# Loop Communications Tool

Frequently Asked Questions

# Contents

# FAQ - Loop Communications Tool

This document covers frequently asked questions about the Loop Communications Tool and the different options available to you within this tool as you implement Loop.

# Communications Tool access

## What is the Communications Tool?

The Communications Tool in Loop allows employees to stay updated on your organisation's latest news and communicate to each other, in one place separate from personal related apps.

## Who can access the Communications Tool?

Although Allocate Loop is available to download by anyone with access to the App or Play Stores, in order to access the Communications Tool, including the **Newsfeed**, **Messages**, **Groups** and **Pages**, an employee will need a HealthRoster/EmployeeOnline account to connect to your organisation. Without this, the information stored here is not available.

## How can I control access within the Communications Tool?

There are a few feature accesses we've created with regards to the Communications Tool in Loop. These are:

### Loop: Can Create a Group

This feature access controls the ability to create new groups within the app. Without this access, users can only add themselves as members to existing open groups or request to join existing closed groups. For more information on the groups, please refer to What if our Comms Department is not ready for Loop?

### Loop: Can Create a Page

This feature access controls the ability to create new open pages within the app. Without this access, users can only follow existing pages in the app. For more information on the pages, please refer to What are pages in Loop?

### Loop: Moderator

This feature access allows you to moderate the content displayed in your organisation. Users who are assigned this feature access are able to:

- Receive and act on any abuse reports reporting bad content.

  For more information on this please refer to How do moderators respond to reported issues in Loop?

- Block and unblock whole Loop accounts. For more information on this, please refer to What happens if a moderator blocks a person in Loop?

- Administrator access for the organisation's automated page, including ability to add and remove administrators of the page and post content.

### Loop: Comms Module

Loop has an Engagement Module, which can be purchased as an additional module to Loop. This feature access will give the user access to this module.

The Engagement Module is available on Loop Web and gives the user the ability to do the following:

- Send out targeted messages to people based on information stored in HealthRoster such as units, staff grades, and skills

- Send out polls and surveys to employees

- Create useful links for all employees to access

- Create an additional two organisation pages

- Manage the content in the organisation pages

## What if our Comms Department is not ready for Loop?

Obviously, the decision is very much up to you but there is no requirement from Loop's side to have your Comm's department involved when rolling out Loop. All our current live organisations have rolled out without involvement from their Comms Department and have used the organisation pages as a way for HealthRoster teams to contact all users about HealthRoster related topics such as downtime and roster publications.

The Communications side of the app can be as big or as small as you wish to advertise it. It is a work based communication tool that has several features available to you should you require it, but there is no expectation to use it all at once. The new tools are there to support the existing rostering features and are designed only to increase the communication related to them to ensure everyone is working in a safer supported workforce.

# Groups, pages & useful links

## What's the difference between groups and pages?

Pages are something that anyone can follow, only admins can post against a page and followers see that post on their newsfeed without receiving a notification.

Groups are something you join and everyone has an equal active role in posting content once they are a member. Groups send notifications but don't post to the newsfeed.

## What are groups in Loop?

Groups are a place where colleagues can view and comment on information that is applicable to a particular group of people within your organisation. When a post or comment is posted in a group, a notification is sent to all members of that group to alert them to the latest update. It's the ideal feature to replace group chats from other message based apps and allows colleagues to keep up to date on latest information within a given unit without having to share personal information like phone numbers with colleagues.

It also allows for information to be shared with staff without having to create a connection with them within the app. Employees can get the relevant information they require without having to connect with another colleague.

All groups have a notification mute setting where they can choose to mute their notifications at certain times in the day or on weekends, giving a better work-life balance.

There are three different types of groups available in Loop:

### Automated group

On connecting to an organisation, all users are automatically added to a group that is generated based on their posting in HealthRoster. The adding and removing of members within this group is solely managed in HealthRoster. E.g., If a person's posting is end dated in a unit in HealthRoster, they will be removed from the corresponding group in Loop.

If when a user connects to a new organisation, they don't see their automated group straight away, this will require an overnight sync, so they should see it the following day.

### Open group

Open groups are created within the Loop App. If the user has the feature access **Loop: Can Create a Group,** they are able to create an open group that has no limitations to who can join.

If a person wants to become a member of an open group, they only need to search for it and add themselves as a member. No further approval is required.

### Closed group

Closed groups are created within the Loop App. If the user has the feature access **Loop: Can Create a Group**, they are able to create a new closed group which requires approval from admins of the group for people to join.

There are two ways in which a person can gain access to a closed group:

- An administrator of the group can send the user an invite in the app

- A user can join a group if they know the password created by the administrators of the group.

# What are pages in Loop?

Pages are designed to be used as a space where messages can be shared about certain topics. Only people who are set as admins to pages are able to post here. When someone does post, it doesn't notify the user (unlike with group posts) but is automatically added to the newsfeed of all users who follow that page.

There are two types of pages available in Loop:

## Automated page

On connecting to an organisation, all users are added to at least one organisation page. Users are not able to unfollow this page. Only people with the feature access **Loop: Moderator** or **Loop: Comms Module** are able to post against this page. This can be done either from the App or Loop Web.

If you have purchased the additional Engagement Module, you will also have the option to add another two organisation pages which will automatically add all the Loop users in your organisation as followers.

If when a user connects to a new organisation, they don't see their automated page straight away, this will require an overnight sync, so they should see it the following day.

## Open page

Open pages are created within the Loop App. If the user has the feature access **Loop: Can Create a Page**, they are able to create a page that anyone can then search for and choose to follow. Upon following an open page, any posts created against that page will automatically be posted to their newsfeed.

# What are useful links in Loop?

The useful links allow the organisation to provide links to useful pages outside of the Loop App, such as policies or your organisation's official web pages.

In order to add links, you will need to purchase the additional Engagement Module. With this access, you can add an unlimited amount of useful links via Loop Web which will automatically update the apps of everyone who has linked to your organisation's account.

# Connections, profiles & messaging

## How are connections made in Loop?

In order for someone to make a connection with a colleague, they need to request a connection and their colleague needs to have accepted that connection.

## What happens when a connection is made between people in Loop?

Once a connection has been made between two colleagues, they are able to view the following information:

- Photos and contents uploaded to each other's profiles

- Any post the other has posted to their timeline will now show in their newsfeed

- They can direct message each other, including from the **Assigned Staff** section of the roster (if they have the rostering access to view that section)

- They can post to the other's timeline

## Do people lose their connection when they disconnect from an organisation?

No. Loop users can take their existing connections with them after they disconnect from an organisation and join a new one.

## What is direct messaging in Loop?

Direct messaging is a place to create either one on one chats with colleagues or to create group chats. People are only able to direct message colleagues they have created connections with.

## What information is stored and viewed in a person's profile?

A person's profile gives three different views, dependent on the person who is viewing it:

View for those who are not connected to the person

- Profile picture

- Cover photo

- Existing connections

- Option to request/confirm connection

View for those who are connected to the person

- Profile picture

- Cover photo

- Existing connections

- Additional photos uploaded to profile

- Any content the person has posted to their timeline

- The ability to post against that person's timeline

<span style="color:orange">View for those viewing their own profile</span>

- Profile picture

- Cover photo

- Existing connections

- Additional photos uploaded to profile

- Any content posted to their timeline

- **Private to you** section listing the rostering information stored for the person in HealthRoster such as duties for the next 7 days, skills, work contracts, postings etc.

# How visible does a user have to be within the Communications Tool?

If someone is concerned about their visibility within the communications section of Loop and receiving unwanted additional contact, there are a few things that they can do to limit that view from their colleagues.

<span style="color:orange">Declining connections with colleagues</span>

All connections require a request and an acceptance of the request by both parties for it to be established. If a person wishes not to be messaged or for people to see the content belonging to them, they simply need not accept any connection requests made.

<span style="color:orange">Hide visibility of profile</span>

Within the main Loop action page there is a **Settings and Privacy** section where a person can turn off their **Profile Visibility**. By doing so, their profile will be hidden from the **Suggested Connections** list so that they can only be found if a person specifically searches for them.

<span style="color:orange">Blocking existing connections</span>

All users also have the ability to block an existing connection. For more information on this, please refer to <span style="color:orange">Can a user block a person in Loop?</span>

# Moderation

## How can someone report an issue in Loop?

There are several ways to send a report to the moderator if there is an issue with the content being posted in Loop.

### Report a post from the newsfeed, groups or pages

Every post on a user's newsfeed, groups or pages has an action to allow the user to report that post to the moderator. This is available through the three dots next to the post.

### Report a comment

Every comment also has an action to report the content to the moderator.

### Report a person

In every profile, there is an option to report the person to the moderator.

### General abuse reports – anonymous and not

Through the main Loop action page there is an option to make a general abuse report. This gives the user an option to write something in free text rather than provide them with a template. It also allows for users to report an issue anonymously.

### Auto generated reports

There is a list of inappropriate words built into the app that will automatically trigger an abuse report to the moderators at the point of the user posting the content.

## How do moderators respond to reported issues in Loop?

If a user has the feature access **Loop: Moderator**, when an abuse report is raised, it will be sent to them as a direct message.

All moderators will be given an additional access in **Groups**, **Pages** and profiles that allows them to view content as a moderator. This means they can access posts they wouldn't normally have access to (e.g. not a member of the group or connected to the person) and delete the reported content.

All deleted content leaves a message behind to show what the original post was when it was deleted. This is only visible to those with the moderator access.

## Can a user block a person in Loop?

Yes. All users have the ability to block someone they are connected to. They can do this from the person's profile. This level of blocking will prevent further contact between the two users, such as direct messaging and hide content from both to each other's newsfeed.

## What happens if a moderator blocks a person in Loop?

Moderators have additional access to **Organisation Controls** from the main Loop action page. From here, they can block a person's entire account which will mean that they are unable to log into Loop at all. We would recommend this be used only as a last resort and preferably only seen as a temporary solution as the user will also lose access to the rostering features as well.

Any user blocked by a moderator can also be unblocked through the same **Organisation Controls**.

## How much additional time is required of a moderator?

Although we can't speak for definite on how content will be posted within every organisation, we have found that organisations with Loop already have not reported any significant additional resource required in this area.

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