

Getting started on Training & Services platform

28 November 2022



Committed to Indigenous health

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RACS has launched a new course registration platform, **Training & Services**. You can now register for **Skills Training** and **Professional Development** courses on **Training & Services** platform, which can be accessed via the [College Website](#). You must have an account with RACS to proceed to the Training & Services platform.

A. If you have an existing RACS account, follow the steps below.

1. How to log in to the Training & Services platform

If you have an existing RACS account, please log in to eHub using your existing username and password.

Note: The username for active Fellows, SETs, SIMGs, and Junior Doctors is the RACS username, that is, ending in @my.surgeons.org. For others, it is their registered email address.

Click [here](#) or paste <https://ehub.surgeons.org> into your web browser's URL/address bar to access the **Training & Services** platform.

Note: We recommend using either **Google Chrome** or **Microsoft Edge** web browser to access the **Training & Services** portal.

To log in, click the **Sign in** button located on the top right-hand corner of the page and enter your **username** and **password**.

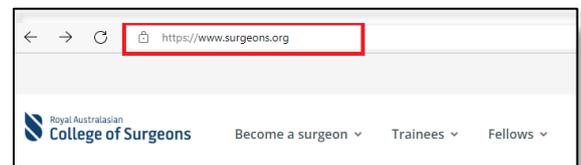
Once logged in, click the **Training & Services** tab on the top right-hand corner of the screen to proceed to the **Training & Services** landing page.

On the landing page, click:

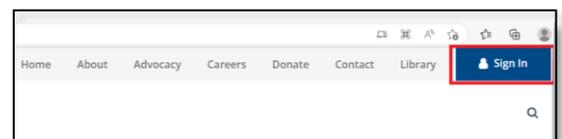
1. **Courses & Workshops** tile if you want to register for Skills Training and Professional Development courses and workshops
2. **Examinations** tile if you want to apply for GSSE / CE /SSE or Fellowship Examinations
3. **Social Events & Conferences** tile if you want to register for social events and conferences organised by RACS, e.g., Surgeons Ball, Rural Conferences, etc.

2. How to retrieve the username to log in to the Training & Services platform

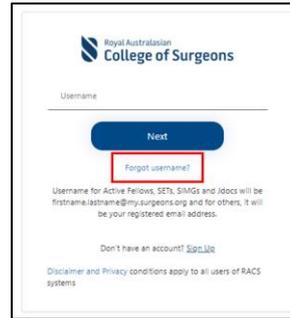
1. Click [HOME | RACS \(surgeons.org\)](#) or copy and paste <https://www.surgeons.org/> in the URL address bar of your browser window.



2. Click the **Sign In** button on the top right-hand corner of the screen.



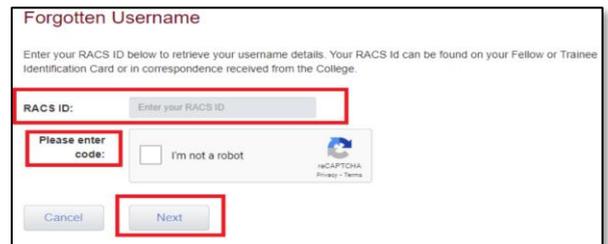
- The sign-in page will display. Click the **Forgot username?** link



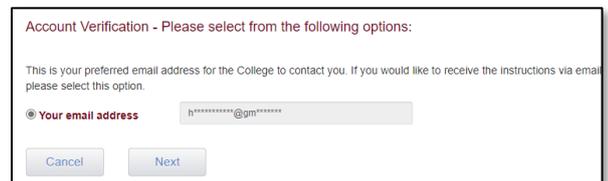
- On the **Forgotten Username** screen:
 - enter your **RACS ID**
Note: RACS ID can be found on your Fellow or Trainee Identification Card or in correspondence received from the college.

If you do not have an **Identification Card** or any **correspondence** from the college then please contact the College IT Service Desk on service.desk@surgeons.org or call +61 3 9276 7417 to obtain your RACS ID

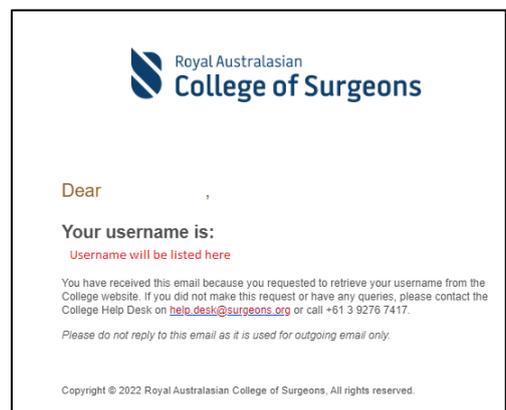
- then, tick the box next to "I'm not a robot"
- then, click **Next**



- Click **Next** to retrieve your Username. Username retrieval email will be sent to your preferred email address.
Note: Your preferred email address will be auto-populated.



- Go to the inbox of your email account to retrieve your **Username**

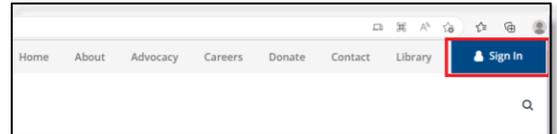


3. How to reset the password to log in to the Training & Services platform

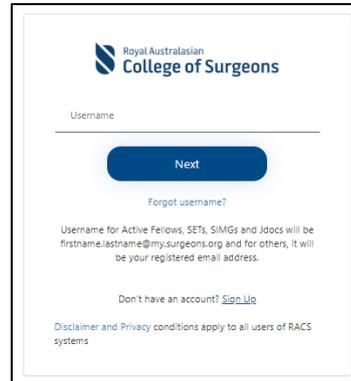
- Click [HOME | RACS \(surgeons.org\)](https://www.surgeons.org) or copy and paste <https://www.surgeons.org/> in the URL address bar of your browser window.



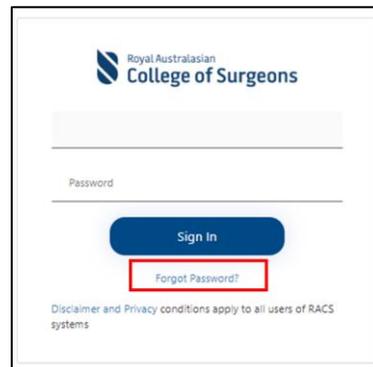
2. Click the **Sign In** button on the top right-hand corner of the screen.



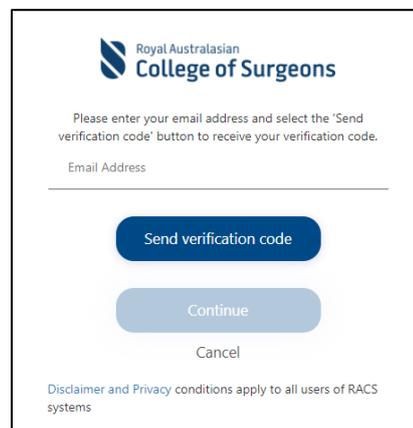
3. The sign-in page will display. Enter your Username and click the **Next** button.
Note: The username for active Fellows, SETs, SIMGs and Junior Doctors is the RACS username, that is, ending in @my.surgeons.org. For others, it is their registered email address.



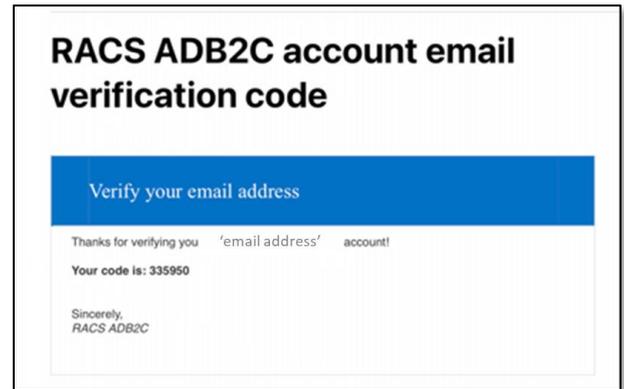
4. Click the **Forgot Password?** Link.



5. Enter your email address and click the **Send verification code** button to receive the verification code.

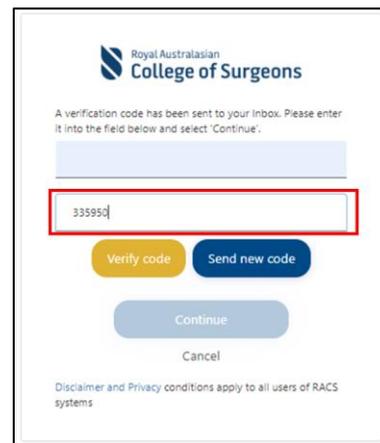


6. Go to the inbox of your email account to get the code.



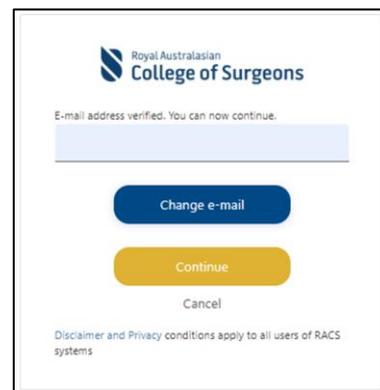
7. Enter the code in the **Verification code** field and click the **Verify code** button.

Note: Code will not be accepted if you exceed the maximum time allowed to enter the code. In this case request a new code. Click '**Send New Code**'.



8. Once your email has been verified, click the **Continue** button.

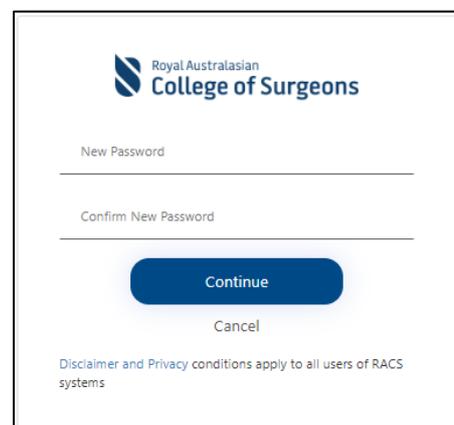
Note: If you want to change your preferred email, click the **Change e-mail** button and follow the prompts. All communications from RACS will be sent to the new e-mail account moving forward.



9. Create '**New Password**' repeat the new password to confirm and click **Continue** to finish the password reset

Note: Password must be 8-16 characters, containing 3 out of 4 of the following:

- Lowercase characters,
- Uppercase characters,
- Digits (0-9), and
- one or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ;



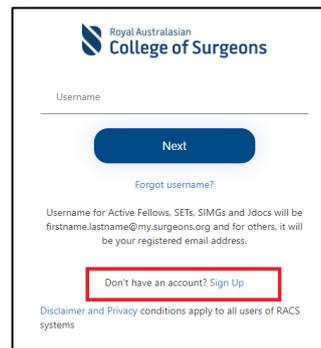
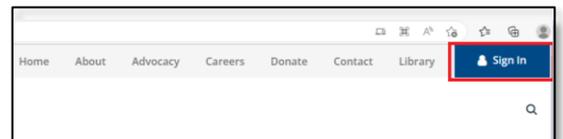
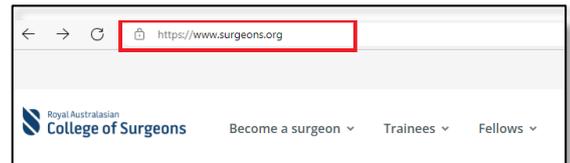
10. Upon successful creation of your account, you will be redirected to [eHub](#). Click **Training & Services** to open the Training & Services platform.



B. If you don't have an existing RACS account, follow the steps below.

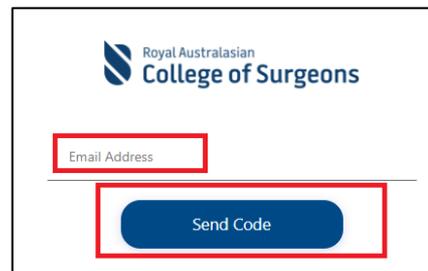
If you don't have an existing RACS account, follow the steps below to create an account and log into the Training & Services portal

1. Click [HOME | RACS \(surgeons.org\)](#) or copy and paste <https://www.surgeons.org/> in the URL address bar of your browser window.
2. Click the **Sign In** button on the top right-hand corner of the screen.
3. The sign-in page will display. Click the **Don't have an account? Sign Up** link to create an account.

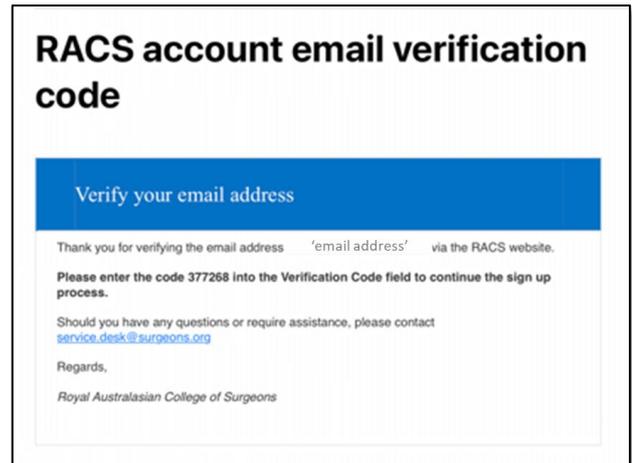


4. Enter your email address and click the **Send Code** button.

A **verification code** will be sent to your **inbox** for you to verify your email address.



5. Go to the inbox of the email account you entered to check the verification code.



6. Enter the code into the **Verification Code** field and click the **Verify Code** button to continue the sign-up process.
Note: The code will not be accepted if you exceed the maximum time allowed to enter the code. In this case request a new code. Click the **Send New Code** button.

7. Create a password and confirm the same password.
Important: Password must be 8-16 characters, containing 3 out of 4 of the following:
 - Lowercase characters
 - Uppercase characters
 - Digits (0-9), and
 - One or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .

8. Enter your first name in the **First Name** field and your last name in the **Last Name** field.

9. Tick the **box** to agree to RACS terms and conditions.
Read the terms and conditions [here](#).

10. Click the **Create** button to complete the sign-up process.
Note: 'This information is required' error message will be displayed if all fields are not completed.

