Important information for NSW Health clinicians who use CIAP offsite:

What is happening?
Offsite access to CIAP will change to NSW Health Single Sign-On (SSO), i.e. you can use your StaffLink logon details.

When will this be implemented?
On the 1 July 2020 offsite access to CIAP will be available using your StaffLink ID logon details.

Why is CIAP moving to NSW Health Single Sign-On (SSO)?
To ensure that all NSW Health staff can access CIAP offsite without the need to create and maintain a separate CIAP account from within a NSW Health facility.

This is particularly important during the COVID-19 pandemic while staff may be self-isolating. In addition, feedback from the CIAP user survey showed that SSO was the preferred method to access CIAP offsite.

Will I still be able to use my CIAP account?
Existing CIAP offsite accounts will be available until 30 June 2020. From 1 July 2020, offsite access to CIAP will only be available via a StaffLink account.

Will this change the way I access CIAP from a NSW Health facility?
No, access to CIAP from a NSW Health hospital or facility will not change.

What do I do if I don’t have a StaffLink account?
Contact your manager or HR contact to arrange for a StaffLink ID. Alternatively, you can contact the CIAP helpdesk on 1800824 279.
What do I do if I have forgotten my StaffLink details?
Contact the State Wide Service Desk on 1300 28 55 33.

Will this change my login details for CIAP resources such as BMJ Best Practice, UpToDate, Ovid?
No, you will still need to use your separate logon details for each of the downloadable apps and personalised resources available on CIAP.

Will I need to login to CIAP from work now with my StaffLink ID?
No, there will be no changes to the way that you access CIAP from within a NSW Health facility.

Will I be able to access CIAP while on extended leave?
If you are still employed by NSW Health and have maintained your StaffLink details you will have access to CIAP offsite.

What if I am not eligible for a NSW Health StaffLink account?
Access to CIAP is available to all individuals who currently work in or for a NSW Public Health Organisation, including Visiting Medical Officers (VMOs); and medical, nursing, and allied health students while working on placement in a NSW Health public hospital.

Due to the licensing agreements with publishers, CIAP is not available to individuals who have no working affiliation with NSW Public Health organisations, such as General Practice Divisions and Groups, Universities, private pharmaceutical companies, and Non-Government Organisations and Bodies such as Aged Care, Private Healthcare, and Private Hospital facilities.