



Loop Troubleshooting

End User

A guide to help troubleshoot any issues you might have during the sign up/sign in process

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Tips on the Signing Up Process for Loop

What's the best email address to sign up to Loop with?

The best email address to sign up to Loop with would be a personal email address or, if they prefer a professional email, one that they have access to outside of their work (EG: An NHSmail address). Loop accounts are designed to be taken with a user when they go from one Organisation to another. They also support signing up to more than one Organisation at a time in scenarios where people work in multiple Organisations at once. As such, in order for the account to continue to work once a person moves on, it's best they use an email account that they have control over once they leave an Organisation.

If they use a work email and choose to move Organisations, they won't be able to log in to Loop anymore once that email address has been closed. They can sign up fresh in the new Organisation with a new email address, but they will lose all previous entries made against their profile and any connections they had previously made.

Do I have to add my phone number to my Loop account?

No. This is a completely optional choice, only email usernames are mandatory. When it asks you to sign up with your phone number, you will see an option to skip this step if you so wish.

However, it does make the sign-up process a lot easier if you do choose to sign up with a phone number as well.

What does signing up with my phone number mean?

Signing up with your phone number means that users aren't reliant on remembering their username and password to log into Loop. All they need to do is enter their phone number and then put in the code sent to them via text to log in.

If I don't add my phone number on the initial sign up, can I enter it in later?

Yes, all you need to do is log out and log back in again. After you have entered your username and password, you will be brought back to the screen offering you the option to link your phone number to your account.

If I sign up with my phone number, will that make my number available for people to see?

No, the phone number used to sign into Loop sits separate from any information that is stored in Optima or Loop. None of your colleagues will be able to see that number in the app or in Optima so it is completely secure.

Can I use my number on a second account if I've used it previously on another Loop account?

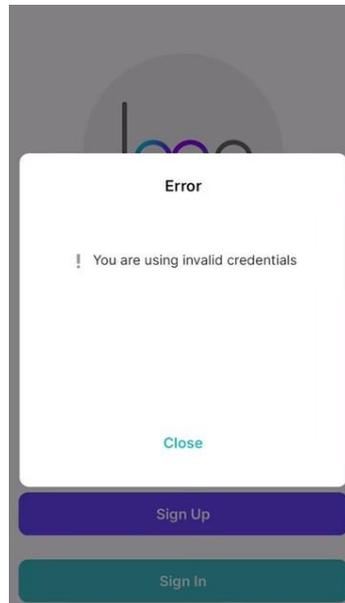
At the moment, no. In 2024, we will be introducing a way for users to amend their own login details directly from the app, this will include being able to change the email address login, phone number and name. When this is available, they need to just remove their phone number from the previous account and then use it with the new account.

Can I change my login details in Loop after signing up?

At the moment, no. In 2024, we will be introducing a way for users to amend their own login details directly from the app, this will include being able to change the email address log in, phone number and name.

Managing queries with active accounts

Seeing ‘! You are using invalid credentials’ when attempting to log in to Loop



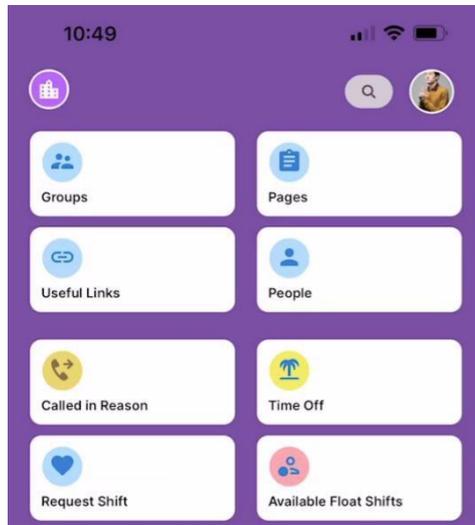
This message will appear if a user is trying to log in to an account that they have previously deleted within the app. All users have the ability to delete a Loop user account within the app. This only deletes the Loop account and not the Optima account that you create for them.

The action is an irreversible one. There are a few messages during the process of deleting it that alerts the user to this. But essentially, if they delete the account, they are no longer able to use that email address again. The only way to access Loop is to create a new user account with a different email address.

I've connected to my Organisation but I can't see any groups or pages and my newsfeed is blank

When first connecting to an Organisation, it requires an overnight sync for the groups and pages, and any content within to show on the app. Wait for one night and if, by the next day, the user still can't see anything, please raise a ticket with RLDatix and we'll look into it for you.

I've connected to my Organisation, but I'm seeing 'Float shifts' instead of 'Bank' and 'Time off' instead of 'Leave'



There are different localisations we have in the app. The locale is defaulted to the Country the end user's phone is set to. For the majority of people, this should be fine and will show in the UK language. However, if the user's phone is set to a US locale, the app will also default to that locale. This is easy to change and, once changed, it will remember the change.

From your Main Loop Action Page, go to 'Settings and Privacy'

Select 'Languages' and change the language to 'English (UK)'

