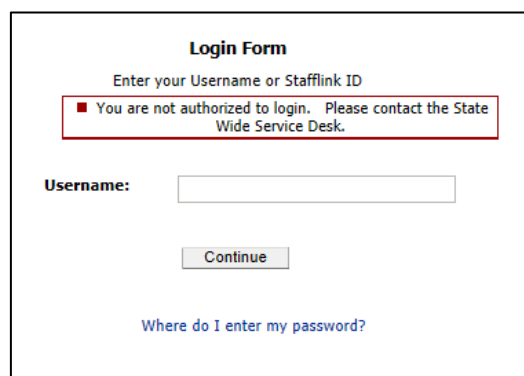


Guide for students

What to do when you experience issues with logging into My Health Learning



The screenshot shows a 'Login Form' with the following elements:

- Title: **Login Form**
- Instruction: Enter your Username or Stafflink ID
- Error message (in a red box): ■ You are not authorized to login. Please contact the State Wide Service Desk.
- Label: **Username:**
- Input field: A text box for entering the username.
- Button: **Continue**
- Link: [Where do I enter my password?](#)

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 an technical error when creating/activating your account.

What should you do?

- Contact your Education Provider to ensure that your placement has been entered correctly into ClinConnect
 - If your placement is entered correctly in ClinConnect then contact HETI on ehnswnswhealthstudentonlineaccounts@health.nsw.gov.au
-

Login Form
Enter your Username or Stafflink ID

■ Sorry, the identification you entered was not recognized.
Please try again.

Username:

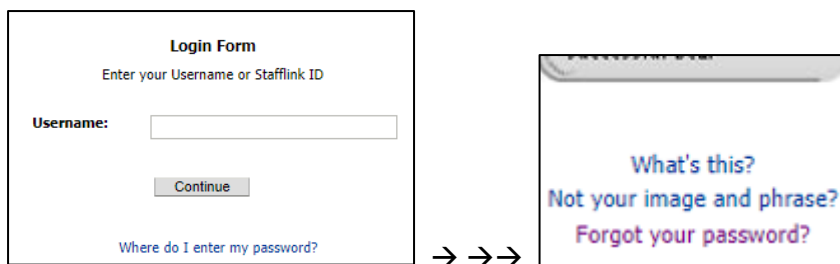
[Where do I enter my password?](#)

What does it mean?

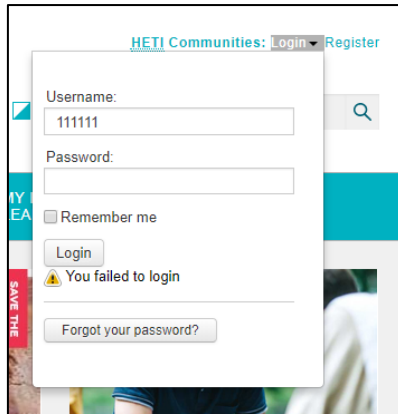
That the StaffLink ID or password that you are entering are not correct.

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, enter your StaffLink ID and then click the 'Forgot Your Password' link on the next screen



- If you have not previously set up your security profile, contact the State-Wide Service Desk on 1300 28 55 33.
-

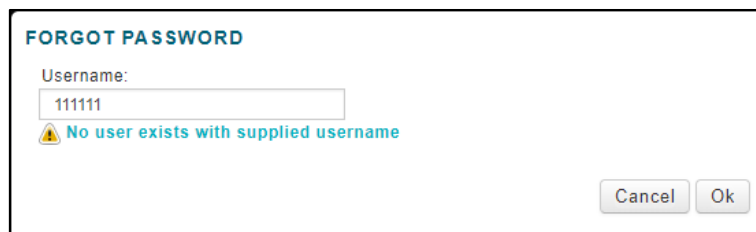


What does it mean?

That you are trying to log into the HETI website. This is for HETI employees only.

What should you do?

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



What does it mean?

That you are trying to reset your password for the HETI website. This is for HETI employees only.

What should you do?

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

ORACLE

Login Form
Enter your Username or Stafflink ID

■ Sorry, the identification you entered was not recognized. Please try again.

Username:

Continue

[Where do I enter my 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).

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.
-

Login Form
Enter your Username or Stafflink ID

■ There was some technical error processing your request.
Please try again.

Username:

Continue

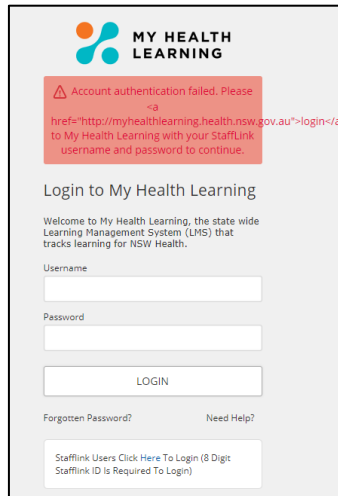
[Where do I enter my password?](#)

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:
<http://www.heti.nsw.gov.au/ClinConnect/elearningforstudents/>
- If that doesn't solve the issue, contact the State-Wide Service Desk on 1300 28 55 33.



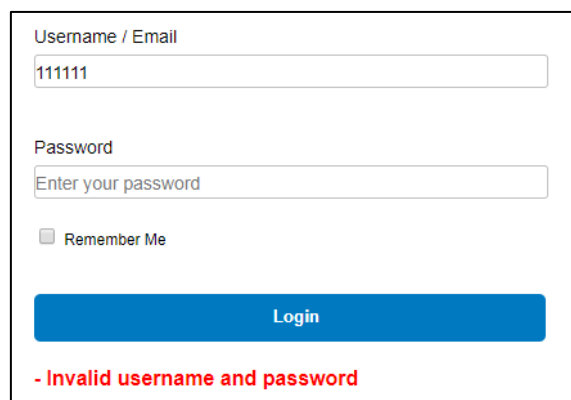
The screenshot shows the My Health Learning login interface. At the top left is the logo with the text "MY HEALTH LEARNING". A red error message box at the top reads: "Account authentication failed. Please login to My Health Learning with your StaffLink username and password to continue." Below this is the heading "Login to My Health Learning" and a welcome message: "Welcome to My Health Learning, the state wide Learning Management System (LMS) that tracks learning for NSW Health." The form includes fields for "Username" and "Password", a "LOGIN" button, and links for "Forgotten Password?" and "Need Help?". A note at the bottom states: "Stafflink Users Click Here To Login (8 Digit Stafflink ID Is Required To Login)".

What does it mean?

That you are entering the correct user name and password but there was a technical issue meaning that you can't access My Health Learning.

What should you do?

- Contact HETI on ehnsw-nswhealthstudentonlineaccounts@health.nsw.gov.au immediately. Logging in again on this screen will NOT solve the issue.



The screenshot shows a login form with the following elements: a "Username / Email" field containing "111111", a "Password" field with the placeholder "Enter your password", a "Remember Me" checkbox which is unchecked, and a blue "Login" button. Below the button, a red error message reads: "- Invalid username and password".

What does it mean?

That you are trying to log into the ClinConnect website.

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 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.

What does it mean?

This means that you are trying to register to access the HETI website or receive emails from HETI. The HETI website is not the My Health Learning website.

What should you do?

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