

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 HETI Online
- Activate their account if they have tried too many times to log into HETI Online
- Are having trouble logging into HETI Online

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

Process:

1. Call **1300 28 55 33**
2. Enter option **6**
3. Enter your **StaffLink ID** on the phone key pad and press **#**
4. When a person 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
5. The State-Wide Service Desk may ask you to confirm your **StaffLink ID**
6. The State-Wide Service Desk may ask you to confirm your **Date of Birth** to confirm who you say you are
7. Tell them you're a student studying at [University/Tafe or Training Organisation] and you are having trouble logging into/HETI Online. 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
8. If the State-Wide Service Desk cannot assist you, they will either forward your query onto the HETI Online Team or the ClinConnect Team or ask you to contact someone else
9. 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.