



## Loop – How to set up your Loop Account

You need an Employee/Healthroster user account and access to a mobile device or the internet to create your Loop account. If you do not have a user account, submit a request by email to [elft.healthrostersupport@nhs.net](mailto:elft.healthrostersupport@nhs.net).

### Step 1

Download the app on your mobile device using the QR codes below or search for Allocate Loop. Alternatively go to <https://web.loop.allocate-cloud.co.uk/loop/login> online.



### Step 2

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](#).

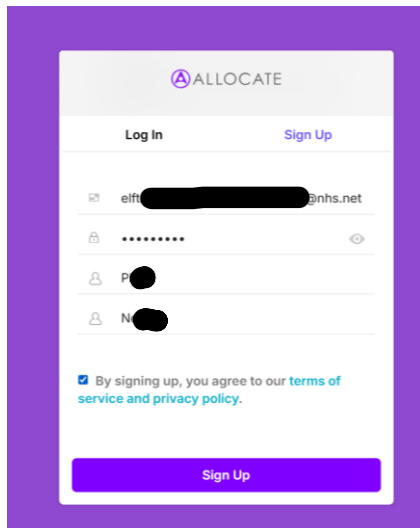
Sign Up

Tap or click on the Sign Up tab at the top of this screen.

Enter your email address, this will be your Loop account login name. It's recommended to use your personal email address.

Create your password – this will be your Loop account password.

Enter your first and last names.

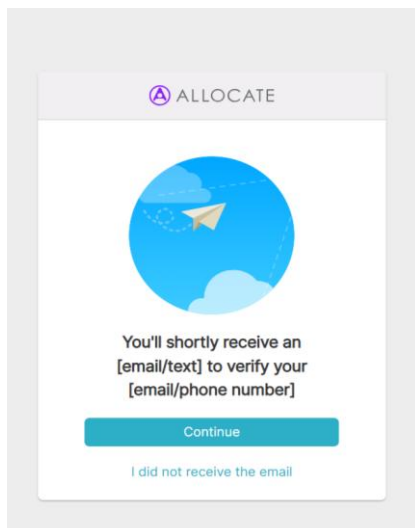


Check the box to agree to the terms of service and privacy policy.

Tap or click on the link to read them in full, they are also available in Loop.

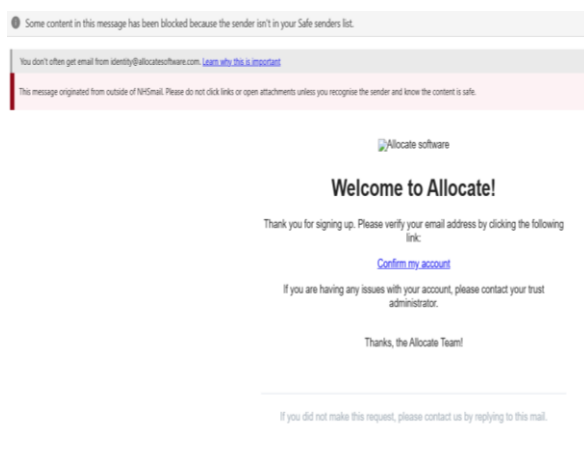
Tap or click Sign Up.

### Step 3



A verification email will be sent to the email address you entered in the Sign Up screen.

See Sample email below.

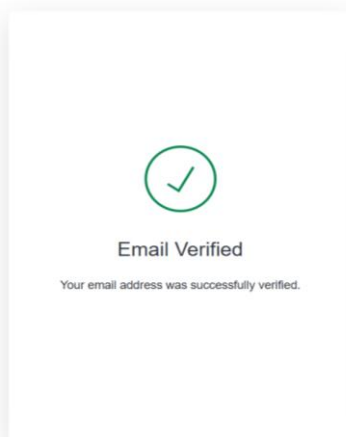


Go to your email inbox and the verification email from identity@allocatesoftware.com.

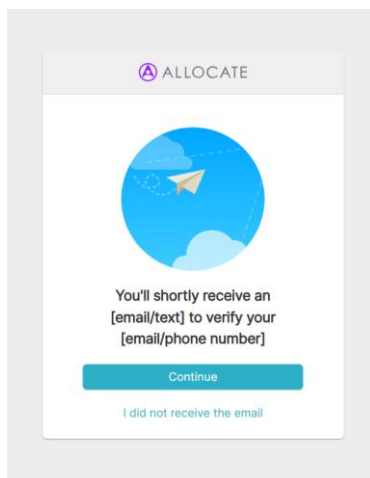
Tap or click the Confirm my account link.

If you do not receive the verification email after 10-15 minutes, return to the Loop screen and tap or click on the 'I did not receive the email' link and follow the instructions.

### Step 4

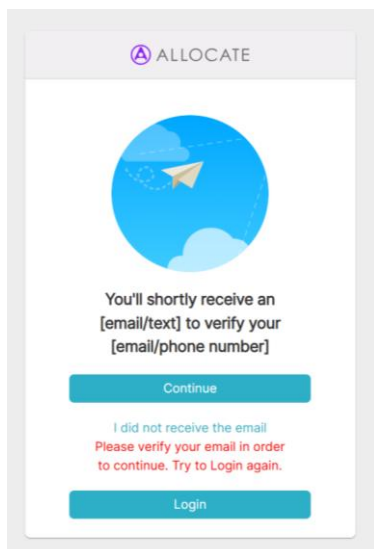


When your email address has been verified, return to the Allocate Loop screen.

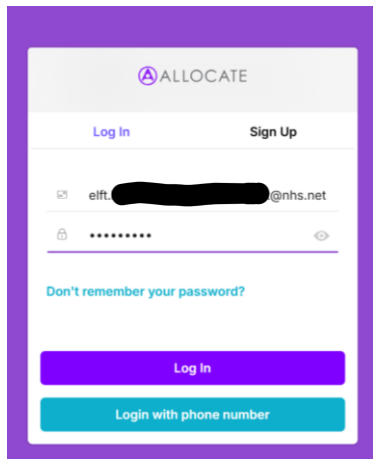


After your email address is verified, tap or click Continue.

## Step 5



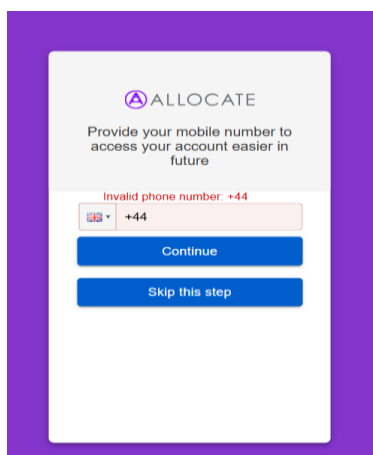
Tap or click Login.



Enter your Loop account username (email address) and password.

Tap or click Log In.

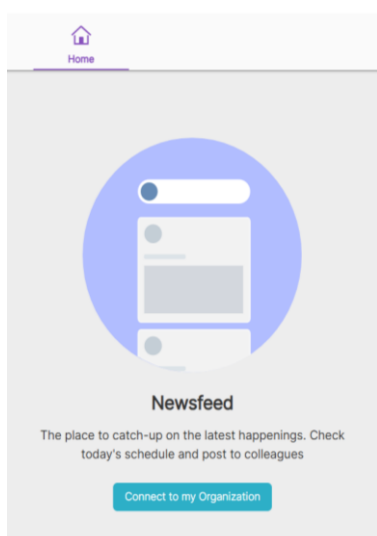
## Step 6



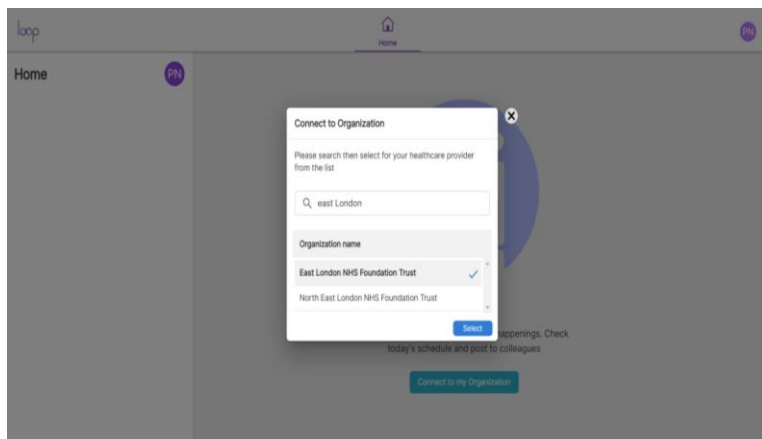
The alternative method to login with a code sent by text message is not operational – tap Skip this step.

Your login credentials will be the email address and password registered in the Sign Up screen, shown at step 2.

## Step 7



Tap or click Connect to my Organisation

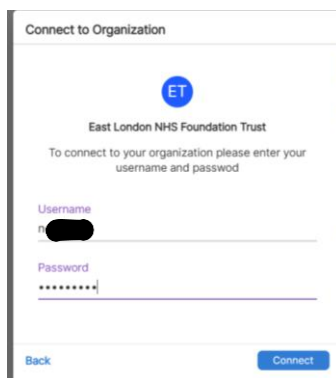


Search for East London NHS Foundation Trust.

Tap or click on the organisation, so it's highlighted with a ✓

Tap or click Select.

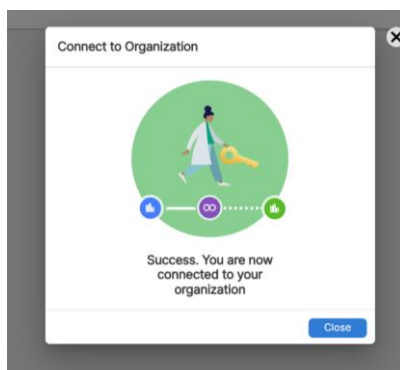
## Step 8



To connect to ELFT, enter your Employee or Healthroster user account username and password.

This links your Loop account to your roster record.

Tap or click Connect.



Your Loop account is now set up.

Because the systems sync overnight, you may not see your full record immediately.

For Loop information, how to guides, video tutorials and contact details for support go to the intranet page:

<https://www.elft.nhs.uk/intranet/all-about-me/healthroster-safecare/loop>

### Resolving Issues:

Error message: "Error while associating the account. The account for Login Name (your user name) already has Allocate Account. The account for Login Name (your user name) already has a linked External Identity". Action: Log out and sign in using your Loop user name email address and password, click on the 'Don't remember your password' link if needed.

Error message: "The account is already associated with selected trust". This often occurs in an area with bad signal or network and the process times out. Action: Log out of Loop and log in again, the Loop account should be connected to ELFT.