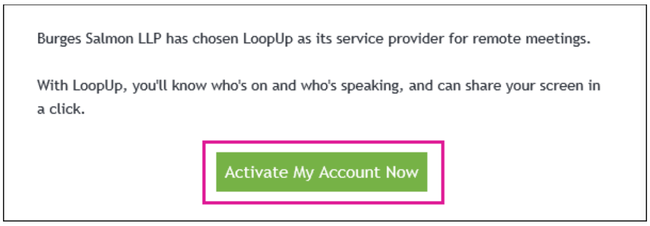
Using your LoopUp account

This document will outline how to set up your LoopUp account to obtain your dial-in details and how to use the platform.

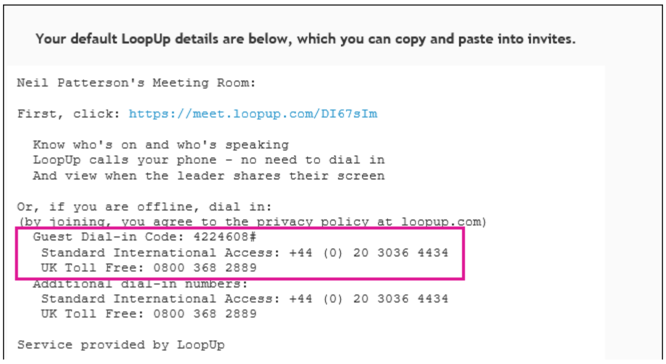
1 ACTIVATING YOUR ACCOUNT

1.1 The IT Service Desk will set you up with an account, and you will then receive an email from LoopUp. Select Activate My Account Now.



1.2 You will be asked to create a password for your account. You need to do this in order to get your dial-in details.

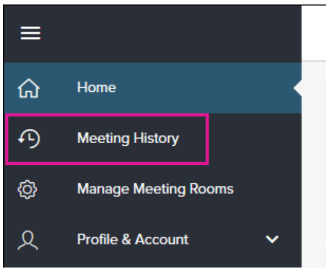
1.3 You will get an automated email which will contain your conference call details. **Note: the Host code is underneath the main details.**



2 ADDING CLIENT/MATTER INFORMATION (POST CALL)

2.1 Once you have completed your conference call, to add the client/matter information, log on to https://account.loopup.com/meetings and select **Meeting History**.

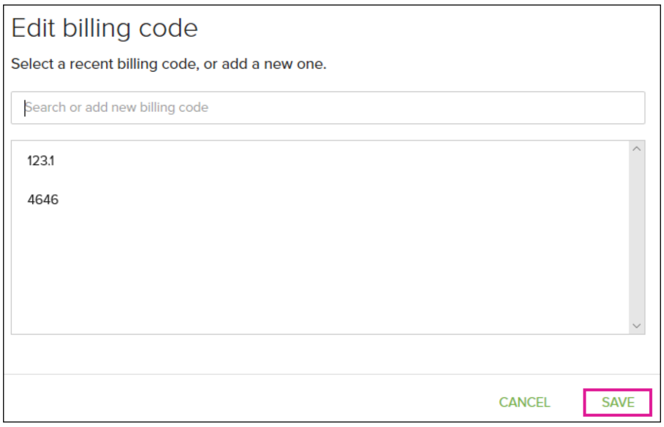
Note: Open the link in Microsoft Edge.



For more detail on this please see intranet version of this guide.

2.2 You will then see your recent meetings. To add the client/matter details, select the **pencil** icon next to **Billing Code**.

2.3 You can then enter the client/matter number. Once you have used it once, you are able to select it from the list in future. Select **SAVE**.



3 CREATING DEDICATED ROOMS FOR DIFFERENT CLIENTS

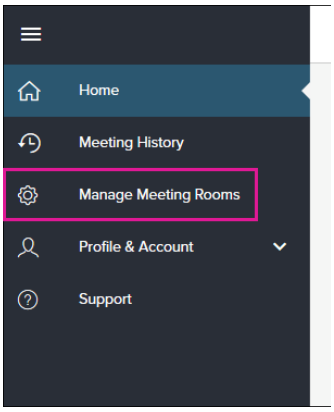
You are able to create a number of different meeting rooms should you wish to. The dial in number remains the same, but the participant and host PINs will be different.

This is useful if you have regular conference calls with specific clients, as you can set up the client/matter code to auto populate for you.

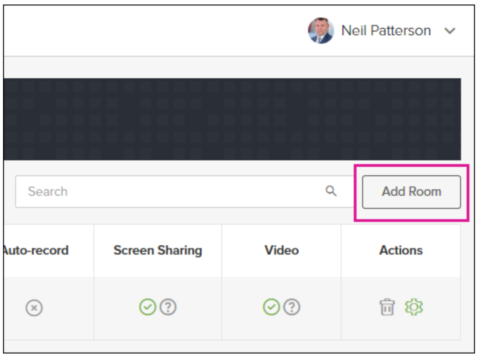
This also avoids back-to-back meeting clashes, where 2 clients may end up on the same call.

3.1 Log on to https://account.loopup.com/meetings and select **Manage Meeting Rooms**.

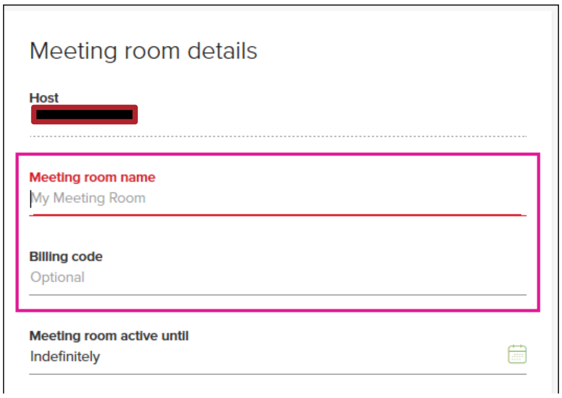
Note: Open the link in Microsoft Edge.



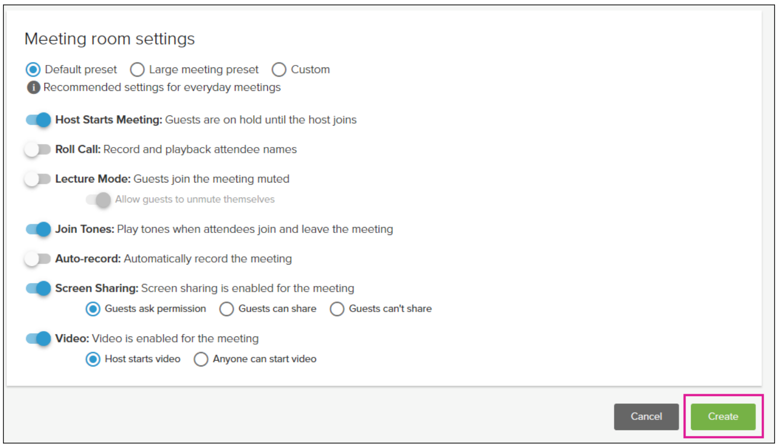
3.2 Select **Add Room**.



3.3 Fill in the **Meeting room name** and **Billing code** (client/matter number).



3.4 You are able to change any of the room settings here if you wish. Then select **Create**.



3.5 You will then be able to see the PINs for the new meeting room.

4 HELP AND SUPPORT

For further help and support, please contact the Learning Technology team.

Last reviewed
6 February 2020