

# ClinConnect - Support Process

What support do I require?

## User account

Need access to ClinConnect? Require changes to user access i.e. disciplines?

Contact ClinConnect Coordinator

Still have questions?  
Contact HETI ClinConnect Team

## Not able to log in?

Forgotten password?  
Locked out of account?  
Account inactive?

Call the StateWide Service Desk: **1300 28 55 33**  
(24 hours per day)  
**Choose option 6**

## How do I...?

Logged into ClinConnect and need help using ClinConnect?

Refer to **Online Help** and **User Guides** on ClinConnect Dashboard

Still have questions?  
Contact ClinConnect Co-ordinator

Still have questions?  
Contact HETI ClinConnect Team

## Bugs or Errors?

Logged into ClinConnect and functionality doesn't do what it is supposed to?

Contact ClinConnect Coordinator

Contact HETI ClinConnect Team to report bug-issue or for further support

## Connection issues

Unable to access ClinConnect website? URL error? Browser issue?

Contact ClinConnect Coordinator

### Local network issue?

**EP:** contact local IT support  
**Health:** contact StateWide Service Desk

### Larger issue or still have questions:

Contact HETI ClinConnect Team