eLearning Records in eHub

Frequently asked questions

Committed to Indigenous health

Contents

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 College website or eHub.

Frequently Asked Questions

1. **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 College website or eHub. To do so, please either select 'Sign In' on the College website home page or paste https://ehub.surgeons.org 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?

1. Select HOME | RACS (surgeons.org) or copy and paste https://www.surgeons.org/ in the URL address bar of your browser.

2. Select the Sign In button on the top right-hand 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 service.desk@surgeons.org 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.

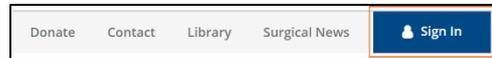6. Go to the inbox of your email account to retrieve your **Username**.

4

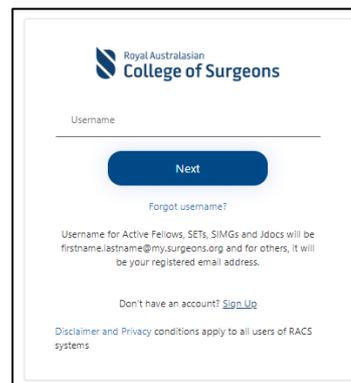### 3. How do I reset my password to log in to the Learner Records page?

1. Select HOME | RACS (surgeons.org) or copy and paste https://www.surgeons.org/ in the URL address bar of your browser window.

2. Select the **Sign In** button on the top right-hand 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.

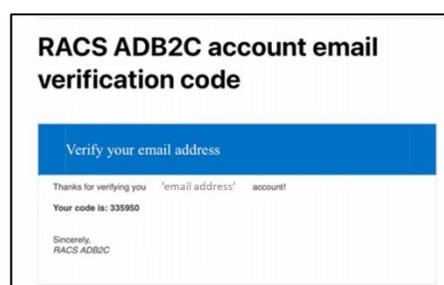   - For others, it is their registered email address.

4. Select the **Forgot Password?** link.

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**.

5

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:
 @ # $ % ^ & * - _ + = [ ] { } | \ : ' , ? / `
  ~ " ( ) ;

10. Upon successful creation of your account, you will be redirected to eHub.

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

6

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

1. Select [HOME | RACS (surgeons.org)](https://www.surgeons.org/) or copy and paste https://www.surgeons.org/ in the URL address bar of your browser.

2. Select the **Sign In** button on the top right-hand 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.
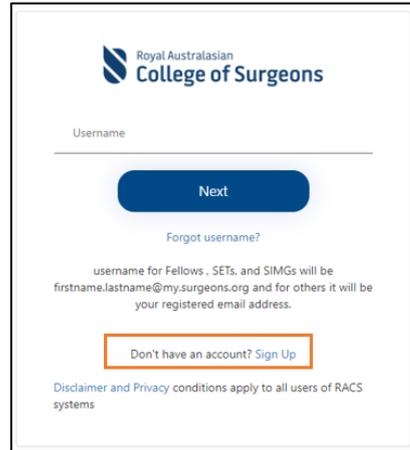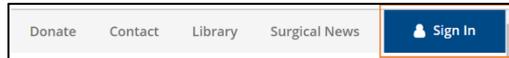
4. Enter your email address and select the '**Send Code**' button. A **verification code** will be sent to your **inbox** for you to verify your email address.

5. Go to the **inbox** of the email account you entered to check the verification code.
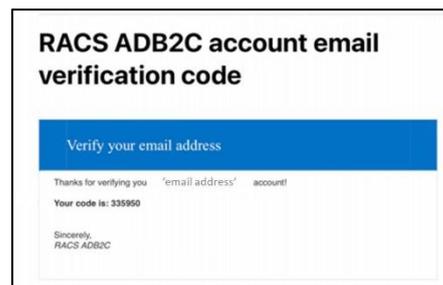
6. Enter the code into the **Verification Code** field and select the **Verify Code** button to continue the sign-up process.

   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: @ # $ % ^ & * - _ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ;.

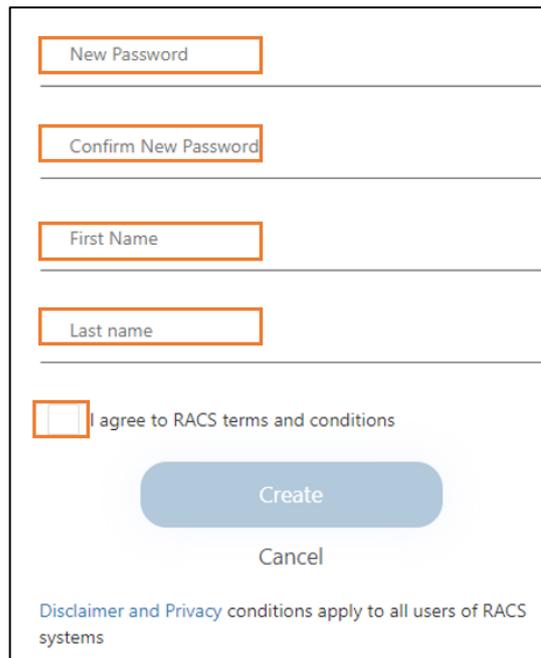   Enter your first name in the **First Name** field and your last name in the **Last Name** field.

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

   Read the terms and conditions here. 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 eHub.

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

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: service.desk@surgeons.org
- 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 service.desk@surgeons.org. 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 eHub. To view and download your certificates, follow the steps below:

1. 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.

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 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.
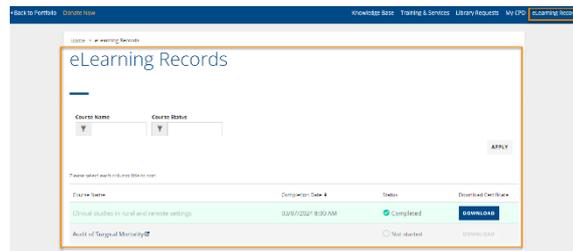

9
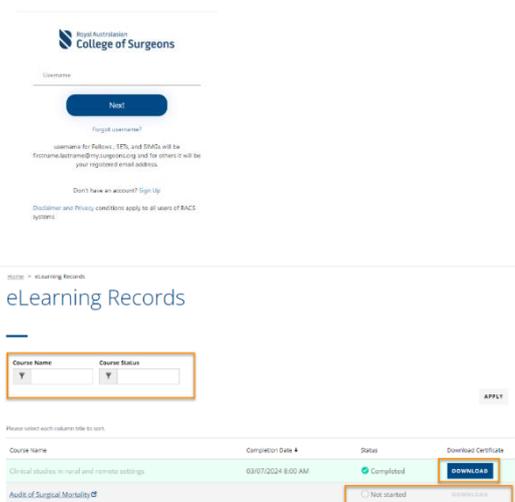
8. How do I navigate to eLearning courses from my eLearning record dashboard?

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.

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 service.desk@surgeons.org. 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