



Loop Account Setup and Access Guide

For assistance please contact the Staff Bank Office on staffbank@lanarkshire.scot.nhs.uk or the eRostering Team via HR Service Now available via FirstPort

Contents

	Pages
How to Access Loop - App and Web Version	3
System Requirements	4
Sign Up For A Loop Account	5-8
Sign In to a Loop Account with Email Address and Password	9
Sign In to a Loop Account with Phone Number	10-11
Log Out of Loop Account	12
Reset your Loop Account Password	13-14

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 header has the 'ALLOCATE' logo. Below it are links for 'Log In' and 'Sign Up'. The form has 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 'Don't remember your password?'. At the bottom 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

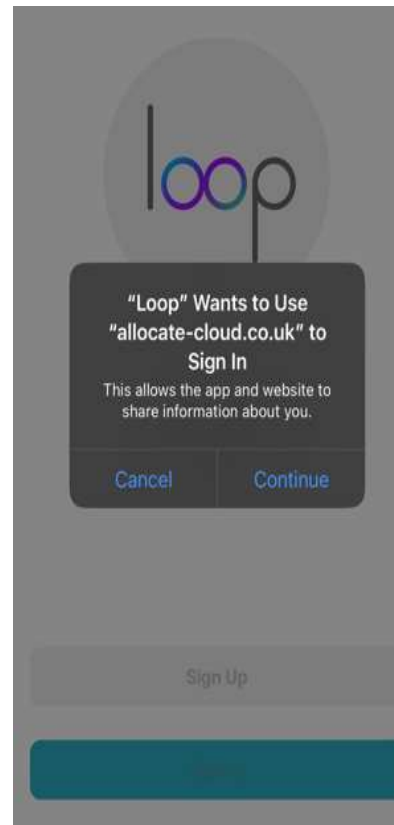
When you open Loop, you will see the screen below, Select **Sign Up**



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

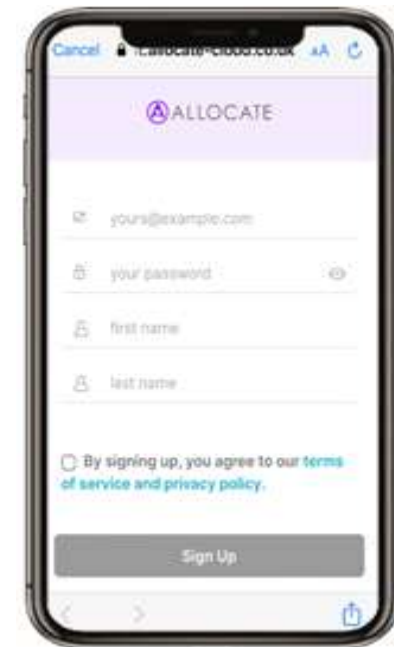
Enter your details:

- 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



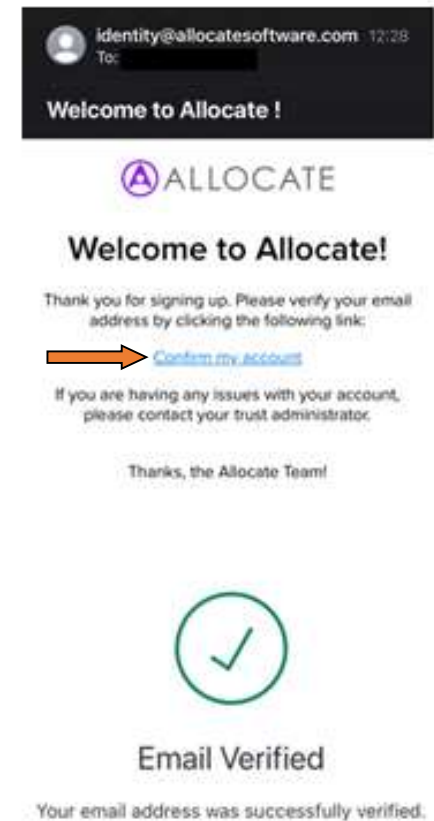
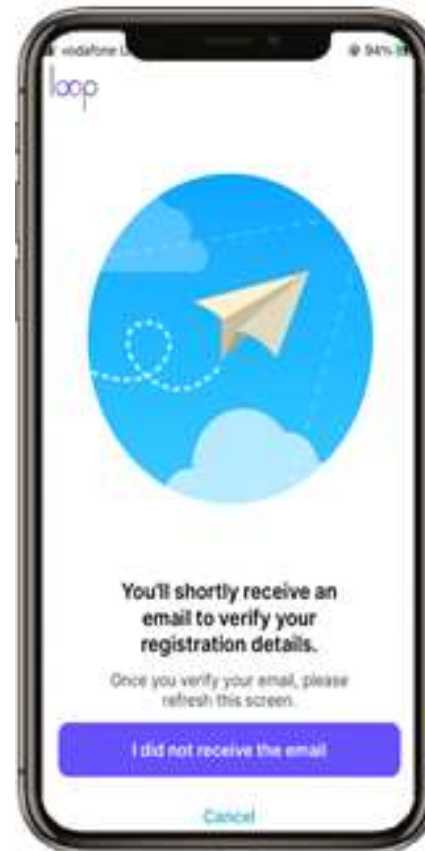
5

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.



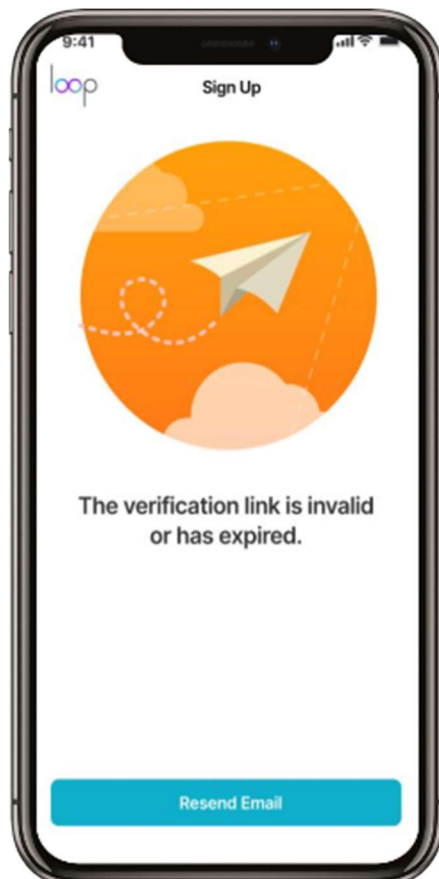
7

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**



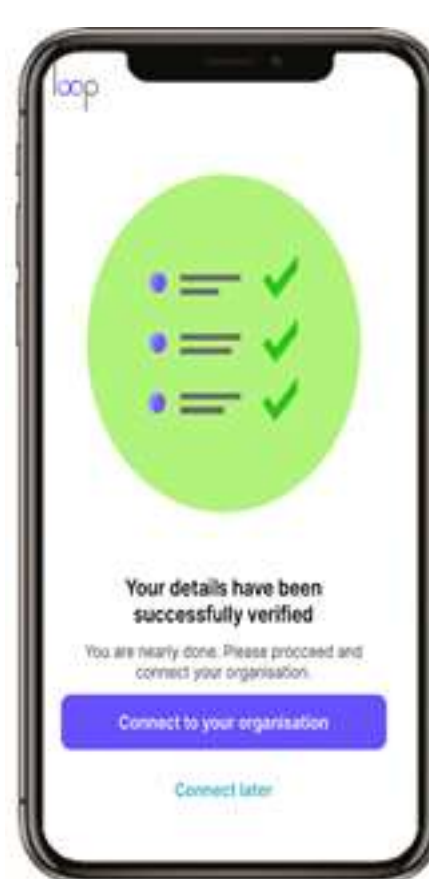
8

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 your Employee Online (EOL) details- 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

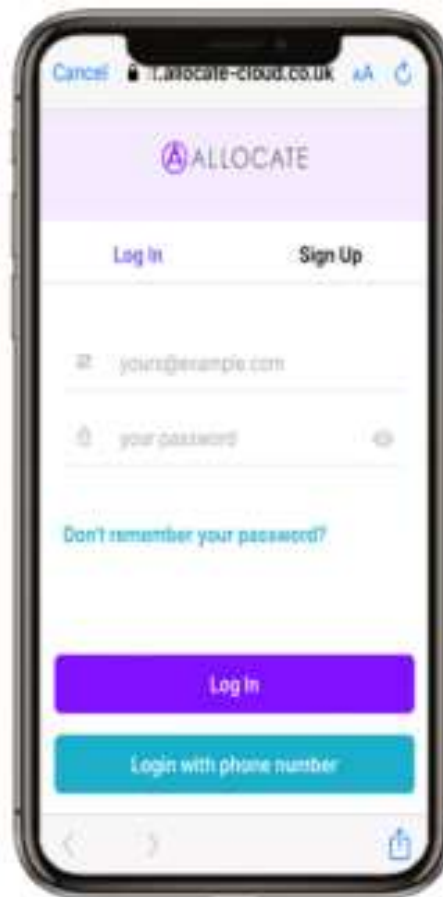
Select **Sign in** from the landing page



2

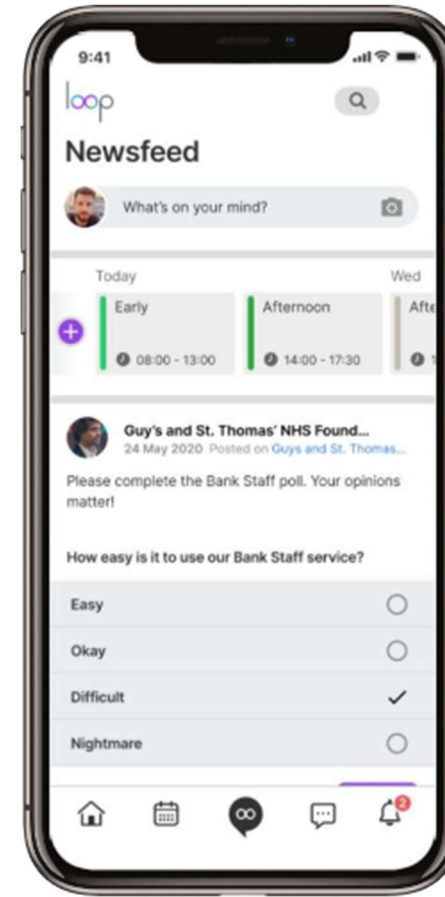
Enter the **Email** address and **Password** you used at Step 3 of the Sign Up Process and tap **Log In**.

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.

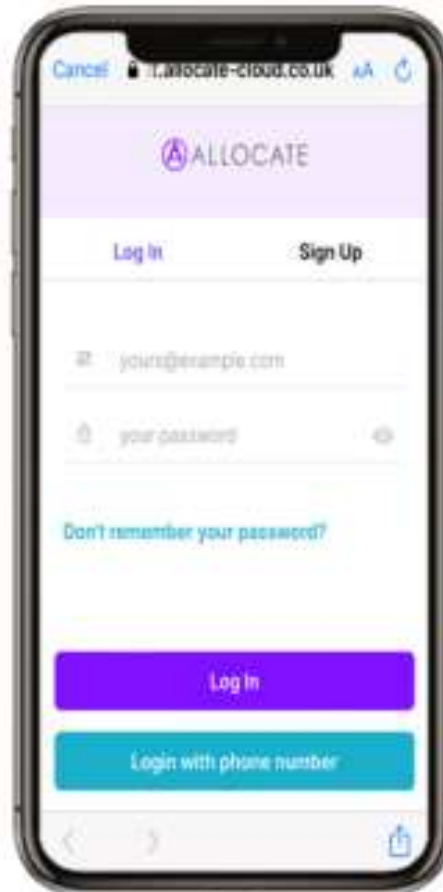
1

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**.

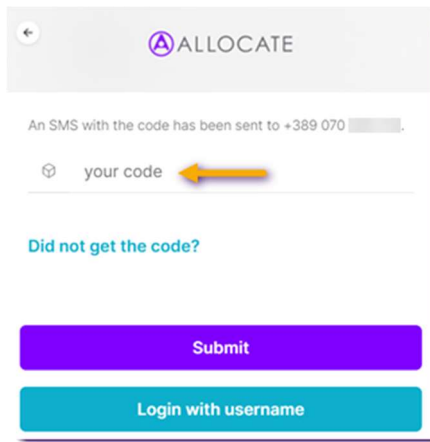
A screenshot of a smartphone displaying the Allocate mobile application's phone number entry form. The header shows the 'ALLOCATE' logo. Below it, the text 'Enter your phone to sign in or create an account' is displayed. There are two input fields: one for a country code (placeholder: '+389 Macedonia, the ...') and one for a phone number (placeholder: '070223445'). Below these fields is a link that says 'By signing up, you agree to our terms of service and privacy policy.' At the bottom, there are two buttons: a purple 'Submit' button and a teal 'Login with username' button.

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**.

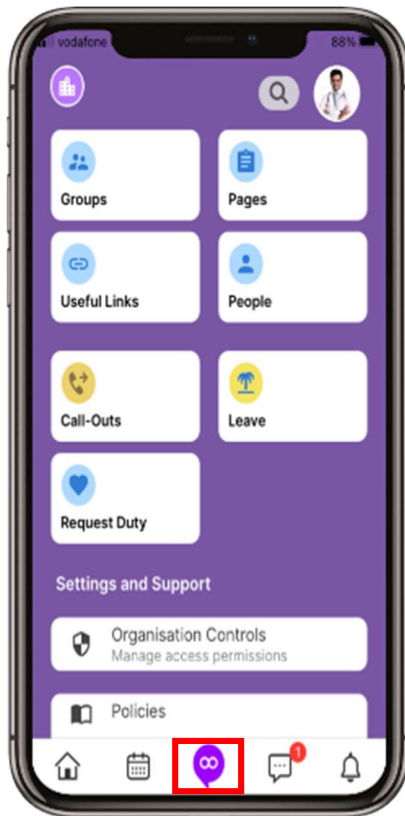
The Loop mobile application logs you in.



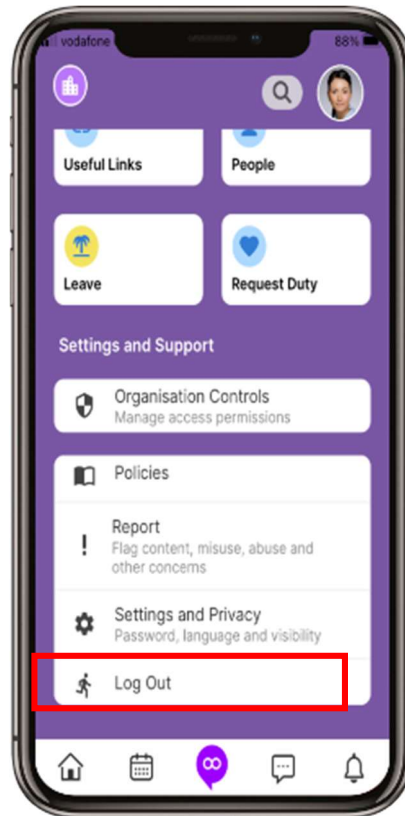
The screenshot shows the ALLOCATE mobile application interface. At the top, there is a back arrow and the ALLOCATE logo. Below the header, a message states: "An SMS with the code has been sent to +389 070 [redacted]". Underneath this, there is a text input field with a placeholder icon and the text "your code". A yellow arrow points to this input field. Below the input field, there is a link that says "Did not get the code?". At the bottom of the screen, there are two buttons: a purple "Submit" button and a teal "Login with username" button.

Log Out of Loop Account

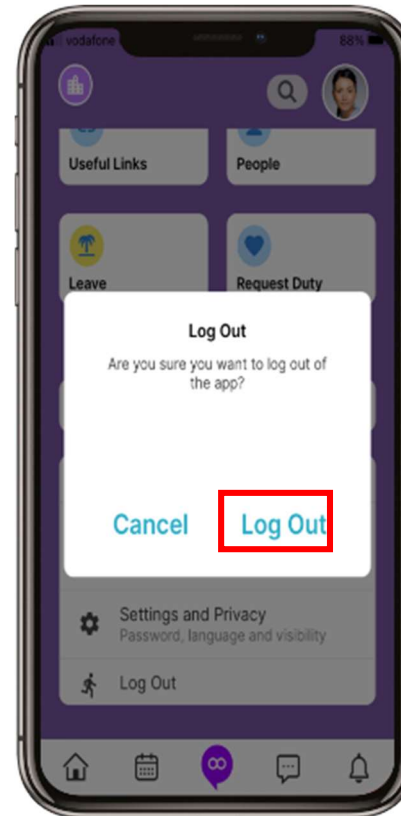
1
Select the **Loop Logo** at the bottom of the screen



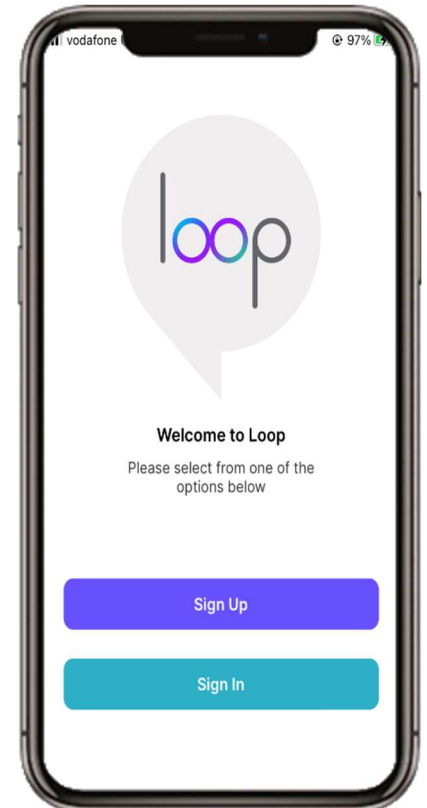
2
Scroll down to **Log Out**. Select the **Log Out** button



3
Tap **Log Out**



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

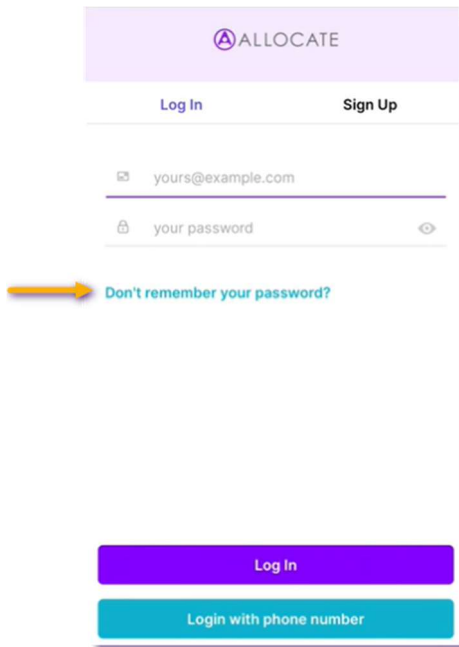


Reset your Loop Account Password

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

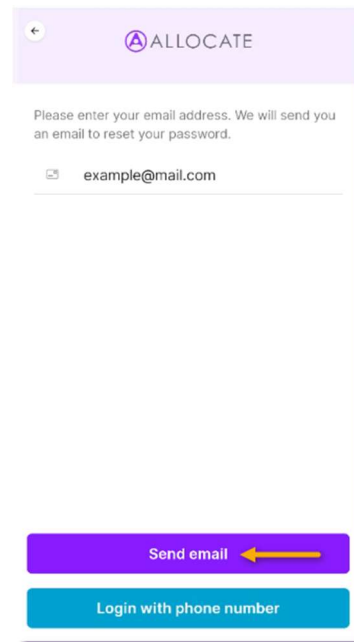
1

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.

Password Change Request

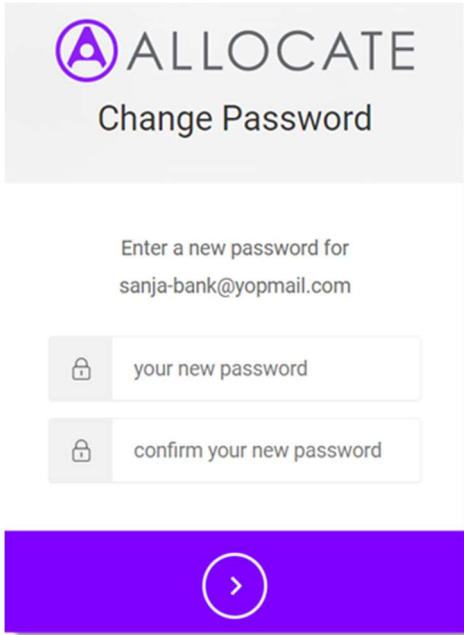
You have submitted a password change request.

If it wasn't you please disregard this email and make sure you can still login to your account. If it was you, then **confirm the password change click here**.

Thanks!
Loop WebApp

4

Complete the form that opens.



The screenshot shows the 'ALLOCATE Change Password' screen. At the top, the ALLOCATE logo is displayed. Below it, the text 'Change Password' is centered. A prompt reads '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, there is a large blue button 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.

