

Setting up your Royal Free London NHS Foundation Trust Health Roster (RFL system)

user account on your Loop App - Help Guide

- This is a guide only for staff who have already signed up and logged into their loop app with their North Middlesex University Hospital NHS Trust Health Roster (NMUH system) details only, contact the team to setup Loop app fully if needed.

RFL eRoster Team

Email Address: RF-TR.erosteringsupport@nhs.net

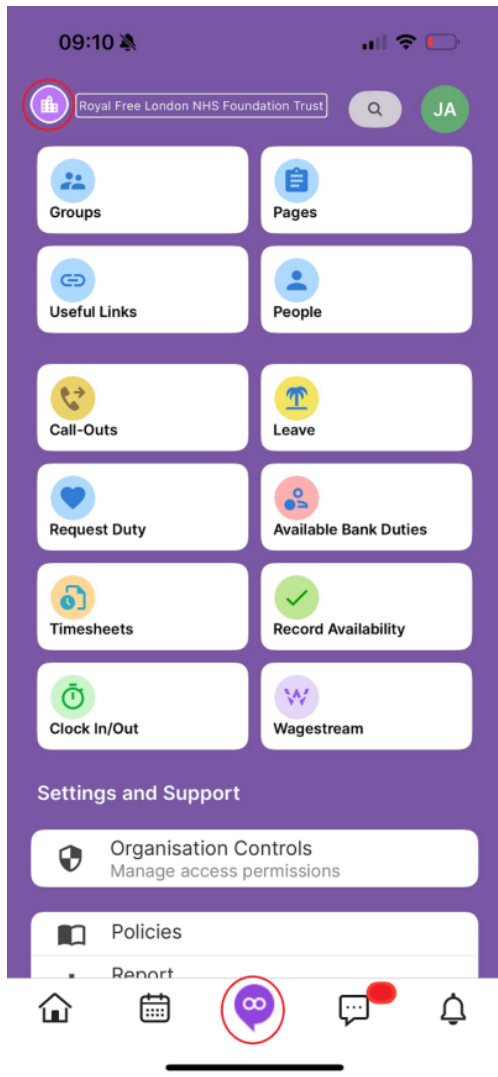
Phone: 020 837 51005 Extension: 51005

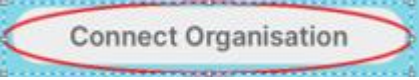
- For more help go to weblink: [Loop - RLDatix - UK](#)
- Loop web access: [Allocate Loop](#)
- Please download the Loop app, by searching for "Allocate Loop" on Iphone and Android app stores
- (EOL) will be decommissioned on the **30th June**, so you all need to setup a Loop app account by this date

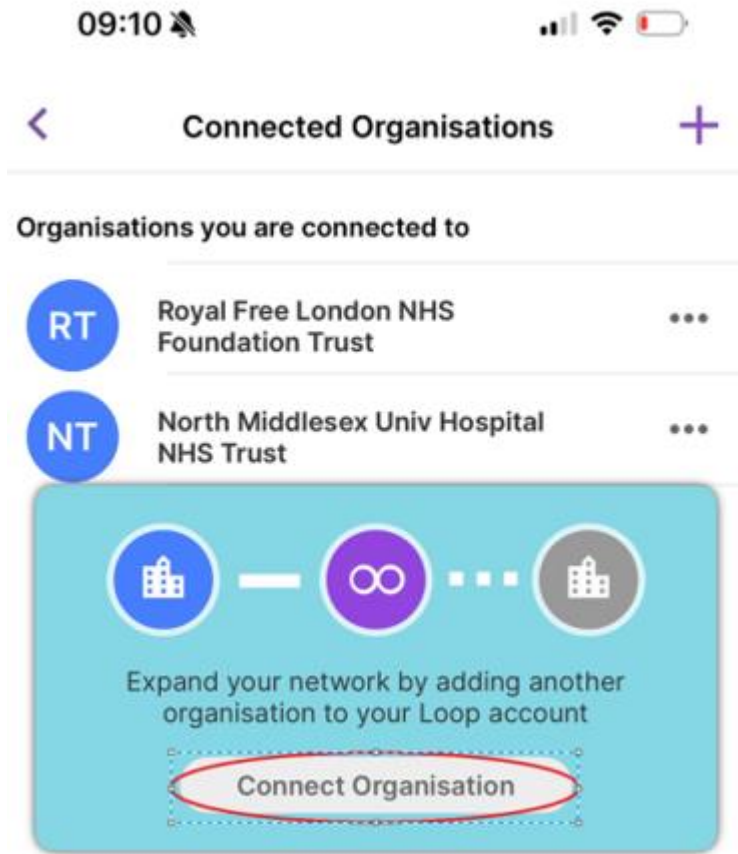
How to switch user account organisation on Loop app from NMUH system to RFL system?

- **Mobile app (Help instructions)**

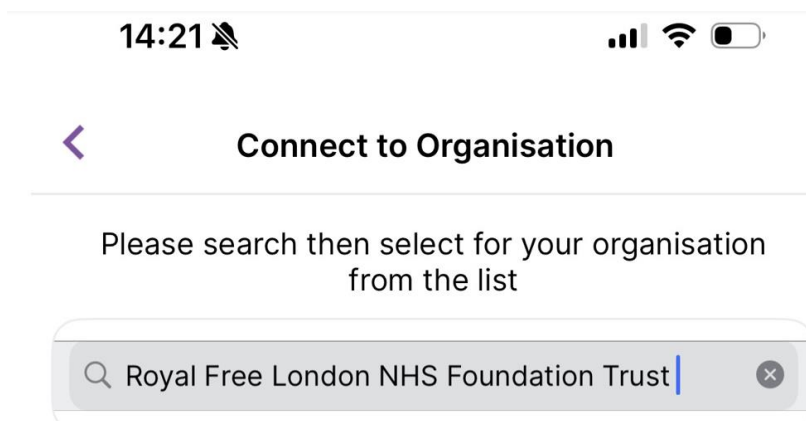
- Step 1: Log onto Loop app, go to the  icon and then select  icon as circled in red on the screenshot below:



- Step 2: Select the  option as shown below:



- Step 3: Type in the **Royal Free London NHS Foundation Trust** in the text field as shown below:



- Step 4: Input your login details for the RFL system, to link the accounts: (Contact us if help is needed.)

09:28

Connect to Organisation

Royal Free London NHS Foundation Trust

Enter your login details for your EmployeeOnline or HealthRoster account

User name

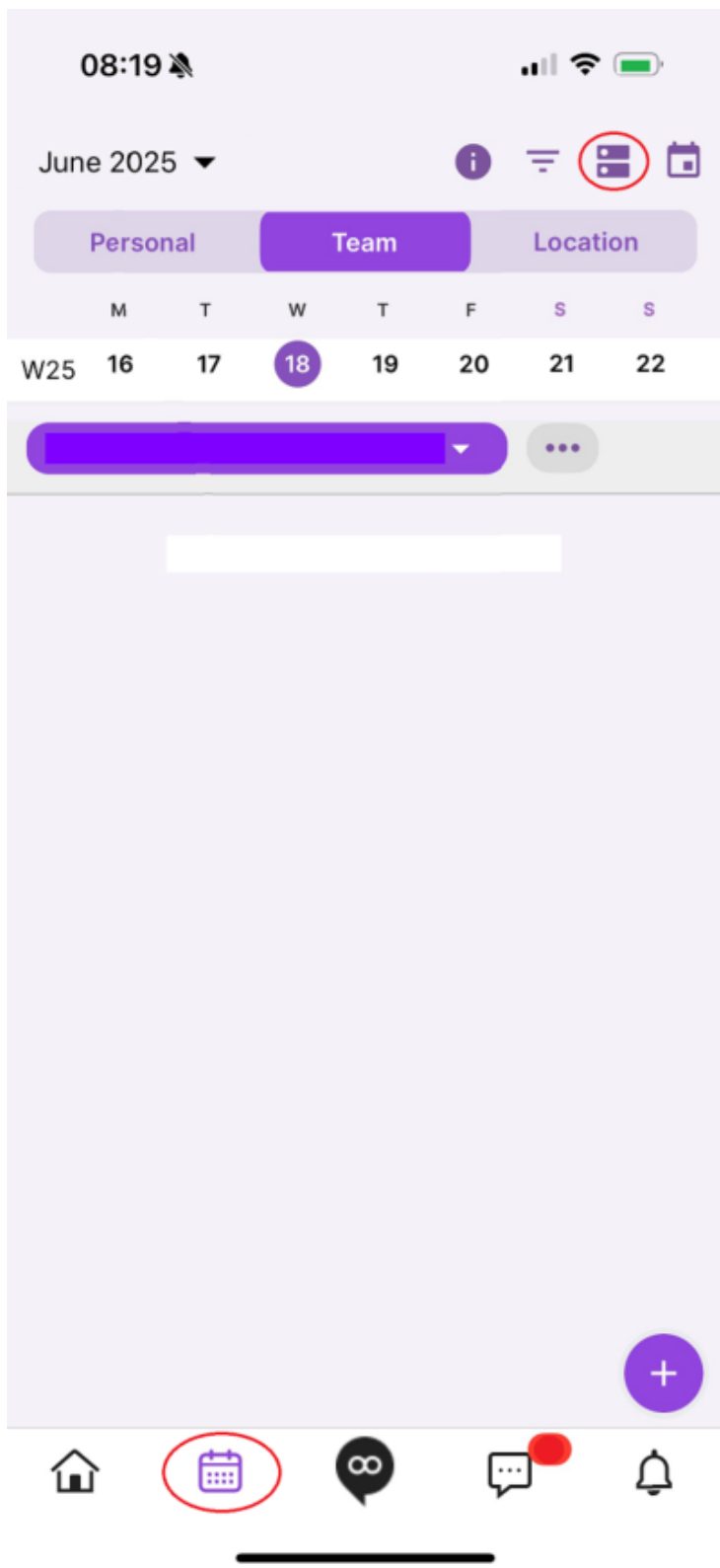
Password

Connect

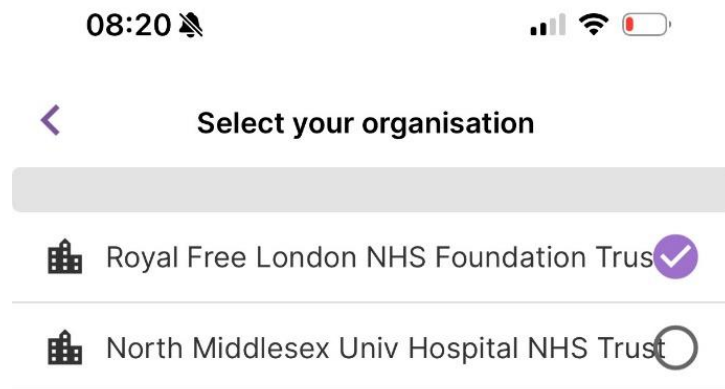
Cancel

How to switch between accounts:

1st select the  icon bottom left as shown below, then 2nd select the  icon top right:

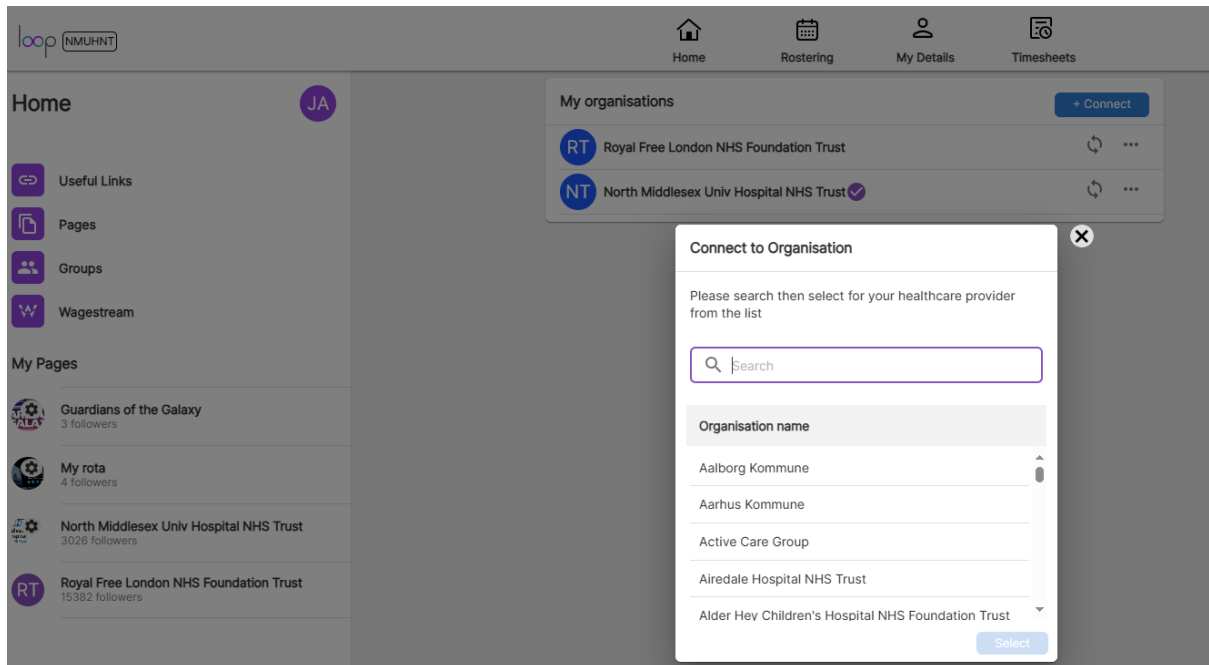


- You will then be shown the page shown below, which gives you the option to select and switch accounts. (Once you see the purple tick you are logged into that NHS Trust's user account)

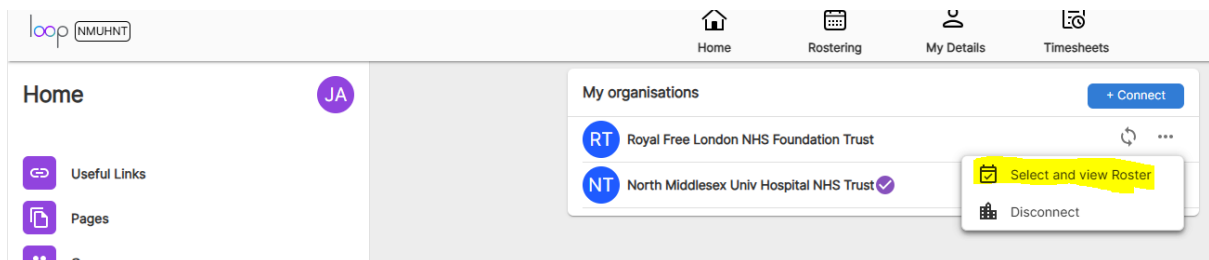


- **Web access (Help instructions)**

1. “Sign In” option, go to the “Home Page” and then connect to the RFL system as shown below using the RFL login details:



2. To swap accounts just use the “...” option and select the “Select and view Roster” option as shown below:



FAQ:

- Question = If I forget which email address, I used to setup my Loop app

Answer = Contact the RFL roster team for help. Then input the correct email address in the forgotten password data field option to receive your password

- Question = What do I do if my rota will not load

Answer = Always fully log off and go back to the original login page: (If that doesn't work, clear your internet history (cache))

- Question = Do I need to switch accounts?

Answer = Yes prior to 24th August 2025 you need to switch between your NMUH system and RFL system to see your duties and you need to switch onto the RFL to book annual/study leave etc.

- Question: Which system do I book annual/study leave on?

Answer: RFL for all annual leave/study leave requests, that are for 25th August onwards

- Question: Which system do I request duties on?

Answer: RFL account and you have up until 29th June to put in your 5 requests (Pro rata) for the 25th Aug-21st Sep, 4 week period