

## Guide for students

### What to do if you didn't receive an email with your StaffLink ID or you have trouble logging into My Health Learning

Questions to ask yourself if you haven't received an email with your StaffLink ID and the instructions to set up your password:

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1. Have you got a placement starting in 13 days or are you currently on a placement?

- *Only students going on a placement will be sent an email*

3. Has your placement been entered into ClinConnect (the NSW Health student placement system)?

- *You might need to check with your Education Provider to check the placement has been set up correctly.*

5. Are you currently a NSW Health employee/contractor/volunteer?

- *Current NSW Health employees will already have access to My Health Learning because of their employment*
- *Employees should check their NSW Health email address if one was issued*

2. Is your placement in a NSW Health facility?

- *Only students going on a placement in a NSW Health facility will be sent an email*

4. Have you checked your email account (including junk email) that was given to you by your Education Provider or the email account that you have registered with your

6. Have you tried logging into My Health Learning with your StaffLink ID and a password?

- *If you can log into My Health Learning successfully, you do not need to be resent the email.*

Need further assistance:  
[HETI Clinical Placements](#)

## What does the email look like?

From: EHNSW-NSWHEALTHStudentOnlineAccounts <EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au>  
 Sent: Tuesday, 21 May 2019 2:04 AM  
 To: [REDACTED]  
 Subject: NSW Health Employee Number for [REDACTED] Nursing, EP University of [REDACTED]

Dear [REDACTED]

This email contains your NSW Health employee number (StaffLink ID) and the instructions to log into [My Health Learning](#). Access to My Health Learning may take up to 24 hours.

If this email contains a 'First Time Login' Link, it means that you need to create your password. If you do not receive a 'First Time Login' Link it means you already have a password and can go straight to Step 2.

StaffLink ID: [REDACTED]

First time login link (create password): <https://sprso.cit.health.nsw.gov.au/nsw/flapp/pages/firstTimeLogin.jsp> [REDACTED]

Note: This link will expire after 7 days. Please contact the State-Wide Service Desk on 1300 28 55 33 if the link has expired or if the system does not recognise your name and date of birth.

**Step 1: Create your password**

1. Click on the 'First time login' link above (or copy & paste it into your browser)
2. Make sure the Username field shows your StaffLink ID
3. Enter your 'First Name', 'Last Name' and 'Date of Birth' and click 'Submit'
4. Choose and enter a password that complies with the password policy outlined on screen and click 'Submit'
5. Make sure the password change is successful and click 'Close'


**Step 2: Log into My Health Learning**

1. Go to the [My Health Learning](#) website
2. Enter your 5 digit StaffLink ID and click 'Continue'
3. Enter your password and click 'Enter' (If you do not remember your password, click the 'Forgot your password' link to reset it)
4. First time users will follow the instructions to set up their security profile
5. If everything has been successful, you will land on the [My Health Learning](#) home page

If you are not able to log into My Health Learning or have issues with your password or security profile, please contact the State-Wide Service Desk on 1300 28 55 33

Need help?  
[Help Guides](#)  
 Email [HETI Clinical Placements](mailto:HETI.Clinical.Placements)

## Common My Health Learning login issues and what to do about them

	<p><b>What does it mean?</b></p> <ul style="list-style-type: none"> <li>• That you do not have a StaffLink ID OR</li> <li>• Your StaffLink ID is not active because you are not on placement OR</li> <li>• There was a technical error which meant that your account was not created/activated correctly OR</li> <li>• That you are trying to log into the StaffLink Human Resources system which students (who are not NSW Health employees) do not have access to OR</li> <li>• That you have been disallowed from logging in because NSW Health saw an issue with your IP address</li> </ul>
<p><b>What should you do?</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Clear your browsing history and try logging in again at <a href="http://myhealthlearning.health.nsw.gov.au">http://myhealthlearning.health.nsw.gov.au</a></li> <li><input type="checkbox"/> Check that you are using the correct StaffLink ID and password</li> <li><input type="checkbox"/> Contact your Education Provider to ensure that your placement has been entered correctly into ClinConnect</li> <li><input type="checkbox"/> If you have done all of the above, then contact HETI on <a href="mailto:heti-clinicalplacements@health.nsw.gov.au">heti-clinicalplacements@health.nsw.gov.au</a>. HETI will check that you have an active StaffLink ID. HETI may need to ask you to call the State-Wide Service Desk on 1300 28 55 33 if there is a technical issue.</li> </ul>	

**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. Students can get this message even if their password has just been reset.

### 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, you can try resetting your password by clicking the 'Forgot Your Password' link on the next screen

**Login Form**  
Enter your Username or Stafflink ID

Username:

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



What's this?  
Not your image and phrase?  
Forgot your password?

- If that doesn't work or you have not previously set up your security profile, contact the State-Wide Service Desk on 1300 28 55 33 and ask them to check that your account is active and reset your password.

**ORACLE**

**Login Form**  
Enter your Username or Stafflink ID

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

Username:

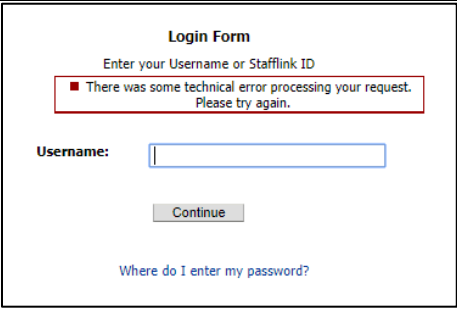
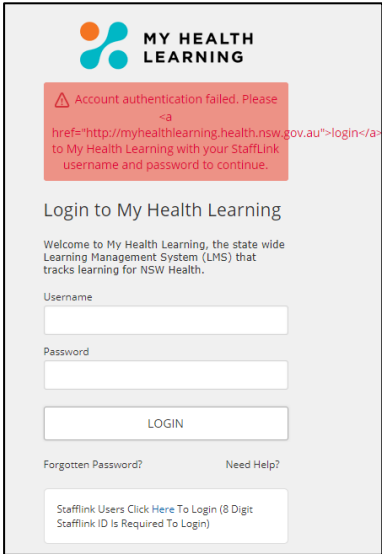
[Where do I enter my password?](#)





### What does it mean?

- That the system has timed out or that there are too many windows open in your browser (Chrome, Internet Explorer, Safari) OR
- You have saved My Health Learning as a Favourite or Bookmark and are using this to access it.

### What should you do?

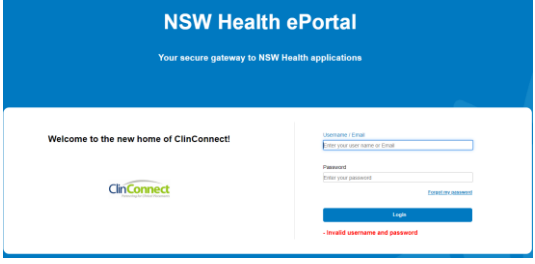

- Close down all of the open windows/tabs in your browser
  - Clear your browsing history
  - Go to <http://myhealthlearning.health.nsw.gov.au> and log in
- If you continue to experience the issue, contact the State-Wide Service Desk on 1300 28 55 33.

 <p><b>Login Form</b> Enter your Username or Stafflink ID</p> <p>■ There was some technical error processing your request. Please try again.</p> <p>Username: <input type="text"/></p> <p><input type="button" value="Continue"/></p> <p><a href="#">Where do I enter my password?</a></p>	<p><b>What does it mean?</b></p> <p>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.</p>
<p><b>What should you do?</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Check that the device you are using is compatible with the Requirements for My Health Learning via Non-NSWHealth device available here: <a href="https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements/e-learning-for-students">https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements/e-learning-for-students</a></li> <li><input type="checkbox"/> If that doesn't solve the issue, contact the State-Wide Service Desk on 1300 28 55 33.</li> </ul>	
 <p><b>OR</b></p>	<p><b>What does it mean?</b></p> <p>If you get a screen that looks like this it means that you are entering the correct user name and password but because of a technical issue, My Health Learning is not yet accessible. Logging into this screen will NOT log you into My Health Learning.</p>

<div data-bbox="277 286 675 931"><p><b>MY HEALTH LEARNING</b></p><div data-bbox="316 383 635 450"><p> Your Account has been locked, please contact the Administrator.</p></div><h3>Login to My Health Learning</h3><p>Welcome to My Health Learning, the state wide Learning Management System (LMS) that tracks learning for NSW Health.</p><p>Username</p><input data-bbox="316 607 635 647" type="text"/><p>Password</p><input data-bbox="316 680 635 721" type="password"/><p><input data-bbox="316 741 635 779" type="button" value="LOGIN"/></p><p><a href="#">Forgotten Password?</a>      <a href="#">Need Help?</a></p><div data-bbox="320 842 630 913"><p>Stafflink Users Click <a href="#">Here</a> To Login (8 Digit Stafflink ID Is Required To Login)</p></div></div>	
<p>OR</p>	
<div data-bbox="263 1037 691 1758"><p><b>MY HEALTH LEARNING</b></p><div data-bbox="288 1153 651 1205"><p> Invalid username and/or password</p></div><h3>Login to My Health Learning</h3><p>Welcome to My Health Learning, the state wide Learning Management System (LMS) that tracks learning for NSW Health.</p><p>Username</p><input data-bbox="288 1391 651 1431" type="text"/><p>Password</p><input data-bbox="288 1464 651 1505" type="password"/><p><input data-bbox="288 1538 651 1576" type="button" value="LOGIN"/></p><p><a href="#">Forgotten Password?</a>      <a href="#">Need Help?</a></p><div data-bbox="293 1653 646 1724"><p>Stafflink Users Click <a href="#">Here</a> To Login (8 Digit Stafflink ID Is Required To Login)</p></div></div>	

**What should you do?**

- Wait 24 hours and try logging in again as the issue should resolve itself overnight.
- If that doesn't work, contact HETI on [heti-clinicalplacements@health.nsw.gov.au](mailto:heti-clinicalplacements@health.nsw.gov.au).

 <p>The screenshot shows the NSW Health ePortal login page. It has a blue header with the text 'NSW Health ePortal' and 'Your secure gateway to NSW Health applications'. Below the header, it says 'Welcome to the new home of ClinConnect!' and features the ClinConnect logo. On the right side, there is a login form with fields for 'Username / Email' and 'Password', a 'Remember me' checkbox, and a 'Login' button. A red error message at the bottom of the form reads '- invalid username and password'.</p>	<p><b>What does it mean?</b> That you are trying to log into the ClinConnect website. Students do not receive access to ClinConnect.</p>
<p><b>What should you do?</b></p> <p><input type="checkbox"/> Go to <a href="http://myhealthlearning.health.nsw.gov.au">http://myhealthlearning.health.nsw.gov.au</a> and log in.</p>	
 <p>The screenshot shows the StaffLink login page. It has a blue header with the text 'StaffLink' and 'Human Resources System'. Below the header, it says 'Welcome to the new home of StaffLink!' and features the StaffLink logo. On the right side, there is a login form with fields for 'Username / Email' and 'Password', a 'Remember me' checkbox, and a 'Login' button. A red error message at the bottom of the form reads '- invalid username and password'.</p>	<p><b>What does it mean?</b> That you are trying to log into the StaffLink website. Students do not have access to StaffLink (the NSW Health Human Resources System) and StaffLink is not the My Health Learning site even though the log in screens look the same.</p>
<p><b>What should you do?</b></p> <p><input type="checkbox"/> Go to <a href="http://myhealthlearning.health.nsw.gov.au">http://myhealthlearning.health.nsw.gov.au</a> and log in.</p>	