

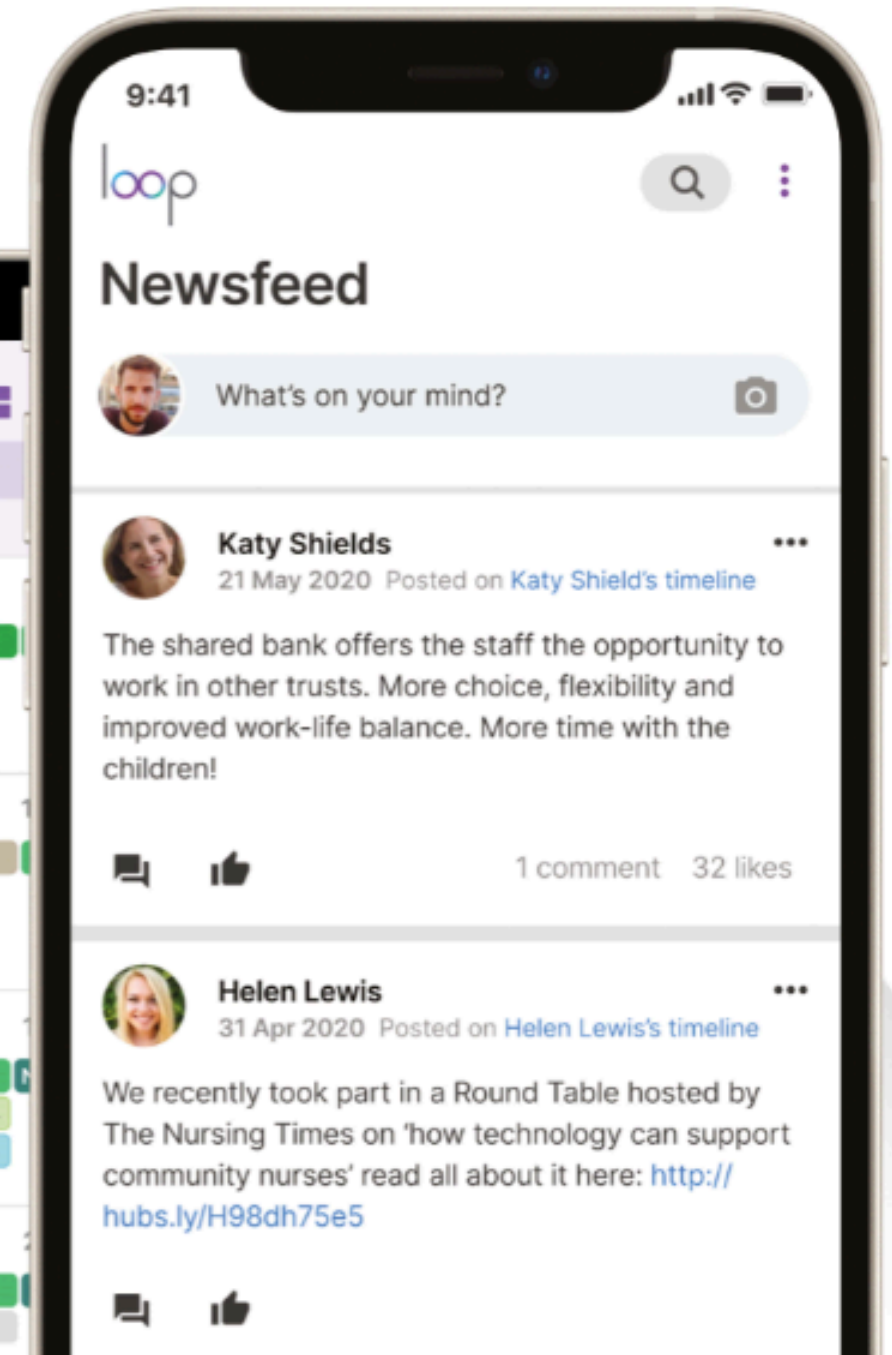
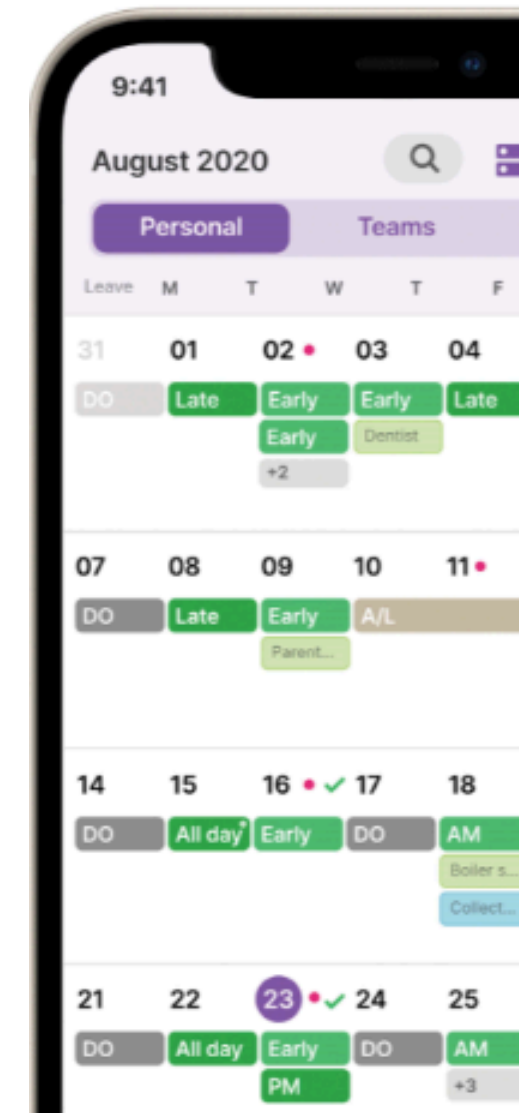


# LOOP FAQ FOR STAFF

Your new home for



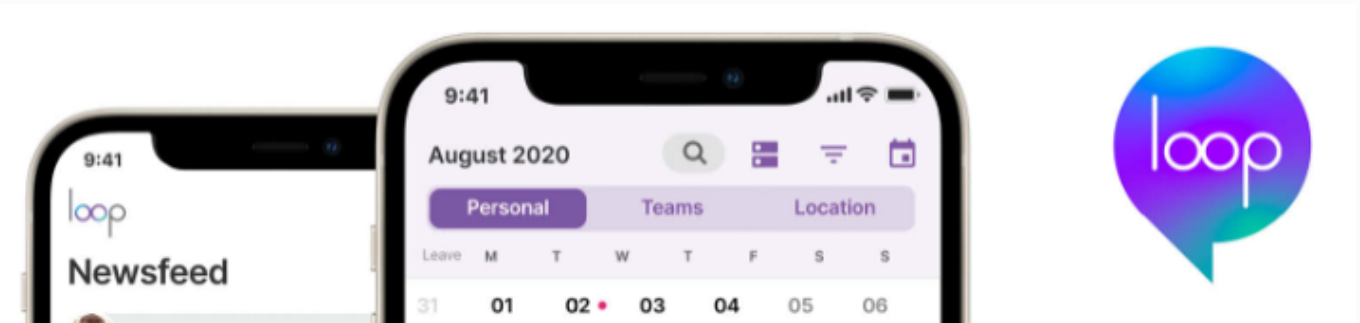
EMPLOYEE ONLINE



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# How do I sign up to Loop?

To use Loop, you need to set up your personal Loop account first that you can then connect to your organisation to view your rostering.

Please note, this is only for users who have not used the Me App.

If you are already a Me App user, please see [Do I need to sign up if I have a Me account? \(Page 9\)](#)

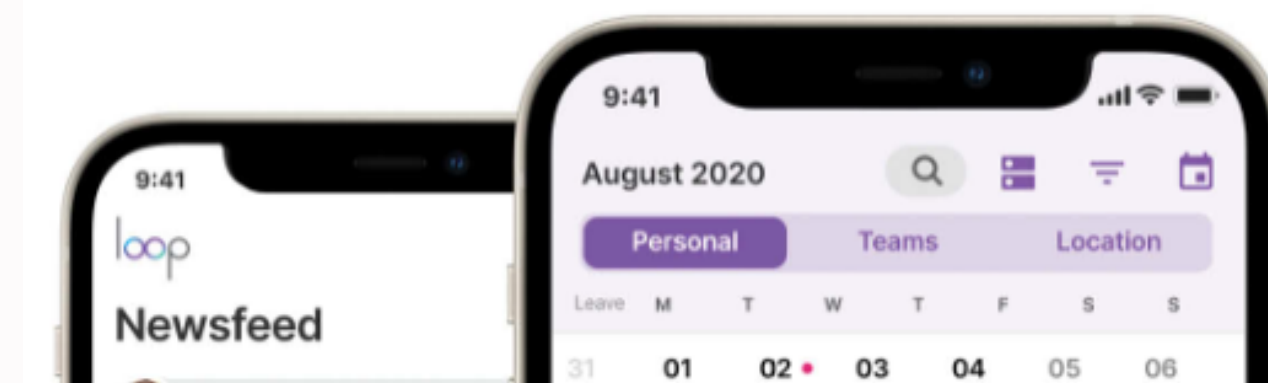
To sign up, you need to enter your personal email address and a password that requires at least one capital letter and one number. You also need to enter your first name and last name. This will be the name that will be displayed on your profile.

You will be invited to sign up with a phone number, this is optional, and you can also skip this step.

For more information on this, please see [Do I have to sign up using my phone number? \(Page 5\)](#) You will be asked to confirm your account via the email address you have entered when signing up. Confirm on the email you receive and refresh the page of the app.

You now have a Loop account that you can connect to any organisation you work at as long as you have an account there.

For more information on this please see [How do I connect to an organisation? \(Page 9\)](#)



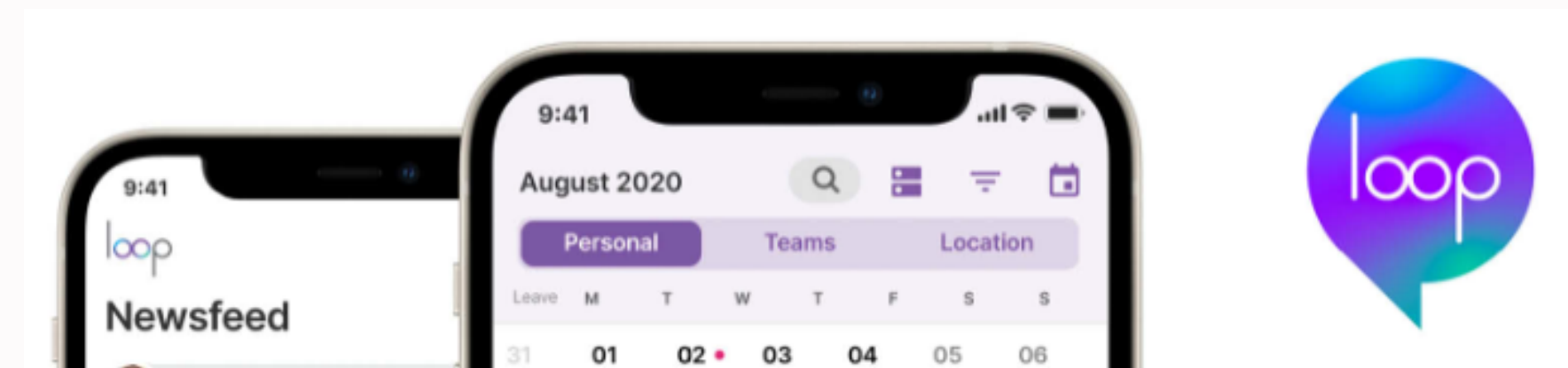
# What email address should I use when signing up to Loop?

Although it is up to you, we would recommend you use your personal email address rather than your work one.

Loop is designed to go with you should you change jobs to another organisation.

It also supports being connected to multiple organisations at once.

Having an email address that won't be disabled when you leave an organisation will mean that you can take your same profile information and any connections you've made with you to the next organisation with the same log in details.



# Do I have to sign up using my phone number?

No. This sign-up method is completely optional.

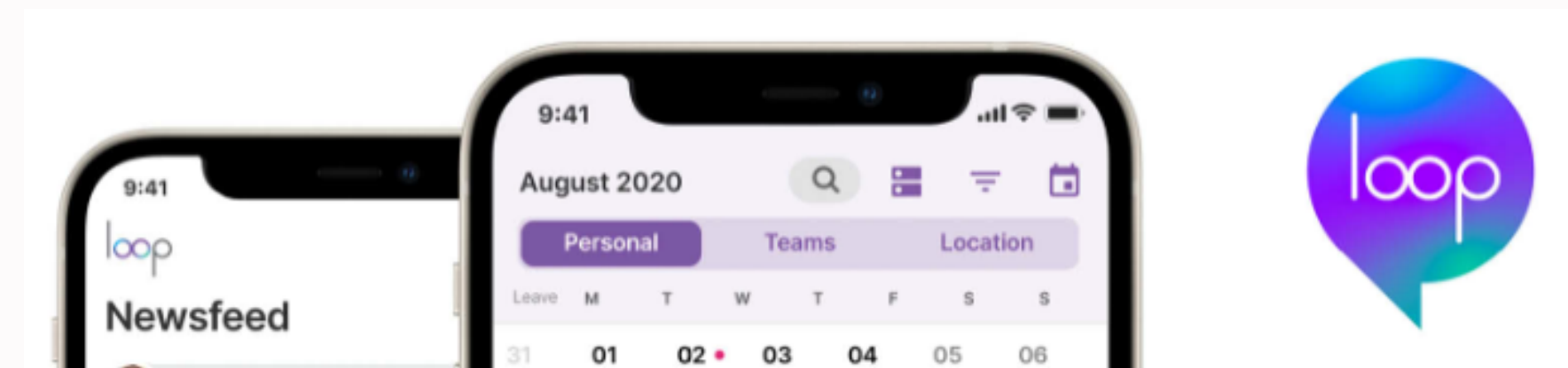
It is a requirement to sign up using your email address, but the phone number option is only there if you want to use it.

If you choose to sign up with your phone number, it will send you a code via text that you will need to enter.

After this, you can log in by using your phone number and entering a new code each time.

If you don't want to sign up using your phone number but may want to later, all you need to do is log out and log back in again.

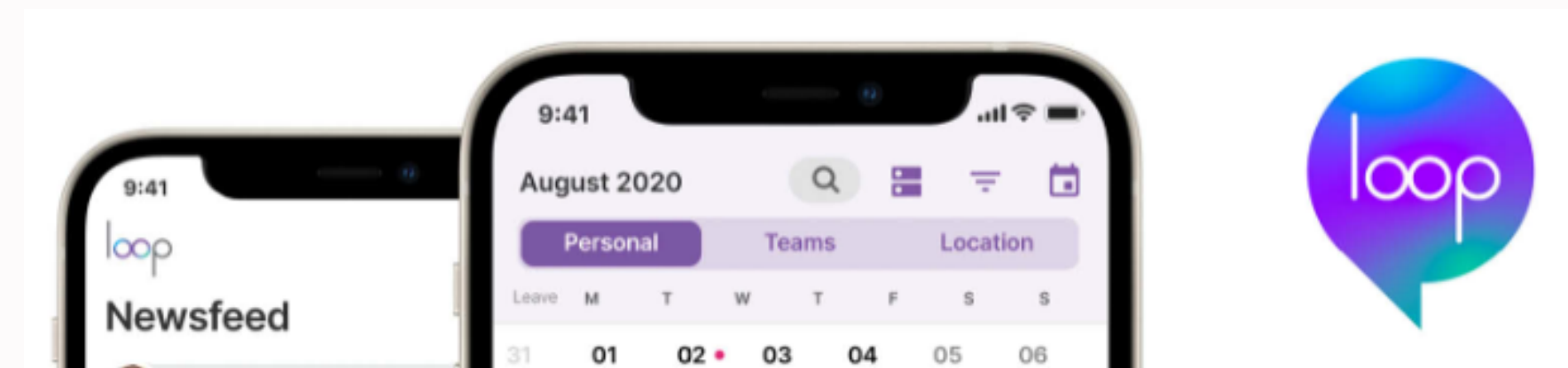
When you log in using your email address, you will be navigated back to the option to sign up using your phone number



# What happens if I enter the wrong email address in signing up?

Simply press cancel and start again.

If you have already signed up using your phone number before realising that you had used the wrong email address, ask your administrator to raise a ticket with RLDatix with the details of the wrong email account and they can unlink your phone number from the wrong email address.

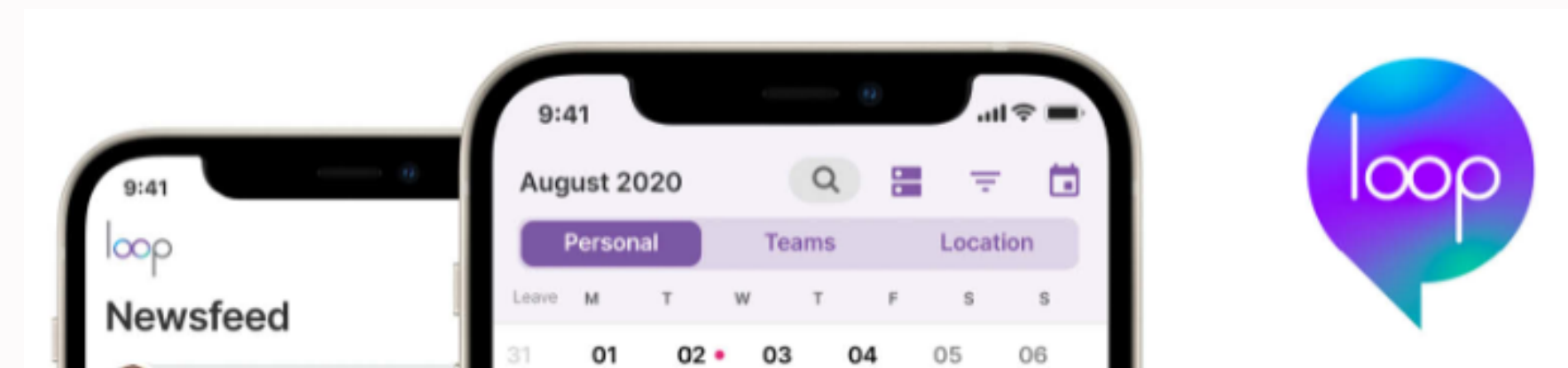




# What happens if I want to change my phone number, name, or email address for my Loop account?

At the moment, you can't change an email address, name, or phone number in your user account.

Further update in the future will allow a new profile feature in the future that allows you to manage your account details and make changes to your email address, phone number and name possible

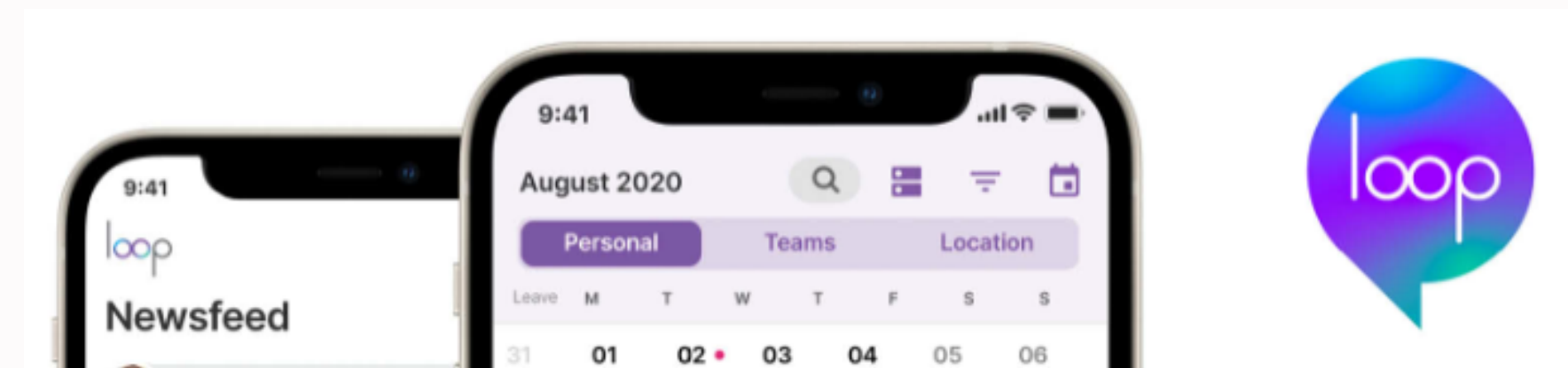


# What happens if I forget my email address?

Just contact your HealthRoster administrator. They can let you know which email address is linked to your Loop account.

# What happens if I forget my password?

On the login page, there is a Don't remember your password? option. If you select that, it will send you an email to change your password.





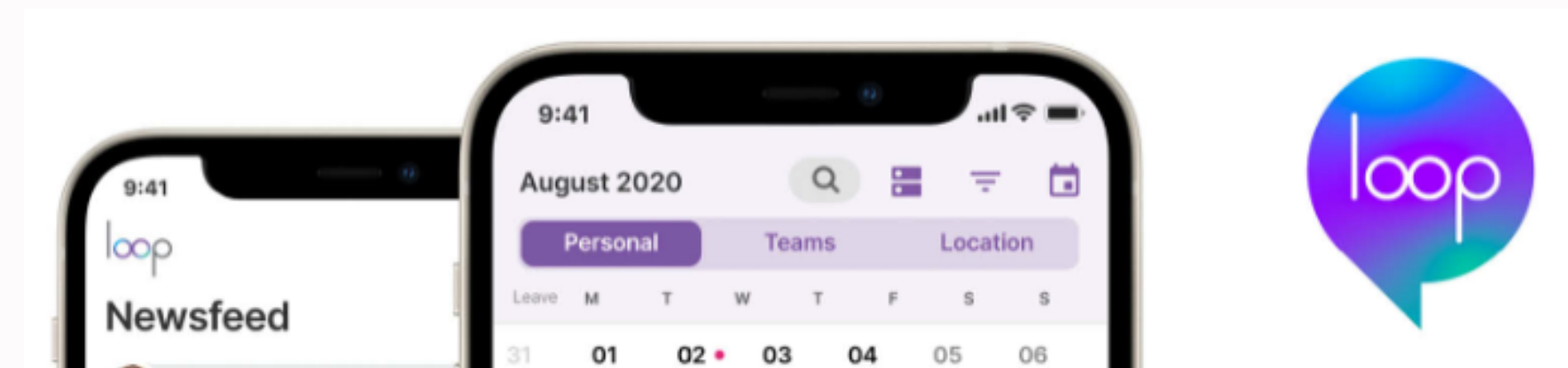
# Do I need to sign up if I have a Me account?

No. If you have a Me account within NHS Lothian, then all you need to do is log in with the same log in details you would use to log in to Me account and you will have access to Loop.

# How do I connect to an organisation?

Once you have signed up to Loop you will be given an option to connect to an organisation.

You will see it in the list of organisations. Select NHS Lothian and enter in your EmployeeOnline/HealthRoster account details. If you don't know what your account details are for this, please contact your HealthRoster administrator.



# Can I connect to more than one organisation at once?

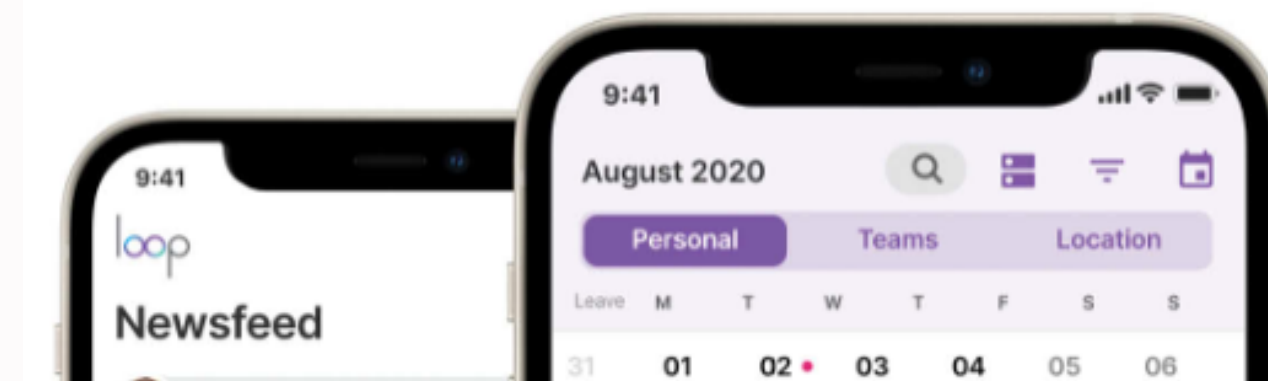
Yes. If you are working in more than one organisation at the same time, you can connect to them on the same profile and switch between them as needed.

# How do I know which organisation I'm viewing if I'm connected to more than one?

For all your information attached to the communications side, such as your Newsfeed, Groups, and Pages, you will always see them together in one view regardless of the organisation you have selected.

For all your rostering side, such as your roster, requesting bank and leave, you will need to switch to the organisation that you require to perform the action against.

The option to switch your organisations and to view which organisation you are currently connected to can be found in the top right-hand corner of your roster page.



# Can I disconnect from an organisation once I've joined?

Yes. You can disconnect from an organisation at any time as long as your EmployeeOnline/HealthRoster account is still active.

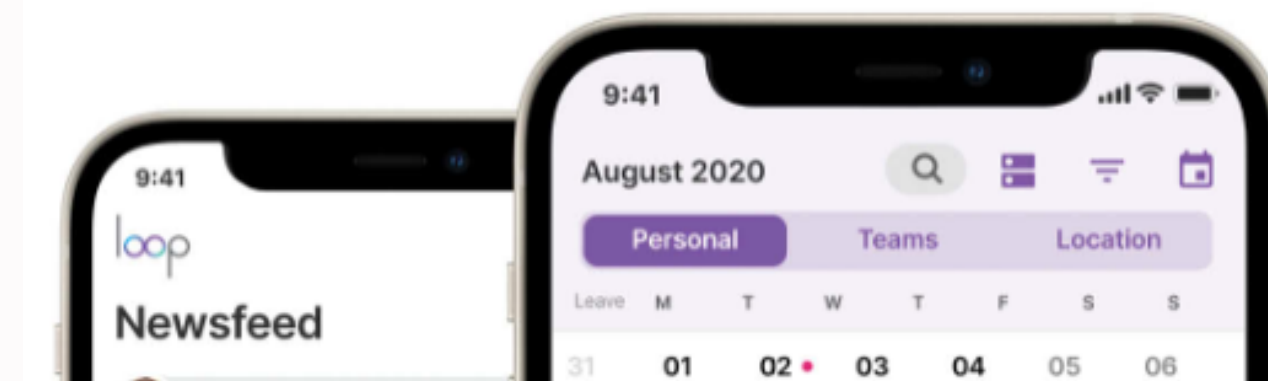
Just access the organisations you are connected to in the top left corner of the main Loop action page and select Disconnect Organisation.

If your account has already been closed in HealthRoster, you won't be able to disconnect from the organisation in the same way but instead simply log out and back in again and you will see the organisation is removed from your account.

# Can I delete my Loop account once I've created it?

Yes. In the main Loop action page, under Settings and Privacy, you will have the option to delete your Loop account.

This is a permanent option and if you complete this action, you won't be able to use that account, nor the email address used for it again.





# THANK YOU

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