Guide for students

What to do if you didn't receive an email with your StaffLink ID or you have trouble logging into My Health Learning

Questions to ask yourself if you haven't received an email with your StaffLink ID and the instructions to set up your password:

1. Have you got a placement starting in 13 days or are you currently on a placement?
   - *Only students going on a placement will be sent an email*

2. Is your placement in a NSW Health facility?
   - *Only students going on a placement in a NSW Health facility will be sent an email*

3. Has your placement been entered into ClinConnect (the NSW Health student placement system)?
   - *You might need to check with your Education Provider to check the placement has been set up correctly.*

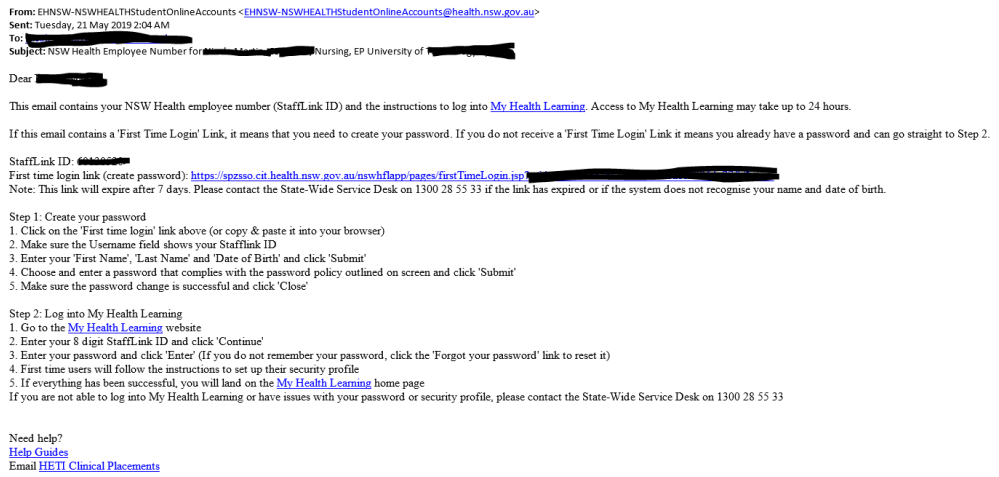
4. Have you checked your email account (including junk email) that was given to you by your Education Provider or the email account that you have registered with your

5. Are you currently a NSW Health employee/contractor/volunteer?
   - *Current NSW Health employees will already have access to My Health Learning because of their employment*
   - *Employees should check their NSW Health email address if one was issued*

6. Have you tried logging into My Health Learning with your StaffLink ID and a password?
   - If you can log into My Health Learning successfully, you do not need to be resent the email.

Need further assistance: HETI Clinical Placements

What does the email look like?



From: EHNSW-NSWHEALTHStudentOnlineAccounts <EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au>
Sent: Tuesday, 21 May 2019 2:04 AM
To: [redacted]
Subject: NSW Health Employee Number for [redacted] Nursing, EP University of [redacted]

Dear [redacted]

This email contains your NSW Health employee number (StaffLink ID) and the instructions to log into My Health Learning. Access to My Health Learning may take up to 24 hours.

If this email contains a 'First Time Login' Link, it means that you need to create your password. If you do not receive a 'First Time Login' Link it means you already have a password and can go straight to Step 2.

StaffLink ID: [redacted]
First time login link (create password): https://spzsso.cit.health.nsw.gov.au/nswhflapp/pages/firstTimeLogin.jsp?[redacted]
Note: This link will expire after 7 days. Please contact the State-Wide Service Desk on 1300 28 55 33 if the link has expired or if the system does not recognise your name and date of birth.

Step 1: Create your password
1. Click on the 'First time login' link above (or copy & paste it into your browser)
2. Make sure the Username field shows your Stafflink ID
3. Enter your 'First Name', 'Last Name' and 'Date of Birth' and click 'Submit'
4. Choose and enter a password that complies with the password policy outlined on screen and click 'Submit'
5. Make sure the password change is successful and click 'Close'

Step 2: Log into My Health Learning
1. Go to the My Health Learning website
2. Enter your 8 digit StaffLink ID and click 'Continue'
3. Enter your password and click 'Enter' (If you do not remember your password, click the 'Forgot your password' link to reset it)
4. First time users will follow the instructions to set up their security profile
5. If everything has been successful, you will land on the My Health Learning home page
If you are not able to log into My Health Learning or have issues with your password or security profile, please contact the State-Wide Service Desk on 1300 28 55 33

Need help?
Help Guides
Email HETI Clinical Placements

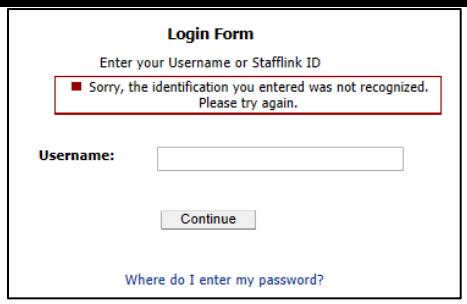
Common My Health Learning login issues and what to do about them

What does it mean?

- That you do not have a StaffLink ID OR
- Your StaffLink ID is not active because you are not on placement OR
- There was a technical error which meant that your account was not created/activated correctly OR
- That you are trying to log into the StaffLink Human Resources system which students (who are not NSW Health employees) do not have access to OR
- That you have been disallowed from logging in because NSW Health saw an issue with your IP address

What should you do?

- ☐ Clear your browsing history and try logging in again at http://myhealthlearning.health.nsw.gov.au
- ☐ Check that you are using the correct StaffLink ID and password
- ☐ Contact your Education Provider to ensure that your placement has been entered correctly into ClinConnect
- ☐ If you have done all of the above, then contact HETI on heti-clinicalplacements@health.nsw.gov.au. HETI will check that you have an active StaffLink ID. HETI may need to ask you to call the State-Wide Service Desk on 1300 28 55 33 if there is a technical issue.

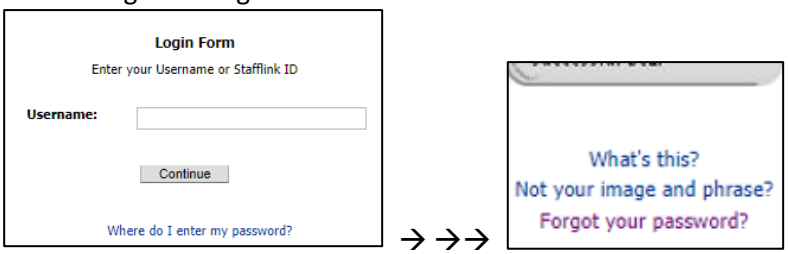


What does it mean?

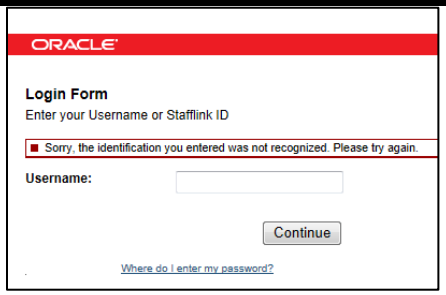
That the StaffLink ID or password that you are entering are not correct. Students can get this message even if their password has just been reset.

What should you do?

- ☐ Clear your browsing history
- ☐ Try one more time to log in and check that you are entering your details correctly
- ☐ If you have previously set up your security profile, you can try resetting your password by clicking the 'Forgot Your Password' link on the next screen



- ☐ If that doesn't work or you have not previously set up your security profile, contact the State-Wide Service Desk on 1300 28 55 33 and ask them to check that your account is active and reset your password.



What does it mean?

- That the system has timed out or that there are too many windows open in your browser (Chrome, Internet Explorer, Safari) OR
- You have saved My Health Learning as a Favourite or Bookmark and are using this to access it.

What should you do?

- ☐ Close down all of the open windows/tabs in your browser
- ☐ Clear your browsing history
- ☐ Go to http://myhealthlearning.health.nsw.gov.au and log in

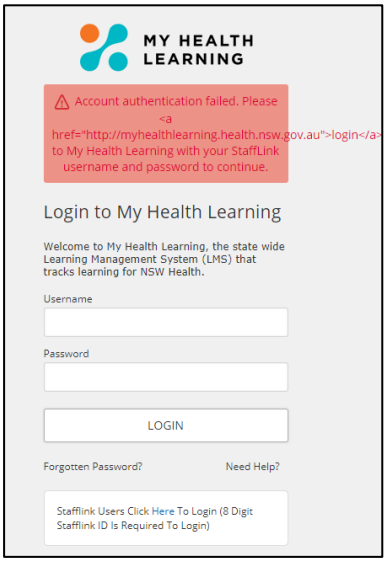
If you continue to experience the issue, contact the State-Wide Service Desk on 1300 28 55 33.

What does it mean?

That you are entering the correct username and password but there is a technical reason that you can't connect to the My Health Learning website.

What should you do?

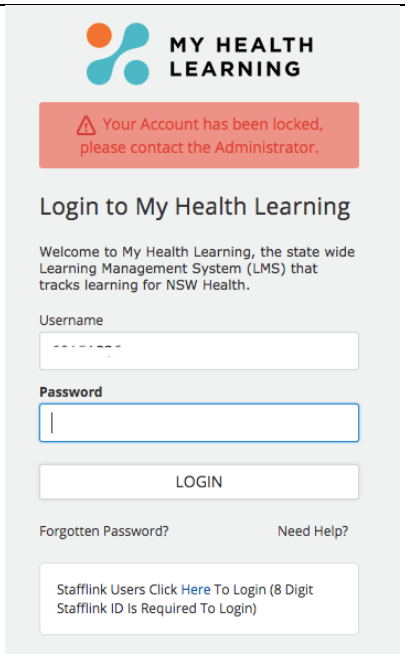
- ☐ Check that the device you are using is compatible with the Requirements for My Health Learning via Non-NSWHealth device available here: https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements/e-learning-for-students
- ☐ If that doesn't solve the issue, contact the State-Wide Service Desk on 1300 28 55 33.



OR

What does it mean?

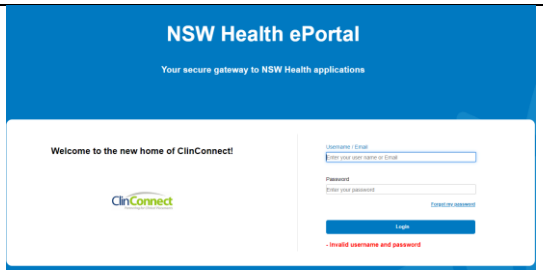
If you get a screen that looks like this it means that you are entering the correct user name and password but because of a technical issue, My Health Learning is not yet accessible. Logging into this screen will NOT log you into My Health Learning.



OR

What should you do?

- ☐ Wait 24 hours and try logging in again as the issue should resolve itself overnight.
- ☐ If that doesn't work, contact HETI on heti-clinicalplacements@health.nsw.gov.au.



What does it mean?

That you are trying to log into the ClinConnect website. Students do not receive access to ClinConnect.

What should you do?

- ☐ Go to http://myhealthlearning.health.nsw.gov.au and log in.

What does it mean?

That you are trying to log into the StaffLink website. Students do not have access to StaffLink (the NSW Health Human Resources System) and StaffLink is not the My Health Learning site even though the log in screens look the same.

What should you do?

- ☐ Go to http://myhealthlearning.health.nsw.gov.au and log in.