

Managing College fees in eHub

Frequently Asked Questions



Committed to Indigenous health

Table of contents

Self-service payment solution for subscription and training fees3

Frequently Asked Questions.....3

1. How can I log in to eHub to view and pay outstanding invoices for my subscription or training fees?3

2. How do I retrieve my username to log in to eHub?4

3. How do I reset my password to log in to eHub?.....5

4. Who do I contact if I am unable to access eHub?.....7

6. How can I download my paid tax invoice for my subscription or training fee?7

7. What information can be obtained from the ‘My Invoice’ page in eHub?7

8. What can I access on eHub?8

9. How do I pay my subscription fee?.....8

10. How do I pay my SET fee?.....9

11. Can someone else pay my subscription or training fee invoice? 10

Self-service payment solution for subscription and training fees

The Royal Australasian College of Surgeons (RACS) provides a self-service payment platform for subscription and Surgical Education and Training (SET) fee payments. This platform allows users to securely view, manage, and pay outstanding invoices for subscriptions or training fees. 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 eHub to view and pay outstanding invoices for my subscription or training fees?

You can access the payment platform via the [College website](#) or [eHub](#).

1. Select '**Sign In**' on the College website homepage or paste <https://ehub.surgeons.org> into your web browser's URL/address bar.
2. 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 which ends in @my.surgeons.org.
- Other users (including new Trainees) can log in using their current registered email address.
- Users must be logged in to access the features of new self-service payment platform.

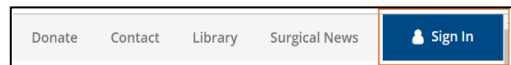
Note: we recommend using Google Chrome or Microsoft Edge to access and pay your invoices for subscription or training fees. After logging in, click the dropdown next to your profile (in the top right-hand corner of the page) and select **My Invoices** to view the invoices page.

2. How do I retrieve my username to log in to eHub?

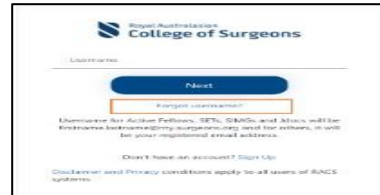
1. Select [HOME | RACS \(surgeons.org\)](https://www.surgeons.org/) or copy and paste <https://www.surgeons.org/> in the URL address bar of your browser.



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



3. The sign-in page will display. Select **'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.

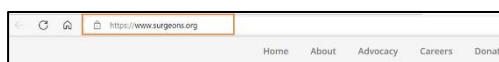
Note: your preferred email address will be automatically populated according to the information you have previously supplied.

6. Go to the inbox of your email account to retrieve your username.

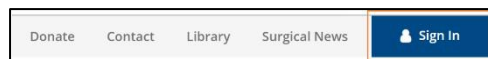


3. How do I reset my password to log in to eHub?

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 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, Trainees, SIMGs and junior doctors is the RACS username, that is, ending in [@my.surgeons.org](mailto: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.

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 eight to 16 characters long and contain at least three of the following:

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

10. Upon successfully resetting the password of your account, you will be redirected to [eHub](#).

After logging in, click the dropdown next to your profile and select **My Invoices** to open the invoices page.

4. Who do I contact if I am unable to access eHub?

Contact the RACS IT Service Desk.

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

5. Who can I contact if I'm unable to view invoices on the 'My Invoices' page in eHub?

If you are unable to view your invoices on eHub, please perform a hard refresh by pressing the **Ctrl + F5** keys on your keyboard.

If the issue persists, please contact the RACS IT Service Desk via telephone at +61 3 9276 7417 or email at service.desk@surgeons.org. The team is available from 8.00 am to 6.00 pm (AEST).

6. How can I download my paid tax invoice for my subscription or training fee?

To view and download your invoices in [eHub](#), follow the below steps:

- select the drop-down arrow next to your profile name in the upper-right corner of the screen.
- select **'My Invoices'** to open the invoices page.
- scroll down to the **'My Paid Invoices'** section and click the **'DOWNLOAD'** button to obtain a copy of your paid invoice.

If you are unable to access your payment receipt using the process above, and a receipt is required urgently, please reach out to the relevant team:

- Fellowship: college.subscriptions@surgeons.org
- SET: SET.Finance@surgeons.org

7. What information can be obtained from the 'My Invoice' page in eHub?

The **'My Invoices'** page in eHub provides the following details:

- **outstanding invoices:** a list of invoices that are still due for payment. (It also includes the invoices elected to be paid by instalment.)
- **upcoming instalment payments:** information about the due dates for any future payments.
- **paid invoices:** a record of all invoices that have already been paid, with an option to download the tax receipt for each paid invoice.

8. What can I access on eHub?

Use your RACS username and password to access all payment options and services, including:

- Viewing outstanding invoices
- Selecting the instalment payment option
- Checking instalment due dates, amount owing, next payment date
- Downloading a copy of your tax invoice/payment receipt

Once logged in to [eHub](#), click on your name at the top right-hand corner and select '**My Invoices**' from the dropdown list to view and pay your invoices.

9. How do I pay my subscription fee?

Your annual subscription renewal is due by **15 January each year**. The College offers Fellows the option to pay their subscription fee either in one full payment or in quarterly instalments, charged to your nominated Visa, MasterCard, or Amex credit card, or via PayPal.

You can make a payment via [eHub](#) by logging into your account and navigating to "**My Invoices**" to access your unpaid subscription fee invoice.

Important: Subscription instalments cannot be paid by cheque, EFT or Bpay.

To pay in full, select the **Pay Full Amount** button on the payment page in [eHub](#).

To pay by instalment, select the **Pay By Instalment** button on the payment page in [eHub](#).

The image shows a digital payment interface. At the top, there are two blue buttons with white text: 'PAY BY INSTALMENT' on the left and 'PAY FULL AMOUNT' on the right. Both buttons are outlined with a red border. Below these buttons, the amount '\$4360.00' is displayed in a blue font. At the bottom of the interface is a single blue button with white text that says 'PROCEED TO PAYMENT'.

Please note:

- A 3.5 per cent administration surcharge applies to instalment payments.
- Payments will be debited on or after the following dates:
 - Instalment 1: on receipt
 - Instalment 2: April 15
 - Instalment 3: July 15
 - Instalment 4: October 15

If you have any queries regarding your invoice or payment options, please reach out to us at college.subscriptions@surgeons.org or call +61 3 9276 7439. Please be aware that this is a peak period and rest assured that we will respond as promptly as possible.

10. How do I pay my SET fee?

Your SET fee is due by **15 January each year**. If you are not in clinical training during the year (and have been invoiced an Administration fee), you will need to make full payment by this date.

If you have been invoiced training fees, you may choose to pay through convenient quarterly instalments, charged to your nominated card (Visa, MasterCard or Amex). Instalments cannot be paid by cheque, EFT or Bpay.

If you wish to make full payment via Bpay (in Australia) or by Direct Credit (in Aotearoa New Zealand) reference numbers are included in the footer of your invoice.

You can make a **credit card** payment via [eHub](#) by logging into your account and navigating to **"My Invoices"** to access your unpaid SET fee invoice.

To pay by instalment (training fees only), select the **Pay By Instalment** button on the payment page in [eHub](#).

Please note:

- An administration surcharge applies to instalment payments.
 - AUD \$200 for invoices in Australian dollars.
 - NZD \$250 (inc GST) for invoices in New Zealand dollars.
- Payments will be debited in four equal instalments on or after the following dates:
 - Instalment 1: on receipt
 - Instalment 2: April 15
 - Instalment 3: July 15
 - Instalment 4: October 15

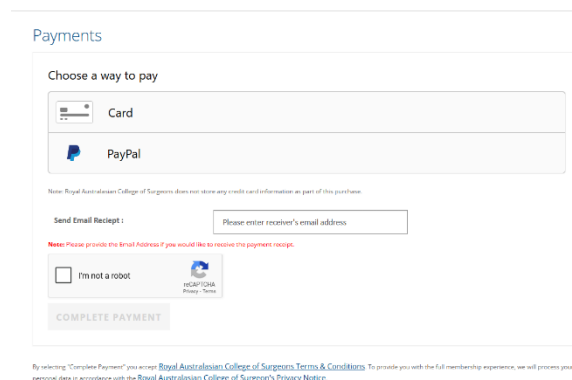
If you have any queries regarding your invoice or payment options, please reach out to us at SET.Finance@surgeons.org or call +61 3 9249 1114. Please be aware that this is a peak period and rest assured that we will respond as promptly as possible.

11. Can someone else pay my subscription or training fee invoice?

Yes, someone else can pay your invoice using the direct payment link. No login is required. Please note that this link supports full payments only. For instalment options, please log in to [eHub](#).

To access and use the direct payment link, follow these steps:

- Check the **invoice email** from the College, which includes a direct link for immediate full payment.
- **Share the link** with anyone who will be making the payment on your behalf.
- The **payer** can open the link and select their preferred payment method to complete the transaction.
- After the payment is processed, a **receipt** will be sent to both the member and the nominated email address.



The screenshot shows a web page titled "Payments" with a heading "Choose a way to pay". Below this, there are two options: "Card" and "PayPal". The "PayPal" option is selected. Below the payment method selection, there is a note: "Note: Royal Australian College of Surgeons does not store any credit card information as part of this purchase". Then, there is a section for "Send Email Receipt:" with a text input field labeled "Please enter recipient's email address". Below this, there is a red note: "Note: Please provide the Email Address if you would like to receive the payment receipt." and a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo. At the bottom, there is a button labeled "COMPLETE PAYMENT".

By selecting "Complete Payment" you accept [Royal Australian College of Surgeons Terms & Conditions](#). To provide you with the full membership experience, we will process your personal data in accordance with the [Royal Australian College of Surgeons Privacy Notice](#).

Note: This link has an expiry date. If the link has expired, please contact the College Subscriptions or SET team depending on your invoice type.