



User Guide

Staff Bank Team (Temporary staffing)

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Important Information

Substantive and Temporary Staffing Differences

Loop will initially be deployed to **Bank Staff** on 30th April 2025.

Whilst **substantive staff** can download the app, they will not be able to fully utilise the functionality until rostered on Optima (core rostering tool also provided by RLDatix in replacement for SSTS). The Optima implementation plan will be communicated to all staff once approved.

Other useful resource can be found using the links below

- Staff Bank site - [HR Connect Portal - Staff Bank](#)
- Medical Staff Bank [HR Connect Portal - Medical Staff Bank](#)
- Substantive staff site - [CORE eRostering Sharepoint - Loop](#)

Social Media Policy

Adherence to the NHSGGC Social Media Policies are **mandatory**. Failure to adhere and misuse the Loop app would result in disciplinary action

- HR Social Media Policy [HR Connect Portal - Social Media Policies](#)

These policies (covering both personal and corporate use) apply to what staff write, post or stream on social media sites in a personal capacity which may relate to their work and also the use on a Board network PC or an employees own device.

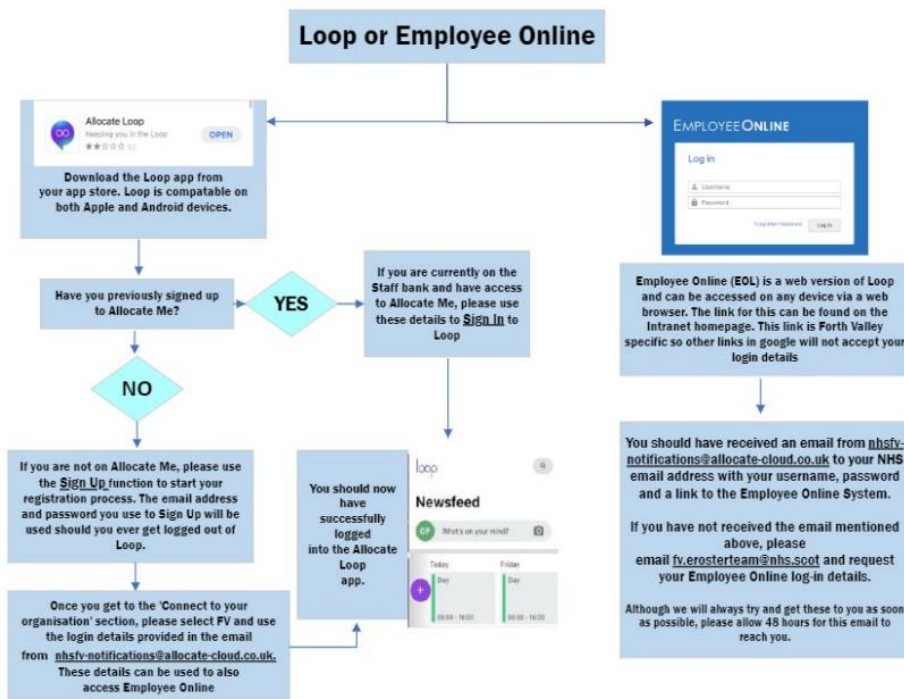
Employees should;

- Take care about what they post on the internet. Individual privacy settings do not always stop others seeing and distributing your content.
- Meet the high standards of behavior expected of our employees
- Be careful about any information they share and make available online. This applies to working hours, breaks and when not at work.

Employee Online vs Loop

Employee Online (EOL) has reached the end of its shelf life. RLDatix, the supplier have developed a new and improved communications tool for staff in the absence of EOL. It has all the same functionality with some new added extras.

EOL will be decommissioned and out of use on 31st May 2025. To continue to use this communication service, please download Loop ahead of this deadline.



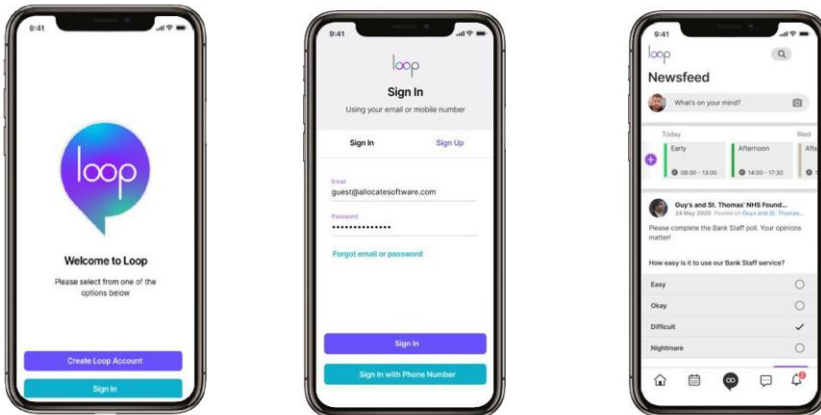
Part 1 - Accessing Loop, Signing in, Linking to NHSGGC (Org) and Password Resets

Commented [WE1]: This will need changed if we switch on MFA

Loop can be accessed via a mobile app or URL web link.

Mobile App

1. Download the Loop application from your app store
2. Navigate to the Loop mobile app. In the page that opens, click continue and complete the sign up form.
3. Create a username (email address) and password or use your existing EOL credentials. Type your first and last name. Click sign up.
4. Sign up complete. The app will now send an email to your email account and open a new form requesting a verification code. Enter the code provided and click confirm.
5. Once you have been successfully verified, click connect to your organisation. Search for NHSGGC. Complete the form that opens. Enter the details requested and click connect. Select next and continue with the setup of push notifications.
6. Once you have successfully logged in, you will land on the home page and your newsfeed.



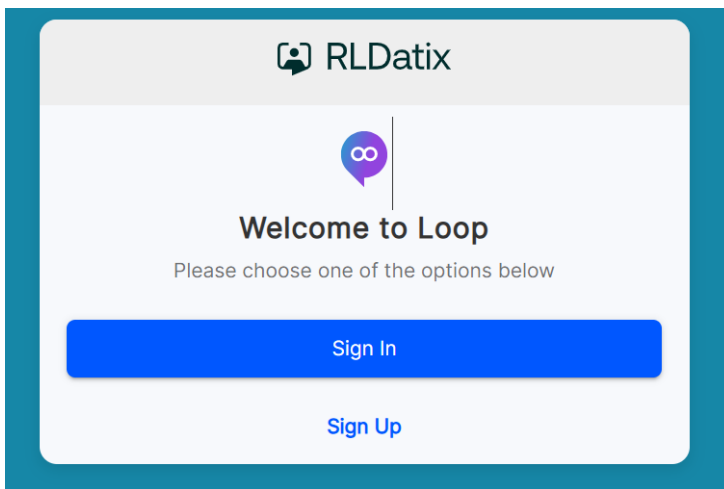
Where a password has been forgotten, please follow these steps before contacting the relevant support team.

1. Navigate to the log in page. Select "Don't remember your password".
2. Type your email address then click send email.
3. An email will be sent to your email account to allow you to change your password.

4. Complete the form that opens, type a new password and confirm. You will be notified once your password has been changed successfully.
5. Continue to the sign in page and attempt to log in again.

URL Web App

1. Copy this link into your browser <https://web.loop.allocate-cloud.co.uk/loop/login>

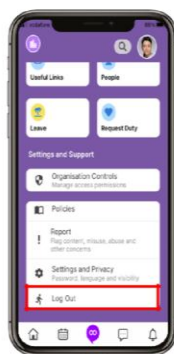
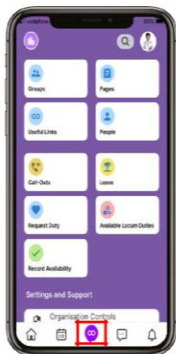


2. Create a username (email address) and password or use your existing EOL credentials

Note; this user guide will be focussed on the Loop mobile App. If you have any questions around accessing the web application please contact the relevant support team. Contact details provided on the front page of this document.

Part 2 – Log Out

1. Select the Loop Logo at the bottom of the screen.
2. Scroll down to Log Out.
3. Select Log Out. You will return to the sign in screen.



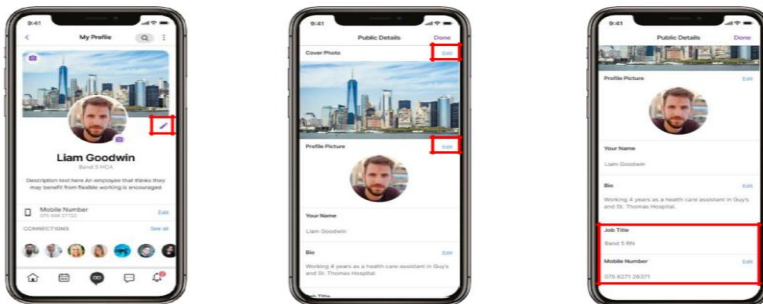
Part 3 – User Profile

Once you have successfully logged into the Loop App;

1. On your newsfeed, select the Loop Logo at the bottom of your screen.
2. Select user profile in the top right of the screen.
3. You can edit your profile page, change the background and profile photo by selecting the camera icons.



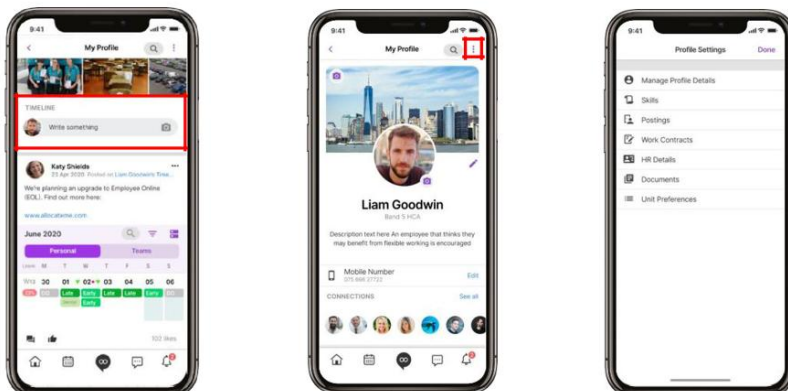
4. You can edit your public details including the photos by selecting the pencil icon.
5. Select edit to change the photos. Scroll down to view more options to edit. Select edit to change. Select done to save. Select see all to the right of connections to view all your connections.



6. Select the three dots to the right of any person you are connected to. The menu will open and you can send a message, call, remove connection, block or report a contact.
7. Scroll down your profile screen to view more details. You can view rosters, skills and work contracts. Select see all to view more details. You can also view your postings and photos. Select see all to view your photos.

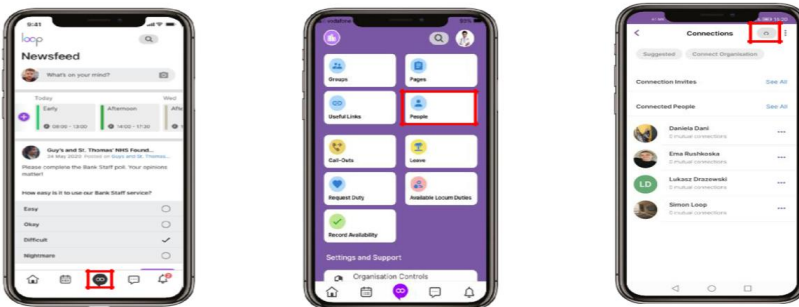


8. Add a post to your timeline and add a photo and view your timeline. Select the three dots in the top right corner of my profile to view the settings. Select any of the profile settings to view and select done to return to my profile screen.

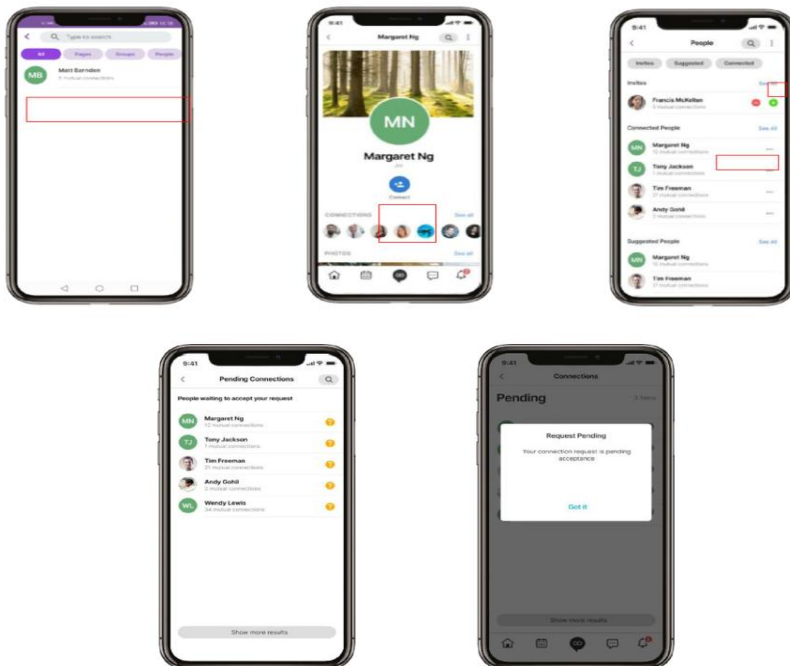


Part 4 – Request a Connection

1. Select the Loop logo at the bottom of the screen. Select people. Select the magnifying glass to search for the person. Start to type the name of the person you are looking for.

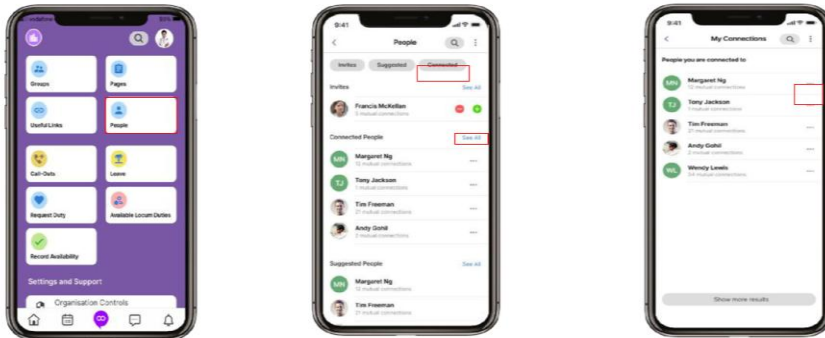


2. Select the name of the person from the list you want to connect with. Click the connect icon. To view your pending connections, select the three dots in the top right of the app. Select pending connections. You will be able to view people waiting to accept your request. Select the yellow (?) icon to view the status.



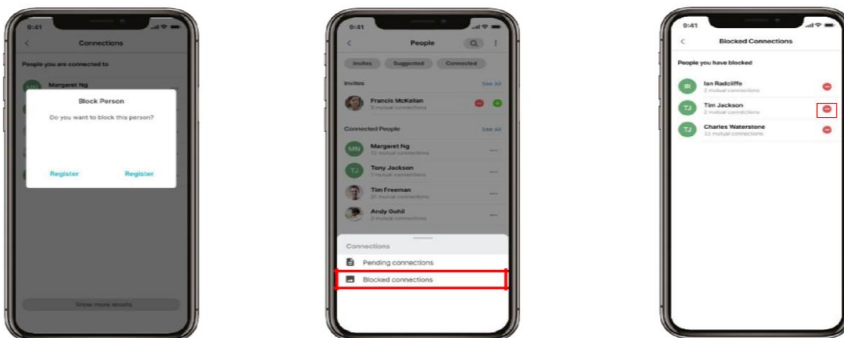
Part 5 – Remove a Connection

1. Select the people icon. Select connect or see all to the right of connected people.
2. Select the three dots to the right of the person you wish to remove the connection with.
3. Select remove and remove again to remove connection.



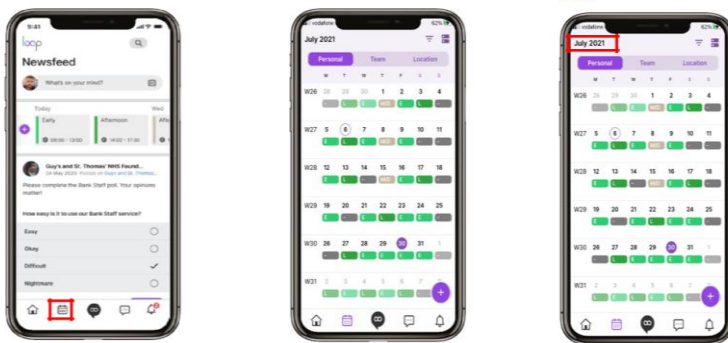
Part 6 – Block a Connection

1. Select people. Select connected or see all to the right of connected people.
2. Select the three dots to the right of the person you wish to block the connection with. Select block.
3. Select register to block the connection. To view the blocked connections, select the three dots in the top right or people and select blocked connections.
4. People you have blocked will be shown on this screen. To remove completely select the red (-). Select disconnect.

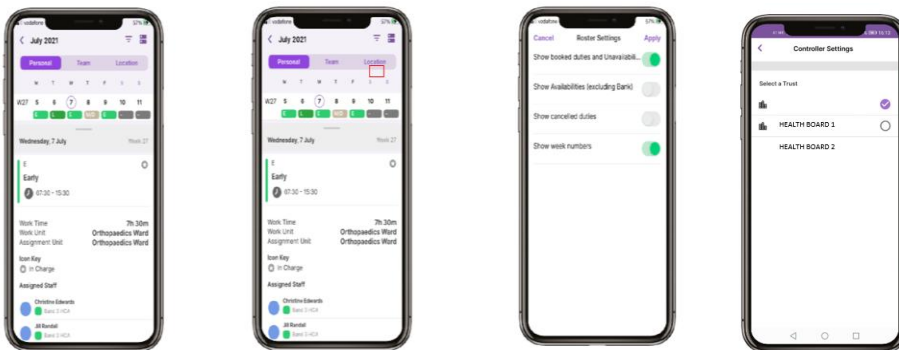


Part 7 – Personal Roster Navigation & Actions

1. Select the calendar at the bottom of the screen. Your personal roster will be displayed for the current month.
2. You can scroll months by swiping to the left anywhere on the main calendar to view and the next month and swipe to the right to go back a month. Select a duty to view the details and assigned staff.

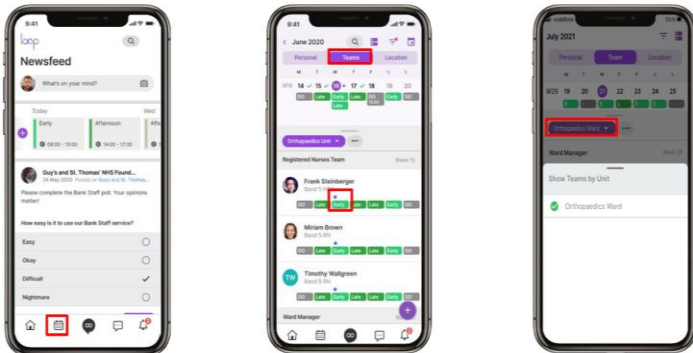


3. Scroll down to view further details. You can move to another week by swiping across the weeks at the top.
4. Select the filter in the top right to view roster settings. Swipe the buttons to toggle on or off and select apply to save the changes.
5. If you work for multiple organisations, select your organisation button to change the organisation being viewed.
6. Select the organisations and you will return to the previous screen.

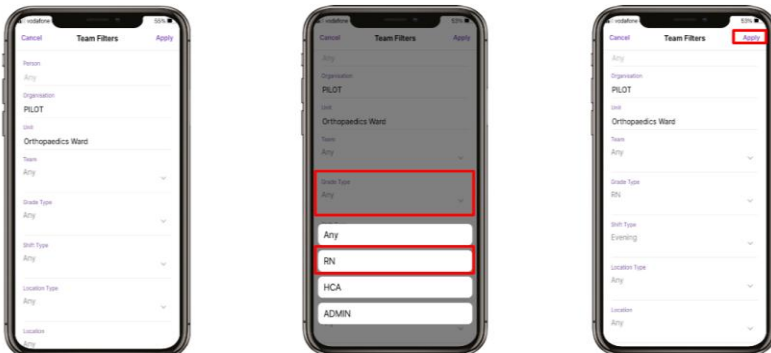


Part 8 – Team Calendar Navigation & Actions

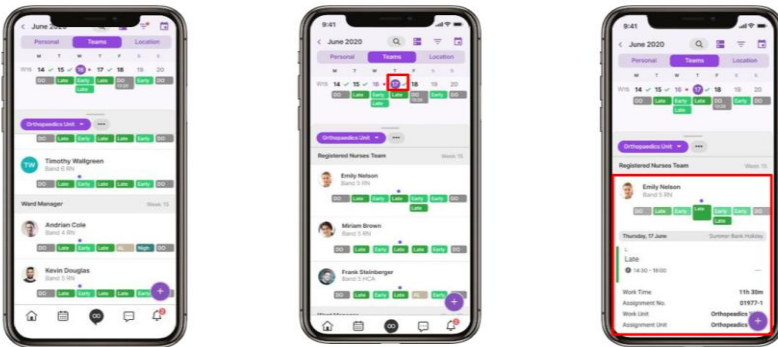
1. Select the calendar at the bottom on the screen.
2. Select the team tab. You can view the current week and the duty each person in the unit is working which is shown by a blue dot above the duty.
3. If you have multiple postings you can change the unit by selecting the unit currently showing and selecting another.
4. To filter the people shown, select the 3 dots to the right of the unit name.



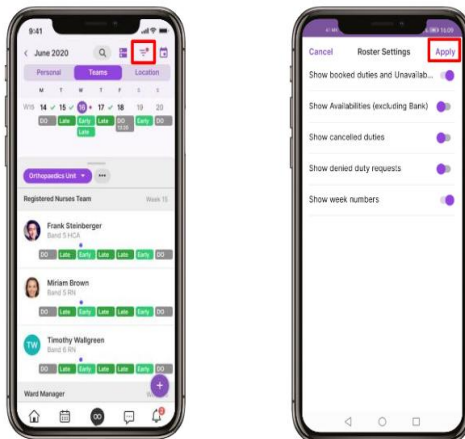
5. You can filter by team, grade type, shift type, location type, location, activities and fulfilment. Scroll down to view more filters.
6. Select a filter and then select a filter options. Repeat for other filters. Once you have chosen the filters, select apply.
7. To clear the filters, select clear filters at the bottom of the screen.



8. Scroll down to view more teams and what duties people are working. Select a day to view the team working. Select a team member to view the duty details such as work time, assignment number and work unit. Scroll down to view assigned staff.



9. Select roster settings at the top right of the screen.
10. Swipe the toggles to turn what is shown on/off and select apply to save your settings.

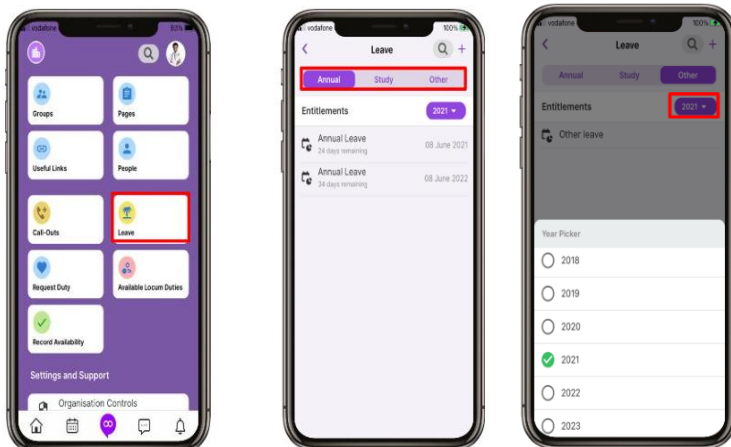


Part 9 – Request Leave

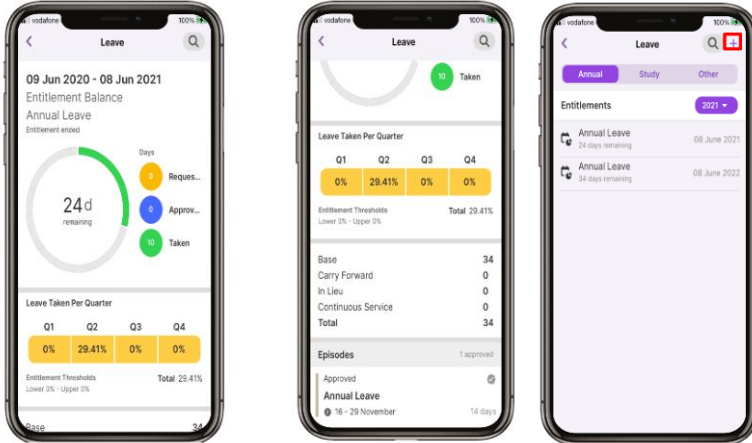
**** Please note that Bank workers cannot currently use this function and should continue to use the link below ****

<https://forms.office.com/e/HabHeGz7Ny>

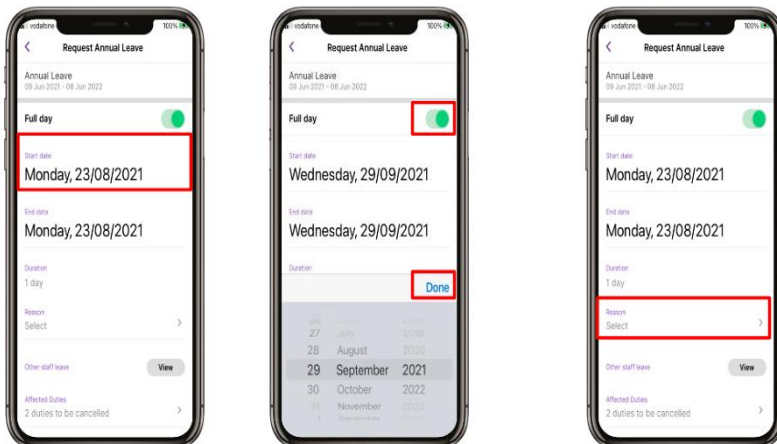
1. Select the Loop logo at the bottom of the screen and then select leave.
2. You can view your annual, study and other leave by selecting the links at the top of the screen.
3. Select the year in the top right to change the year you would view/request leave.
4. Select the leave entitlement to view the dashboard and balance.



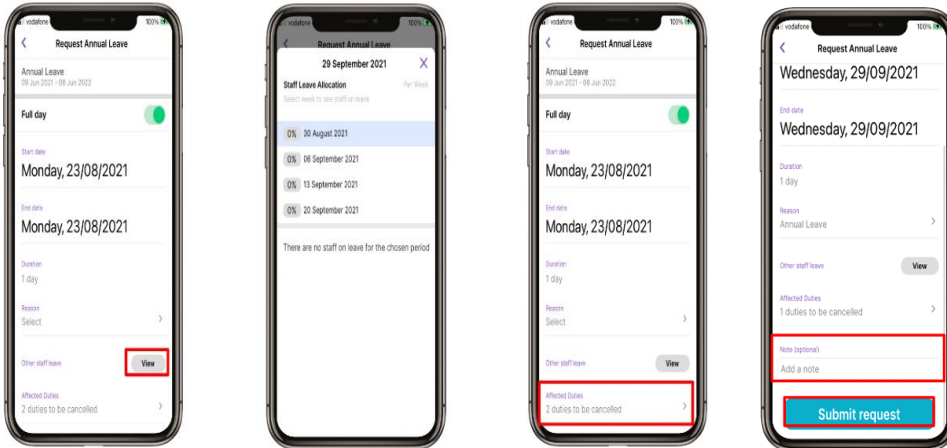
5. The dashboard shows a summary of leave entitlement.
6. Scroll down to view more information and approved leave.
7. Select the (+) in the top right to add a leave request.
8. Select the type of leave you would like to request.



9. Select the start date to change the date.
10. Select the date and select done. Repeat for the end date. Swipe the full day to off is a full days leave is not required.
11. Select reason. Select from list.



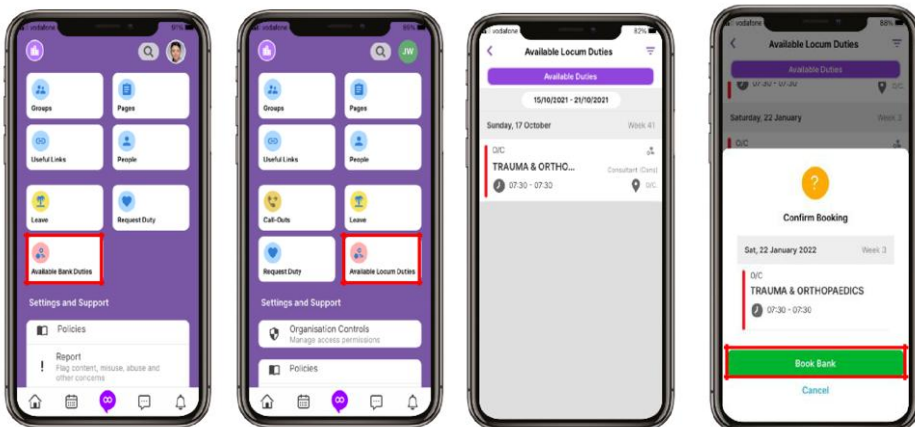
12. To view other staff leave, select the view button. Select the (X) to close.
13. To view the affected duties, select affected duties at the bottom of the screen.
14. Select the arrow head in the top left to go back.



15. There is an optional note field to add any notes. When you have completed the form select submit request.

Part 10 – Available Bank Duties (Direct Booking)

1. Select available bank/locum duties from the Loop main screen. Select an available day from the list. Select the green book button and select book bank.



Part 11 – Frequently Asked Questions (FAQs)

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 (if enabled by your organisation) to book annual leave, request bank duties, see who you are working with, log call outs and more.

Can i use my personal device to download Loop?

Yes, you can download via your personal or work device. It is your responsibility to ensure the security of your mobile phone device and our NHSGGC System Security Team would advise the following;

- Use an 8-digit pin code, strong password protection and use multifactor authentication
- Keep device software up to date
- Physical security – have phone/screen lock on and when out and about, don't leave your phone unattended.

[ADD LINK TO NHSGGC SECURITY POLICY](#)

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.

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 either your personal email or number that you used to set up the account.

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.

What can I do on Loop?

Newsfeed: See updates from your connections, organisations and pages you follow. Share your own updates to your connections.

Connections: Add colleagues as 'connections' to see their updates in your Newsfeed and send messages.

Messages: Direct message or group message between your connections. You can also send photos and emoji replies.



Groups: Create groups within Loop to stay connected with colleagues or those who share the same interests, whether that be a running group or book club. If you are rostered, Loop will also automatically add you to a working group to chat with your teammates.

Manage your Roster: If you work on a roster, you can also see what shifts you are working and who you are working with. Plus, when your future rotas are 'open to requests', let your rostering team know if there are certain shifts you want to fill.

Manage your leave on the go: 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?

Simple! All you need to know is their name. Search for them on the hub screen (the purple page in the middle) and press 'invite'.

I'm going on holiday, but I don't want to get Loop notifications while I'm off. What can I do?

There are two ways you can do this.

If you just want to mute a certain group, then click on the three dots in the top right corner in that group. Here you can set it to mute, either by weekends or a set time in the weekdays.

Alternatively, you can turn your notifications off on the Loop app in your phone's settings, so you know your personal messages aren't going to get interrupted by work group messages going off.

How do I request new leave?

It's easy. Go to the hub screen (the purple page in the middle) and click on 'Leave' icon to head to details about your leave entitlements. Then click on the '+' to request a new period of leave

I think my leave allowance is showing wrong. Who do I contact?

Your leave allowance is managed by your organisation. Please contact your Loop representative.

Can I book bank shifts via Loop?

If your organisation uses Allocate Software's bank solution, BankStaff, you'll be able to request and book bank shifts via Loop. If so, on the hub screen (the purple page in the middle), an icon for booking bank shifts will appear.

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 think you should be able to see some bank shifts, please contact your Loop representative.



I've found a bug using Loop or am having issue with using app features. How can I report it?

Contact your rostering team, who can either assist you directly, or raise a ticket with the RLDatix/Allocate team to fix.