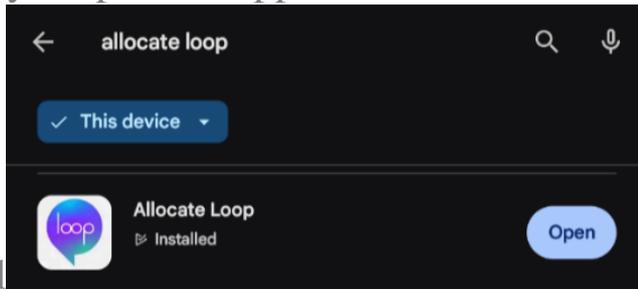


Loop Set Up guidance and common error tips

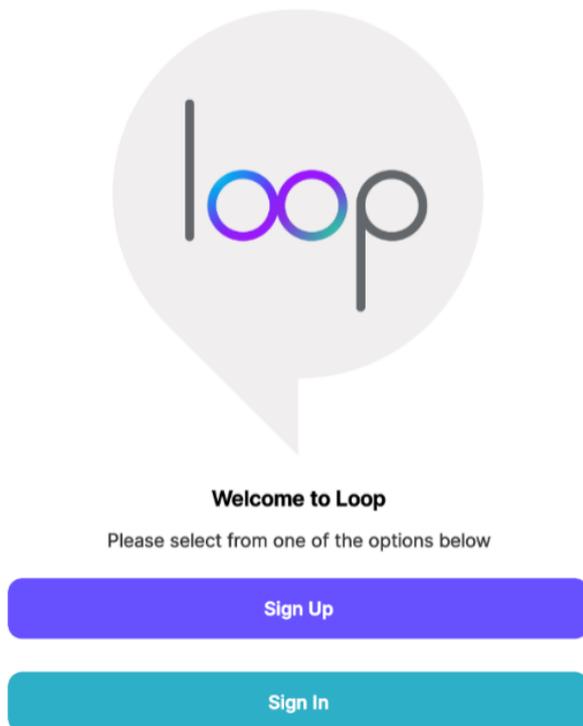
Set up guidance video [Connecting to Loop Video Link](#)

1. Open your phone's application store, search "Allocate Loop" and



install

2. Open Loop and you will see this screen.



3. If you have previously used MeAllocate, Sign In and use those login details.

ALLOCATE

Log In Sign Up

yours@example.com

your password

Forgotten your password?

Log In

Login with phone number

You should then be logged in successfully and can use Loop going forward.

4. If you have forgotten your password, click “Forgotten your password?” and input your email to request a reset.

ALLOCATE

Please enter your email address. We will send you an email to reset your password.

yours@example.com

Send email

Login with phone number

5. If you have not used MeAllocate, instead Sign Up and input your

ALLOCATE

Log In Sign Up

yours@example.com

your password

first name

last name

By signing up, you agree to our [terms of service and privacy policy](#).

Sign Up

details

- You will then receive a verification email to the email address you entered, go to that email, and click verify, then log in.
- On the next screen, tap “Connect to your Organisation.”

Connect to your organisation

[Connect later](#)

- Start typing “Royal Cornwall Hospitals NHS Trust” and pick from the list.

< Connect to Organisation

Please search then select for your organisation from the list

royal cornwall

Royal Cornwall Hospitals NHS Trust

9. Enter your rostering/EmployeeOnline (EOL) details here, this will usually be the same username as you use to log into your work PC, made up of a combination of letters from your surname and first name.

In this screen specifically, you must use your username, **not** your email address.

Connect to Organisation

Royal Cornwall Hospitals NHS Trust

Enter your login details for your EmployeeOnline or HealthRoster account

User name
Smithjo

Password
.....

Connect

Cancel

If you require a reminder of your username and password, or receive an error stating the password you are using is incorrect, you can use the [EmployeeOnline \(EOL\) Forgotten Password Link](#) or email rch-tr.rostering@nhs.net.

10. Once connected your set up should be complete and you can use Loop like you used EmployeeOnline or MeAllocate previously.

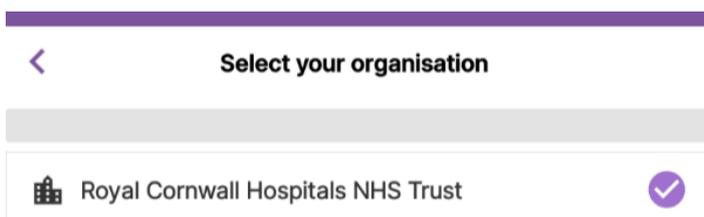
Please note, Loop is optimised for use on mobile devices via the dedicated app. The web version can be used, but it is missing some features e.g., you cannot disconnect from an organisation on the web version of Loop.

Unable to see any information on my calendar.

1. The first thing to try is a refresh. To do this, tap the organisation (third) icon () on your calendar page menu bar.



2. There you will see RCHT listed as your organisation, tap to refresh the app.



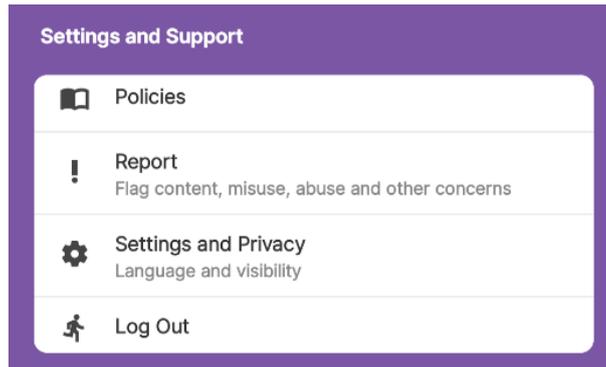
3. If you do not see RCHT listed here, you need to connect to see any information. Follow the [steps above](#) to connect your account to RCHT.
4. Also try fully logging out (i.e., using the log out button, not just closing the app or browser window) and log back in, generally this will fix the Access Denied error:

Web Version

Mobile App

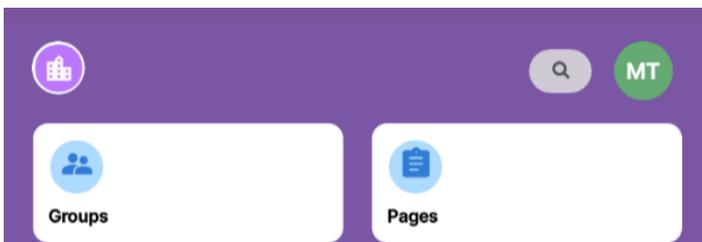
See your profile

Settings



“Error while associating the account. Error(s)= The account for Login Name [User name] already has Allocate Account.”

1. If you receive this error, you may have previously used MeAllocate and should sign in with these details instead of signing up with new login details.
2. If you wish to change the email you use to log into Loop, go to the main tab (this must be done on mobile) and tap the building icon in the top left.

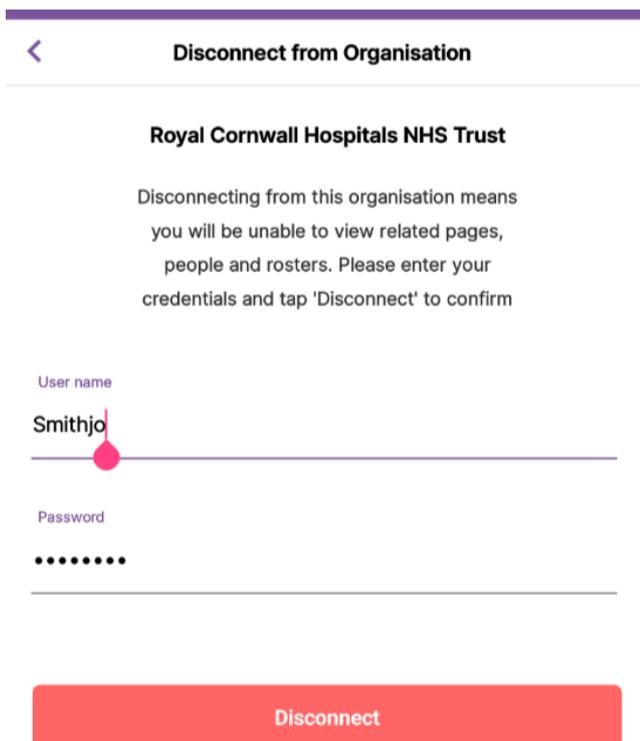


3. If here you see RCHT listed, tap the three dots next to RCHT (...)



And select Disconnect Healthcare Provider

4. On the next screen, enter your rostering ID/EmployeeOnline details again.



Disconnect from Organisation

Royal Cornwall Hospitals NHS Trust

Disconnecting from this organisation means you will be unable to view related pages, people and rosters. Please enter your credentials and tap 'Disconnect' to confirm

User name
Smithjo

Password
.....

Disconnect

5. Log out and then select Sign Up instead, following the [instructions above](#).
6. If you are unsure of your Me login, believe you never used Me, or RCH does not show as connected here, contact the eRoster team to check the email associated to your account or to escalate to the service provider to remove the link.

“Error while associating the account. Error(s)=User Account for Login Name [User name] cannot be found”

If you have entered anything other than your rostering ID/EmployeeOnline (EOL) username in the screen to connect to RCHT, you will receive this error. You may also receive this error if you are a new starter or had not had an EOL account set up previously. If you require a reminder of your username and

password, or receive an error stating the password you are using is incorrect, use the EOL [Forgotten Password Link](#) or email rch-tr.rostering@nhs.net.

“The account is already associated with selected trust.”

This error may occur when you have attempted to connect to an organisation in an area with bad signal or network connectivity. To fix this, log out and log in again and to be automatically connected to the organisation. When logging back in again, use the email address and password you used to set up when signing up to Loop.

“Invalid Credentials!”

If when you try to log in on the mobile app you receive the Invalid Credentials error, this means that you have deleted your account within the app. Regarding invalid credentials, please see below from the Software Provider:

*“When a staff member receives the '**Invalid Credentials**' error message while logging into the Loop App, it means they've deleted their account from inside the Loop App. This means they can no longer use that email address for Loop Mobile. They can still view rosters on Loop Web, but they won't see the trust page. On Loop Web, they will appear as **Loop User (LU)** instead of their name, due to **GDPR** and app store requirements. Users are warned twice that this deletion is permanent, and currently, we have no way to reuse the deleted email to log back into Loop once it's been deleted. Please advise the user to sign up with a new email address via the Loop Web/Mobile version, this will enable them to connect to their organisation.”*

However, as this is only preventing use of the more social elements of Loop, you only have to do this if you wish, as we are not pushing the social side, as long as you can access your roster section via the [Loop \(Web Version\)](#), this is really all you need.

You can also access the web version on your phone via the RCHT staff app

link under the rostering tab, and you can turn the link into a shortcut on your phone (see our Guide and FAQs document for more information).

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=434>