Your questions answered

What is the Loop?
The Loop is the Trust's new cloud-based intranet platform built on SharePoint Online, which will be available to all staff on a device of their choice.

It is much more user-friendly and accessible than the old staff intranet (The Hub), which is built on an outdated version of SharePoint. In time, the Loop will completely replace the Hub and allow staff much more freedom to update their service pages and engage with each other.

However, the Loop and Hub will exist alongside each other for some time as the Loop continues to be developed. The first phase of the Loop is being launched in February 2022 and from there, the rest of the platform will be built.

The Loop will allow you to:
- discover and share what's happening across the Trust
- offer feedback on issues that matter to you
- find everything you need about our services
- follow and save your favourite pages
- create your own team pages and document libraries quicker than ever before
- tell us your good news
- check career opportunities
- link with unions

Where has the Hub (previous intranet) gone?
The Hub is still available in the same way it always has been. [The Hub homepage is available here](). You can add this link to the bookmarks in your browser for easy access.

Please remember you will need to be on the Trust network to access the Hub. It can't be accessed outside work like the Loop.

How can I access my pages on the Hub?
[Use this link to access the Hub homepage](). You can then access the pages you need through the usual navigation menus or search function. The layout of the Hub remains the same as before.

It is a good idea to add any Hub pages you frequently visit to the bookmarks in your browser for quick and easy access.

How do I get access to the Loop?

- For anyone with a work phone, an app to access the Loop should automatically have been added to your home screen (scroll across your home screen to check for it)
- If you are logged in to Teams on your PC, laptop or phone, you should be able to see an icon for Loop access at the side of the screen (or along the bottom on your phone)
- If you are using your own phone, tablet or laptop outside the Trust network, log in to [Belfast Trust SharePoint](#) using your work email address and password. You will also need to have multi-factor authentication set up to confirm your identity.
  The Loop homepage should appear when you are logged in to SharePoint. However, don't panic if it doesn't. If necessary, scroll down the page and you should see an option to click 'The Loop'. Alternatively, use the menu at the top left of your screen (with the three lines icon) and an option for 'The Loop' should appear.

Can I access the Loop outside work?

Yes the Loop can be accessed outside the Trust network on your own device as it is a cloud-based platform.

Can I access the Loop at any time?

Yes. If you stay logged in to Belfast Trust SharePoint on your own device, you will have easy access to the Loop whenever you want. You can also follow any pages you like or add any pages to the bookmarks on your browser.

How can I get a news story featured on the Loop?

[Complete this simple form to submit a Loop news story](#).

News items should always be accompanied by an image(s) or graphic(s) unless you cannot provide this. All news items need an image or graphic before being published so you will need to leave time for this to be created if you cannot provide it yourself. You may also want to submit a video with your news story if appropriate.

Please note that Corporate Communications maintains a schedule for news items weeks in advance, so please ensure you provide adequate notice. News items can be added to the schedule at short notice in some circumstances. However, we cannot guarantee that news items submitted at short notice will be published.

How does my service area get a section or page on the Loop?

All services should eventually have an opportunity to get content about their area on the Loop. You can complete this [support request form](#) for advice or help to get started.

Can I access training for building pages on the Loop?
A training webinar and other helpful guides are available on the Loop Help and Guides section. Staff will be informed about any additional training through the news section of the Loop and also by email after completing the support request form.

Are there guidelines on how to create content for the Loop?
Yes, content guidelines for the Loop are available here. Everyone creating or editing content on Loop pages should read and follow this guidance.

You can also access the content guidelines from the 'Corporate Information' dropdown menu at the top of each page.

Is there any other information available to help staff who are new to the Loop?
All the information to help you use the Loop will be available in the Help and Guides section.

My directorate structure is wrong on the Loop – who do I contact?
You can contact the PA for your director, who should be able to access the directorate structures and make the change.

Who do I contact if I am having problems with building pages, creating content or other technical issues?
You can use the online request form to ask for help and you'll receive assistance from Digital Services or Corporate Communications.