

PeopleXD



# Frequently Asked Questions

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the  
Greencore  
way

# About People XD

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## What is People XD?

People XD is our brand-new people system, putting you in control of your personal details. People XD will give you the freedom and flexibility to manage your details at a time that suits you.

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## What can I do on People XD?

You will be able to:



**Update your details 24/7:** You can access your personal information anytime, anywhere, through our easy-to-use secure People XD web browser on your device. Update your contact details, bank information, emergency contacts and pension contributions.



**Document Upload:** Need to submit a form? Take a photo and upload it effortlessly on People XD.




**Ask our HR team:** Send a message straight to our HR Shared Services team – they're here to help!

Over the next 12 months, there'll be even more exciting features on the way. It's about to make your life that bit easier!

# Registering to People XD

## How do I register to People XD?

You will be able to register through a laptop, desktop or mobile device. You will have received an important email in your inbox with the subject 'Sign up to Access Workspace' from [noreply@accesscloud.com](mailto:noreply@accesscloud.com).

**If you have access to a Greencore email address**, you will have received it in your work email inbox. Click 'Join', which will take you to the Access Group website. Enter your work email address and Windows password (if required). You'll now be into the Access Group Workspace. Click on this button  access on the left-hand side of your screen and select People XD to get started.

**If you don't have a Greencore email address**, you'll have received this in your personal email inbox. This will be the email address you use to log on to My Core Benefits (for payslips/rewards), or the alternate one you gave us in October.

### Here's how to access your platform:



#### Accessing your platform (from your phone)


Once you receive the email:

- Open the email and click on the link which will take you to the Access Group website
- Set up your own secure password
- You'll now be into the Access Group Workspace. Click on People XD (Mobile) to get started.



#### Accessing your platform (from a desktop)

Once you receive the email:

- Open the email and click on 'Join' which will direct you to the Access Group website
- Here you'll need to enter your email address and set up your own secure password
- You'll now be into the Access Group Workspace. Click on this image  access on the left-hand side and select People XD to get started.



Once registered, you can access People XD through a laptop, desktop, mobile device or using the dedicated People XD computer at your site or depot. You can also download the People XD app on your mobile device.

## How do I download People XD?

Once you've registered, you can download the People XD app. Search for 'PeopleXD' in your App/Play store and download. If asked, enter the organisation ID **grncp**, followed by your email address and password you've used to register and away you go.



# Accessing People XD

## **I haven't received my email to register to People XD.**

Check your email, junk and spam folders to make sure you've not received an email from [noreply@accesscloud.com](mailto:noreply@accesscloud.com). The subject title of the email will be 'Sign up to Access Workspace.'

If you have a Greencore email address, the email will have been sent there, if you don't, the email will have been sent to the email address you have registered with My Core Benefits (reward/payslips platform) or the new email address you provided in October 2023.



If you still can't locate the email, contact your site, depot or functional HR team who will be able to check the email address we have registered for you on the system and re-issue the email, if required.

## **I am unable to complete the registration process from the email I've been sent.**

Instructions on how to complete the registration process can be found on page 3.

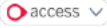
If you are still struggling to register, please log the issue by sending an email to [HR.sharedservices@greencore.com](mailto:HR.sharedservices@greencore.com), using the subject line 'People XD issue.'

You will need to provide the following information in the email:

- Full name
- Employee number
- Issue being raised: Registration to PeopleXD failed
- If possible, attach a screenshot of the error message you are getting when trying to register.



## I am unable to see the People XD portal once registered.

Once you have registered, if using a mobile device, click People XD (Mobile) or on a desktop, this button  on the left-hand side of the screen and select People XD to get started.



If you are still struggling to register, please log the issue by sending an email to [HR.shareservices@greencore.com](mailto:HR.shareservices@greencore.com), using the subject line 'People XD issue.'

You will need to provide the following information in the email:

- Full name
- Employee number
- Issue being raised: Unable to see the People XD Portal
- If possible, attach a screenshot of the error message you are getting.

## I have forgotten my password

Follow the 'forgotten password' process, by clicking on the forgotten password button. Once you have done this, instructions will be sent to the personal email address you have registered with, which will allow you to reset your password.

\*This doesn't apply to those that have a Greencore email address as you will not need a password to access People XD.

Anyone using a user name rather than an email address or who is still struggling to access the system, please log the issue by sending an email to [HR.shareservices@greencore.com](mailto:HR.shareservices@greencore.com).

You will need to provide the following information in the email:

- Full name
- Employee number
- Issue being raised: Unable to reset password
- If possible, attach a screenshot of the page or error message you are getting.



# Using People XD

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## **I am unable to see the functionality expected for my role when I log into the system**

We have a whole host of videos and reference guides available to help you navigate the system. One is available via the noticeboard as you login to People XD.

Other reference guides for managers and colleagues with a Greencore email address are available through [Line Manager Framework](#) and those without a Greencore email address, through [My Core Benefits](#).



If you are still not able to see the functionality you require, please log the issue by sending an email to [HR.sharedservices@greencore.com](mailto:HR.sharedservices@greencore.com), using the subject line 'People XD issue.'

You will need to provide the following information in the email:

- Full name
- Employee number
- Issue being raised: Unable to see [insert what you don't have access to]
- If possible, attach a screenshot of the error message you are getting.



## **I am unable to see the correct organisation structure/my team when I log into the system**

We have a whole host of videos and reference guides available to help you navigate the system. One is available via the noticeboard as you login to People XD.

Reference guides for managers and colleagues with a Greencore email address are available on [Line Manager Framework](#) and those without a Greencore email address, through [My Core Benefits](#).



If you are still not able to see the functionality you require, please log the issue by sending an email to [HR.sharedservices@greencore.com](mailto:HR.sharedservices@greencore.com), using the subject line 'People XD issue.'

You will need to provide the following information in the email:

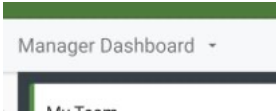
- Full name
- Employee number
- Issue being raised: Unable to see [insert details of the org structure you cannot see]
- If possible, attach a screenshot of the error message you are getting.





## I am a manager and I cannot see my own personal data in the system

Click on the small arrow on Manager Dashboard, shown here.



This will show the other dashboard options you can choose from. To see your own personal details, click on colleague dashboard.



If you are still struggling to access your colleague dashboard, please log the issue by sending an email to [HR.sharedservices@greencore.com](mailto:HR.sharedservices@greencore.com), using the subject line 'People XD issue.'

You will need to provide the following information in the email:

- Full name / Employee number
- Issue being raised: Unable to see my colleague dashboard
- If possible, attach a screenshot of the error message you are getting.

## I am unable to see a specific task in the system

We have a whole host of videos and reference guides available to help you navigate the system.

Reference guides for managers and colleagues with a Greencore email address are available on [Line Manager Framework](#) and those without a Greencore email address, through [My Core Benefits](#).



If you are still not able to see the functionality you require, please log the issue by sending an email to [HR.sharedservices@greencore.com](mailto:HR.sharedservices@greencore.com), using the subject line 'People XD issue.'

You will need to provide the following information in the email:

- Full name / Employee number
- Issue being raised: Unable to [insert what you are unable to do]
- If possible, attach a screenshot of the error message you are getting

## **I want to raise an employee request and I'm unsure of the policy in relation to the request**

Policy information can be accessed from the tiles in the Social Hub on People XD. This will link you to My Core Benefits where all our policies can be found.



If you are struggling to access the policy you need, contact your HR team who will be able to help you find the information you are looking for or provide you with a copy of the relevant policy.

## **My working hours/shift pattern in People XD is incorrect**

Check that you are viewing the correct information. We have a whole host of videos and reference guides available to help you navigate the system. One is available via the noticeboard as you login to People XD.

Reference guides for managers and colleagues with a Greencore email address are available on [Line Manager Framework](#) and those without a Greencore email address, through [My Core Benefits](#).



If you are still unable to see the correct working hours/shift pattern, please contact your HR team and they will be able to verify your details, and if incorrect, correct these for you.

# Help and Support

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## Other Frequently Asked Questions

### **How will my data be protected?**

We have completed a Data Protection Impact Assessment to make sure that we are fully compliant with data security. Once logged in, colleagues can only see data about themselves or any direct reports.

### **Is my data secure?**

Yes, your data is secure. People XD is a completely secure web browser, which has been through rigorous testing and been approved by our data protection officer. If you have any questions related to People XD and your data, you should send these [data.protection@greencore.com](mailto:data.protection@greencore.com).

### **Can I access other Greencore websites through People XD?**

There will be links to other Greencore websites, such as My Core Benefits and Grow with Greencore on People XD, but they will still be hosted under separate browsers. These cannot be accessed if using one of the dedicated People XD computers at site.

### **Have you got a question that hasn't been answered?**

You can speak to your manager or look out for colleagues wearing a distinctive red lanyard - they're your on-site People XD Champions. They're there to assist you, answering any questions or making sure you get the most out of the system.

**Putting you  
in control**



**the  
Greencore  
way** 