Training & Services platform in eHub

Frequently asked questions
7 November 2022

Committed to Indigenous health

Training & Services platform in eHub

The Royal Australasian College of Surgeons (RACS) has launched a Training & Services platform in eHub for our members to search, register and pay for Skills training and Professional development courses and workshops, GSSE / CE /SSE or Fellowship Examinations, and social events and conferences organised by RACS in Australia and Aotearoa New Zealand.

Fellows, SET Trainees, SIMGs and Junior Doctors, and other members wanting to register for Skills Training or Professional Development courses or apply for GSSE / CE /SSE or Fellowship Examinations will be required to register via the Training & Services platform in eHub.

Note: In this document, 'event' refers to courses, workshops, exams, social events, and conferences.

Frequently Asked Questions

1. **How can I access/log in to Training & Services?**
    Click here or paste https://ehub.surgeons.org into your web browser's URL/address bar to access the **Training & Services** platform. You can search for events without logging in; however, you must log in to register for the courses or exams.

    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**.

    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.*

    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 do I sign up for a RACS account if I don't have one?**
    If you don't have an existing RACS account, click the [Sign In] button on the top right corner of the College Website home page and complete the sign-up process.

3. **Whom to contact if unable to log in to the Training & Services platform?**
    Contact the RACS IT Service Desk 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).

4. **Whom to contact if I can't progress with registration on the course registration page?**

If you are unable to progress with the registration on the course registration page, try hard refresh by pressing the **Ctrl** and the **F5** keys on your keyboard.

Contact the RACS IT Service Desk 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).

5. **How can I view my registrations?**

To view the events you are registered for, follow the below steps:

- Login to eHub and click the drop-down next to your profile name on the right corner of the screen.
- Click **My Registrations.** The registrations screen displays.
- The events you have successfully registered for will be listed under the '**My registrations**' section.

6. **How can I withdraw from an event I previously registered for?**

You can withdraw from an event in eHub. To withdraw from an event:

- Click the drop-down next to your profile name on the right corner of the screen
- Click **My Registrations**. This will display the list of all events you are registered for (including those for you are on the waitlist).
- Click the CANCEL button to withdraw from the event. A confirmation screen will be displayed.
- Click the **CONFIRM** button to proceed to cancel the registration.

7. **What do I do if I need help finding the event I want to register/apply for?**

Go to the course page on the College website and click the **Apply Now** or **Register Now** button on the course page. This will take you to the registration page for the course.

If you still experience difficulties or are unable to register, contact:

- The Examinations team on +61 3 9249 1280 or email examinations@surgeons.org for all Exams related queries.
- The Skills Training team at skills.registration@surgeons.org for all Skills training courses-related queries.
- The Professional Development team on +61 3 9276 7440 or email PDactivities@surgeons.org for all Professional Development courses-related queries.

8. **Whom to contact for any issues with the registration/enrolment for courses/exams via the Training & Services platform?**

If you still experience issues with the registration/enrolment for courses/exams or are unable to register via the Training & Services platform, contact:

- The Examinations team on +61 3 9249 1280 or email examinations@surgeons.org for all Exams related queries.
- The Skills Training team at skills.registration@surgeons.org for all Skills training courses-related queries.
- The Professional Development team on +61 3 9276 7440 or send an email to PDactivities@surgeons.org for all Professional Development courses-related queries.

9. How can I tell if I've successfully registered for the wait list for an event?

You can view your waitlist registrations in eHub. To view your waitlist registrations, follow the below steps:

- Click the **drop-down** arrow next to your profile name on the right corner of the screen.
- Click **My Registrations**. The registrations screen displays.
- To view the events you have registered to the wait list for, scroll down to the '**My waitlist items**' section.

10. How can I view or download a copy of a tax invoice for my registration?

You can view your invoices in eHub. To view your invoices, follow the below steps:

- Click the drop-down arrow next to your profile name on the right corner of the screen
- Click **My Invoices**. The invoices screen displays.
- To get a copy of a paid tax invoice, click the **DOWNLOAD** button for that invoice.

11. How can I view or download a certificate for an event I recently attended?

Yes, you can get a certificate for the event you recently attended in eHub. To view your Event Certificates, follow the below steps:

- Click the drop-down arrow next to your profile name on the right corner of the screen.
- Click **My Certificates**. My Certificates screen displays.
- To get a copy of the certificate, click the **DOWNLOAD** button for that event.

12. I'm a speaker; how can I attain a transcript of the events I speak at?

You can attain transcripts in eHub. To attain a transcript of the events you speak at, follow the below steps:

- Click the drop-down arrow next to your profile name on the right corner of the screen.
- Click **My Transcripts**. My Transcripts screen displays.
- Click the **PRINT TRANSCRIPT** button to print the transcripts

Note: *The transcript is the list of events the speaker spoke at.*

13. How can I upload a profile picture?

To upload a profile picture, click the drop-down arrow next to your profile name on the right corner of the screen; then, click **My Profile**. The My Profile screen displays.

- Click the **CHANGE PHOTO** button below your name and RACS ID.
- Click the **NO FILE CHOSEN** and select the file saved on your desktop.
- Once the photo is uploaded scroll down the page and click **Save** to apply the change.

Note: *You must upload your profile picture if you are applying for Skills Courses via the Training & Services platform in eHub.*

14. The courses/exams I am registered for require my Medical ID. How can I provide this?

If the event requires your Medical ID, you'll be prompted to provide this on the **Contact Details** page during registration. If you wish to provide this before registration, you can provide your Medical ID in eHub. To provide your **Medical ID**, follow the below steps:

- Click the drop-down arrow next to your profile name on the right corner of the screen.
- Click **My Profile**. My Profile screen displays.
- Enter your Medical ID in the **Medical Registration Number** field and click the **Save** button.

15. How can I add hospital appointments?

If the event requires you to provide hospital appointments, you will be prompted to provide these on the **Contact Details** page under the **Hospital Appointments** section during the registration process.

To add a hospital appointment, click the **Add** button, enter the necessary information in the fields displayed and click the **Save** button.

Note: Only hospital appointments added in the last six months will be displayed.

16. Do I need to complete the personal details section each time I register for an event?

No, completing your details is one-off activity. When you register for an event for the first time on the **Training & Services** platform, you will be required to complete a form to provide Personal details; Address; Medical ID; Qualifications; Speciality; Skill Profile; Emergency contact details; Dietary Requirements; and Special Requirements in case these details do not already exist in the RACS database. Some of these fields might already be populated if you already use eHub.

Once you complete these details and click **SAVE**, these will get saved in the system for future event registrations. You'll be required to complete the event registration form for all future event registrations.

17. How many events can I register for at a given time?

There is no limitation on the number of events you can register for at a given time. However, please be advised to complete the registration and payment for one event at a time since the event remains active in the shopping cart for 15 mins only.

If you do not pay for the event in the shopping cart within 15 minutes, you will have to go through the registration process again. Also, your spot in the event is not reserved just by adding the event to the shopping cart.

18. I could not complete the event registration within 15 minutes and there are no slots available for the event now. What do I do now?

If you are not able to see any available slots for the event, click on the **REGISTER** button. If the waitlist has been enabled for the event, you'll see a message on the screen to confirm if you want to be added to the waitlist. Click **OK** to proceed to complete the registration.

If there is no waitlist enabled, try again in an hour to check the availability of spots.

19. I have been added to the waitlist for an event. How will I know when the slot becomes available?

If you have been added to the waitlist for an event, you will receive an email to your registered email address once the slot becomes available.

The slot will remain available for 24 hours; from the time you received an email. Follow the prompts in the email to complete the registration.

20. When do I need to upload an RPL (record of prior learning) certificate?

If an RPL certificate is required, you will be prompted during the registration process to create a course outcome which you can upload your RPL certificate against.