



# Loop

## Account Setup and Access Guide

For Assistance, please contact:

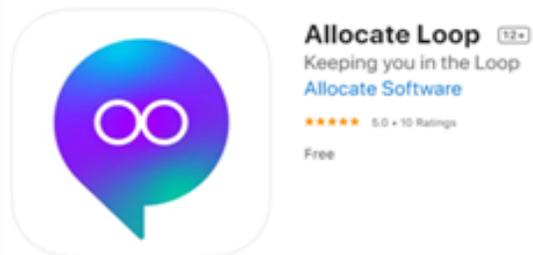
- the eRostering Team on HR Service Now via Firstport or by clicking the ? Icon on Optima
- the Staff Bank Office on [staffbank@lanarkshire.scot.nhs.uk](mailto:staffbank@lanarkshire.scot.nhs.uk)

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# How to Access Loop - App and Web Version

Download the App from your mobile app store



Or, if you prefer to access Loop via a Web Log In, click here - [accessing online](#)

The web version of Loop is called Web Loop. The link for this can be found on Firstport and is NHS Lanarkshire specific (other links in google will not accept your log in details.)

A web login form for 'ALLOCATE'. The form has a purple header with the 'ALLOCATE' logo. Below the header are two tabs: 'Log In' (selected) and 'Sign Up'. The form contains two input fields: an email field with the placeholder 'yours@example.com' and a password field with the placeholder 'your password' and an eye icon for toggling visibility. Below the password field is a link that says 'Don't remember your password?'. At the bottom of the form are two buttons: a purple 'Log In' button and a teal 'Login with phone number' button.

# System Requirements

To access Loop, you must meet the following requirements.

Software	Component	Minimum Requirements	Recommended Requirements
Loop web application	Operating System	N/A	Windows 10
	Internet Browser	N/A	Latest versions of Safari, Edge, and Chrome
	Device	N/A	Android, minimum 8" Display resolution greater than or equal to 768 x 1024
Loop mobile application	Operating System	iOS 13 Android 10	iOS 15 Android 12
	Internet Browser	N/A	Latest versions of Edge and Chrome

# Sign Up For A Loop Account

1

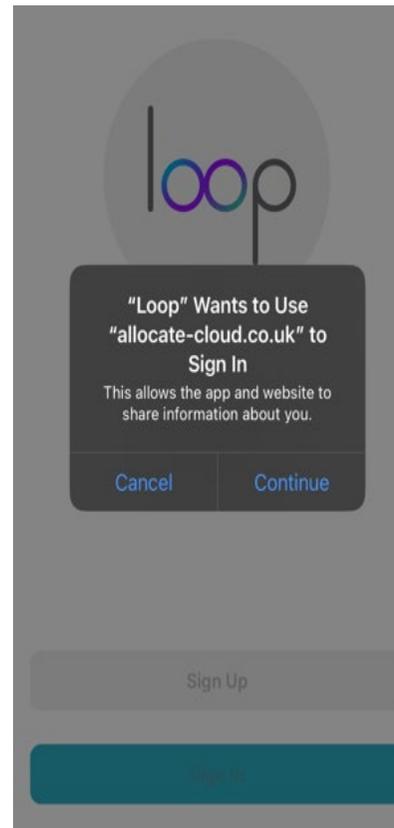
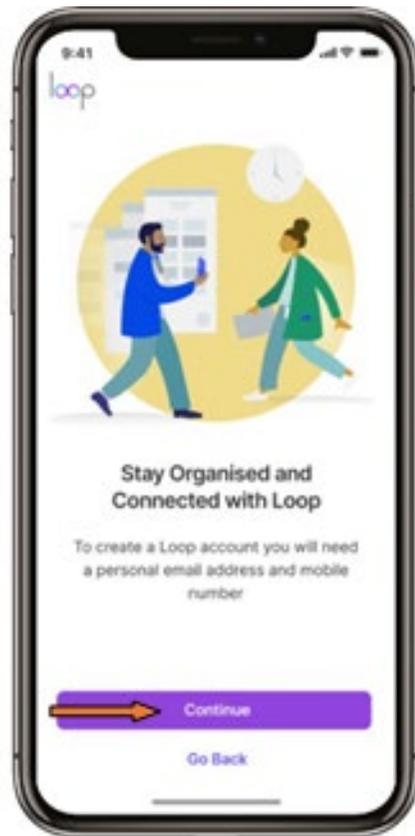
When you open Loop, you will see the screen below, Select **Sign Up**



2

Click **Continue**

*You might then see a notification stating "Loop" wants to use "allocate-cloud.co.uk" to Sign In. Please click continue whenever you see this box through the sign up/sign in process*



3

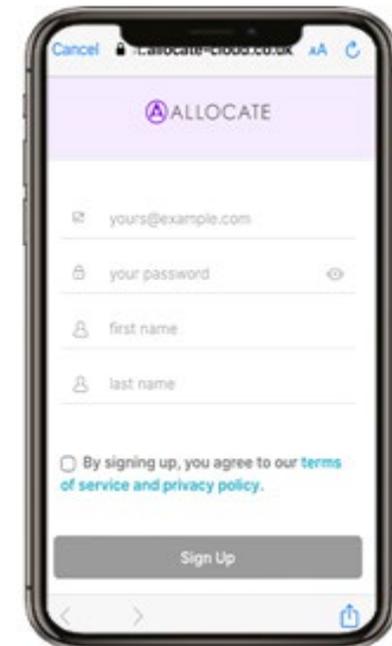
Enter your details:

- Email (*You can choose your personal or work email however we recommend you use your personal email address as this means you could use your Loop account for other NHS Scotland Boards*)
- Password – make one up
- First Name
- Last Name

Tick the box to agree and click **Sign Up**.

The Sign Up button will be greyed out until you agree to the policy. Click on the link to view the policy

**\*\*This will then become your Username and password when signing into Loop in the Future\*\***



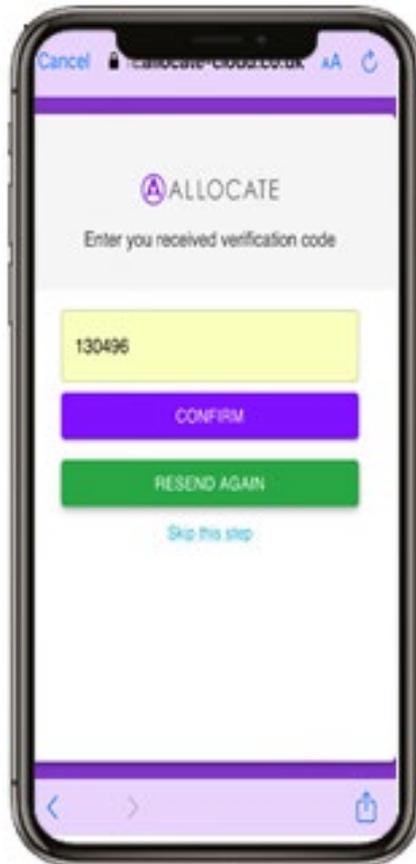
4

Once you have agreed to the Terms and Conditions, you can add a **phone number** for another **Sign In** option. Enter your phone number and press **Continue** or press **Skip This Step**.  
*Please note, adding your phone number is optional*



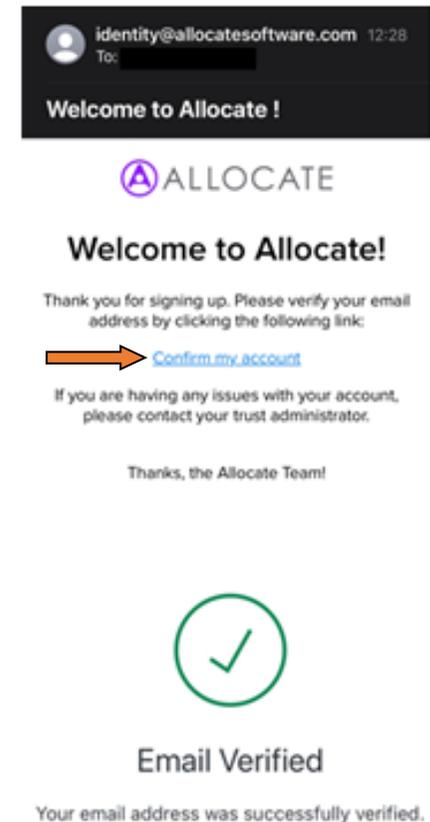
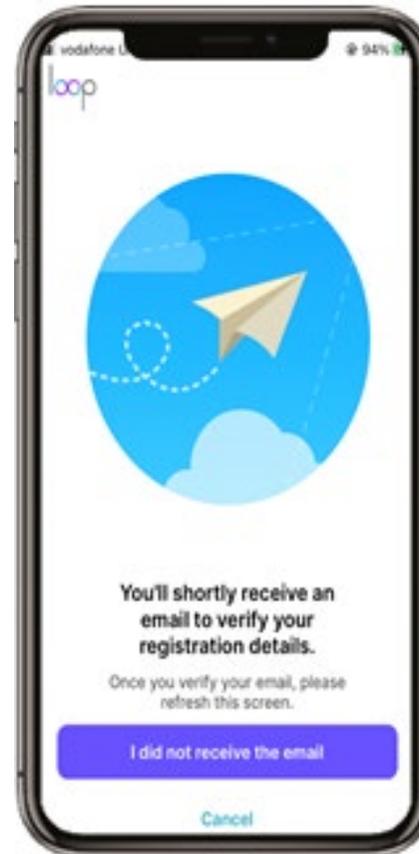
5

If entered correctly, you will get a notification with a verification code. Enter the code and press **Confirm**, or **Resend Again** if the code has not been delivered.



6

If you skipped the phone number step, you will have been sent email to the email address you signed up with in Step 3 and your app will display a page advising an email has been sent. Check your mailbox (inbox & junk folder) for a verification email. Click on the link in the email to verify your account, go back to your mobile and pull down the page to refresh the Loop app. If you haven't received the email, select the **I did not receive the email** link at the bottom of the screen.



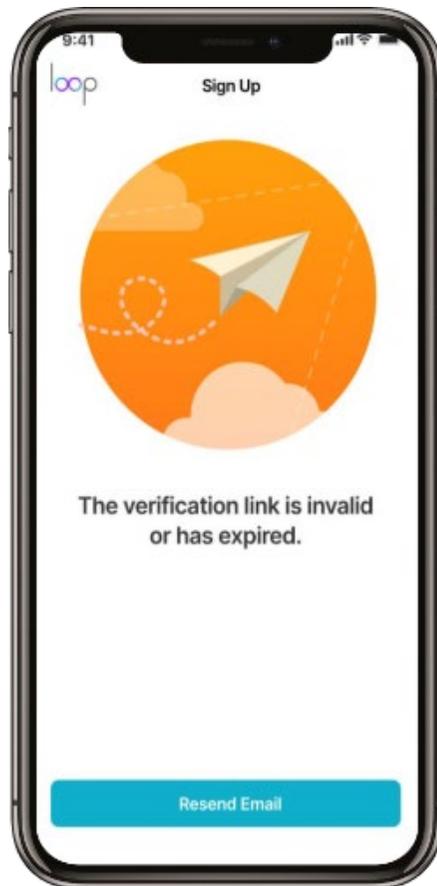
7

If you have followed all of the instructions and still not received the email, select **Resend Email** or if it has come through, select **Go Back**



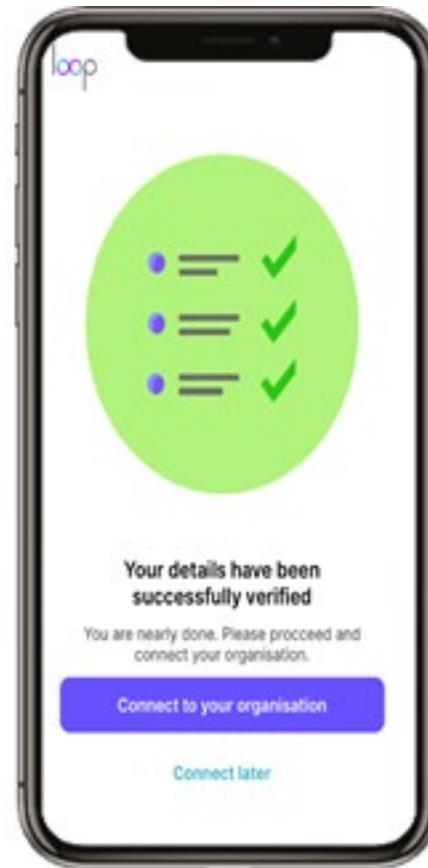
8

If the **verification link** has expired, then you will get the following message. Select **Resend Email**



9

Once the email is verified, select **Connect to your organisation**



10

Type the name of your **organisation** i.e. **NHS Lanarkshire** in the **search field** and then select it.



11

To **Connect to your Organisation**, enter the details sent to you by the eRostrering team (this is the only time you will need these details)

i.e. User Name – Smith123456

Password - SDGSDG

OR if you are already using Employee Online (EOL)

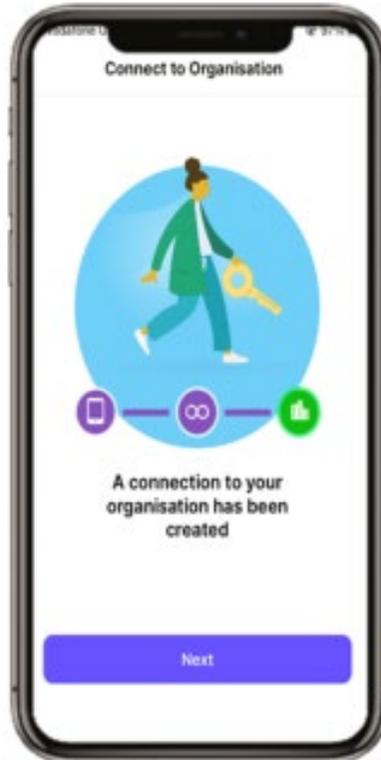
enter your **User name** and **Password** for EOL here

Select **Connect**



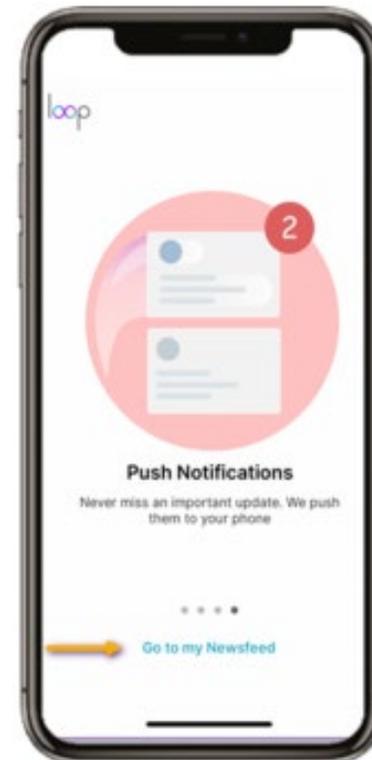
12

You are now connected to your organisation. Select **Next** and you can **swipe to see the function or go to your Newsfeed**



13

Swipe left until you view the **Push Notifications** panel, then tap **Go to my Newsfeed**.



**You have now signed up, signed in and are ready to use Loop!**

**Please note:** An overnight refresh is required before you can see your Group.

**From now on, your sign in details for Loop are the details you used at Step 3**

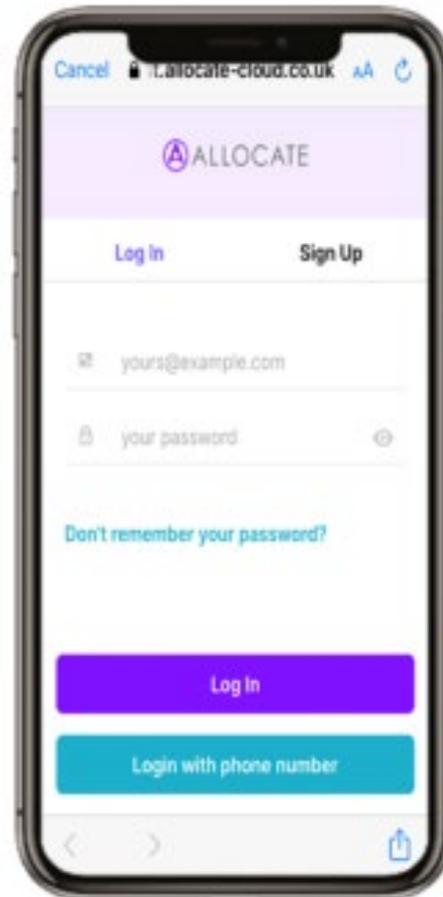
# Sign In to a Loop Account with Email Address and Password

1  
Select **Sign in** from the landing page

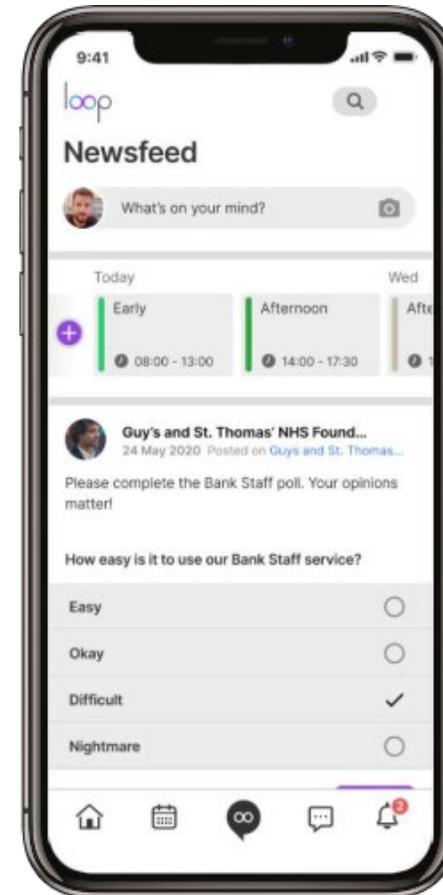


2  
Enter the **Email** address and **Password** you used at Step 3 of the Sign Up Process and tap **Log In**.

If you prefer to sign in with your mobile number, then select **Sign in with Phone Number**



3  
Once you have logged in successfully, you will land on the **Home** page and your **Newsfeed**.



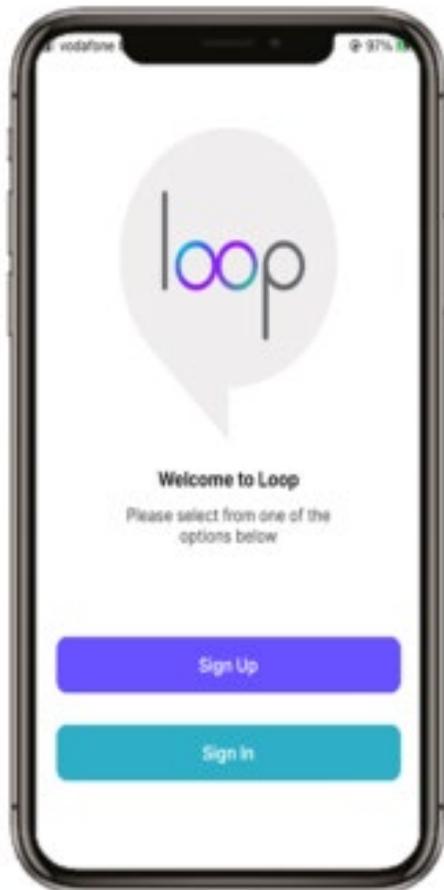
# Sign In to a Loop Account with Phone Number

If you leave your phone number during the sign-up process, the Loop mobile application allows you to log in with your phone number.

If you skipped the phone number form earlier, the Loop mobile application allows you to complete it again.

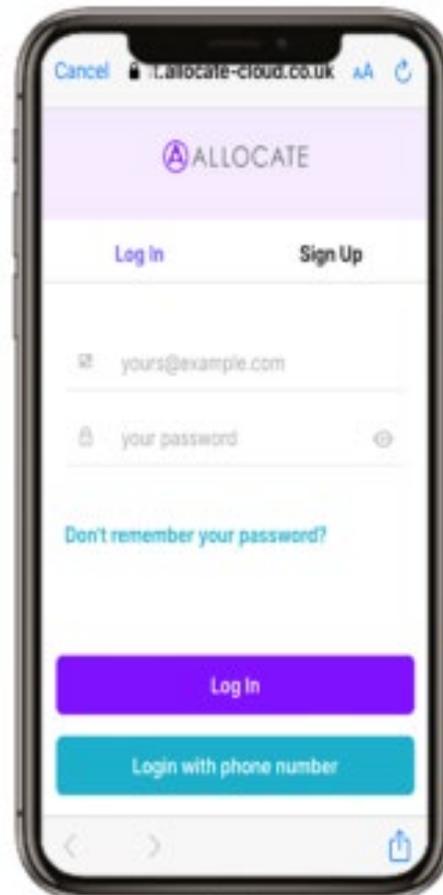
1

Navigate to the Loop mobile application, then tap **Sign In**.



2

In the **Log In** form, tap **Login with phone number**.

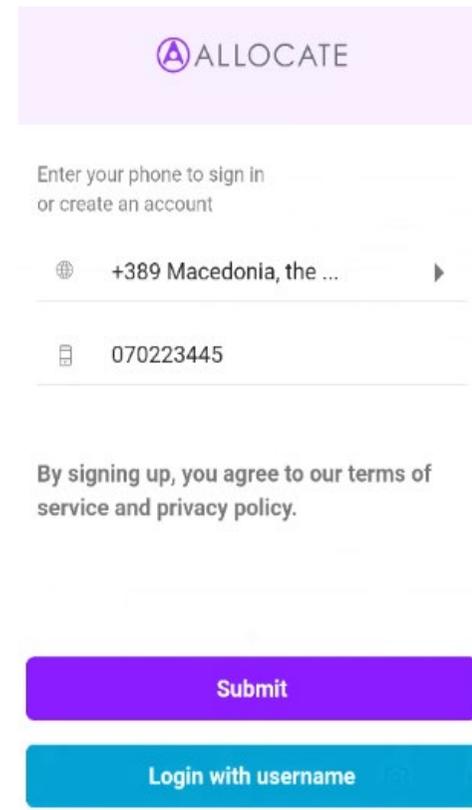


3

Complete the form that opens.

The Loop mobile application automatically populates your country code. To select a different country code, tap the > icon, then select the country code you want.

Type **your phone number** and Tap **Submit**.

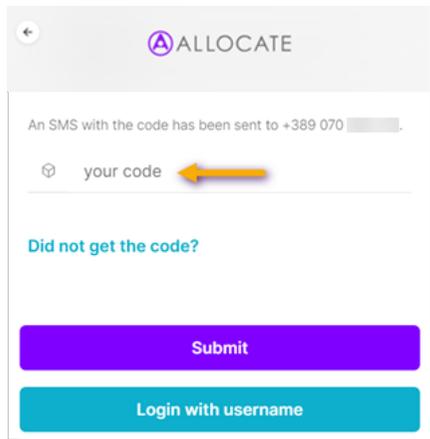


4

The Loop mobile application sends a SMS with a code on your phone number and opens a new form.

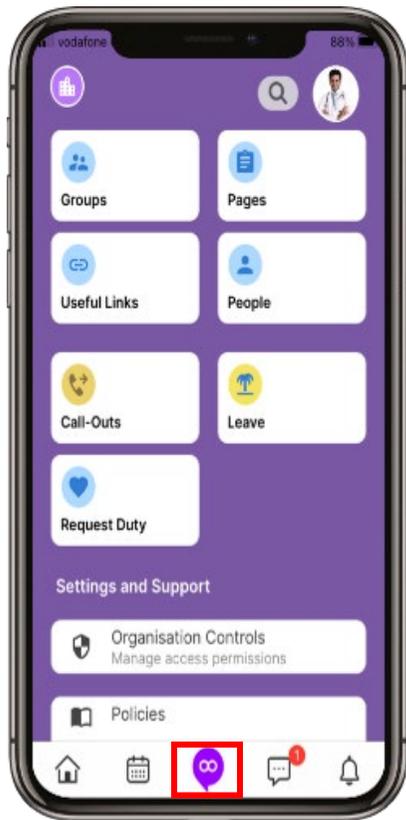
Type the code from the SMS into the **your code** field and Tap **Submit**.

The Loop mobile application logs you in.

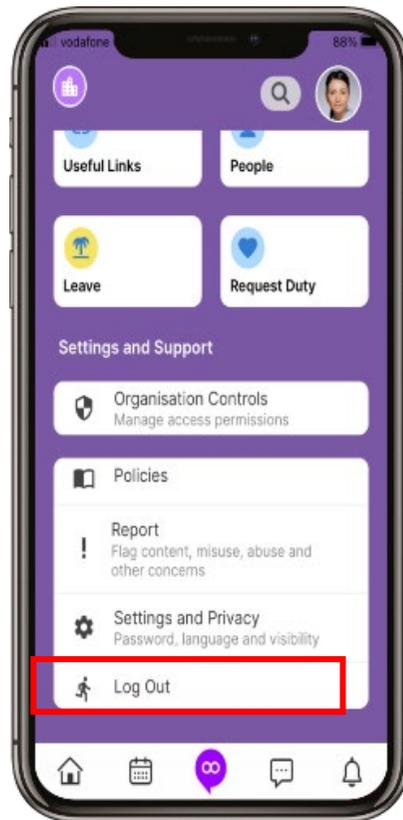


# Log Out of Loop Account

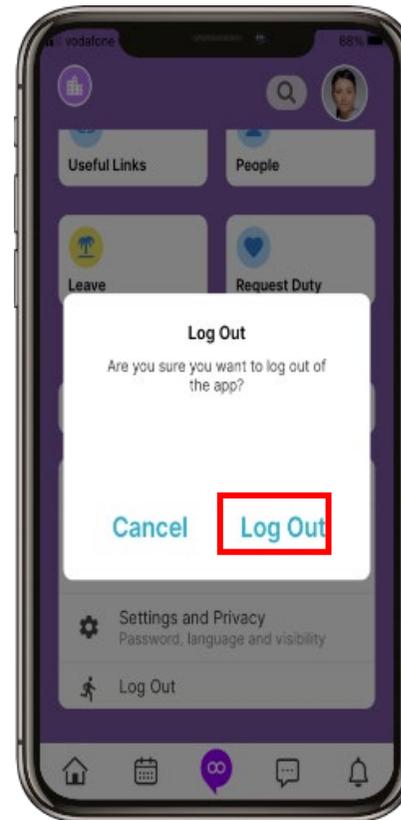
1  
Select the **Loop Logo** at the bottom of the screen



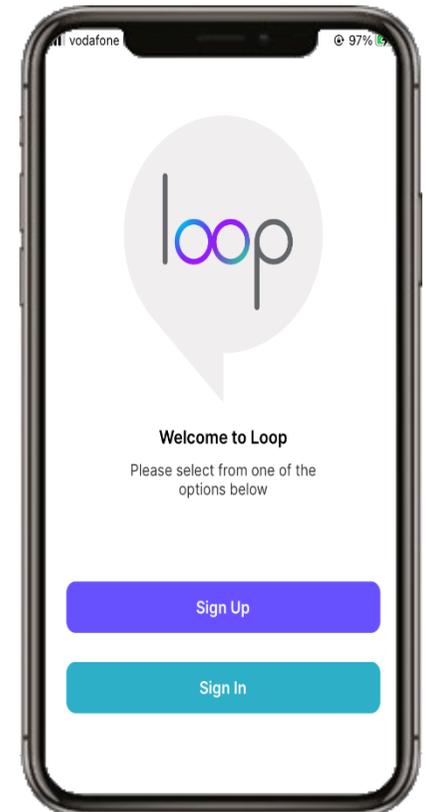
2  
Scroll down to **Log Out**. Select the **Log Out** button



3  
Tap **Log Out**



4  
You will return to the **Sign In** screen

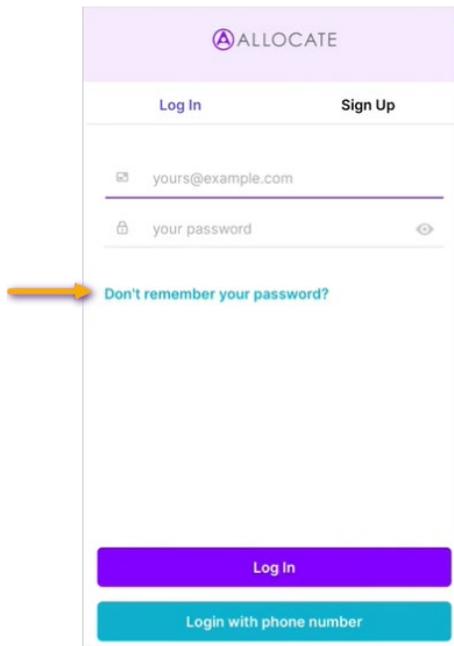


# Reset your Loop Account Password

If you do not remember your password, or you want to create a new one, the Loop mobile application allows you to reset it.

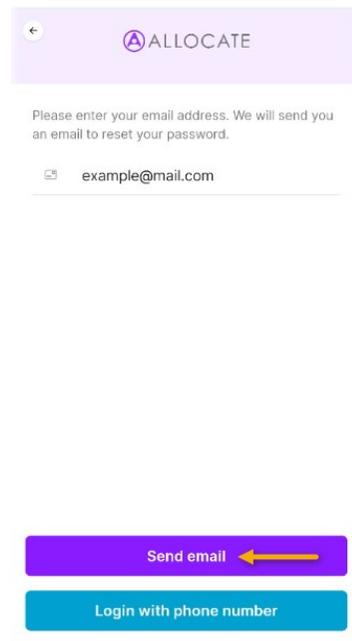
1

Navigate to the **Log In** form, then tap **Don't remember your password?**



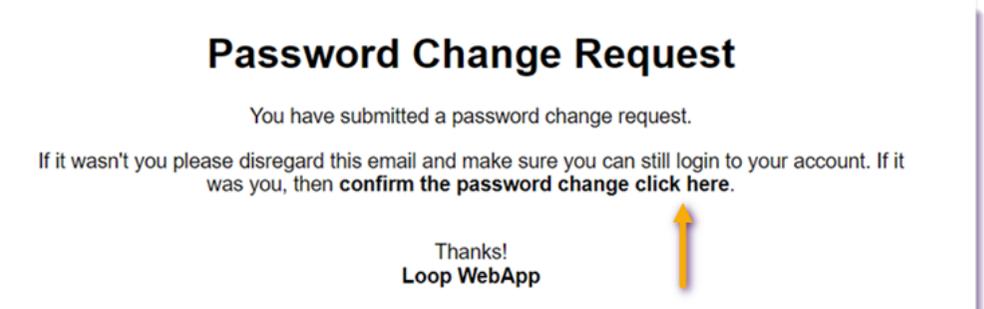
2

In the form that opens, type your email address, then tap **Send email**.



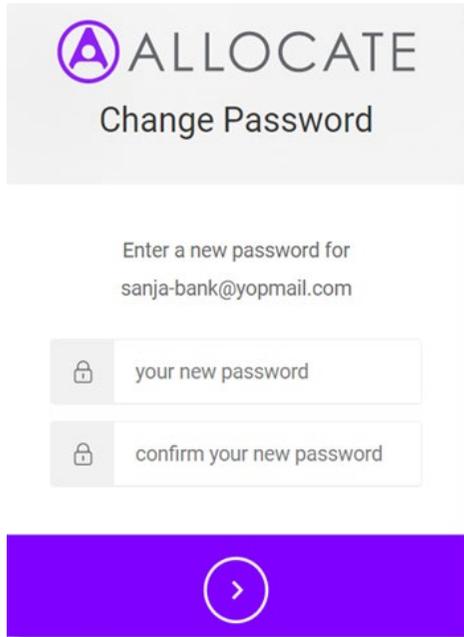
3

The Loop mobile application sends an email to your email account. In the email confirmation, tap the **click here** text.



4

Complete the form that opens.



The screenshot shows the ALLOCATE mobile application interface for changing a password. At the top, the ALLOCATE logo is displayed next to the text "ALLOCATE Change Password". Below this, a prompt asks the user to "Enter a new password for sanja-bank@yopmail.com". There are two input fields: the first is labeled "your new password" and the second is labeled "confirm your new password". Both fields have a lock icon on the left. At the bottom of the screen, there is a prominent blue bar with a white right-pointing arrow icon.

5

Type **your new password** and Confirm your newpassword.  
Tap the arrowicon.  
The Loop mobile application displays a message that you  
reset your password successfully.

