

## Frequently Asked Questions: StaffLink IDs, emails, access to My Health Learning, mandatory training and eMR access for Students

### Contents

1. What is My Health Learning? .....	3
2. What is ClinConnect? .....	3
3. What is a StaffLink ID? .....	3
4. Why do students need a StaffLink ID? .....	3
5. How are students informed of what their StaffLink ID and password is?.....	3
6. Who do students contact if they have not received the email from NSW Health? .....	3
7. Who do students contact if they can't remember their password and have not set up their security profile?.....	3
8. Who do students contact if they do not remember their StaffLink ID? .....	4
9. How do students receive access to My Health Learning?.....	4
10. When do students receive access to My Health Learning?.....	4
11. Why are students required to complete eLearning modules? .....	4
12. What do students do if they are having trouble logging into My Health Learning? .....	4
13. Do students need to complete the eLearning modules every time they complete a placement in a different Local Health District or Specialty Health Network? .....	4
14. How do students know when their StaffLink ID has been reactivated? .....	4
15. What happens to the student's StaffLink ID and My Health Learning access if their placement is cancelled or the student does not commence? .....	5
16. How does StaffLink know if a student already has a StaffLink ID? .....	5
17. Who do I contact if a second StaffLink ID has been assigned in error? .....	5
18. If a student changes Education Providers, will they get a new StaffLink ID? .....	5
19. When students get access to My Health Learning will they also get access to eMR, CHOC, ERIC etc? .....	5
20. I am a student and I work in NSW Health. Will I get a new StaffLink ID to use as a student? 5	
21. I am a student and I work in NSW Health, can I have a different StaffLink ID to use as a student? .....	5
22. I have already completed the eLearning modules for students as a NSW Health employee. Do I need to complete them again? .....	6

23. I've been told I only need to complete 5 mandatory training modules as a student. Why does my My Health Learning account have so many more modules? Do I need to complete all of these modules? ..... 6

24. How can I tell if I've completed the eLearning modules required for my student placement already? ..... 6

25. Who should students contact to set up eMR access?..... 6

26. Who should students contact if they are having trouble logging into an eMR? ..... 6

27. Will students use their StaffLink ID and password to log into eMR?..... 7

## Frequently Asked Questions

### 1. What is My Health Learning?

My Health Learning is the NSW Health Learning Management System. NSW Health employees and students complete eLearning modules on My Health Learning. My Health Learning keeps a record of your learning history.

### 2. What is ClinConnect?

ClinConnect is the online system that is used to book and manage all clinical placements in NSW Health facilities. ClinConnect records student compliance including national criminal record checks, the NSW Health Code of Conduct, immunisations and eLearning training.

### 3. What is a StaffLink ID?

A StaffLink ID is a NSW Health employee number.

### 4. Why do students need a StaffLink ID?

In order to hold a NSW Health online account and be able to access My Health Learning and other NSW Health online applications, an active StaffLink ID is required.

### 5. How are students informed of what their StaffLink ID and password is?

Most students will receive their StaffLink ID and temporary password automatically to the email address that has been entered into ClinConnect. For students who have previously been issued with a NSW Health email address (ie students who are past/present employees), the email will be sent to the @health email address. The email will come from: [EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au](mailto:EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au)

### 6. Who do students contact if they have not received the email from NSW Health?

Students should consult the Guide on the HETI website that informs them of what to do if they have not received an email.

### 7. Who do students contact if they can't remember their password and have not set up their security profile?

Call the State-Wide Service Desk on 1300 28 55 33 and quote their StaffLink ID.

#### **8. Who do students contact if they do not remember their StaffLink ID?**

Contact the Education Provider who can view your StaffLink ID on their ClinConnect profile. If the student is currently on placement, the clinical placement supervisor may also be able to assist by looking up the student's details in ClinConnect.

#### **9. How do students receive access to My Health Learning?**

As long as there is an active placement due to start within 14 days in the ClinConnect system, ClinConnect will automatically provide the student's details to My Health Learning via StaffLink.

#### **10. When do students receive access to My Health Learning?**

Students will receive access to My Health Learning fourteen days before the start date of their placement. Access will be terminated fourteen days after the end date of their placement. Access will be reopened for each subsequent placement.

#### **11. Why are students required to complete eLearning modules?**

Students are required to abide by all NSW Health Policy Directives whilst on placement and after ceasing to be on placement in NSW Health. Some policy directives have an eLearning component associated with them.

#### **12. What do students do if they are having trouble logging into My Health Learning?**

Students can look at the Guide that has been developed to assist students with issues logging into My Health Learning. The Guide is available on the HETI website.

#### **13. Do students need to complete the eLearning modules every time they complete a placement in a different Local Health District or Specialty Health Network?**

No, the majority of the state-wide eLearning modules only need to be completed once. Hand Hygiene is the only module that needs to be repeated every 5 years.

#### **14. How do students know when their StaffLink ID has been reactivated?**

StaffLink IDs and student accounts will be reactivated 14 days before a student's next placement is due to commence in NSW Health. Students may receive another automatic email from: [EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au](mailto:EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au) with their StaffLink ID. If students haven't received an email, they can try logging into My Health Learning.

**15. What happens to the student's StaffLink ID and My Health Learning access if their placement is cancelled or the student does not commence?**

If the placement is **cancelled** or marked as **Not Commenced** in ClinConnect, ClinConnect will inform StaffLink to deactivate the StaffLink ID. Access to My Health Learning will be available for another 14 days.

**16. How does StaffLink know if a student already has a StaffLink ID?**

StaffLink will attempt to match a student using the combination of their first name, last name, date of birth and gender. As long as these four fields contain the exact same information, StaffLink will assign the existing StaffLink ID.

**17. Who do I contact if a second StaffLink ID has been assigned in error?**

Contact the HETI Clinical Placements Team on [HETI-clinicalplacements@health.nsw.gov.au](mailto:HETI-clinicalplacements@health.nsw.gov.au)

**18. If a student changes Education Providers, will they get a new StaffLink ID?**

No, students should keep the one StaffLink ID for life. ClinConnect will alert the Education Provider that the student may already exist in ClinConnect in another Education Provider. ClinConnect will ask the Education Provider to confirm with the student whether they already have a StaffLink ID.

**19. When students get access to My Health Learning will they also get access to eMR, CHOC, ERIC etc?**

No, access to these systems is managed by the Local Health District/Specialty Health Network.

**20. I am a student and I work in NSW Health. Will I get a new StaffLink ID to use as a student?**

No, students will use their existing StaffLink ID. If an error occurs and you do receive a 2<sup>nd</sup> StaffLink ID, contact [heti-clinicalplacements@health.nsw.gov.au](mailto:heti-clinicalplacements@health.nsw.gov.au) immediately. HETI will arrange to have the incorrect StaffLink ID terminated.

**21. I am a student and I work in NSW Health, can I have a different StaffLink ID to use as a student?**

No, employees must use the same StaffLink ID for both their student assignment and their employee assignment. If an error occurs and you do receive a 2<sup>nd</sup> StaffLink ID, contact [heti-clinicalplacements@health.nsw.gov.au](mailto:heti-clinicalplacements@health.nsw.gov.au) immediately. HETI will arrange to have the incorrect StaffLink ID terminated.

**22. I have already completed the eLearning modules for students as a NSW Health employee. Do I need to complete them again?**

No, if the modules have been completed (and have not expired e.g. Hand Hygiene) then you do not need to do them again. If a module has expired such as Hand Hygiene, you will be required to do it again. It will be shown on your My Health Learning home page with a red flag.

**23. I've been told I only need to complete 5 mandatory training modules as a student. Why does my My Health Learning account have so many more modules? Do I need to complete all of these modules?**

Because each person should only hold one My Health Learning account, you will be able to see all of your mandatory training modules for your employment assignment and your student assignment. For your student placement, you only need to complete the 5 eLearning modules that students are required to complete. Your other mandatory training modules will need to be completed for your employment. If you have questions about those, please discuss with your manager.

**24. How can I tell if I've completed the eLearning modules required for my student placement already?**

Check the My Learning History section in My Health Learning to see if the module is listed. If it is not listed there, it should be listed in the My Current Learning section with a red flag. This means you still need to complete it.

**25. Who should students contact to set up eMR access?**

Each Health Service has a different process for setting up eMR access for students. Some require the students to complete an 'access request form' whereas others will organise for access to be created for a large number of students at the one time. Education Providers and the NSW Health Student supervisors will likely be aware of the process for setting up eMR access. If in doubt, contact the State-Wide Service Desk on 1300 28 55 33.

**26. Who should students contact if they are having trouble logging into an eMR?**

Each Health Service has a different process for managing login issues for staff and students. Some require the students to contact the State-Wide Service Desk on 1300 28 55 33 whereas others will ask students to contact an email address. NSW Health Student supervisors will likely be aware of the process for eMR access issues. If in doubt, contact the State-Wide Service Desk on 1300 28 55 33. If the State-Wide Service Desk determines that the issue is because the StaffLink Assignment has been terminated (which therefore terminates the eMR access), then they will inform the student to contact [HETI-ClinicalPlacements](#). This issue is usually because the placement has not been updated to reflect a student's placement attendance in the ClinConnect clinical placements system. HETI will organise for the placement details to be updated upon approval from the supervising clinician and or Health Service Coordinator.

**27. Will students use their StaffLink ID and password to log into eMR?**

Highly likely. Each Health Service has a different process of providing access to their eMR systems.