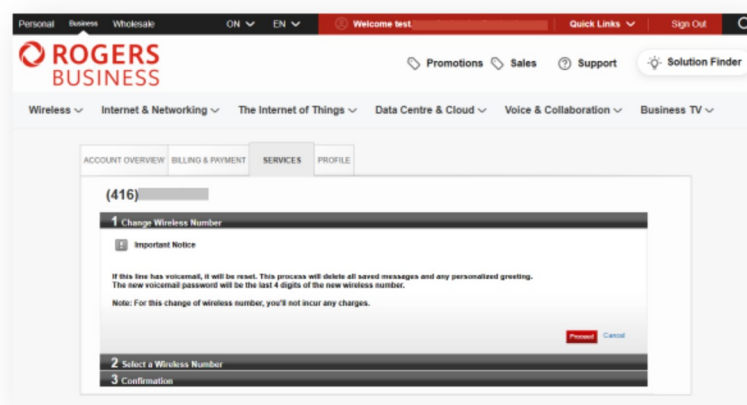
The screenshot shows the Rogers Business Self-Serve portal with a modal window titled 'Update Voicemail Password'. The modal prompts the user to enter a new password and confirm it. A note states: 'The password must be 4 or 5 digits long and contain numbers only.' The background shows the 'Wireless Usage' section with details for the '5G Infinite Extra' package, including unlimited shared minutes and video minutes. A list of services is also visible on the left side of the background.

## Change telephone number:

Change a subscriber's mobile number with the **same area code** with these steps:

1. Select **Proceed** after disclaimer.
2. Select **Yes** and then **Continue**.
3. Choose a new mobile number from the provided list.
4. Select **Continue** to complete the change.

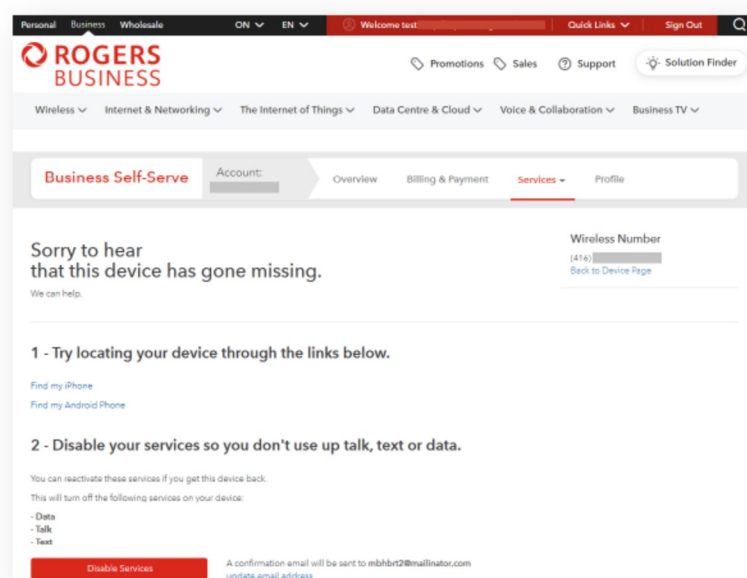
To change a subscriber's mobile number to a new area code, please **contact us**.



## Suspend or restore mobile usage for lost or stolen device

Suspend or restore mobile usage in the case of a lost or stolen device with these steps:

1. Select **Lost or Stolen Phone? Suspend Service**.
2. Select **Disable Services**.
  - a. The mobile account won't be cancelled. We'll just suspend services to this device so it can't be used.
  - b. Monthly fees and charges incurred before you suspend this device's services will still apply.

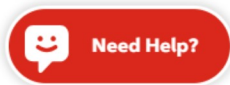


If you get this device back or get a new device and SIM card, you can restore your services by selecting **Restore Service**. You may need to restart your device.



# Additional resources

For more help with MyBusiness Account, review all our support resources

Support Articles	Chat with Rogers Assist	Call us
<p>Browse our support pages to find the answers you need. We have a wide range of self-help, FAQs and troubleshooting articles to help you.</p> <p><a href="#">Go to Business Support</a></p>	<p>Select the <b>Need Help?</b> Widget on MyBusiness Account.</p> <p></p>	<p><b>Billing and account changes</b> Monday - Friday: 8:00 AM to 7:00 PM</p> <p><b>Technical support</b> 24/7 1-866-727-2141</p>