

eLearning Records in eHub

Frequently asked questions



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eLearning Records in eHub

The Royal Australasian College of Surgeons (RACS) has launched a new self-service eLearning Records platform in eHub. This platform will centralise all eLearning records, making it easier to access both current and historical records from one convenient location. Members can use their RACS account to access the platform via the <u>College website</u> or <u>eHub</u>.

Frequently Asked Questions

 How can I log in to the eLearning Records page to access my eLearning Records? You can access the RACS self-service eLearning Records platform via the <u>College</u> <u>website</u> or <u>eHub</u>. To do so, please either select 'Sign In' on the College website home page or paste <u>https://ehub.surgeons.org</u> into your web browser's URL/address bar. Select the Sign in button located on the top right-hand corner of the page and enter your username and password.

Remember:

- 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.
- You must be logged in to access the features of eLearning Records platform

Note: We recommend using either **Google Chrome** or **Microsoft Edge** web browsers to access the eLearning Records dashboard. Once logged in, select the eLearning Records link on the upper right-hand corner of the screen, which will redirect you to the eLearning Records dashboard.

2. How do I retrieve my username to log in to the eLearning Records page?

- Select <u>HOME | RACS (surgeons.org)</u> or copy and paste <u>https://www.surgeons.org/</u> in the URL address bar of your browser.
- 2. Select the Sign In button on the top righthand corner of the screen.
- **3.** The sign-in page will display. Select **Forgot Username**? link





4. On the Forgotten Username screen: Enter your **RACS ID**, check the box next to 'I'm not a robot' and then select 'Next'.

Note: Your RACS ID can be found on your Fellow OR Trainee Identification Card or in correspondence received from the College.

If you do not have any of these, please contact the College's IT Service Desk on <u>service.desk@surgeons.org</u> or +61 3 9276 7417 to obtain your RACS ID.

5. Select **Next** to retrieve your username. The username retrieval email will be sent to your preferred email address.

Note: Your preferred email address will be automatically populated according to the information you have previously supplied.

6. Go to the inbox of your email account to retrieve your **Username**.



This is your preferred email address for the College to contact you. If you would like to receive the instructions via please select this option.		
	This is your preferred email please select this option.	address for the College to contact you. If you would like to receive the instructions via
Your email address h********@gm******	Your email address	h*******@gm******

8	Royal Australasian College of Surgeons
Dear	,
Your userna	me is: Elisted here
You have received th College website. If yo College Help Desk or	is email because you requested to retrieve your username from the u did not make this request or have any queries, please contact the help.desk@surgeons.org or call +61 3 9276 7417.
Please do not reply t	this email as it is used for outgoing email only.
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3. How do I reset my password to log in to the Learner Records page?

- Select <u>HOME | RACS (surgeons.org)</u> or copy and paste <u>https://www.surgeons.org/</u> in the URL address bar of your browser window.
- 2. Select the **Sign In** button on the top righthand corner of the screen.
- **3.** The sign-in page will display. Enter your username and select the **Next** button.

Remember:

- 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. Select the Forgot Password? link.



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5. Enter your email address and select 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 select the Verify code button.

Note: The code is time sensitive. If the acceptance period has elapsed, please request a new code by selecting **Send New Code**.

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

Note: If you want to change your preferred email, select the Change email button and follow the prompts. All communications from RACS will be sent to the new email account once done.

9. Create '**New Password**', re-enter the new password to confirm and select **Continue** to finish the password reset.

Note: The password must be 8 to 16 characters long and contain at least three of the following:

- lowercase characters,
- uppercase characters,
- digits (0-9), and
- one or more of the following symbols:
 @ # \$ % ^ & * _ + = [] { } | \:', ? /`
 ~ " ();
- Upon successful creation of your account, you will be redirected to <u>eHub</u>.

Select **eLearning Records link** to access the eLearning Records dashboard.







eLearning Records

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4. How can I create a RACS account if I don't already have one?

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





- Enter your email address and select 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.



ACS ADB2C account email verification code				
Verify your en	nail address			
Thanks for verifying you Your code is: 335950	'email address'	account!		
Sincerely,				

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6. Enter the code into the Verification Code field and select the Verify Code button to continue the sign-up process.

Note: The code is time sensitive. If the acceptance period has elapsed, please request a new code by selecting **Send New Code**.

7. Create a password and confirm the same password.

Note: The password must be 8 to 16 characters long and contain at least three of the following:

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

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

Select the **box** to agree to RACS terms and condition.

Read the terms and conditions <u>here</u>. Select the **Create** button to complete the sign-up process.

Note: An error message saying '**This information is required**' will be displayed if there are incomplete fields.

8. Upon successful creation of your account, you will be redirected to <u>eHub</u>.

Select eLearning Records link to access the eLearning Records dashboard.

	College of Surgeons
A verifi	cation code has been sent to your Inbox. Please ente it into the field below and select 'Verify code'
L.	
Ven	fication Code
	Verify Code Send New Code

New Password				
Confirm New Password				
First Name				
Last name				
I agree to RACS terms and conditions				
Create				
Cancel				
Disclaimer and Privacy conditions apply to all users of RACS systems				

eLearning Records

5. Who do I contact if I am unable to access the eLearning Records platform?

Contact the RACS IT helpdesk.

- T: +61 3 9276 7417
- E: <u>service.desk@surgeons.org</u>
- Hours: 8.00 a.m. to 6.00 p.m. (AEST), Monday to Friday

6. Who do I contact if I can't view my eLearning records on the eLearning Records Dashboard?

If you are unable to view your learning record on the eLearning Records dashboard, please perform a hard refresh by pressing the **Ctrl + F5** keys on your keyboard.

If the issue still persists, please contact the RACS IT helpdesk via telephone at +61 3 9276 7417 or via email at <u>service.desk@surgeons.org</u>. The team is available during regular business hours, from 8.00 am to 6.00 pm (AEST).

7. How can I view or download certificates for my completed eLearning courses?

You can view your eLearning course certificates in <u>eHub</u>. To view and download your certificates, follow the steps below:

 To access your completed course certificates, log in to eHub using your credentials. Then select the eLearning Records link, which will open the eLearning Records dashboard.

Usemane			
Next			
Forgat userneme?			
usernama for Fellows, SETs, and SIMGs will be from measuremed my susponsion and for others it will be your registered email address.			
Don't have an account? Sign Up			
Disclaimer and Privacy conditions apply to all users of BACS susteens			
> eLearning Records			
* scarne forms			APPLY
	Carristeen Data 4	Saus	APPLY Download Control A
	Carrightion Data 4 03/07/2024 EOD AM	Satus © Completed	APPLY Download Cersfluse Download

2. The eLearning Records dashboard displays the completion date and status for all your enrolled eLearning courses. For courses marked as **Completed**, you can download a certificate by selecting the **Download** button next to the course. Certificate will be downloaded in PCs Downloads filter.

Note: Certificates cannot be downloaded for courses that are marked as In Progress or Not eLearning Records Started.

You can refine your search using the filter option. For instance, to view records of all completed courses, select **Completed** in the **Course Status filter box** and select **Apply**. To remove the filter, select the **blank space** and then **Apply**.

Alternatively, to filter by course name, enter an asterisk (*) followed by part or all of the course name, then select Apply. To clear this filter, delete the course name and select Apply.



8. How do I navigate to eLearning courses from my eLearning record dashboard?

- 1. To access your eLearning courses from eLearning record dashboard.
 - Log in to **eHub** using your credentials.
 - Select the eLearning Records link from the top right-hand corner, which will redirect to the eLearning Records dashboard.
- 2. Select the relevant course link, which will open the corresponding Moodle course in a new tab.

Note: Links have been disabled for archived courses, as these are no longer available to participants.

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Contraction of the second
Clinical studies in rural and remote settings 00/09/2024 8:00 AM C Completed 03/00/00
Audit of Surgical Merbility@ ONet started DOWNLOAD

Please select each column title to sort.				
Course Name	Completion Date +	Status	Download Certificate	
Clinical studies in rural and remote settings	03/07/2024 8:00 AM	Completed	DOWNLOAD	
Audit of Surgical Mortality 🗗		O Not started		

9. Will all my eLearning records be accessible from the eLearning Record dashboard.

Yes, you will be able to access all your current and historical eLearning records on this new platform. If you encounter any issues with your learning record data, please contact the RACS IT helpdesk via telephone at +61 3 9276 7417 or via email at <u>service.desk@surgeons.org</u>. The team is available during regular business hours, from 8.00 am to 6.00 pm (AEST).

10. Why doesn't my course have a hyperlink?

The lack of a course hyperlink indicates the course has been archived, however, the certificate is still available to download.

11. After finishing my eLearning courses, how soon can I download the certificate?

Upon satisfactory completion of the course, you can generate a completion certificate within Moodle. Please note it can take up to two hours for the certificate to be available through the eLearning Records platform