

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