

ConnectoR FAQs

FEATURES AND BENEFITS

What is ConnectoR?

ConnectoR is Rogers' digital employee communications tool that serves as a primary source of company news and helpful information for all employees no matter where they work in the world or their role in the company. Available as an app or web experience, ConnectoR gives you quick and easy access to the news, information, resources and people you need at Rogers.

What is Firstup?

Firstup is a software platform. It's the behind-the-scenes engine that runs both the ConnectoR app and website experiences. You will notice Firstup most with the app, as its icon will appear on your smartphone's home screen.

Is ConnectoR the same as RogersNET?

RogersNET is our company intranet, with a feature-rich homepage including Rogers News. RogersNET also serves as a portal to volumes of company information that can be accessed through Department pages, EtQ, and a plethora of other resources. That will not change.

With this upgrade from the Dynamic Signal platform to Firstup, all ConnectoR posts will also appear in the Rogers Newsfeed on RogersNET; no longer will news postings differ between RogersNET and ConnectoR. This gives employees a single source of truth that they can access on the Rogers network via RogersNET, or on their mobile device via the Firstup app. Rogers News articles on RogersNET will not only have the "like" capability but the upgrade will enable employees to comment on Rogers News stories on RogersNET.

Can I create my own posts on ConnectoR?

Not only can you but it's encouraged! ConnectoR is a community. It's *for* our employees, *by* our employees. It's where you can interact with leaders and connect with colleagues from around the world. It's where you can share your voice and tell your stories. It's where we all become one global Rogers team.

When you post on ConnectoR, you can post to the entire company, like Rogers News, or only for the locations you select. For example, you can announce an event at your site, celebrate a local safety win, or spotlight an operations milestone. If you need help, contact Brand, Culture and Communications at CorpCom@rogerscorporation.com.

Who can join ConnectoR?

ConnectoR is open to all Rogers employees – hourly and salary; in the office, in the breakroom, and on the road; business unit or function – everybody is welcome.

Why should I join ConnectoR?

ConnectoR will give you quick and easy access to the latest news and a collection of employee-focused, social-media-like channels that cover a range of topics. From what's happening globally at the company to what's happening locally at your site, ConnectoR keeps you informed.

ConnectoR is also customizable, and in just a few easy steps, you can personalize your experience. Subscribe to the channels you want and catch up on what's new in just a few minutes a day with content that's summarized in your newsfeed or home page.

Available "push" notifications also provide you with real-time updates for quick access and possible action.

What are the other key features of ConnectoR?

Beyond being able to get all the latest Rogers news and information personalized based on your interests, ConnectoR offers other features that include:

- Engaging with Rogers leaders
- Connecting with co-workers from your location and around the world
- Sharing your Rogers stories, pictures, videos, and experiences
- Interacting with content, posting comments, responding to the news, and answering polls

Does it cost anything to join Connector?

No. The app and website experiences are both free.

Do I have to join Connector?

No. Connector is entirely optional. However, we encourage you to join, given that Connector will be the primary source for Rogers news and information going forward.

I've just joined via the web, but I also want to use the app. Do I need to rejoin on the app?

No. You only need to join Connector once. Connector “remembers you” across the experiences,, so you don’t need to re-register on different platforms. After you download the app for the first time, you will need to enter our organization code, “Rogers”. Then, enter your Rogers email address and password into the app login screen. You’ll then be able to access Connector via the app, as well.

Can I use Connector on my personal smartphone?

Absolutely. The Firstup app – which is the “doorway” to Connector – can be downloaded to your smartphone. The app is iOS and Android compatible. (Please scroll down to learn how your personal data is protected.)

Do I have to enable push notifications?

No. Enable push notifications only if you want to receive them.

Are there restrictions as to what can be shared on ConnectoR?

Yes. Our Code of Ethics, Harassment, and External Communications & Social Media policies apply to ConnectoR, so anything of a profane, discriminatory, or defamatory nature is strictly prohibited.

What about languages? Is the content only in English?

ConnectoR has built-in translation capabilities. The platform automatically adapts to your smartphone or computer language settings, offering you the option to translate text into your native language.

PRIVACY AND PERSONAL DATA

Will my employee data be used with ConnectoR?

Only to authenticate that you are a Rogers employee. When you first register with the app or the website, you will need to enter your SuccessFactors Employee ID number and your date of birth (dd/mm only – no year). The system will verify you as a Rogers employee and take you to the ConnectoR experience. This verification step only needs to happen once. After you register, you will log in via your chosen username and password.

Will my user data be collected if I join ConnectoR?

Yes and no. The system will show if you are registered and the channels you have selected to follow, as well as if you have chosen to receive push notifications. The system will also identify you as the user if you post content, like a post or comment on a post. Beyond that, any user data collected by the system is essentially anonymous. The system can only see the “what”; not the “who”.

Will my data be protected if I join ConnectoR?

Yes. ConnectoR operates in a secure environment and complies with Rogers’ standards. Our partner, Firstup, takes security seriously. Its industry-leading security, privacy, and compliance processes are in place to help ensure data security. It’s one of the reasons we selected Firstup from a range of employee communications platforms.

Will my privacy be protected if I join ConnectoR?

Yes. ConnectoR complies with government- and company-mandated data privacy protections, including General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA).. Multiple layers of controls are built-in to deliver a customized experience without compromises and for peace of mind.

Can I “unjoin” from ConnectoR?

Yes. You can send your request to leave the platform to Brand, Culture, and Communications at CorpCom@rogerscorporation.com. Your membership will be stopped within 72 hours of receiving your request.

Can I also remove my data, including anything I’ve posted, from ConnectoR?

Yes. From the ConnectoR experience, go to your account settings (upper right corner of the screen) and select “Edit profile” and then “Erase all my personal data.” You can also send your request to remove all your data from the platform to Brand, Culture, and Communications at CorpCom@rogerscorporation.com. Your information will be removed from the system within 72 hours of receiving your request.

Does Rogers Corporation or Firstup have control and ownership of the content in the ConnectoR app and what is shared within it?

No. Firstup and Rogers Corporation do not own the rights to what users post in ConnectoR. Administrators do have the ability to manage and remove public comments in ConnectoR if deemed inappropriate.

Who can I contact for help if I have problems with ConnectoR?

See the “Technical Questions” section in this document. You can also route technical problems to support@Firstup.com, or visit the ConnectoR site for our troubleshooting guide. Any general inquiries or questions can be sent to Brand, Culture and Communications at CorpCom@rogerscorporation.com.

Who can I contact if I have more questions?

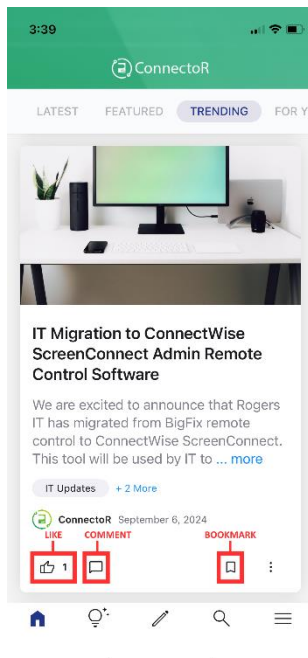
You can reach out to Brand, Culture and Communications at CorpCom@rogerscorporation.com.

TECHNICAL QUESTIONS

I'm having trouble accessing/using ConnectoR, who do I contact?

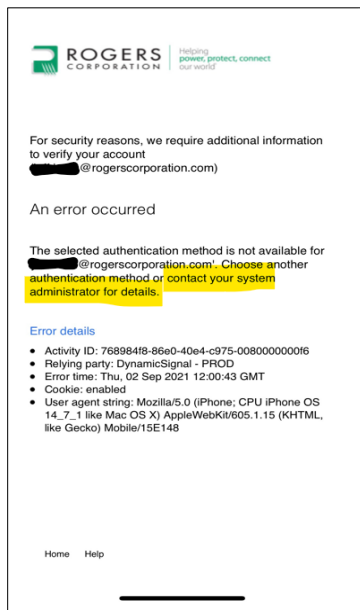
ConnectoR is now powered by the Firstup app. Please visit the [ConnectoR page](#) where you can access additional resources and recorded training videos.

If you continue to have issues, contact the Brand, Culture and Communications team at Corpcom@rogerscorp.com.



How do I interact with posts on ConnectoR?

Users can interact with post using basic functions including liking, commenting, and bookmarking (shown in image). In addition, if you would like to tag a colleague in your comment to ensure they see the post, simply use the @ symbol and type their name. Please note that tagging colleagues in the comments is not available when accessing ConnectoR from the RogersNET homepage.



Why am I getting an error message in the multi-factor authentication step of downloading Connector?

For some people, particularly those who do not use email regularly, you may have an issue with multi-factor authentication (shown in image). If you run into this issue, please contact the Help Desk at ext. 7777 or through the ticket process on RogersNET. The fix is quick and easy to implement.

Q: I have an older phone and it doesn't have much storage on it. How much space will the app take?

Generally, the app itself uses roughly 150MB. With additional files, such as graphics or photos, the Dynamic Signal app will require less than 200MB. For comparison, Facebook uses about 350MB and LinkedIn uses roughly 400MB, so they take up quite a bit more space on your phone than the Firstup app.

How do I unsubscribe from a topic in my news feed?

All employees are automatically subscribed to all global topics and applicable targeted topics in the news feed (targeted topics include region, site, department, etc.). You can unfollow topics under your personal profile.

Will I need to sign into my app-specific accounts when using the Connector Quick Links?

Yes. If you navigate to a platform outside of Connector using a Quick Link within the app, you will still need to log in using the app-specific credentials.

How is Connector different from WeChat?

Connector is a companywide mobile community, with content that can be viewed in multiple languages.

It features global information that will eventually be targeted directly to specific regions, business units, departments, sites and more. WeChat is a social media messaging app used primarily in China.

Is ConnectoR connected to Microsoft Teams?

Yes. Firstup has a built-in Microsoft Teams app that conveniently allows employees to view and use ConnectoR right within Teams.

Will the comments and poll responses in ConnectoR also be viewable in RogersNET?

Yes, now that ConnectoR is integrated with RogersNET, news stories and polls, as well as the associated likes and comments, will be viewable on both ConnectoR and RogersNET.

How long is content going to be kept in ConnectoR?

At this time, content in ConnectoR has no expiration date. Feel free to save posts within the app and view them at your convenience. Further, we migrated 65% of past ConnectoR content over to the Firstup environment so you can still refer to older posts.

Is there a way to clear the notifications once you have viewed them?

Yes. To clear a notification, simply tap on the notification and it will disappear.

How do I enter the drawing for a chance to win \$500?

Download ConnectoR and engage with content to automatically be entered for a chance to win \$500. Here's how to enter:

1. **Download** the Firstup app from the Microsoft InTune Company Portal, Google Play Store or the Apple App Store.
2. **Register** an account and complete the access instructions.
3. **Engage** by liking or commenting on at least one post in ConnectoR between September 24 and the end of the year.

Three winners (one from each of our global regions) will be chosen each month for October, November, and December. Good luck!