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.