

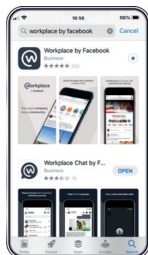
FRONTLINE USER – Log In Journey for Workplace by facebook

A step-by-step guide on how to sign up and log in to Workplace by Facebook

STEP 1

DOWNLOAD THE APP VIA THE WORKPLACE BY FACEBOOK APP

Access the App Store or Google Play and **Search for 'Workplace'**. Take care not to select the Workplace Chat app by mistake. Download Workplace by Facebook.



STEP 2

LOG IN

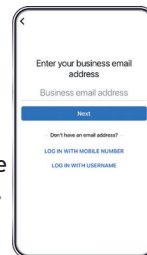
Open the app and select **Log in**.



STEP 3

ENTER YOUR EMAIL ADDRESS / USERNAME

Where it asks for your business email address, please use the email address / username that was included in your payslip – the username ends with @royalmail.co.uk (do not use a personal email address). Tap **Next**.



STEP 4

SIGN IN

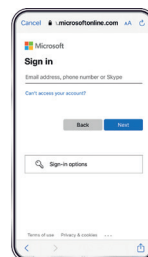
You will see the message 'Workplace wants to use workplace.com to sign in' – click **Continue**. If you have other Microsoft accounts, you may go to a Microsoft screen, where you are asked to 'pick an account', click 'use another account' (you may not see this screen if you do not already have Microsoft accounts).



STEP 5

CONFIRM DETAILS

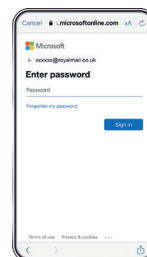
You will now need to re-enter the email address / username.



STEP 6

ENTER PASSWORD

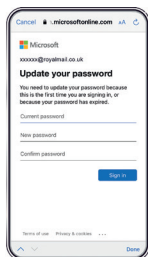
You will now need to enter the password that's shown on your payslip.



STEP 7

UPDATE YOUR PASSWORD

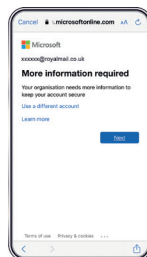
You will be asked to update your password, type in the **Current password**, provided on your payslip, and then type in your **New password** and **Confirm** your new password in the box below, select **Sign In**.



STEP 8

MORE INFORMATION REQUIRED

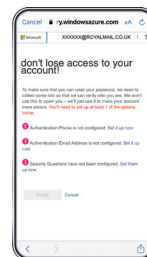
Royal Mail needs to collect some further information, so we can verify who you are if you forget your password in future – click **Next**.



STEP 9

DON'T LOSE ACCESS TO YOUR ACCOUNT!

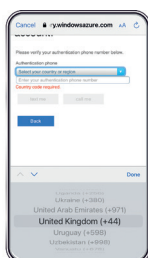
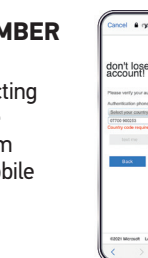
Choose one or more of the authentication questions you'd like to set up and click on the blue **'Set it up now'** link text.



STEP 10

SETTING UP A MOBILE NUMBER FOR AUTHENTICATION

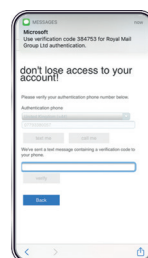
Select your country code by selecting the down arrow and selecting the country from the list at the bottom of the screen, and add in your mobile phone number.



STEP 11

VERIFY

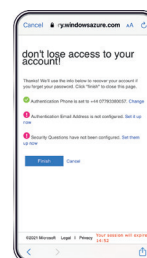
You will be sent an authentication text to your phone, enter that and click **Verify**.



STEP 12

VALIDATE OR FINISH

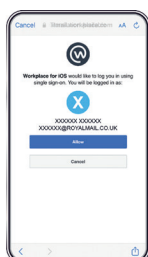
You can either set up other validation questions or click **Finish**.



STEP 13

GIVE PERMISSION

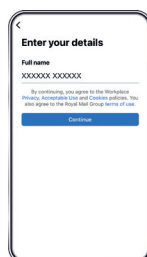
The following screen will display, click **Allow**.



STEP 14

ENTER YOUR DETAILS

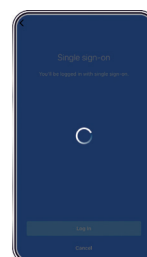
Your full name will be populated here, click **Continue**.



STEP 15

SIGN IN

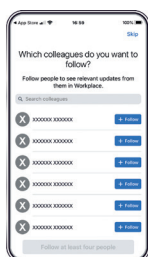
You will be signed in using single sign-on.



STEP 16

START FOLLOWING

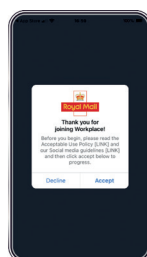
Follow at least four Royal Mail colleagues.



STEP 17

TAP TO ACCEPT

You will then be asked to accept the policies and guidelines for using Workplace. Please read these carefully and tap to **Accept**.



STEP 18

CONGRATULATIONS - YOU'RE THERE!

You are now logged in to Workplace at Royal Mail!

