

Guide for students – How will I receive my StaffLink ID and which one will I receive?

What is a StaffLink ID?

A StaffLink ID is a NSW Health employee number. Students due to commence a placement in NSW Health will receive a StaffLink ID and password. You will use your StaffLink ID to access NSW Health Online Applications such as My Health Learning to complete eLearning modules. You will use the same StaffLink ID for all of your placements in NSW Health.

How will I receive my StaffLink ID

You will be emailed your StaffLink ID and a temporary password 13 days before your first clinical placement in NSW Health. The email will come from EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au.

For placements starting on a Monday, you will usually receive your email on the Tuesday morning, 13 days before your placement starts.

The email will go to your email address that your University, TAFE or Training Organisation has entered into ClinConnect. For most students, this will be the email that their University, TAFE or Training Organisation has given to them.

If you are a NSW Health employee or a student who has a NSW Health email address, the email will be sent to this email address instead.

The email will look like this:

Dear Mary Jones

Below is your unique NSW Health employee number (StaffLink ID) and your password. (If the password is blank, this means that you have previously logged in with your StaffLink ID and changed your password).

StaffLink ID: 11111123

Password: Rq33)jsJKERt

The StaffLink ID will be 8 digits

The original password will be a random combination of letters, numbers and symbols

You will be resent the email for each new placement. However if you've changed your password, the password field will be blank.

Which StaffLink ID will I be given?

If you have never received a StaffLink ID before because you have never completed a placement or you have never been employed by NSW Health, you will receive a brand new StaffLink ID.

If you are currently or were previously a NSW Health employee, you will use your existing StaffLink ID. If you received a StaffLink ID before for a placement, you should receive the same StaffLink ID.

What do I do if I haven't received the email with my StaffLink ID?

Questions to ask yourself before contacting HETI (EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au).

ONLY contact HETI if you can answer YES to every question below:

- Have you got a placement starting in 13 days or are you currently on a placement?
- Is your placement in a NSW Health facility?
- Has your placement been entered into ClinConnect? You might need to check with your Education Provider to check the placement has been set up correctly.
- Have you checked the correct email account? The email will be sent to the email address that has been entered for you in ClinConnect. This will most likely be an email address that is given to you by your Education provider. If you have received a NSW Health email address, the email will be sent to this email account instead.
- Have you checked your junk mail folder?
- Have you looked for the email on the 13th day before your placement is/was due to commence?
- Have you tried logging into My Health Learning unsuccessfully?

Please note: if you can log into My Health Learning successfully, you do not need to be resent the email.