

StaffLink IDs, access to My Health Learning and eLearning for Students

Frequently Asked Questions for Students, Education Providers and Health Services

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Frequently Asked Questions

1. What is My Health Learning?

My Health Learning (previously known as HETI Online) 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

6. What do students need to do as soon as they receive their StaffLink ID and temporary password?

Students need to log into My Health Learning (<http://myhealthlearning@health.nsw.gov.au>) and set their secret questions and answers and change their password.

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?

To receive access to My Health Learning, students need an active placement in ClinConnect that is due to commence within fourteen days. 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.

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. Who do students contact if they are having trouble logging into My Health Learning or completing the eLearning modules?

Contact the State-Wide Service Desk on 1300 28 55 33. The State-Wide Service Desk will forward the query onto the appropriate team if required.

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 state-wide eLearning modules only need to be completed once in My Health Learning except for any modules that need to be repeated.

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 with their StaffLink ID. If students have previously logged into My Health Learning and changed their password, no password will be provided in this email.

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 and access to My Health Learning.

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 EHNSW-NSWHEALTHStudentOnlineAccounts@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. Contact the Health Service ClinConnect Coordinator for further information.

For further information, please contact:

EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au