

## FAQ: How do I connect my NHHI LMS and HHCApp profiles?

Hand Hygiene Auditors (HAs) who completed the [Hand Hygiene Auditor \(HA\) Training Pathway](#) in the National Hand Hygiene Initiative (NHHI) Learning Management System (LMS) after 1 June 2023, had their NHHI LMS and Hand Hygiene Compliance Application (HHCApp) profiles automatically connected. This connection is important to automate the annual auditor validation process.

HAs/Gold Standard Auditors(GSAs) who completed the old training pathway (i.e. completed *Hand Hygiene Auditor Pre-workshop* module in the NHHI LMS and attended a general auditor/GSA workshop before 1 October 2023) must manually connect their NHHI LMS and HHCApp profiles.

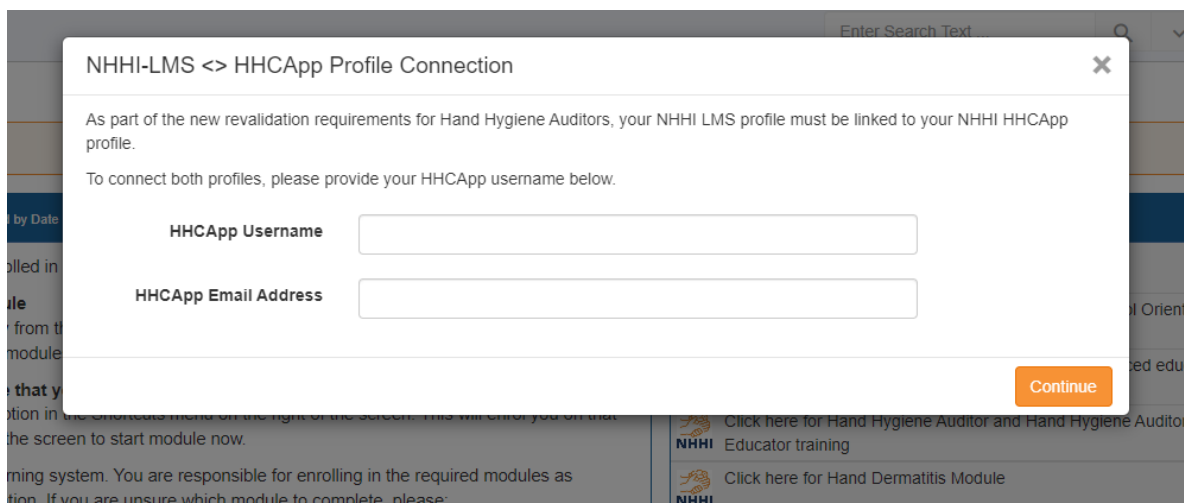
You only need to complete this process once.

If you believe you may have duplicate profiles in the NHHI LMS or HHCApp, please contact the [NHHI Help Desk](#) before trying to connect your profiles.

Hand Hygiene Auditors can connect the profiles by following the steps below:

1. Log in to the NHHI LMS <https://nhhi.southrock.com>
2. Enter your HHCApp profile details in the NHHI LMS<>HHCApp Profile Connection pop-up message that appears:

**Note:** Provide your correct case sensitive HHCApp username and/or registered email address to locate your HHCApp profile



NHHI-LMS <> HHCApp Profile Connection

As part of the new revalidation requirements for Hand Hygiene Auditors, your NHHI LMS profile must be linked to your NHHI HHCApp profile.

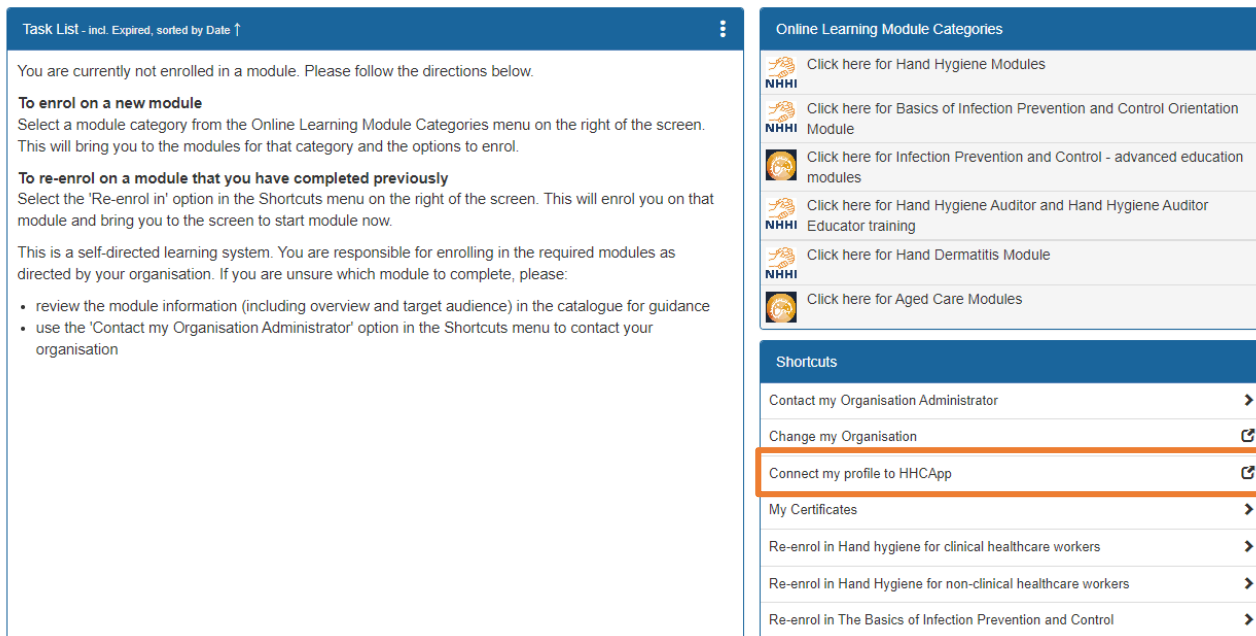
To connect both profiles, please provide your HHCApp username below.

HHCApp Username

HHCApp Email Address

Continue

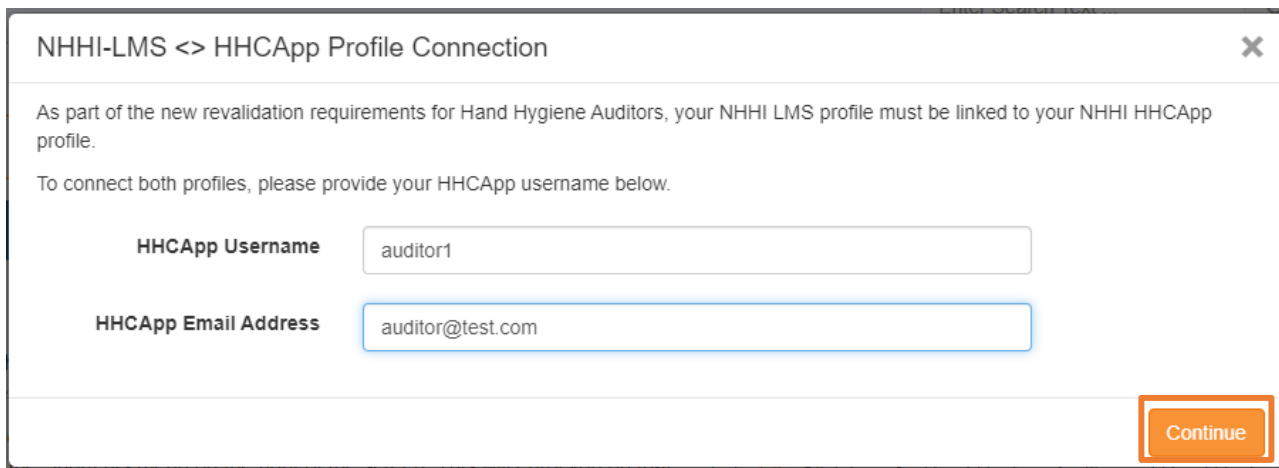
3. If you do not receive the pop-up message, you can select **Connect my profile to HHCApp** option within the **Shortcuts** tab in the Home screen view



The screenshot shows a mobile application interface. On the left, a 'Task List' panel contains instructions for enrolling in modules. On the right, the 'Online Learning Module Categories' list includes options for Hand Hygiene, Infection Prevention and Control, and Aged Care. Below this is a 'Shortcuts' menu with several options. The option 'Connect my profile to HHCApp' is highlighted with an orange border.

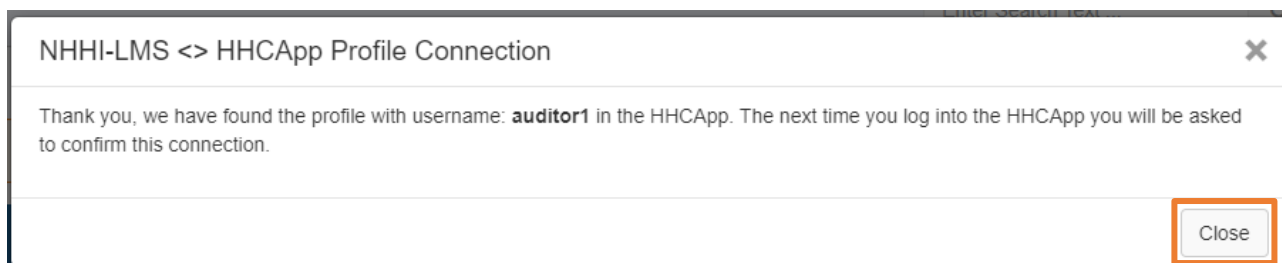
**Note:** this option only appears if your NHHI LMS and HHCApp profiles are not connected and will disappear once you have attempted connection or have successfully connected your NHHI LMS and HHCApp profiles.

4. Click the **Continue** button

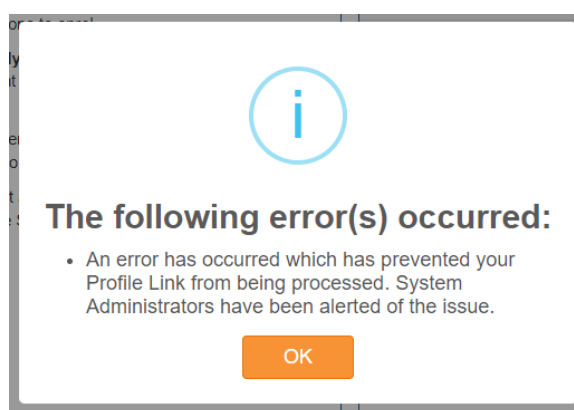


The dialog box is titled 'NHHI-LMS <> HHCApp Profile Connection'. It contains the following text: 'As part of the new revalidation requirements for Hand Hygiene Auditors, your NHHI LMS profile must be linked to your NHHI HHCApp profile. To connect both profiles, please provide your HHCApp username below.' There are two input fields: 'HHCApp Username' with the value 'auditor1' and 'HHCApp Email Address' with the value 'auditor@test.com'. A 'Continue' button is located at the bottom right.

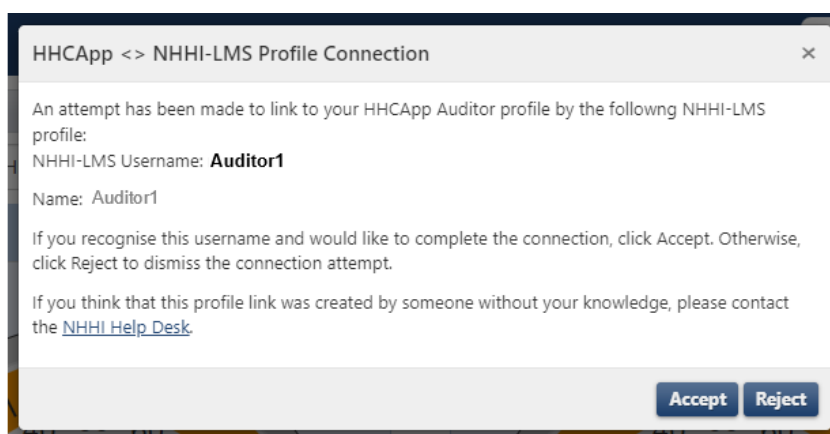
- The following message will display if your HHCApp profile has been found. You can then close the pop-up message:



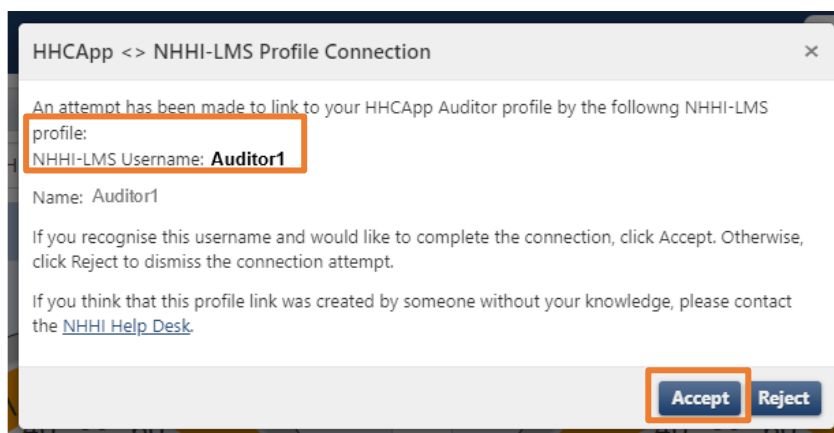
**Note:** If you encounter the error message below, click OK and you should confirm your correct HHCApp username and/or registered email address before repeating steps 2 to 4. If you are unsure of your HHCApp profile details, contact your organisation's Infection Prevention and Control/Hand Hygiene lead or the [NHHI Help Desk](#).



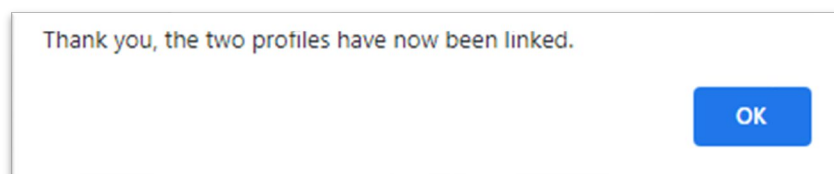
- Log in to the HHCApp at <https://nhhi.safetyandquality.gov.au>
- The HHCApp <> NHHI LMS profile connection pop-up message should appear



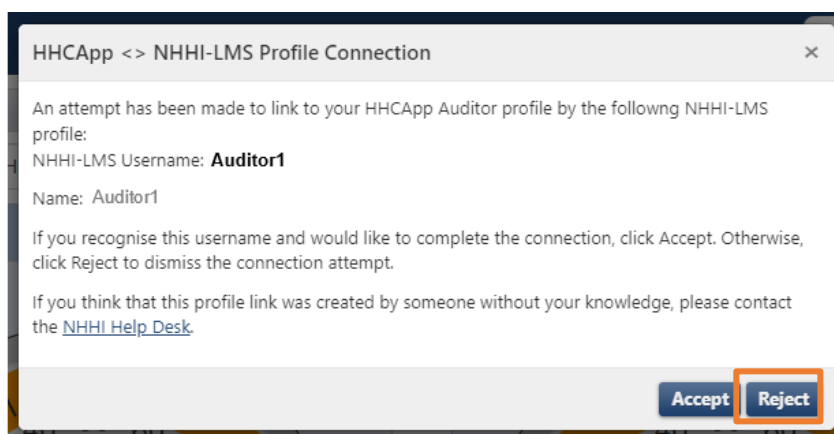
8. Review the profile details carefully and select **Accept** button if the details are correct



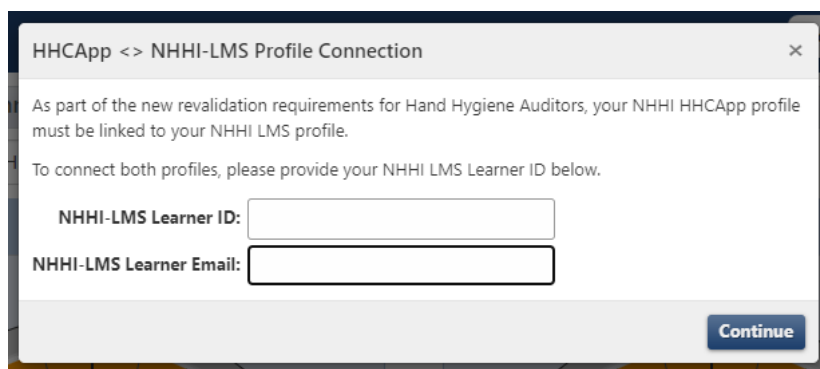
9. You will receive a message to confirm your two profiles have been linked. Click OK



10. If the details are incorrect or if it seems this profile link was created by someone without your knowledge, select the **Reject** button and contact the [NHHI Help Desk](#).



You can also initiate this connection from the HHCApp if you have an auditor role. When you log in to the HHCApp, you will encounter a HHCApp <> NHHI LMS Profile Connection pop-up message:



HHCApp <> NHHI-LMS Profile Connection

As part of the new revalidation requirements for Hand Hygiene Auditors, your NHHI HHCApp profile must be linked to your NHHI LMS profile.

To connect both profiles, please provide your NHHI LMS Learner ID below.

NHHI-LMS Learner ID:

NHHI-LMS Learner Email:

Continue

Please follow the steps to connect your profiles:

1. Enter your NHHI LMS Login ID and/or registered email address in the HHCApp<>NHHI LMS Profile Connection pop-up message to locate your NHHI LMS profile
2. Log in to the NHHI LMS to review the HHCApp profile details
3. Accept the connection.

Learners who want to become a HA and have an existing HHCApp profile for another role, such as reporter or data entry, must connect their profile before starting the [Hand Hygiene Auditor \(HA\) Training Pathway](#) to prevent creation of a duplicate HHCApp profile. For more information, please refer to the [Hand Hygiene Auditor Training Pathway User Guide](#).

If you encounter any issues when connecting your NHHI LMS and HHCApp profiles, please contact the [NHHI Help Desk](#).

## More information

Frequently asked questions on hand hygiene auditor training are available at the [National Hand Hygiene Auditor Training - FAQs](#) web page

You can also contact the National Hand Hygiene Initiative Help Desk by email: [handhygiene@nhhi.safetyandquality.gov.au](mailto:handhygiene@nhhi.safetyandquality.gov.au).

[safetyandquality.gov.au](http://safetyandquality.gov.au)



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