

RACS Username

Frequently Asked Questions (FAQs)
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Committed to Indigenous health

RACS Username – Frequently Asked Questions

The Royal Australasian College of Surgeons (RACS) is launching new usernames for our Fellows, Trainees and Specialist International Medical Graduates (SIMGs), and other groups who participate in the College activities, such as committees or courses.

1. Why do we need new usernames?

The new usernames will provide RACS Fellows, Trainees, SIMGs and other regular users of RACS systems with an easy and a secured access to RACS online systems. Single username will now be used to access all RACS systems.

2. How will the new RACS username benefit me?

In addition to making login to RACS online systems more secure, the new RACS username will serve as a single sign-on for all existing RACS online systems as well as for RACS mobile apps and Microsoft Office Online products such as Word, Excel, PowerPoint, and OneNote in the future.

3. Why can't we continue to use our current email addresses to log in to RACS products and systems?

The new usernames are a more secure way to verify your digital identity when logging into RACS systems. An additional multi-factor authentication step has been added to the login process, providing an extra layer of security to prevent potential cyber-attacks, digital identity thefts and data breaches.

4. What is multi-factor authentication?

Multi-factor authentication is a way for the user to verify their identity when logging into an online system. It provides an additional layer of security and control. Security breaches are, unfortunately, becoming everyday occurrences, and organisations and individuals must be vigilant about protecting their digital identity and data.

Multi-factor authentication is quickly becoming a standard practice at workplaces, including Universities and other educational management organisations, with almost all organisations globally using it to ensure their customers' and employees' security online.

5. Will I be asked to verify my identity with multi-factor authentication every time I want to use a RACS product or service?

No, you will not be asked to verify your identity with multi-factor authentication every time you log in to use a RACS product or service.

Multi-factor authentication may prompt you at specific times to confirm it's really you logging in:

- When logging in to a device you have not logged onto before.
- When logging in to a browser you have not logged onto before.
- Any time you login from a country that is different to the country of your last login.

6. How will I get my new username?

Your RACS username will be set up automatically by our Digital Services team, and an email will be sent to you with instructions. All that you will be required to do is to follow the prompts and create a password and set up a multi-factor authentication. You will have 14 days from the receipt of the email to set up your username.

7. When will the new RACS username be launched?

We expect to roll out the new username in April 2022.

8. I am worried about identify theft. How secure are the new usernames and multi-factor authentication?

The new username will require you to set up a multi-factor authentication, which will ensure that only you can verify your login, thus, adding an additional layer of security. For example, if you add your mobile number as your multi-factor authentication, you will receive a text or call to your mobile verifying your identity based on your selection. (See Question #5 for details on the instances when you can expect multi-factor authentication to be enabled).

9. I have my own Microsoft Office products. Does this mean I have to delete and use the RACS ones?

No. As part of this upgrade, Fellows, Trainees and SIMGs will be entitled to use RACS provided Microsoft Office Online products such as Word, Excel, PowerPoint, and OneNote in the future. However, you can also continue to use your own Office products without any change.

10. Who do I contact if I encounter issues setting up my username?

Please contact the RACS Service Desk via email at service.desk@surgeons.org or by phone on +61 3 9276 7417, 8am to 6pm AEST Monday to Friday.