Guide for students – How to contact the State-Wide Service Desk

Students may need to contact the State-Wide Service Desk to:

- Have their password reset for My Health Learning
- Activate their account if they have tried too many times to log into My Health Learning
- Are having trouble logging into My Health Learning or completing any of the modules

Before you contact the State-Wide Service Desk, you need to know:

- Your StaffLink ID
- The specific issue you are having such as I am having trouble logging into My Health Learning and I think I need my password reset
- The dates and location of your placement (this determines whether your account should be active or not)

> **State Wide Service Desk**
> **1300 28 55 33**
> http://swsd.hss.health.nsw.gov.au

Process:

1. Call **1300 28 55 33**
2. When prompted, enter your **StaffLink ID** on the phone key pad and press **#**
3. When the Analyst answers, they will ask for your phone number. This is in case the call gets cut off. You can give them a mobile phone number
4. The State-Wide Service Desk may ask you to confirm your **StaffLink ID**
5. The State-Wide Service Desk may ask you to confirm your **Date of Birth** or ask you to answer one of your **secret questions** to confirm your identity
6. Tell them you're a student studying at [University/Tafe or Training Organisation] and you are having trouble logging into My Health Learning so that you can complete the mandatory training. Be prepared to tell them:
   a. The address of the website you are trying to log into
   b. Which details you are using to try to login

     c.   What is happening after you click the login button – is a message displayed or does nothing seem to happen

7. The State-Wide Service Desk will then give you a **ticket number**. Write down this ticket number. Only when your query has been resolved, will the ticket be closed.

What to do if the State-Wide Service Desk tells you:

1. ***That your account is inactive*** - you need to be prepared to tell them that you have a **current** placement between the dates of [start date] and [end date] and that you're My Health Learning account needs to be active for 14 days before the placement starts and terminated 14 days after the placement ends

2. ***To contact your University, TAFE or Training Organisation's Human Resources department or the Human Resources department at the Hospital you are attending a placement in -*** tell them that students don't need to complete forms because their access to My Health Learning is automatically generated through ClinConnect

3. ***That they cannot assist you*** - contact the HETI Clinical Placements Team on EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au.

   Please note – the HETI Clinical Placements Team DO NOT have access to:

   - reset your StaffLink ID password
   - resend your StaffLink ID email or
   - activate your StaffLink ID and My Health Learning account