

Managing college fees in eHub

Frequently asked questions



Committed to Indigenous health

Contents

New self-service payment solution for subscription or training fees.....	3
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
5. Who can I contact if I'm unable to view invoices on My Invoices page in eHub?	7
6. How can I download a copy of a 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. How do I pay my subscription fee?	8
9. How do I pay my SET fee?	9
10. Can someone else to pay my subscription or training fee invoice?	10

New self-service payment solution for subscription or training fees

The Royal Australasian College of Surgeons (RACS) has introduced a new self-service payment platform for subscription and Surgical Education and Training (SET) fee payments. This platform allows users to easily access 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 RACS self-service payment 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.

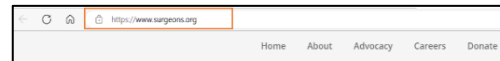
Remember:

- The Username for active Fellows, SETs, SIMGs, and Junior doctors is the RACS username which ends in @my.surgeons.org
Other users (including trainees commencing in 2025) can log in using their current registered email address
- Users must be logged in to access the features of eLearning Records platform.

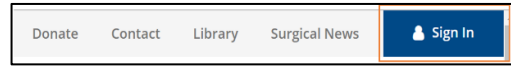
Note: We recommend using Google Chrome or Microsoft Edge to access and pay your invoices for subscription or training fees. After logging in, click the dropdown next to your profile (in the top right-hand corner of the page) and select "**My Invoices**" to view the invoices page.

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

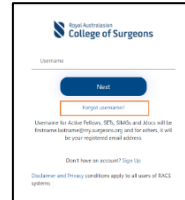
1. Select [HOME | RACS \(surgeons.org\)](#) or copy and paste <https://www.surgeons.org/> in the URL address bar of your browser.



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'**.

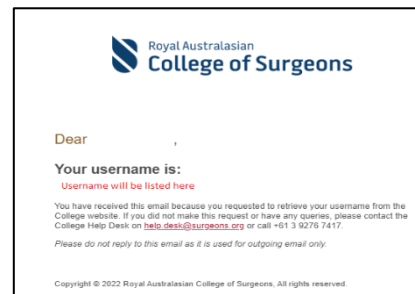
Note: Your RACS ID can be found on your Fellow OR Trainee Identification Card or in correspondence received from the College.

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.

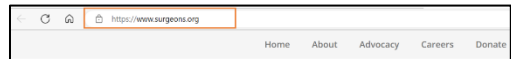
Note: Your preferred email address will be automatically populated according to the information you have previously supplied.

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

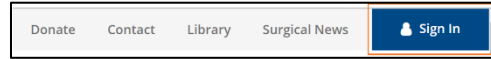


3. How do I reset my password to log in to eHub?

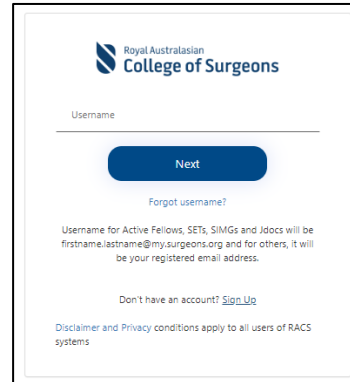
1. Select [HOME | RACS \(surgeons.org\)](#) or copy and paste <https://www.surgeons.org/> in the URL address bar of your browser window.



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



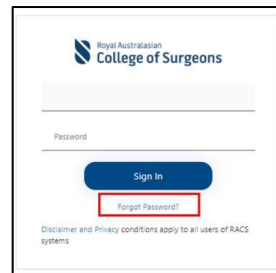
3. The sign-in page will display. Enter your username and select the **Next** button.



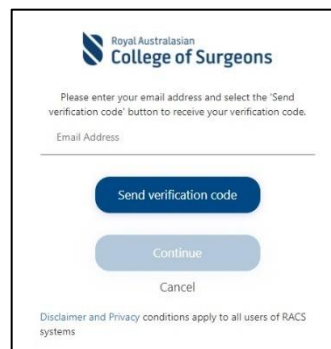
Remember:

- 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.

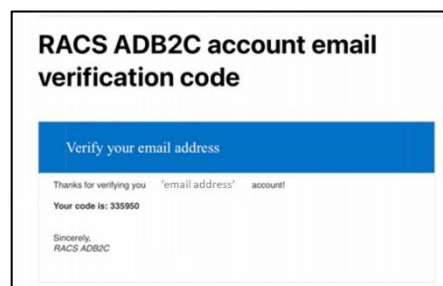
4. Select the **Forgot Password?** link.



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

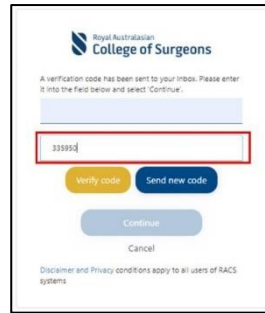


6. Go to the inbox of your email account to get the **code**.



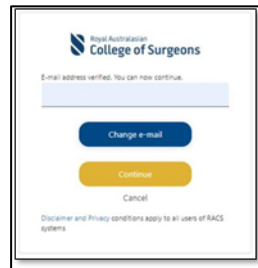
7. Enter the code in the **Verification code** field and select the **Verify code** button.

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.

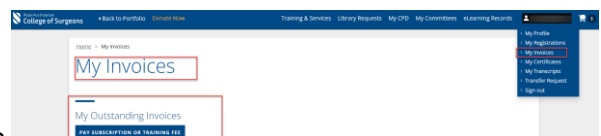
Note: The password must be 8 to 16 characters long and contain at least three of the following:

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



10. Upon successful 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 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 still persists, please 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).

6. How can I download a copy of a 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. How do I pay my subscription fee?

Your annual subscription renewal is due by 15 January 2025. The College provides Fellows with the option to pay their subscription fee either in one full payment or through convenient quarterly instalments, charged to your nominated card.

Subscription payments can only be made in four equal instalments using a Visa, MasterCard, or Amex card. 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 by instalment, select the **Pay By Instalment** button on the payment page in [eHub](#).

Please note:

- A 3.5 per cent administration surcharge applies to instalment payments.
- 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

For help, 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.

9. How do I pay my SET fee?

Your SET fee is due by 15 January 2025. If you are not in clinical training during 2025 (so have been invoiced an Administration fee) you will need to make full payment by this date.

If you have been invoiced training fees for 2025 you can nominate to make payment 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. In 2025 this will be:
 - 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

For help, 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.

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

Yes, it is possible for someone else to pay your invoice. There are two ways you can settle your invoice:

1. Payment link (No log in required – full payment only)

- Check the invoice email from the College, which includes a direct link for immediate full payment.
- You can share this link with someone who can make the payment on your behalf.
- **Note:** This link will expire on **30 November 2025**.

Important: Only full payment is available via this link. Instalment payments are not supported.

2. Login to [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.

If you have any queries regarding your invoice or payment options, please contact us via email: For Australia: accounts.receivable@surgeons.org and for New Zealand: accounts.receivableNZ@surgons.org