Getting Started

What is Loop?	Loop is an app dedicated to health and care organisations that allow their employees to have access to their roster, as well as the ability to connect and communicate with colleagues and their organisation. Loop also allows you to book annual leave, request bank duties, see who you are working with, log call outs and more. Your loop account is personal to you
Do I have to download the Loop App?	No - you don't have to download the app but it is handy to see your shifts and annual leave at a glance. There is a website version you can use also
What spec does my phone need to be to download Loop?	For iPhone users, Loop requires iOS13 operating system or newer running on a iPhone 6S or newer. For Android users, the Android 6.0 operating system or newer is required.
How do I get Loop onto my phone?	Search 'Allocate Loop' on your App Store and download the app
What version of the Loop app do I need	Download the latest version of the app from wherever you source apps and ensure you check for version updates routinely
Do I have to sign up with a personal email address? Can I use my work email?	You can either sign up with your personal email address or your work email address.
When I sign up, what should my password contain?	Your password should be at least 8 characters in length and contain at least 3 of the following 4 types of characters • Lower case letters (a-z) • Upper case letters (A-Z) • Numbers (i.e. 0-9) • Special Characters (e.g. !@#$%^&*)
I've forgotten my Loop Account details since setting them up. Can I reset it?	You can reset your Loop Account password via the main menu, using the email address you entered when you set up the account.
How do I login to Loop and connect with my workplace?	The "NHSL - Loop - Account Setup and Access Guide v1 - March 24" can be found on Firstport. This provides a step by step guide on how to set up Loop including how to connect to your workplace.
I've deleted my Loop account previously, and want to set it up again. Can I use the same email as before?	No. Once you've used an email for a Loop account before, even if you have now deleted that account, you'll need to use another personal email to create a new Loop account.
I am leaving my current organisation but going to another one that uses Loop. Do I need a new Loop Account?	Please refer to your new local board via HR Service Now for guidance on this.
Can I have two organisations on loop at the same time?	Yes, if you currently work in two organisations and see both sets of shifts in Loop

Using Loop

What can I do on Loop?	**Newsfeed:** See updates from your connections, organisations and pages you follow. Share your own updates to your connections. **See your Roster:** See what shifts you are working - Substantive and Bank. **Connections:** Add colleagues as 'connections' to see their updates in your Newsfeed and send messages. **Messages:** Direct message or group message between your connections. **Groups:** Loop will automatically add you to a working group where you can keep up to date with your unit informationa and chat with your teammates **Annual Leave:** See your leave allowances including annual and study, plus book your leave at the touch of a button and get a notification once it is approved.
How do I add a colleague as a connection?	Search for them on the hub screen (the purple page in the middle) and press 'invite'.
Can I connect with other organisations that I don't work at?	No
Can I create my own groups in Loop?	No
Can I message a colleague who isn't a connection?	No
How do I get to my Profile?	Click onto the hub screen (by clicking on the Loop symbol at the bottom of the screen). Then click on your profile image in the top right corner.
Can I personalise my profile within Loop?	Yes. You can add a profile picture and add a short bio about yourself, if you wish
How can I log out of Loop?	Click onto the hub screen (by clicking the loop simple, across the bottom). There you'll find the 'log out' option at the bottom of the screen.
I don't want to get Loop notifications. What can I do?	You can turn your notifications off on the Loop app in your phone's settings
How do I mute a specific group?	To mute a specific group, select the group, click on the three dots at the top right hand corner and select Mute Settings. Here you can set it to mute, either by weekends or a set time in the weekdays.
Can staff manage shift swap i.e. On-Call via Loop between them?	The Swaps functionality isn't currently available in Loop. This is currently being developed and is on the long term product roadmap for Loop. Any swaps will need to be manually managed via the unit manager or any of the team that have access to do this in Optima
Can I manage my on-call shifts on Loop?	You must first be assigned an on call shift by your manager which will appear on your roster. Once this shift is worked, select the 'Call Outs' icon on the hub screen, select the relevant shift, edit the times accordingly and submit to your manager for approval.

My shifts have changed but Loop still shows my original shifts?	In your roster screen, drag down the screen to refresh.

Leave - Employee Point of View

What leave can I request via Loop?	If your substantive unit has been rolled out as part of the eRostering plan, you can request Annual Leave and Study Leave For other types of leave i.e. Parental, Sickness, etc these are managed manually by your manager therefore please refer to your current local processes. Once your manager has manually input these into the system, they will be visible to you on Loop
Who inputs my public holidays on Loop?	Your unit manager
How do I request new leave?	Go to the hub screen (the purple page in the middle) Click on 'Leave' icon > click on your yearly entitlement > click on the '+' > complete your request details and submit to your line manager for action
I think my leave entitlement is showing wrong. Who do I contact?	Your leave allowance is managed by your organisation. Please contact your manager if you feel this is incorrect
What happens when my leave is approved/rejected?	You will receive a notification on your phone to advise if your request has been approved/rejected
Can I cancel approved leave on Loop?	Yes you can. If you cancel your own leave, you get a notification and your manager will receive a notification stating you wish to cancel
Can I submit leave taking place during an approved roster period?	Yes but you may see a warning that you have not given the agreed period of time to submit requests
My leave entitlment is in hours. Can this be changed to days?	No, all leave is set to appear in hours

Leave - Manager Point of View

Should I receive a notifications via Loop for annual Leave requests for members of my own team. I have only received an email from Optima	No you will receive an email
Annual leave has been submitted via Loop however the hours being deducted are incorrect. Can I amend?	Yes, the approver can see how many hours are being deducted and can amend prior to approval (if required)

Bank

I'm having trouble connecting to loop for my bank post i.e. *My EmployeeOnline (EoL) ID won't let me connect*	Please contact the Staff Bank office for assistance or refer to the NHS Lanarkshire Human Resources web page (link below)

with my organisation, I forgot my password for EmployeeOnline. What can I do? I had a previous bank account/eol account	https://www.lanarkshirehr.nhs.scot/loop-for-staff-bank/
How do I see available Bank shifts on Loop	Select available Bank duties within Loop, select the filter icon at the top right hand side. Enable filters and select date range etc and apply. Available shifts will then appear on your App
I cannot see any bank shifts. What could this be?	Loop will only show you bank shifts that you are eligible to work. Therefore, you may not be seeing shifts as there are no available shifts that you are eligible. If you are having issues, please contact the Staff Bank Office for assistance
Can I book bank shifts via Loop?	Yes - you can request and book bank shifts via Loop. On the hub screen (the purple page in the middle), select the Available Bank Duties icon
Can I request my bank leave via Loop?	No, not at the moment

App Issues

I'm seeing an error message on loop or having an issue with using app features (i.e. no leave button). How can I report it?	Contact your eRostering team via HRSN or contact your manager who can raise an issue on your behalf
What type of issues should I raise via the Report button on the hub?	Do not raise any issues via this function. Any issues should be raised directly with your manager in the first instance. For any app functionality issues, please contact the eRostering team via HRSN or contact your manager who can raise an issue on your behalf

General Q's

Can I use Loop on my web browser?	Yes - the log in details are the same for the app or the website
Where do I find the link the web browser?	Search Loop on Firstport under Applications and there is a link available there.
If I don't need to share personal details to connect with my organisation and colleagues, why do I need to provide them for my Loop login?	It is just in case you ever forget your Loop password, so you are able to reset it. These details are not accessible to your colleagues.
Where can I source assistance from my organistion	Your manager, Firstport, HR Service Now Knowledge Hub, NHS Lanarkshire Human Resource external Site
How can I maintain my app?	Make sure you are using the latest version