ROBERT OF PHILADELPHIA · TEAM HANDOUT · SEPTEMBER 2026

💬 Welcome to ROP Chat

One place where the whole company talks — replacing Symphony this week

What it is: ROP Chat is our own private team app — every person, at every salon, in one place. Announcements, your salon's channel, direct messages — all of it, on your phone.

Why it's a breakthrough: for the first time, all 3 salons are truly connected. Company news reaches everyone at the same moment. You can message anyone — any salon, the desk, Marina, Robert — without group texts or waiting for a meeting. It's private, it's secure, and it's ours.

What's changing: we're rolling off Symphony this week. Everything that used to go there — announcements, schedules, updates, the guest letter — now lives in ROP Chat. Get installed today so you don't miss a thing.

chat.ropsalons.com

STEP 1 · PUT IT ON YOUR IPHONE LIKE AN APP (ONE TIME)

1. Open **Safari** and go to **chat.ropsalons.com**
2. Tap the **Share** button (square with the arrow)
3. Tap **"Add to Home Screen"**, then **Add**

Android: Chrome → chat.ropsalons.com → ⋮ menu → "Add to Home screen."

STEP 2 · LOG IN — SAME LOGIN AS EVERYTHING

1. Your **mobile number** + your **4-digit PIN** — the same one you use for ROP Time
2. First time anywhere? Tap **"First time"**, enter your mobile number, pick your PIN once — it works everywhere

STEP 3 · HOW IT WORKS

- **Channels** — 📣 Announcements (company news — watch this one), your salon's channel, 🏆 Wins (share the victories)
- **Direct messages** — tap a name, write a message. Any person, any salon
- **@name** — tags someone so they see it right away
- Turn **notifications ON** when it asks — that's how the important stuff finds you

This week: keep an eye on 📣 Announcements — the guest letter and the September 21 rollout news land there first. If you get stuck installing, grab a manager today.

Robert of Philadelphia · Village · Bayfront · Promenade · Questions: your manager or Marina