



LOOP MOBILE

WORK MOBILE DEVICE

GETTING STARTED GUIDE

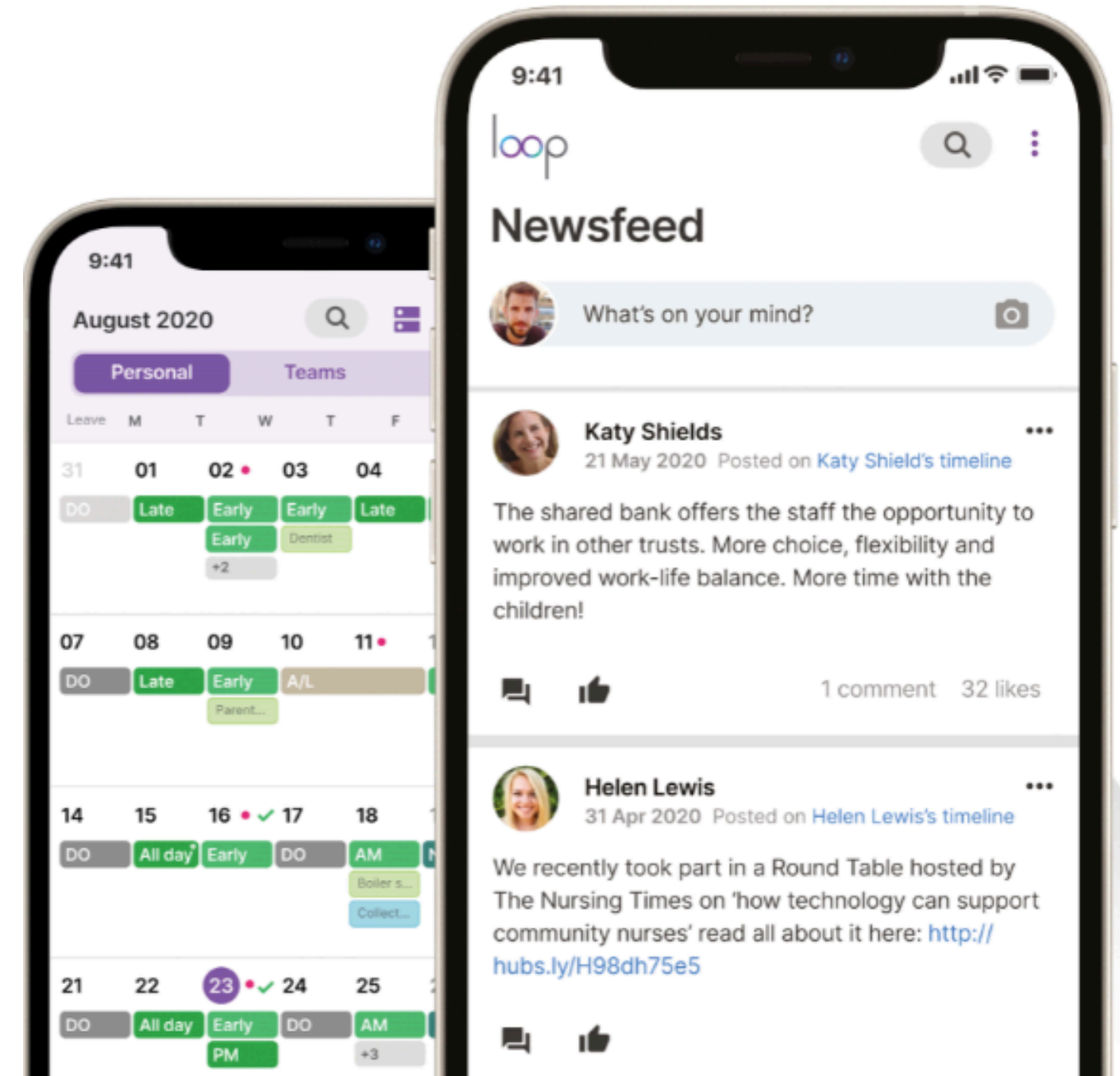
Your new home for



EMPLOYEE ONLINE



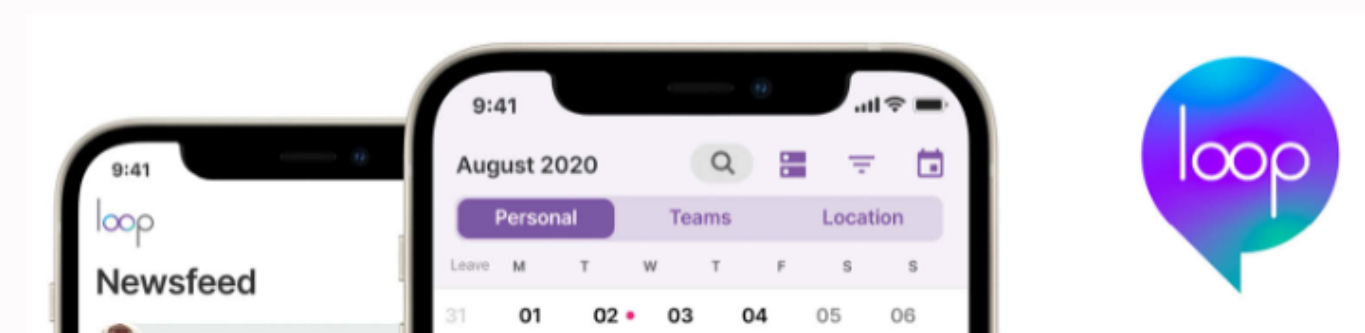
CREATION DATE : 20/03/25



Requirements For Loop

To access Loop, you must meet the following requirements.

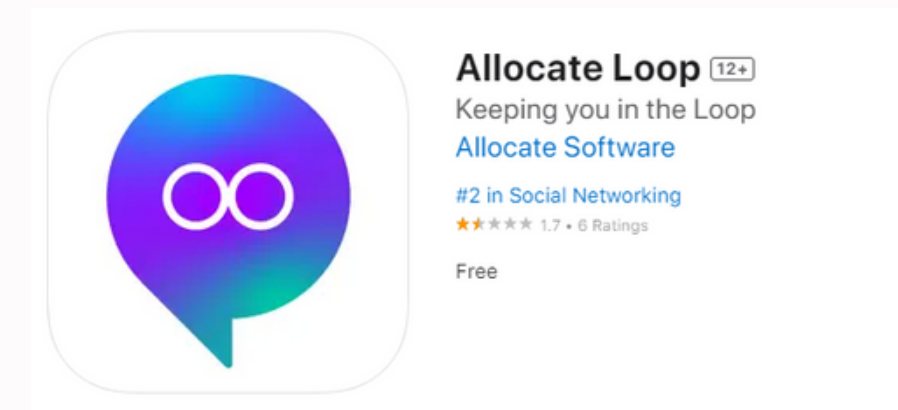
Software	Component	Minimum Requirements	Recommended Requirements
Loop web application	Operating System	N/A	Windows 10
	Internet Browser	N/A	Latest versions of Safari, Edge, and Chrome
	Device	N/A	Android, minimum 8" Display resolution greater than or equal to 768 x 1024
Loop mobile application	Operating System	iOS 13 Android 13	iOS 17 Android 14
	Internet Browser	N/A	Latest versions of Edge and Chrome



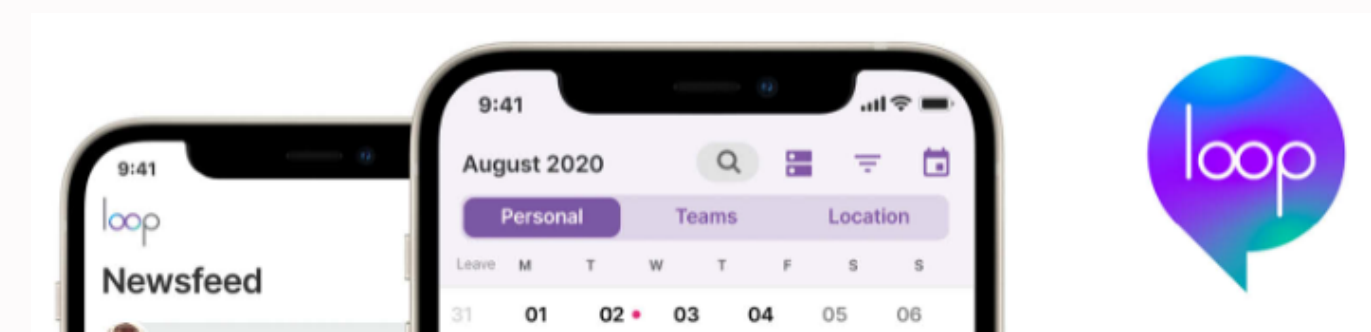
Downloading LOOP

For any staff member signing up for a Loop account for the first time but has previously used Allocate ME, Please refer to guide **Loop Mobile - Moving From Allocate ME To Loop**

Using your mobile device open your app store or Google Play store and search for the app

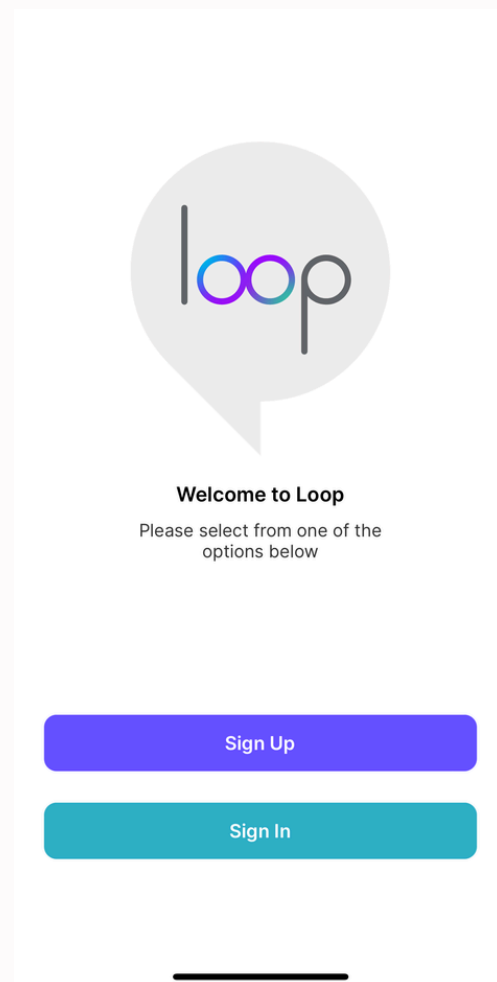


Proceed to download the app from your required app store

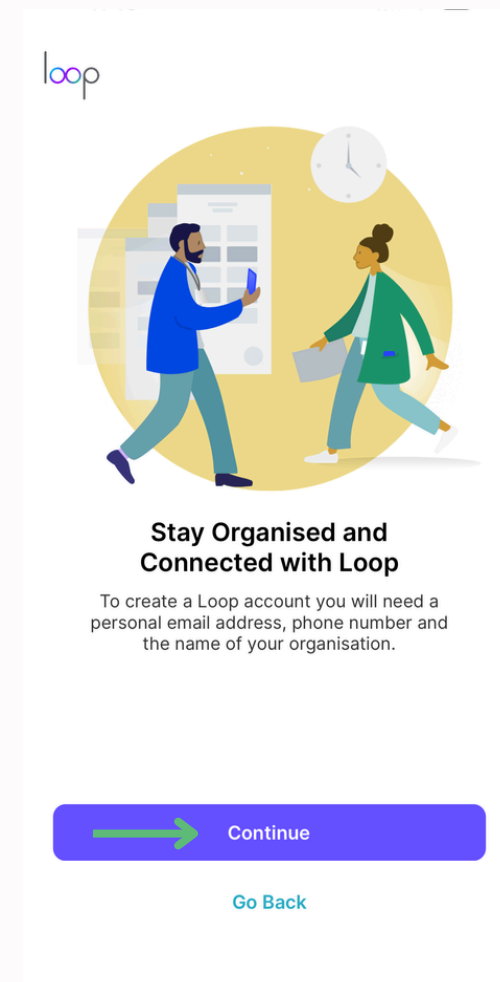


Sign Up For A Loop Account

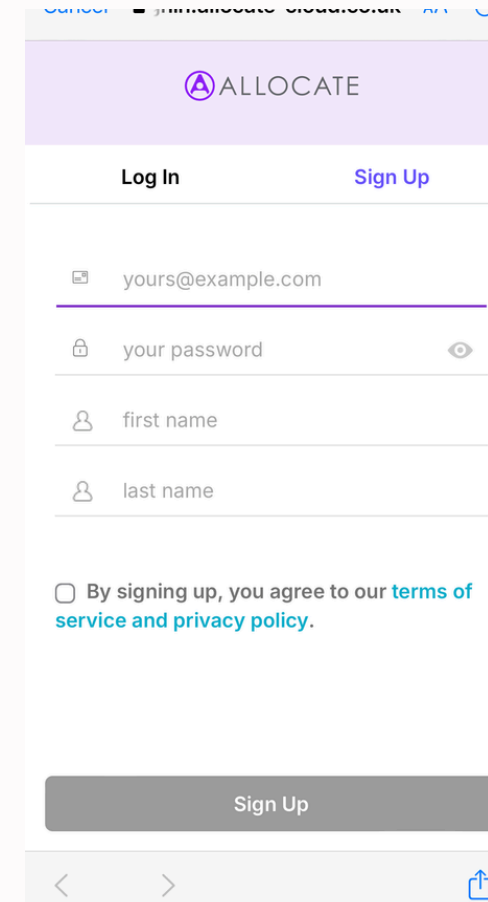
Open the Loop app and you will be welcomed with the below screen.



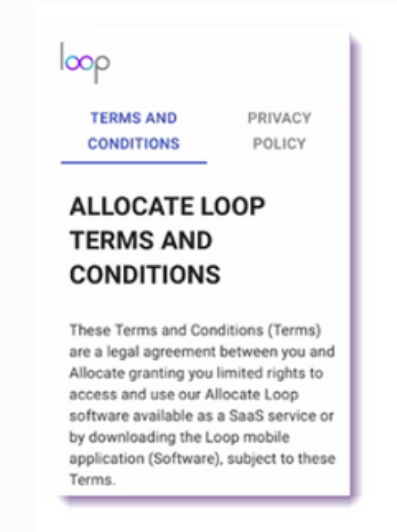
In the page that opens, tap **Continue**.



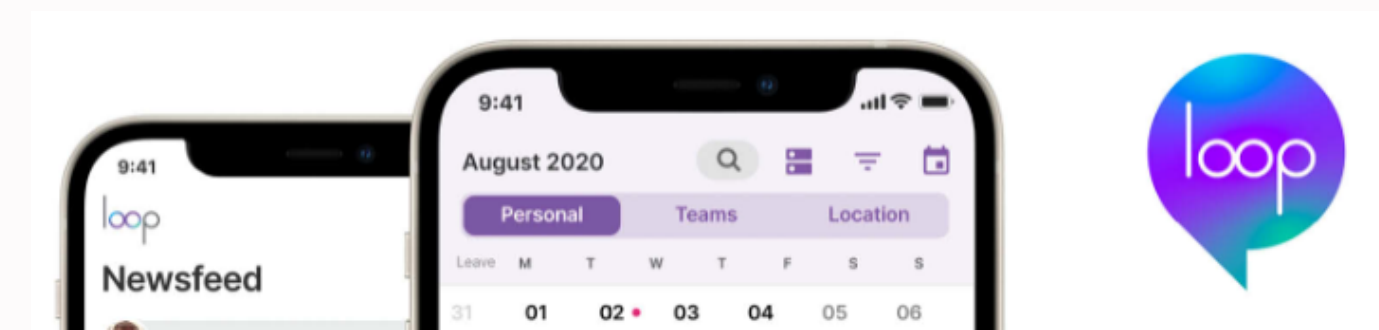
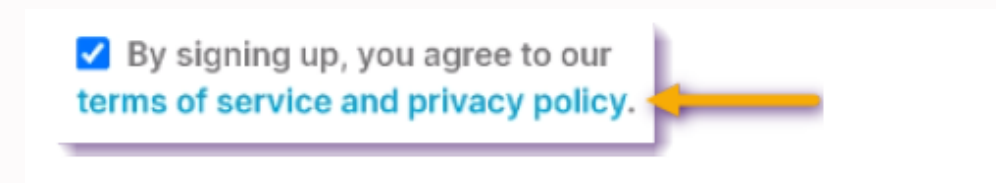
Complete the **Sign Up** Form. *Please note if your work mobile asks you to choose a browser default between Edge or Chrome, please ensure Chrome is selected*



View and Read the **terms of service and privacy policy**



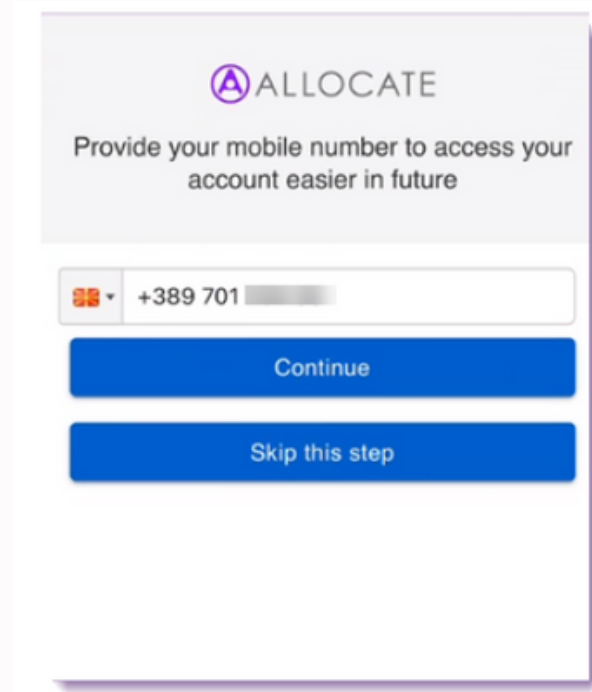
Check the box to accept the **terms of service and privacy policy** and tap **Sign in**.



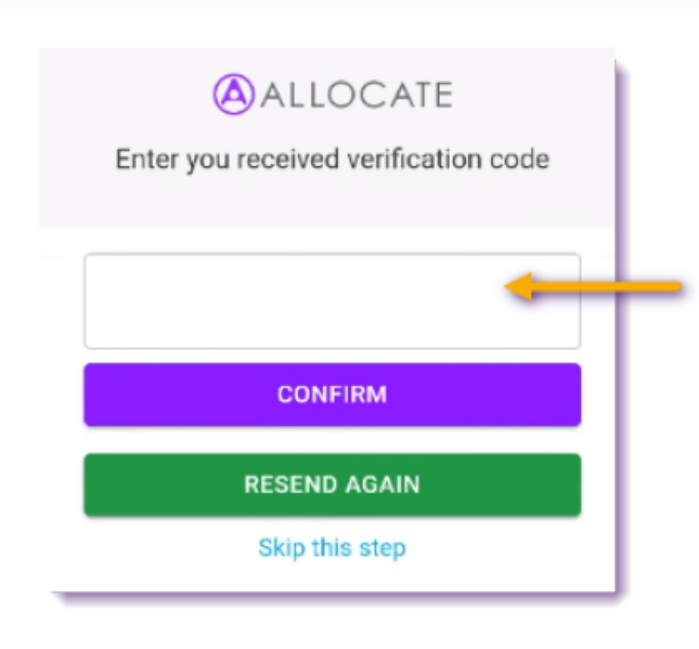
Sign Up For A Loop Account

The Loop mobile application will send an email to your email account and opens a new form for you to be able to enable login with your phone number
(Optional)

If you wish to do this please type in your country code and phone number and tap **Continue**.



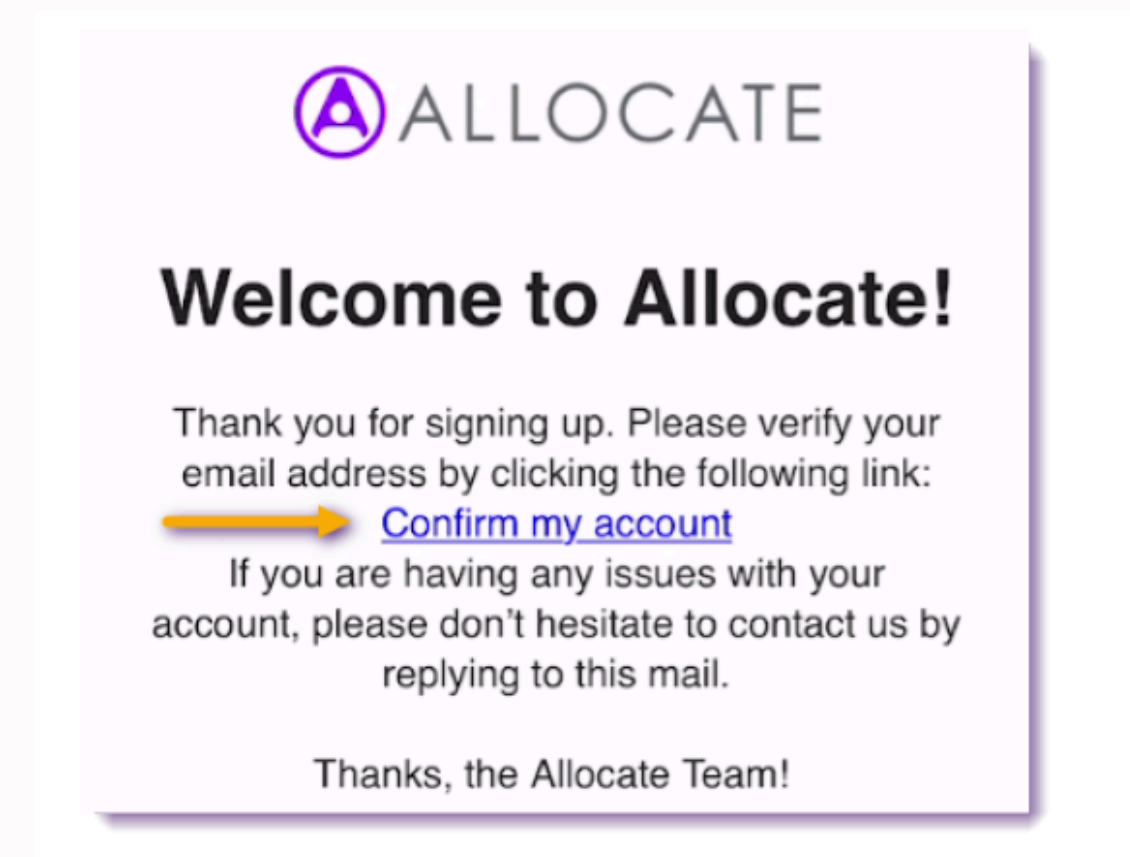
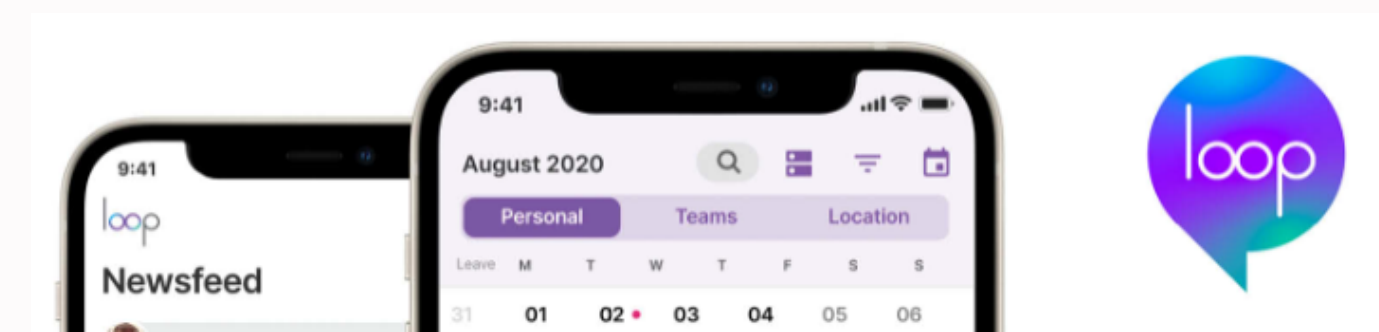
The Loop mobile application sends you an SMS with a verification code, in the page that opens, type in your verification code and tap **confirm**.



The Loop mobile application confirms your phone number and displays a new page.

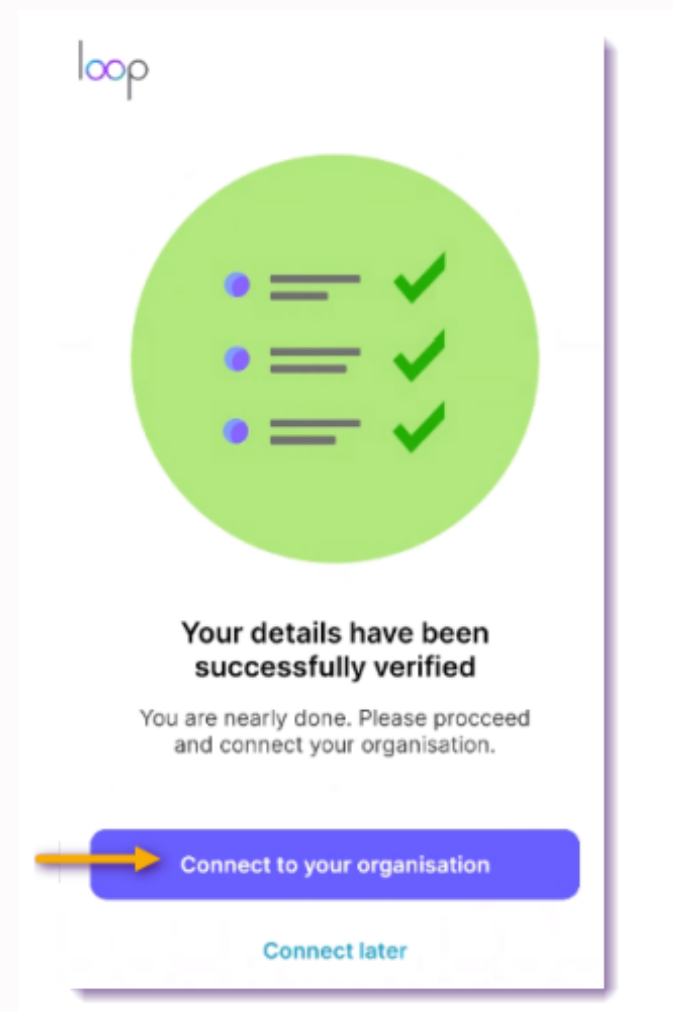
Alternatively, tap **Skip this step**. The Loop mobile application skips this steps and displays a new page.

In the email confirmation, tap **Confirm my account**.

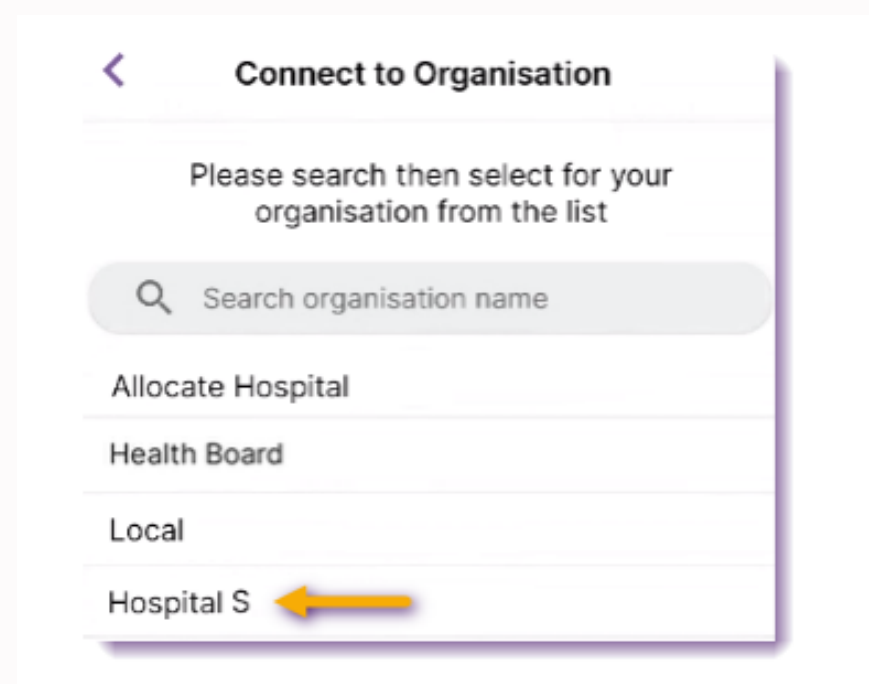



Sign Up For A Loop Account

Tap and pull down the page to refresh the Loop mobile application and you should now be greeted with the below page but before you can view your rosters and interact with colleagues, you must **Connect to your Organisation**

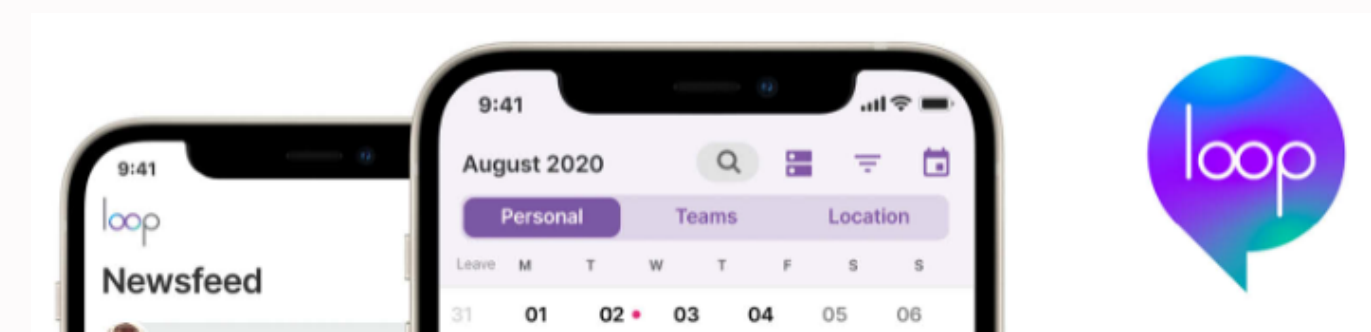
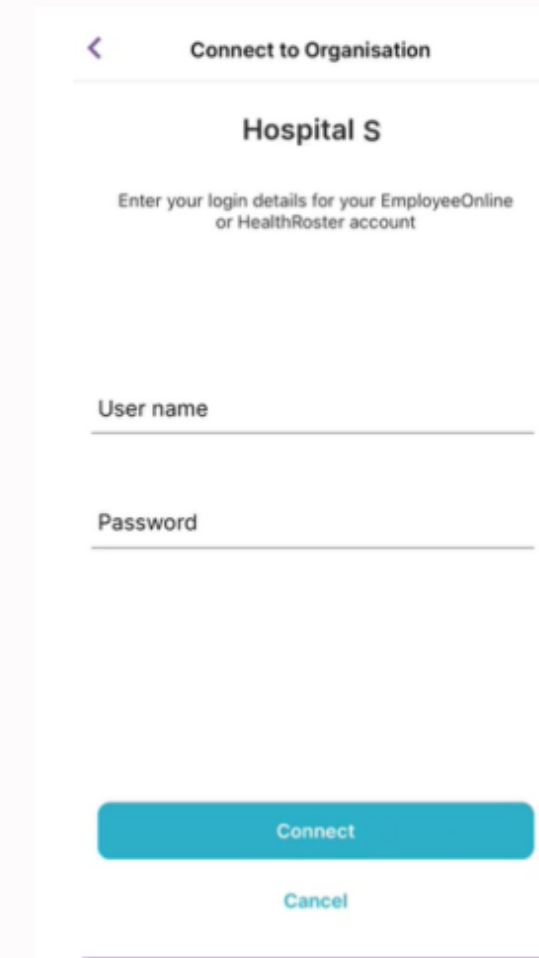


In Connect to Organisation, tap the organisation NHS Lothian



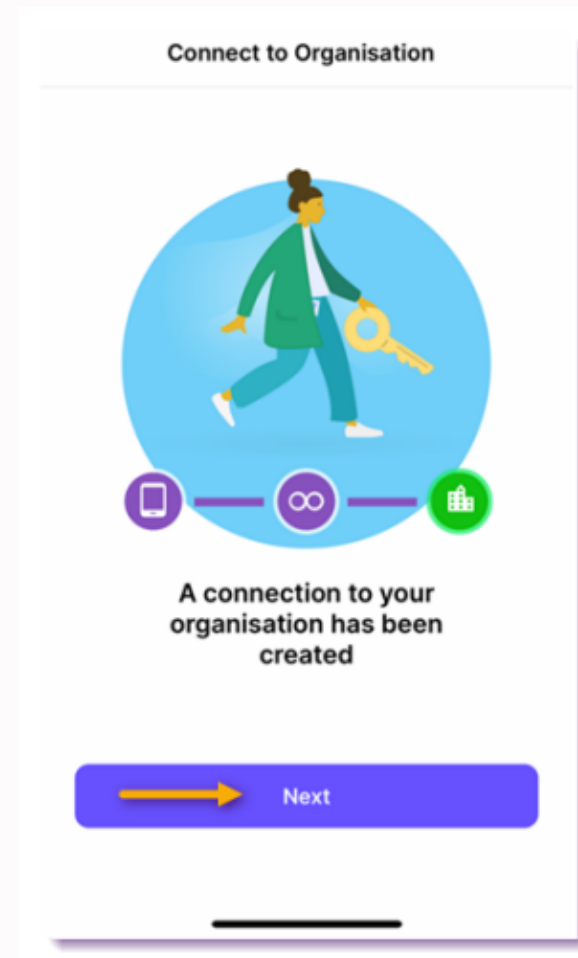
NOTE : To connect to your organisation, you must have an EmployeeOnline or HealthRoster / Optima account account.

Complete the form that opens with your EmployeeOnline or HealthRoster / Optima account details and tap **Connect**.

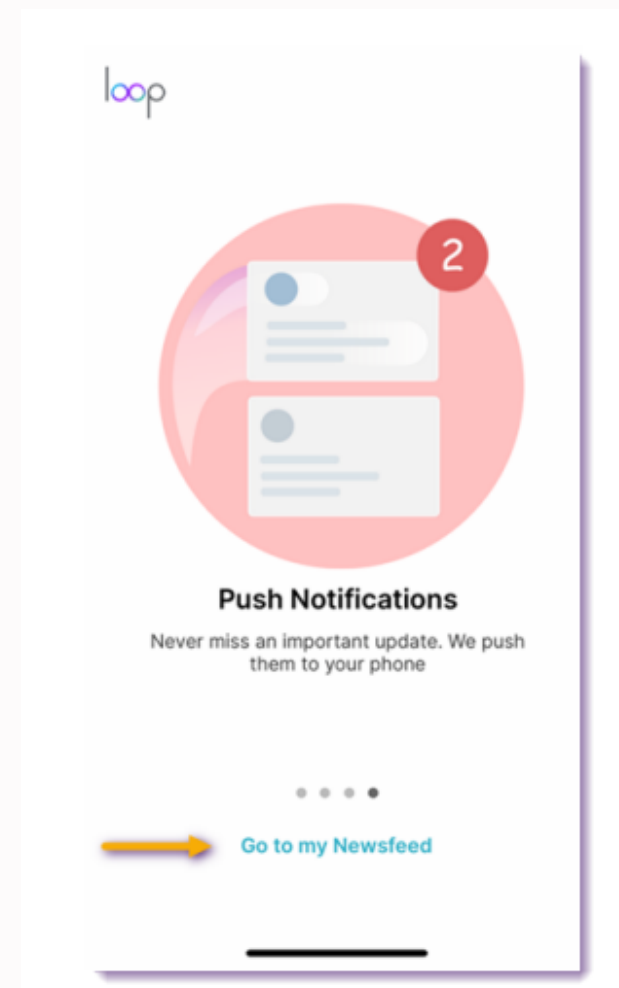


Sign Up For A Loop Account

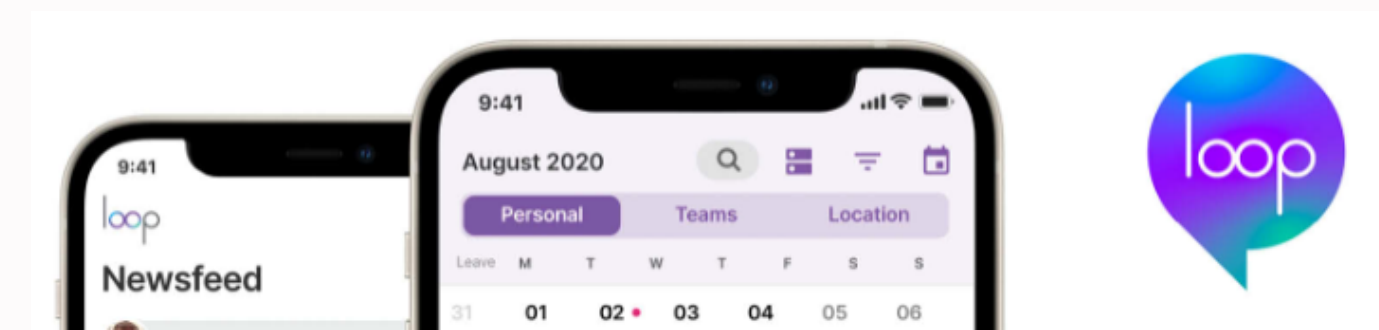
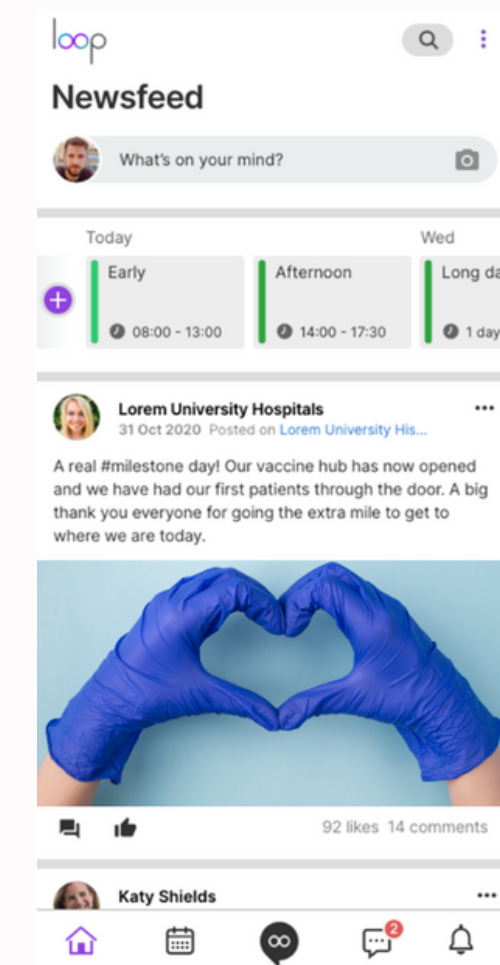
You should now be connected to NHS Lothian, in the page that opens, tap **Next**.



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

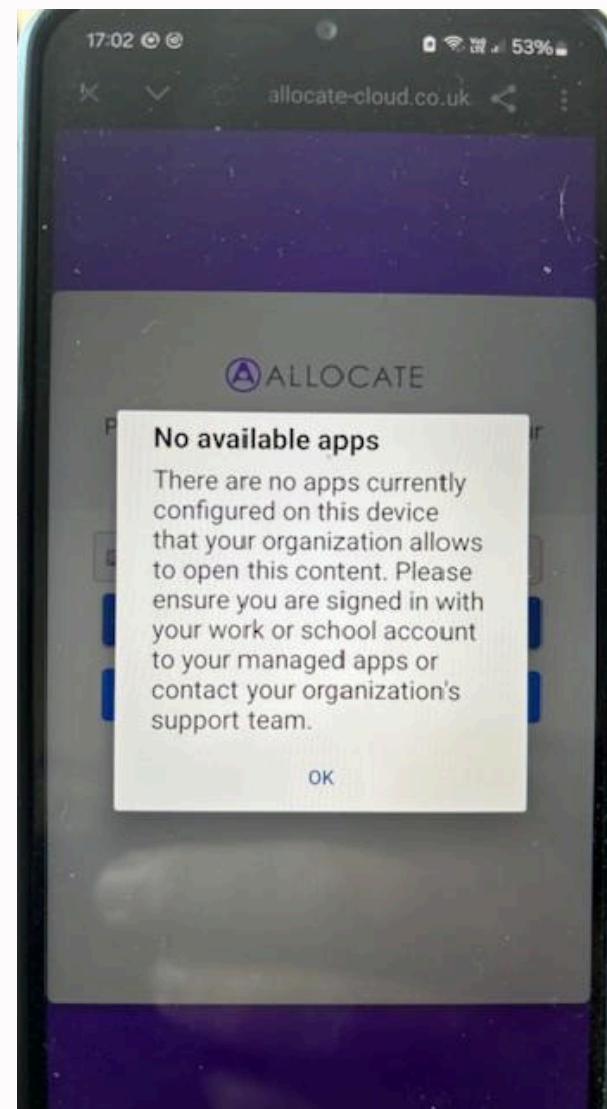


Congratulations you have now successfully installed loop to view your rosters and interact with colleagues and so much more.



Sign Up For A Loop Account

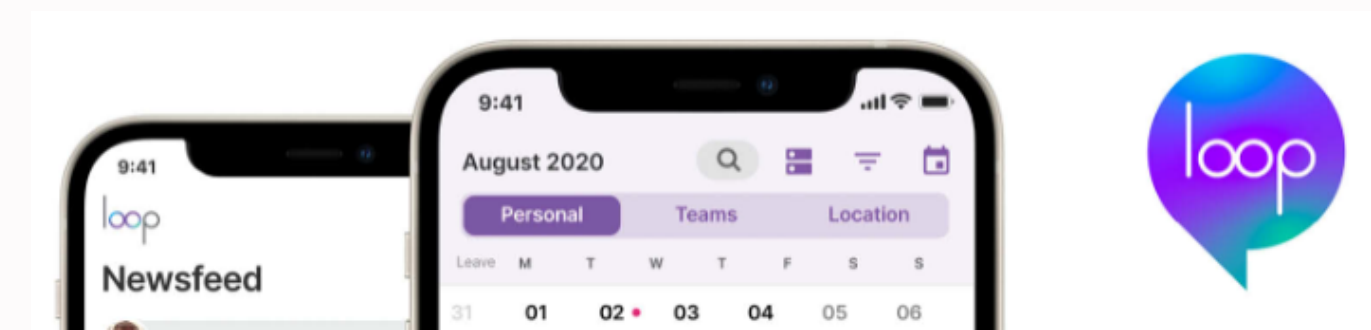
Troubleshooting Issue



For any reason on logging into Loop on your work device you are shown the following message please follow the below steps

- Tap settings on your Samsung Phone
- In the magnifying glass type browser
- On the options that shows pick edge.
- Scroll to part stating browser app it currently should say edge, please change to chrome.
- Try logging into loop again


NHS Lothian IT Team looking at resolving the issue with Edge currently





THANK YOU

NHS Lothian eROSTERING TEAM

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Your new home for

