Guide for students - NSW Health Student Online Accounts

(StaffLink ID and Password)

This document will help you to:

- Know what a StaffLink ID is
- Know when and how you will be informed of your StaffLink ID and password
- Find your StaffLink ID if you have forgotten it
- Change your password if you know your current password
- Reset your password if you do not know your current password
- Know who to contact if you have questions or require assistance

*For further information about logging into HETI Online and completing mandatory training, please see the '**Guide for students – Log into HETI Online and Complete Mandatory Training'** document.*

What is a StaffLink ID?

A StaffLink ID is a NSW Health employee number. Students due to commence a placement in NSW Health will receive a StaffLink ID and password. You will use your StaffLink ID to access NSW Health Online Applications such as the NSW Health Online Learning Management System (HETI Online) to complete mandatory training. You will use the same StaffLink ID for all of your placements in NSW Health.

When and how will I receive my StaffLink ID?

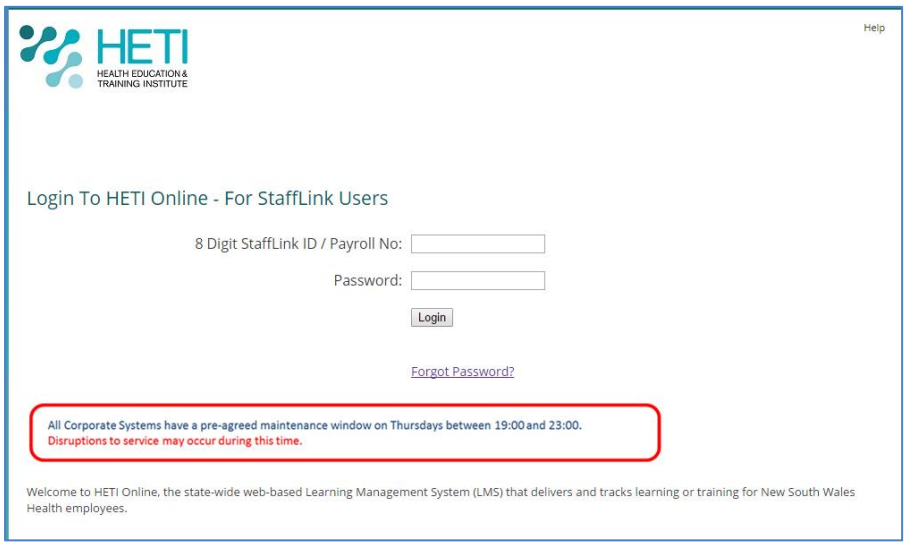
You will be emailed your StaffLink ID and a temporary password when you are first assigned to a placement that is due to commence within 14 days. The email will come from EHNSW-NSWHealthStudentOnlineAccounts. If you have previously received a StaffLink ID and have changed your password, you will continue to use this same StaffLink ID.

How do I find my StaffLink ID if I have forgotten it?

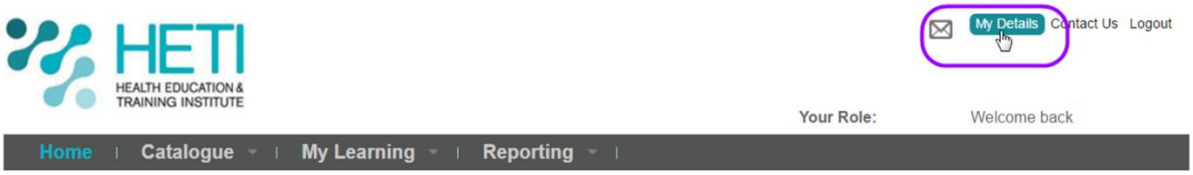
If you have a StaffLink ID, it will be displayed on your ClinConnect Profile. Contact your Education Provider to obtain your StaffLink ID. If you are on placement, your student supervisor should also be able to see your StaffLink ID in ClinConnect.

How do I change my password if I know my current password?

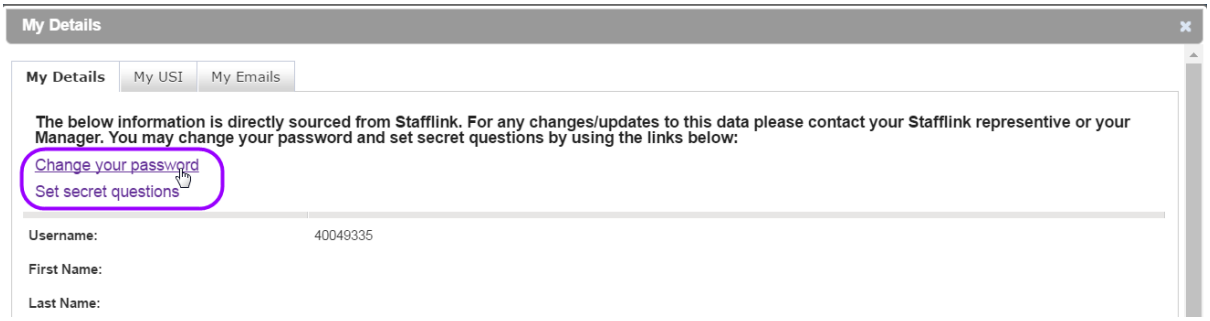
1 Log into HETI Online here: http://hetionline.health.nsw.gov.au
2. Enter your 8 digit StaffLink ID
3. Enter your password
4. Click Login



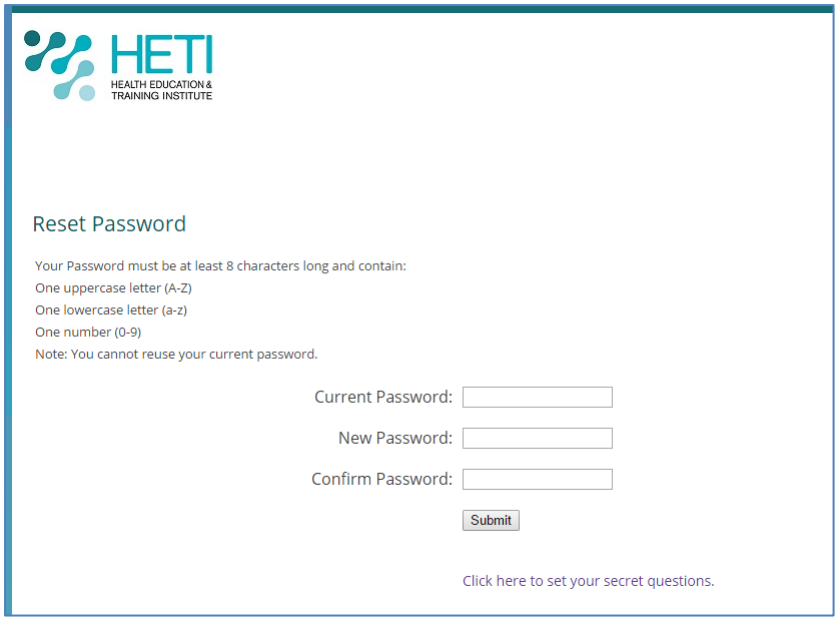
5. Click **My Details** in the top right hand corner



6. Click the **Change your password** link



7. Enter your current password, new password and confirm your new password
8. Click **Submit**



How do I reset my password if I do not know my current password?

If you do not know your password, you will need to call the State-Wide Service Desk on **1300 28 55 33**. You will need to enter your StaffLink ID when prompted.

Who can I contact for support?

I have questions about my StaffLink ID	EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au
I have questions about my temporary password	EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au
I have questions about the email I received or didn't receive with my StaffLink ID and password	EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au
I need to reset my password	State-Wide Service Desk 1300 28 55 33
I am having trouble logging into HETI Online	State-Wide Service Desk 1300 28 55 33
I am having trouble completing the modules on HETI Online	State-Wide Service Desk 1300 28 55 33
I have questions about my police check, code of conduct or immunisations	Education Provider
I have questions about my placement	Education Provider