

inReach Support Center

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We want to advise you of some changes and how they affect you as an inReach subscriber.

Our name is changing

You may know that Garmin acquired DeLorme and the inReach product line in 2016. As the Canadian master distributor for inReach, Roadpost has been doing business under the name inReach Canada since 2011. With the acquisition, our master agreement is ending and Garmin will assume responsibility for future consumer retail sales. We expect this change to take place on September 20, 2017.

As part of that transition **we are retiring the inReach Canada name**; however, we'll continue to support our entire community of inReach users just as before and with Garmin's full backing, except now under the Roadpost banner.

How do these changes affect me?

Your inReach services and support will not be affected by this change. Whether active, suspended or deactivated, as a current or past subscriber nothing will change other than you'll see the inReach Canada name and logo replaced with Roadpost.

- You can still expect the same standard of service and access that you have always enjoyed, but when we answer your email or call it will be as Roadpost.
- If you need 24/7 technical support, customer care or invoicing support you can count on us as always.
- If you need to make changes to your account, add a device, change plans, suspend or reactivate an inReach device, simply [log in to your account](#) as usual.
- When you visit the inReach Canada website or Facebook page in the future, you'll see the Roadpost logo but you'll still find the same helpful people and info.

It's a pleasure to have you as a member of our large inReach community in Canada. Rest assured that we remain just as committed to maintaining your complete satisfaction, as we have been over our 25-year history!

Should you have any questions or require further information, please do not hesitate to contact us via email: inreachcare@roadpost.com

All the best,

The inReach Customer Care Team at Roadpost

FAQs:

Will there be any changes to current pricing?

As an existing or past subscriber, you can continue to take advantage of our affordable Standard Consumer Plans, and all the flexibility you currently enjoy with being able to change, cancel or suspend your service.

Can I add additional devices to my existing account?

Yes, if you need to activate another inReach on your current account just visit inreach.garmin.com and activate online as usual. Check out our [knowledgebase article](#) for info on how to add a device.

If I have a friend that's new to inReach, can they sign up with Roadpost?

Anyone creating a new consumer account will automatically be directed to Garmin for activation and support. However, if they had an inReach account at any time prior to the transition, they can continue to enjoy Roadpost support and monthly plans when logging in with their same email address.

If I had an active device with inReach Canada in the past, can I reactivate with you in the future?

Yes! If you are a past subscriber, you will still be able to take advantage of the same great rate plans and service simply by logging into your existing account. Note that you may need to [update your credit card information](#).

How does this affect me if I use inReach for business?

Anyone using inReach for business with an inReach Pro plan will continue to be able to create new enterprise/government accounts with Roadpost after the transition. Under the terms of a new agreement with Garmin, Roadpost Inc. will distribute and support the inReach Enterprise solution, and support inReach devices activated on our proprietary GeoPro Lone Worker Solution platform (geoprosolutions.com).

What will happen to the inReach for business product line?

Roadpost will offer the full suite of inReach Enterprise services on behalf of Garmin, as well as continue to service and support inReach devices activated on Roadpost's proprietary GeoPro Lone Worker Safety Solutions platform. To learn more about using inReach for communication, safety or location awareness in a business or government organization, please call 1.888.949.9924, email corporatcare@roadpost.com or visit our websites:

- Learn more about the [inReach Enterprise](#) web app and subscription pricing
- Learn more about the [GeoPro work alone solution](#) and web application