

# IHNA Online Study Tools



Institute of Health and  
Nursing Australia

Legal entity: Health Careers  
International Pty Ltd  
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CRICOS Code: 03386G  
RTO ID: 21985

[www.ihna.edu.au](http://www.ihna.edu.au)

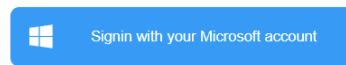


## ONLINE LEARNING STUDY TOOLS

### 1. IHNA Student Hub (Student Management System)



#### Student Hub Login



[Having trouble logging in?](#)

[IHNA Application Portal](#)

[Student Hub Orientation](#)



All IHNA students will be given access to Student Hub. Upon commencement, the students will receive an email from [noreply@ihna.edu.au](mailto:noreply@ihna.edu.au) with your Microsoft username and password. Use your Microsoft account credentials to login into your Student Hub profile.

Note: If you cannot find this email in your inbox, please check your Junk or Spam folder.

#### Why I need to access the Student Hub

Throughout your time with us, the IHNA Student Hub will be your single point of contact for your requirements. You will be able to see and declare your training plan through the Student Hub. You will also have access to your trainer, administrative support, timetable, and attendance records. Furthermore, all academic and non-academic assistance alerts/notifications will be sent via the Student Hub.

#### How can I log in to my Student Hub account?

To log in to your Student Hub account, follow the steps below:

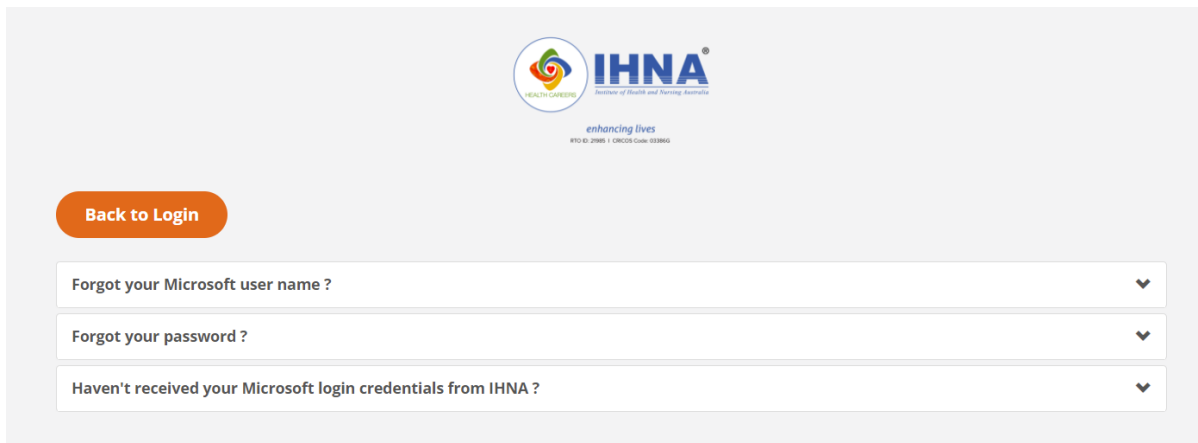
- Go to <https://student.ihna.edu.au>
- Click on the 'Sign in with your Microsoft account' button.
- Enter your IHNA Microsoft account credentials when prompted. Please note that this will only have to be once.

#### Have trouble login in?

If you cannot access your Student Hub, click on 'Having trouble login?'. Based on your situation, please select from the options provided below:

- Forgot your Microsoft username?
- Forgot your Microsoft password?
- Haven't you received your Microsoft login credentials from IHNA?

After submitting this information, our team will resolve your issue and get back to you soon.



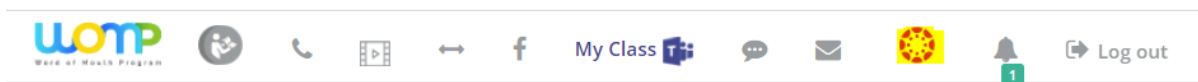
## 2. CANVAS



IHNA uses Canvas as Learning Management System (LMS). This is where your synchronous learning activity happens. As Canvas is mobile-friendly, you will be able to download the Canvas app from the Play Store (Android) or App Store (Apple) to access the resources on the go.

### How can I log in to my CANVAS account?

We have provided a quick access button to access IHNA Canvas from your Student Hub. Look for the Canvas logo in the top panel and click on it to access your Canvas account. Alternately, you can access your Canvas account by using the URL [ihna.instructure.com](http://ihna.instructure.com)



We have configured automatic login to Canvas using your Microsoft credentials to access your Canvas account seamlessly. Please use your Microsoft account credentials to log in to Canvas if prompted.

### 3. Microsoft Team or My Class

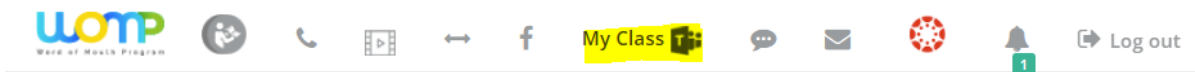


## Microsoft Teams

Microsoft Teams is a team collaboration app that keeps you and your colleagues informed, organised, and connected in one location. Microsoft Teams will be used for your online classes. Your educator will invite you to a meeting before each session, as per the timetable, and you can join that meeting to attend your class using the meeting link provided to you.

#### How can I log in to my Microsoft Teams account?

We have provided access right from your Student Hub portal for ease of access. Look for the 'My Class' button with the Microsoft Teams logo and click on the button to get access to MS Teams.



Alternately, you can navigate to [teams.microsoft.com](https://teams.microsoft.com) for quick access.

Make sure you use your IHNA Microsoft credentials to access your Microsoft Teams account.

Additionally, you can download Microsoft Teams software for your laptop/mobile/tablet using the following link

<https://teams.microsoft.com/downloads>

### 4. Student Support Tools

#### RISHI the Bot



- Rishi the bot is an innovative online chatbot to enhance our Student Support 24 x 7 x 365 days.
- Rishi is available from Canvas, Student Hub, and our websites and can assist in the following:
  - Administration,
  - IT support,
  - Finance,

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- Complaints,
- Appeals,
- COVID support,
- Testamur Application
- A team of expert Student Support Executives are also available in the backend to immediately resolve any concerns that you may have.
- This new system will be a **one-stop shop** for all student assistance needs.

## Phone Support

Our Student Support Team is also accessible to you by a phone call to deliver quality possible service. We are here to assist you with any questions regarding anything!

Toll free: (+61) 1800 22 52 83

## Email Support

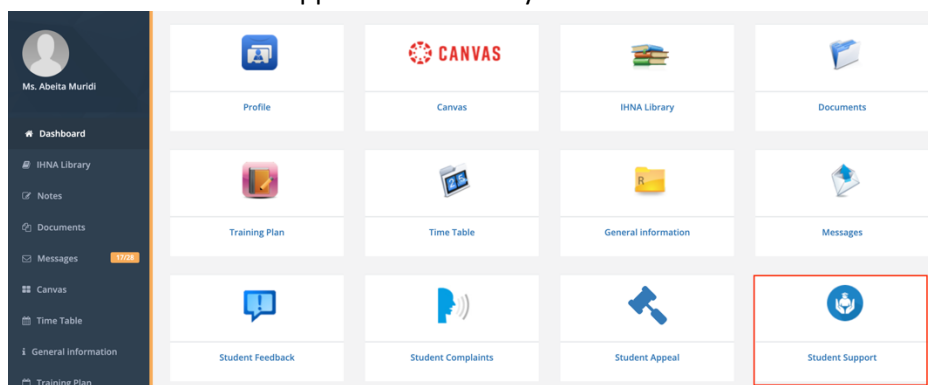
You can always shoot an email to us at [studentsupport@ihna.edu.au](mailto:studentsupport@ihna.edu.au). Our team will respond to your emails within 24 hours.

## Raise a Support Ticket

You have an option to raise a Support Ticket from your Student Hub account. This support ticket will be assigned to the concerned staff member, and they will be assisting with your concern at the earliest.

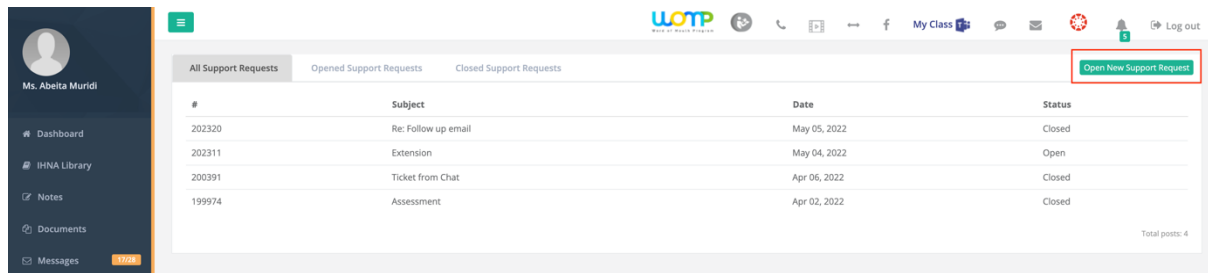
Steps to raise a ticket:

- Log in to Student Hub
- Scroll down and click 'Support Ticket' from your Dashboard



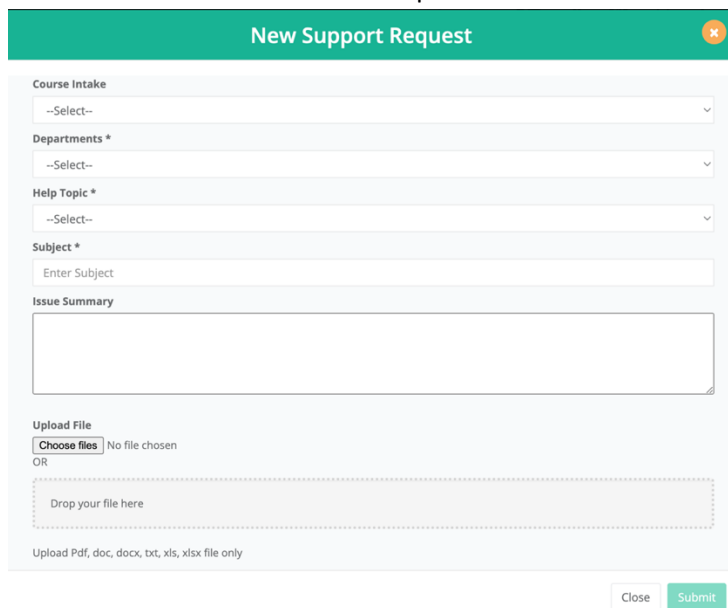
- Click on 'Open New Support Request' from the top right corner.

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#	Subject	Date	Status
202320	Re: Follow up email	May 05, 2022	Closed
202311	Extension	May 04, 2022	Open
200391	Ticket from Chat	Apr 06, 2022	Closed
199974	Assessment	Apr 02, 2022	Closed

- Fill out the information in the box provided.

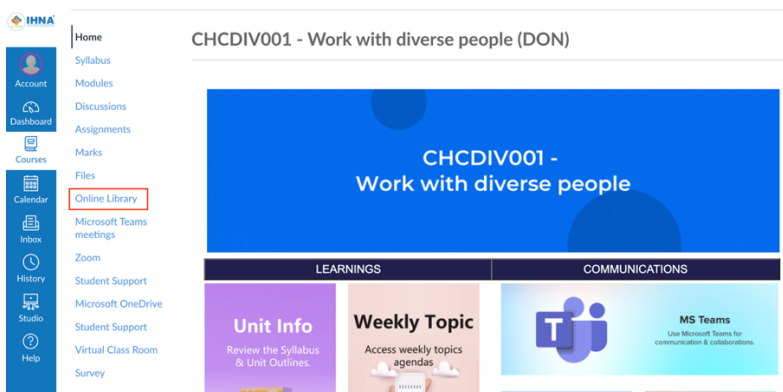


## 5. Online Library

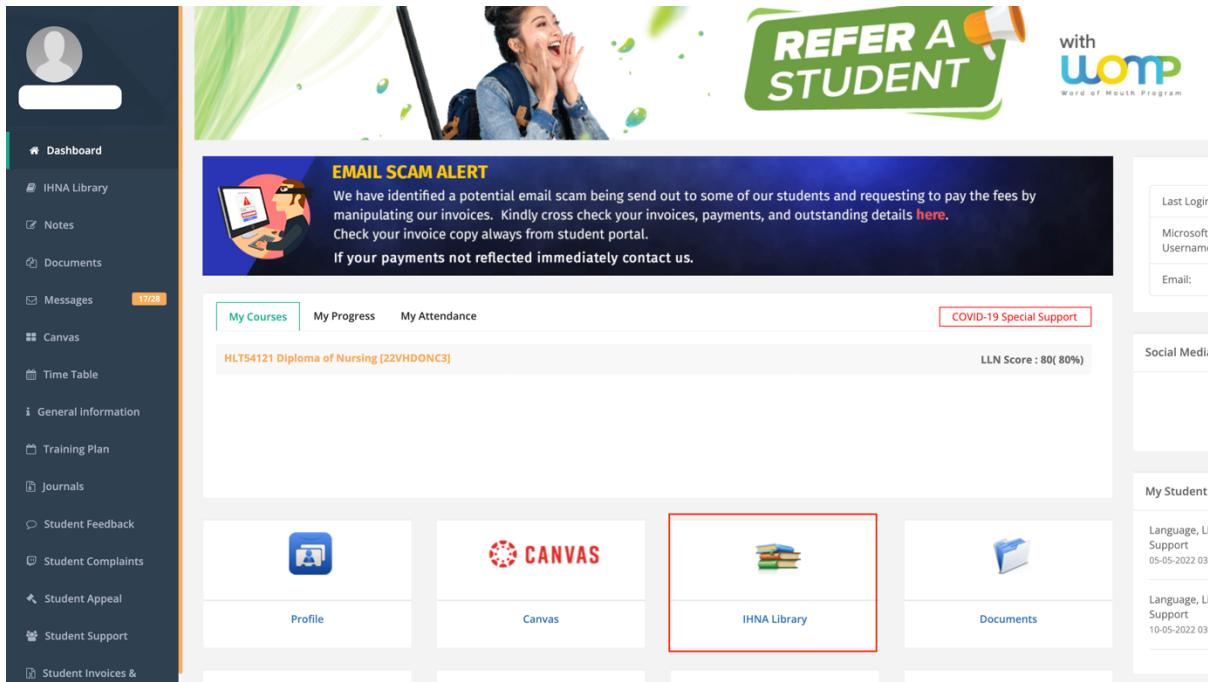
Your student access also includes access to our online digital library, which contains numerous eBooks, journal articles, and a variety of reading and audio-visual learning recourses.

IHNA Online Library can be accessed via Student Hub, Canvas or from our website ([ihna.edu.au/library](http://ihna.edu.au/library))

### From CANVAS

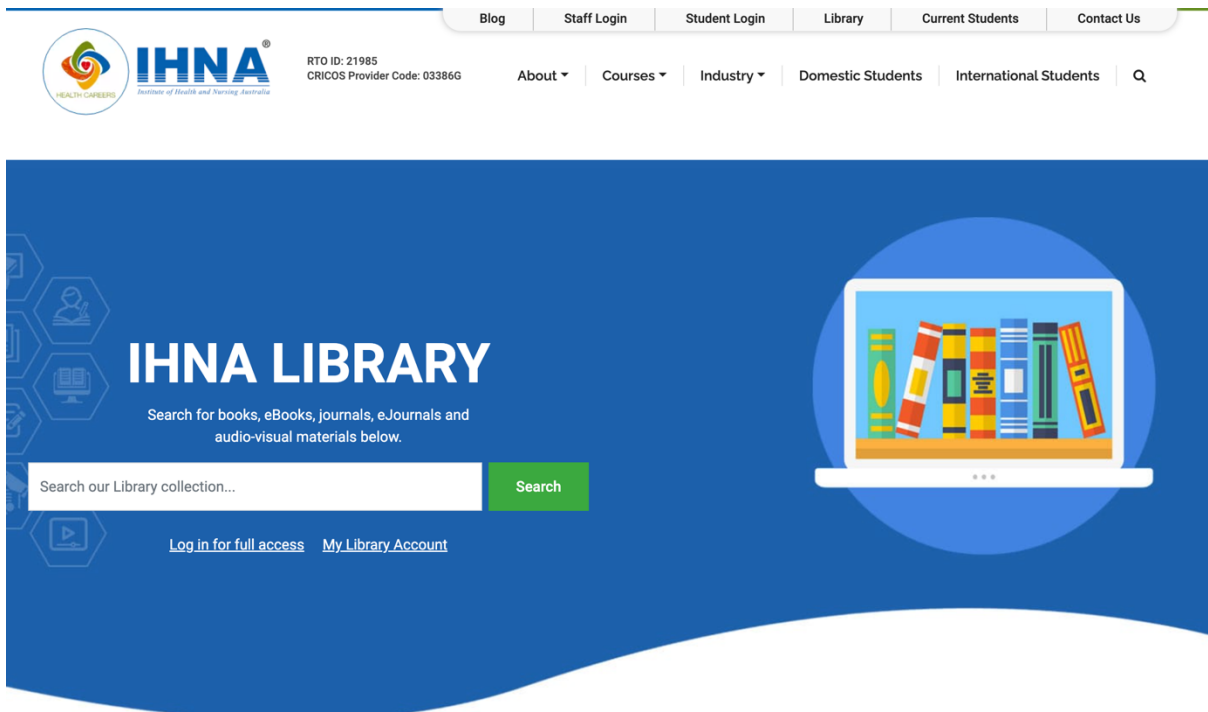


From Student Hub



The screenshot shows a student's dashboard. On the left is a dark sidebar with navigation options: Dashboard, IHNA Library, Notes, Documents, Messages (17/28), Canvas, Time Table, General Information, Training Plan, Journals, Student Feedback, Student Complaints, Student Appeal, Student Support, and Student Invoices &. The main content area features a banner for 'REFER A STUDENT' with 'with uomp Word of Mouth Program'. Below this is an 'EMAIL SCAM ALERT' box with a warning icon and text: 'We have identified a potential email scam being send out to some of our students and requesting to pay the fees by manipulating our invoices. Kindly cross check your invoices, payments, and outstanding details [here](#). Check your invoice copy always from student portal. If your payments not reflected immediately contact us.' Underneath are tabs for 'My Courses', 'My Progress', and 'My Attendance', with a 'COVID-19 Special Support' button. A course entry for 'HLT54121 Diploma of Nursing [22VHDONC3]' shows an 'LLN Score : 80( 80%)'. At the bottom are four tiles: Profile, Canvas, IHNA Library (highlighted with a red border), and Documents. On the right, there are sections for 'Last Login', 'Microsoft Username', 'Email', 'Social Media', and 'My Student' with login details for 'Language, LI Support'.

From IHNA Website



The screenshot shows the IHNA Library website. The top navigation bar includes 'Blog', 'Staff Login', 'Student Login', 'Library', 'Current Students', and 'Contact Us'. The IHNA logo and name are on the left, with RTO ID: 21985 and CRICOS Provider Code: 03386G. A secondary navigation bar contains 'About', 'Courses', 'Industry', 'Domestic Students', and 'International Students'. The main content area has a blue background with the text 'IHNA LIBRARY' and 'Search for books, eBooks, journals, eJournals and audio-visual materials below.' Below this is a search bar with the placeholder 'Search our Library collection...' and a green 'Search' button. At the bottom of the search area are links for 'Log in for full access' and 'My Library Account'. On the right, there is a graphic of a laptop displaying a row of books.

### 6. Clinsoft

Clinsoft is an online PEP assessment tool that will be used to assess students during their simulation based training and work placements. By going digital Clinsoft saves hundreds of hours spent in tedious paperwork and offers a convenient and easily accessible way for students to do their assessments.

Steps to log in:

- Navigate to [ihna.clinsoft.com.au](http://ihna.clinsoft.com.au)
- Click on the 'Sign in with Microsoft' button. You will be automatically logged in to Clinsoft with your Microsoft account. If prompted to enter your credentials during this process, please use your IHNA Microsoft credentials to log in.

