



SHAW MOVING CHECKLIST

Schedule your move with us.



Chat via MyShaw app



Chat online at shaw.ca



Call in at 1-888-472-2222

Shaw)

Before you move

- Let us know you're moving between two and four weeks** in advance to ensure a preferred activation time is available. Chat with us on the **My Shaw app** or by logging in to My Shaw at **shaw.ca**.
- Have this information handy:** your move-out date of your current address, your new address and your move-in date.
- Self Connect at your new home.** That way you can move on your own time and terms (some exceptions apply).
- Tell us if anything's changing.** If you're moving to a bigger house or need to add services, give us a heads-up. Our team will make sure that we're giving you the best product and offer available.
- Let us know what kind of place you're moving to.** Condos, rentals, and new build houses can impact your move so we'll make sure we're prepared for anything.
- Pack up your Shaw equipment and other electronics.** Try to keep everything together for a quick and easy set-up on move-in day. Grab everything that's connected to your Shaw services (boxes, splitters, cords). Make sure you don't forget anything!
- Take pictures of how everything is set up.** You'll want to make sure you set up everything the same way.
- Return any equipment you don't need to Canada Post.** You'll want to make sure you have a shipping label created when you chat with us to book your move.

Activation day with Self Connect

- Find the right spot!** First step for the best experience is to place the Gateway Modem in a central location in your home.
- Set up your equipment.** Follow the step-by-step instructions that will be included in the box.
- Activate your services.** Log in to **My Shaw app**, or through our website, select the service activation notification and follow on-screen instructions.

Activation day with a Shaw Technician

- Our tech will call or text you** on the morning of your installation to confirm your time for the contactless install.
- Be home for the technicians contactless install window.** The technician will be doing all necessary work outside while you connect inside. If you need any extras supplies (cables or splitters) the technician can bring them to your door.
- Try to set up everything like it was at the old address.** Some installations require specific arrangements, if you're not sure the technician can walk you through it remotely.
- Make sure your services are working** before the tech leaves. Check your WiFi, email, TV etc.

After your services are activated

- Keep your billing information up to date.** Depending on where you move, your account information may change, so it's important to double-check your online banking information on **My Shaw** through the app or by logging in on our website.
- Stay connected with eBill and autopay.** Sign up for electronic billing and auto-payments through your **My Shaw** account to always stay up to date.