

No. 279/25

23<sup>rd</sup> December 2025

Dear Colleagues,

## Robin

Branches will be aware that in recent months the business has begun to migrate their own communication platforms away from Workplace and the People App to a new platform called Robin.

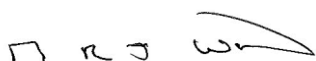
The union understand the concerns widely reported by our members on social media concerning the switch to the Robin platform and therefore met the business with a view to provide our members with further guidance on how to navigate this new platform. As a result of these meetings the business has now shared with the CWU the attached documents:

- Introduction to Robin (Annex 1)
- One page employee guide on how to login to Robin (Annex 2)
- Robin 4 step guide (Annex 3)
- FAQ document for Robin (Annex 4)
- Step-by-step video instructions -  
<https://vimeo.com/1133765620/3e0d1c3094?share=copy&fl=sv&fe=cj>

I trust this information will be prove useful to our members.

Any enquiries in relation to the content of this LTB should be addressed to the DGS(P) Department.

Yours sincerely,



Martin Walsh  
**Deputy General Secretary (Postal)**

# Introducing ROBIN

Robin is the front door to everything you need working at Royal Mail. Your go-to employee app.

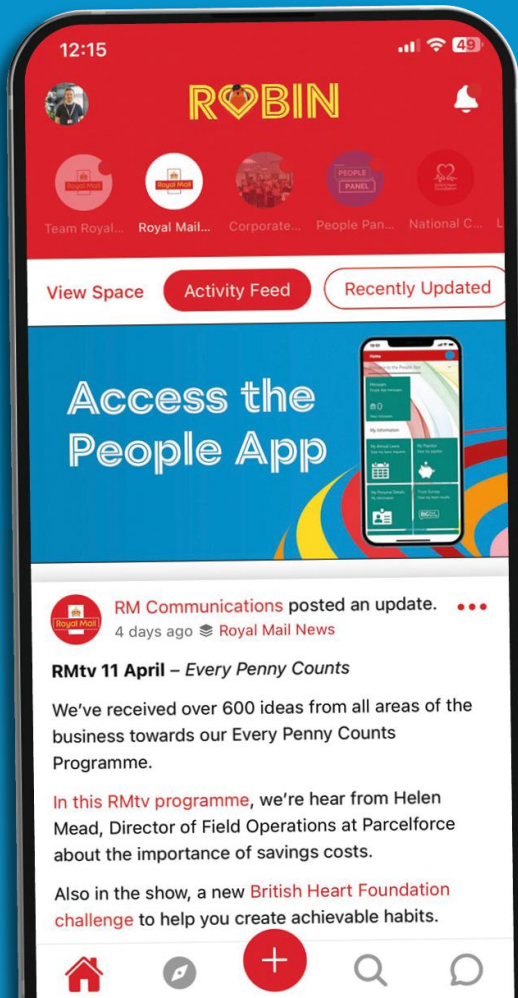
It has news, updates, live events and pages of information and tools – and it's all in one place.

And importantly we're evolving the People App and it's on Robin that colleagues need to start accessing it. The original People App will be unavailable in the new year, with plans to remove it by the end of January.

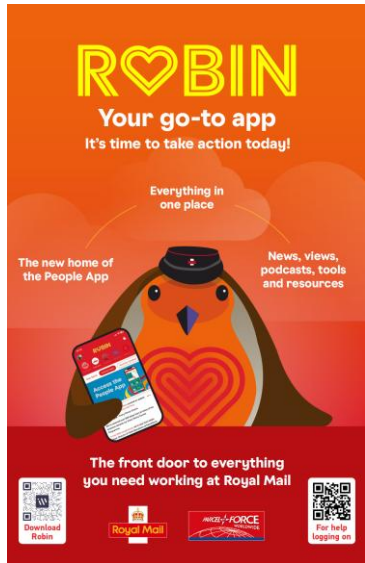
Robin gives all colleagues a single Royal Mail digital identity. Using one username and password, you'll be able to get straight through to not only the People App but a host of other applications, systems and platforms.

From Robin you can start any digital journey – and find the answers to anything you need.

Robin is for ALL colleagues – at Royal Mail, Parcelforce, PFSL and Storefeeder.



# Spreading the word



Robin launched to all colleagues on May 22. We made it clear from this moment of the intention to provide one digital platform for everything a colleague needs.

At the launch, we told people there would be a period where both the original People App and the People App inside Robin would co-exist to get people used to Robin and time to make the switch.

In recent weeks we've said it's in the new year that the People App will permanently switch to being through Robin only. A multi-faceted communications countdown plan is underway providing fair warning and instructions to all colleagues, using the People App switch as the main hook.

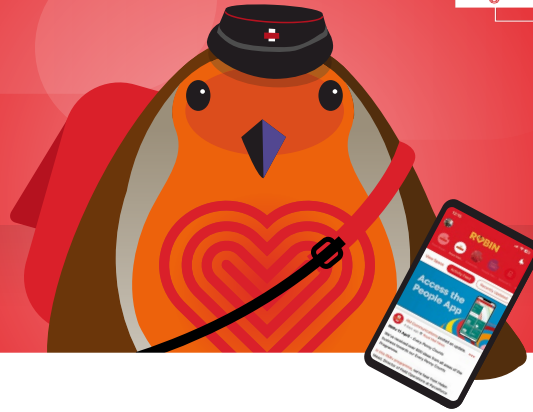
This campaign has already included home mailings, Worktime Listening and Learning sessions, payslip messages, RMTv episodes, Courier content, face-to-face briefings and events, posters to sites and PDA messages.



# ROBIN



## How to log on to Robin



The following instructions are a step-by-step visual guide to activating your Robin account for **frontline operations colleagues**.

### Top tip

You CANNOT use a personal email address. You must use the Royal Mail, Parcelforce or PFSL email given to you at registration throughout the process – including for Microsoft authentication.

- 1 Download the Workvivo app using this QR code or by searching Workvivo in your app store.
- 2 Open Workvivo and select 'get started'.
- 3 Type Royal Mail into organisation name – do not enter a personal email address, this will not work.
- 4 Select 'Next' then select 'Register'.
- 5 Complete the form and select 'Verify me'. You need your pay number, postcode, date of birth and National Insurance number. Check your information in the Personal Details tile of the People App.
- 6 You'll be given a username and temporary password. Select 'copy password'. Then 'proceed to login'.
- 7 Paste the temporary password you copied on the previous screen – DO NOT select 'Forgot my password' as this will not work for you.
- 8 For security, you'll be asked for some further details to register your account. Do not select the next button on the 'keep your account secure' screen. Instead select the 'I want to set up a different method' link at the bottom of the screen. On the 'choose a different method screen', select Phone.
- 9 Enter your mobile phone number and select 'receive a code by text/call'. Once the code is received, enter it and select 'Next'. Your username and password will pre-populate for you on the next screen.
- 10 You can change your password at this point to something more memorable. Then, 'launch Workvivo'.
- 11 Pass through the Terms and Conditions and personalise your profile with a picture or notification settings. Then, you're in! Find the People App at the top of your activity feed and in the apps section. Then explore the rest of what Robin has to offer.



Scan the QR code or go to the Robin section of Content on Demand for ease of watching and logging in at the same time.



### Top tip

From time-to-time when accessing the People App from Robin you'll be asked to authenticate with Microsoft. This is normal and keeps your account secure. Be sure to use your Royal Mail username when you log in to Microsoft – not a personal email.



# 4 steps to log in to R♥BIN



Follow this guide to logging in to Robin if you do NOT use a name@royalmail.com (or Parcelforce equivalent) login at work.

There is a different process depending on whether or not you have previously logged in to Workplace.

If you have not, or you cannot remember, you will need to go through some verification steps to get your credentials – don't worry it is quick and easy.



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**workvivo**

**Please note you cannot use a personal email address to log on to Robin.**

**1**

**Download the 'Workvivo' App**

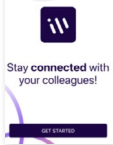
Search 'Workvivo' (the app company behind Robin) in your relevant App Store or scan this QR code to go direct to the app. Once you've downloaded Workvivo. You have a choice for your next step between 2a OR 2b, depending on whether you've previously logged in to Workplace or not.



**Either follow**

**2a**

**If you do NOT know your Workplace username OR Workplace password**



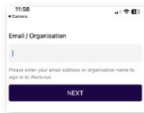
- Open Workvivo and select 'Get started'

- Type Royal Mail into 'organisation name' (in exactly this format)

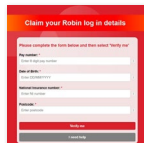
**DO NOT enter a personal email address as this will not work**

- Select 'Next'

- On the next screen select 'Register'



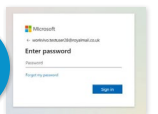
- Complete the form and select 'Verify me'
- You can check the information you need for this via the Personal Details tile for pay number, postcode and date of birth and your payslip or P60 for your National Insurance number.



**Either, if you see this...**



**Or, if you see this...**

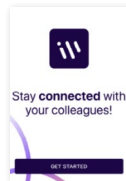


- If you've never logged in to Workplace, go to step 3 option b)
- If you've previously logged in to Workplace, you'll see this Microsoft screen. You will need to go to step 3 Option c), then select 'Forgot my password' and reset it.

**Or follow**

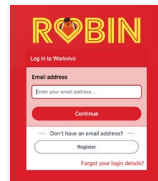
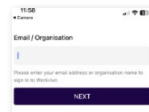
**2b**

**If you DO know your Workplace username and password**



- Open Workvivo and select 'Get started'

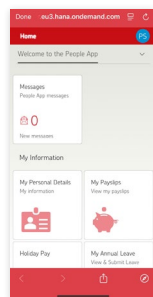
- Type in Royal Mail into 'organisation name' (in exactly this format)  
**DO NOT enter a personal email address as this will not work**
- Select 'Next'



- Enter your @royalmail.co.uk username and password – the same ones you use for Workplace
- Select 'Continue'
- Move to step 3 Option a)

**If you're accessing the People App through a personal phone**

- For security, as is usual with other Royal Mail apps and systems, you will be asked to give a second level of authentication
- You will likely have to do this the first time you go through to the People App from Robin
- After that, you will be asked to do this from time-to-time to ensure your account is secure
- The authentication will be the same as the details given when registering your account, such as a text to your phone.



**3**

**Protect and personalise your account**

You'll now be taken to Royal Mail's secure Microsoft log in pages, there are three options:

**Option a) – You know your Workplace password**

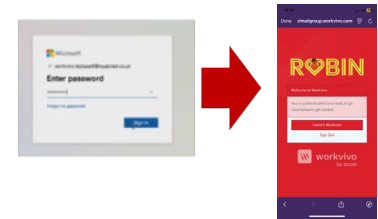
- Your username will be entered automatically
- Re-enter your password and select 'Next'
- For security, you'll be asked for some further details to authenticate your account
- On the next Robin branded screen select 'launch Workvivo' and skip to Step 4.

**Option b) You've never logged in to Workplace and don't have a password**

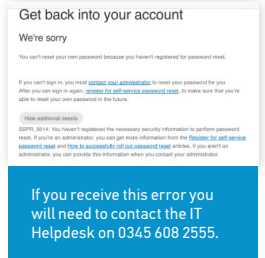
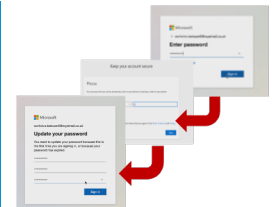
- You will receive a username and temporary password
- Select 'copy password' (you do not need to copy the username as it is automatically populated)
- Select 'Proceed to login'
- Paste the temporary password you copied on the previous screen – **DO NOT click 'Forgot my password' as this will not work for you.**
- For security, you'll be asked for some further details to register your account
- Enter your mobile phone number and select 'Receive a code by text/call'
- Once you have received the code, enter it and select 'Next'
- The next screen will automatically populate with your username and temporary password
- You now have the option to change your password to something more memorable
- On the next Robin branded screen select 'launch Workvivo' and move to Step 4.

**Option c) You have a Workplace password but you have forgotten it**

- Your username will be entered automatically. Select 'Forgot my password'
- On the 'Get back into your account' screen, re-enter your email address and complete the captcha
- On the next screen enter your mobile number and select 'Receive a code by text/call'
- Enter the code into the next screen. Select 'Next'
- Enter a new password and select 'Finish'. You'll get confirmation that your password has been reset.
- Select 'Click here' to go to the login screen and enter your username and new password
- On the next Robin branded screen select 'launch Workvivo' and move to Step 4.



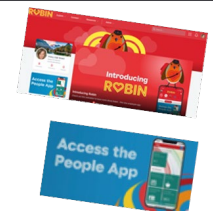
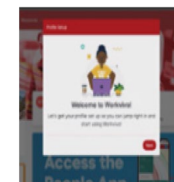
Please note: If any of your previous contact details have changed and you can't recover your account, you will need to call the IT Helpdesk on 0345 608 2555.



**4**

**Getting set up**

- Accept Robin's Terms of Use. Select 'I understand and accept'
- You'll be prompted to personalise your profile (profile picture, language, notification preferences etc.) You can do this any time.
- You're now registered and ready to fly!



# R♥BIN

## FAQs



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### Accessing Robin

#### How do I access Robin (frontline)?

**You cannot use a personal email address to log on to Robin.**

**If you've previously used Workplace:**

**Username:** Your @royalmail.co.uk email address  
(**NOT** @royalmail.com).

**Password:** The same password you used for Workplace.

**If you've never used Workplace and don't know your Royal Mail credentials:**

Go to the Robin homepage and select the 'Register' button. Answer the verification questions to claim your login details. Once verified, you'll receive a username and temporary password.

Watch out step-by-step video guide [here](#) for support or use the instructions on our poster, sent to sites.

#### Can I use a personal email address?

You cannot use a personal email address to log on to Robin. You can use it on the previous version of the People App but it will not work on Robin and isn't needed for the People App version that sits inside Robin as you will already be authenticated with your Royal Mail account.

#### Why am I being taken to Microsoft screens?

You need Microsoft Authenticator to secure your accounts through multi-factor authentication by using your phone as a second factor of verification, which helps protect against unauthorised access. It provides a more secure way to sign in than a password alone. Additionally, it can be used to help with password recovery or to sign in if you have forgotten your password.

#### I'm trying to access the People App in Robin but it won't login

You need to go through the Microsoft authentication steps. Ensure you are using the Royal Mail email given as your username when you registered. Do not attempt to use a personal email address here.



#### How do I access Robin (connected)?

For 'Connected' colleagues, your login credentials are exactly the same as those you use to log in to your work Microsoft account – so your Royal Mail email address and your current Microsoft password.

#### How do I know if I am a connected or non-connected user?

Typically, colleagues who use a royalmail.com email address for their work and have logged in with a royalmail.com email address at work previously, are referred to as connected users.

#### Can I use the same username and password that I have used to log on to the original People App?

No, the new version of the People App is accessed through Robin. Robin provides access to a range of business news, information, and Spaces as well as access to the People App. By providing secure access to Robin, we can enable authenticated users to access the People App without needing multiple usernames or passwords. A Royal Mail identity allows us to identify all employees without the need for private, personal email addresses to be used to access work information.

**You cannot use a personal email address to log on to Robin.**

#### Who has access to Robin?

All Royal Mail, Parcelforce and PFSL colleagues have access, as well as fixed-term contractors. Day contractors and agency workers will not have access.

#### I haven't received my username and password. Where do I get this?

**For frontline colleagues, if you've previously used Workplace:**

**Username:** Your @royalmail.co.uk email address  
(**NOT** @royalmail.com)

**Password:** The same password you used for Workplace.

**Continued:**

If you've never used Workplace and don't know your Royal Mail credentials:

Go to the Robin homepage and select the 'Register' button. Answer the verification questions to claim your login details. Once verified, you'll receive a username and temporary password. For more detailed instructions on accessing Robin, see the step-by-step guides at the top of [myroyalmail.com/robin](https://myroyalmail.com/robin). If you use an @royalmail.com email address for work, or Parcelforce equivalent, your login details are your Royal Mail Group (RMG) credentials:

**Username:** Your @royalmail.com email address

**Password:** The same password you use to log into your RMG device.

## I can't remember my password. What do I do?

**For connected colleagues:**

If you forget your password, please contact the IT Service Desk on 0345 608 2555. They will assist you in resetting your password.

**For frontline colleagues:**

If you forget your password, enter your username on the login page. When you reach the Microsoft page, select 'Forgot my password'. Follow the prompts to reset your password via the self-serve option.



## Security and data

### Now that there isn't a memorable word is my personal data in Robin less secure?

Your data is still as secure as ever, if not more so. Robin uses the same single sign on / multi factor authentication security that is used across Royal Mail Group. We've enabled authenticated users to access the People App without needing multiple usernames or passwords. A Royal Mail identity allows us to identify all employees without the need for private, personal email addresses to be used to access work information.

### Why has the 'memorable phrase' been removed?

A memorable phrase remains in place for users accessing the original People App. Robin uses new additional measures to authenticate users' credentials before they can access the People App. Users will be asked to give a second level of authentication with a code from the Microsoft Authenticator App or, for some users, a code sent by text to their registered mobile phone number. If you're already securely logged in to the Royal Mail network, on a Royal Mail device, this may not be

necessary, but employees can be assured that a second level of authentication is in place to protect their data in addition to their email address and password.

### Is the use of my personal data compliant with the UK GDPR?

We need to use personal data to provide you with access to business services and information relevant to your work. Personal data is needed whenever a user logs on to any business system. The processing of personal data for employment-related purposes is described in our People Privacy notice in accordance with UK GDPR. We need to use data which identifies you so that:

You can securely log on to Robin – only authenticated users can access business information on Robin and view their own information in the new People App.

You can access business news and information and access the People App through Robin. However, it's up to you whether you wish to comment, like or share information on the platform. There is no obligation to add additional data if you don't want to.



## One-stop-shop with Robin

### When is the People App closing?

Once you have logged into Robin, as the new home of the People App, this should become your primary access route for the People App. You will go straight through from Robin to our new version of the People App. The original People App is closing in January.

### From when will staff need Robin to view payslips?

The People App remains the primary route for payslips. Eventually, the People App will only be accessible via Robin, but both options work currently. Come January, only in the People App on Robin can you access payslips.

### How do I access PSP from Robin?

You can only access PSP if you're a 'connected' user – so one with an @royalmail.com email address or Parcelforce equivalent. To find it, you'll need to be connected to VPN or in a Royal Mail location and can use your desktop browser version of Robin to navigate to the Apps section under Resources. You will also find it directly in your 'Mega Menu', which is the square of dots in the top right next to your profile picture.

### Where can I find the tools and resources I use on the Intranet?

There is a link to the classic Intranet in the Apps section – found under Resources when on your desktop browser. It's also available in your 'Mega Menu', which is the square of dots in the top right next to your profile picture.

**Continued:**

## How is Robin moderated?

System administrators and Space owners/admins will all proactively monitor Robin and/or their Spaces, ensuring the information published and any posts are appropriate. Any user can report a post they believe is inappropriate.

## How do I report an inappropriate post?

If you believe you have seen an inappropriate post, click on the three dots in the upper right of the post and click report post, giving your reason. It will then be subject to our moderation process.

## What happens if an individual makes an inappropriate comment or post?

When signing up to Robin you are asked to attest to its Terms of Use. This explains that inappropriate activity could potentially lead to action in line with the conduct process. We are introducing a new moderation process. Those moderating Robin will review and remove any inappropriate comments or posts. Individuals will be contacted by their line manager and action may be taken as required.

## Is the Intranet Sharepoint site coming into Robin as well?

Some of the information from our traditional Intranet forms our Pages section on Robin, and we have started to move Intranet information to make it accessible to all employees. As Robin takes off, over time anything that remains current from the classic Intranet pages will move over to Robin. Our classic Intranet is no longer supported by Microsoft. Sharepoint and Teams will continue to be used for collaborative working. Whilst we anticipate that Robin will be for hosting final documents for all colleagues to read.

## I'm not interested in social media. Can I sign-up to Robin without the activity feed element?

When you sign up to Robin you are signing up to the entire App, however, individuals can adjust their notification settings and it's up to an individual whether they wish to engage with a specific area of the platform. For instance, you can simply log on, access the People App through the billboard asset at the top of your homepage on the app or via Apps and see your payslip without engaging in the social media aspects if you prefer not to.



## Using Robin

### Can I change my password in the app? And does this affect my other passwords?

No, you cannot change your password in Robin.

### How do I update my profile photo?

If using the app, select the photo or initials in your top-left corner. On the next screen, select it again. You will then be on your profile page and will have to select the picture or your initials a third time. You will then see options to change your picture using photos in your phone library or take a new one.

### Where do I go to for help using Robin?

There are several documents and films that will help you make the most of Robin and assist you in using it. The first place is to access the Robin [Feedback Hints & Tips](#) Space. There are useful resources here and you can also ask questions and collaborate with others looking to get the most from Robin.

### How do I adjust my notification settings?

Select [here](#) for assistance in setting up your notification preferences.

### Am I able to upload documents?

Documents are a feature of Robin, but the business has decided not to allow colleagues to upload their own documents – to ensure document management and control. All documents will be managed and updated centrally. The Internal communications team will oversee the Documents section as a current library, ensuring a single source of truth. The Documents section will develop over time.

### How are Spaces administered?

Every Space has a Space owner and administrator responsible for content and accepting members to the Space and will work with the Space Admin to set up any auto-enrolment rules.

### Can we use private chat groups on Robin?

Yes, Robin has a Chat option. You are able to create group chats for up to 500 people and they can be created from Spaces, too. Workvivo is working hard on adding greater functionality to its Chat options and as they do, we will communicate more about the best ways to get greater use from Chat.