

Donate Now platform in eHub

Frequently Asked Questions

9 June 2023



Committed to Indigenous health

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Donate Now platform in eHub

The Royal Australasian College of Surgeons (RACS) has launched a new digital platform for our donors to contribute towards campaigns organised by RACS in Australia and Aotearoa New Zealand. Effective from June 13, 2023, the **Donate Now** platform can also be accessed via the [College website](#) or [eHub](#). You can donate on the platform without logging in; however, to make multiple donations at once or to view and download donation invoices, you must have an account with RACS to proceed to the **Donate Now** platform.

Frequently Asked Questions

1. How can I access/log in to the Donate Now platform to make a donation?

RACS **Donate Now** platform can be accessed via the [College website](#) or [ehub](#). Click the **Donate** tab on the College website home page or proceed to or paste <https://ehub.surgeons.org> into your web browser's URL/address bar to access the **Donate Now** platform.

You can donate on the platform without logging in; however, you must log in to make multiple donations and view or download your donation invoice.

To log in, click the **Sign in** button located on the top right-hand corner of the page and enter your **username** and **password**.

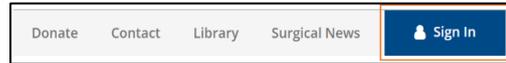
Remember: *The username for active Fellows, SETs, SIMGs, and Junior Doctors is the RACS username, that is, ending in @my.surgeons.org. For others, it is their registered email address.*

Note: *We recommend using either **Google Chrome** or **Microsoft Edge** web browser to access the **Donate Now** portal.*

Once logged in, click **Donate Now** on the upper left-hand corner of the screen. You will land on the 'Donate now to the Foundation for Surgery' page.

2. How to retrieve the username to log in to the Donate Now platform?

1. Click [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. Click the **Sign In** button on the top right-handcorner of the screen.
3. The sign-in page will display. Click **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 click **'Next'**.

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

If you do not have an **Identification Card** or any **correspondence** from the college then please contact the College IT Service Desk on service.desk@surgeons.org on or call +61 3 9276 7417 to obtain your RACS ID

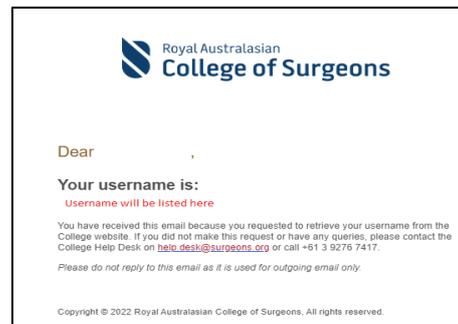
A screenshot of the 'Forgotten Username' form. The 'RACS ID' field and the 'I'm not a robot' checkbox are highlighted with red boxes. The form also includes a 'Next' button and a 'Cancel' button.

5. Click **Next** to retrieve your Username. Username retrieval email will be sent to your preferred email address.

Note: Your preferred email address will be auto populated.

A screenshot of the 'Account Verification' form. The 'Your email address' field is highlighted with a red box. The form also includes a 'Next' button and a 'Cancel' button.

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



3. How to reset the password to log in to the Donate Now platform

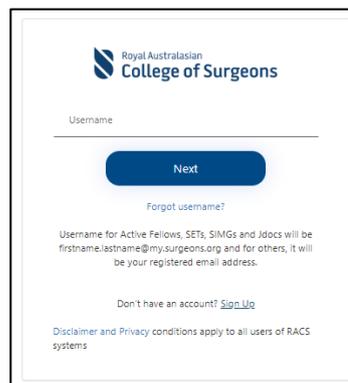
1. Click [HOME | RACS \(surgeons.org\)](#) or copy and paste <https://www.surgeons.org/> in the URL address bar of your browser window.



2. Click the **Sign In** button on the top right-handcorner of the screen.



3. The sign-in page will display. Enter your username and click 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.



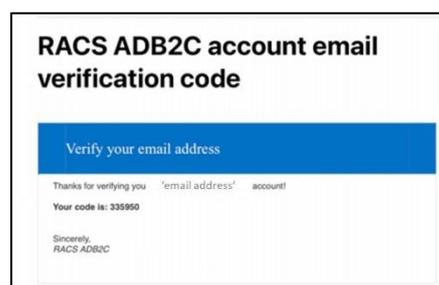
4. Click the **Forgot Password?** link.



5. Enter your email address and click 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 click the **Verify code** button.
Note: Code will not be accepted if you exceed the maximum time allowed to enter the code. In this case request a new code. Click **Send New Code**.

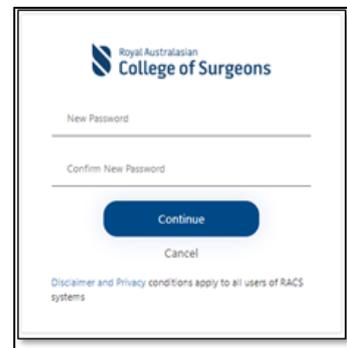


8. Once your email has been verified, click the **Continue** button.
Note: If you want to change your preferred email, click the **Change e-mail** button, and follow the prompts. All communications from RACS will be sent to the new e-mail account moving forward.



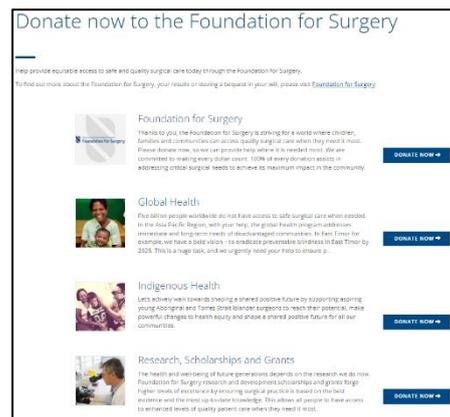
9. Create '**New Password**' repeat the new password to confirm and click **Continue** to finish the password reset
Note: Password must be 8-16 characters long, containing 3 out of 4 of the following:

- 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](#).

Click **Donate Now** to open the donation platform.

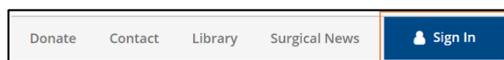


4. How do I sign up for a RACS account if I do not have one?

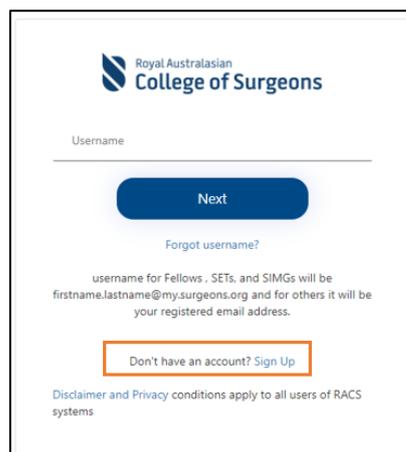
1. Click [HOME | RACS \(surgeons.org\)](#) or copy and paste <https://www.surgeons.org/> in the URL address bar of your browser window.



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



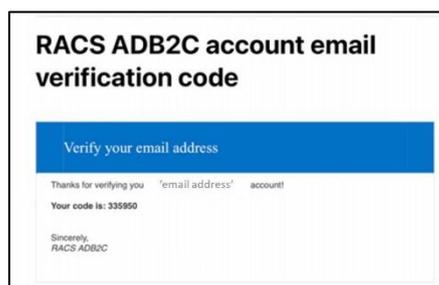
3. The sign-in page will display. Click the **Don't have an account? Sign Up** link to create an account



4. Enter your email address and click 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 click the **Verify Code** button to continue the sign-up process.

Note: If you exceed the maximum time allowed to enter the code, the code will not be accepted. In this case, request a new code by clicking the **Send New Code** button.



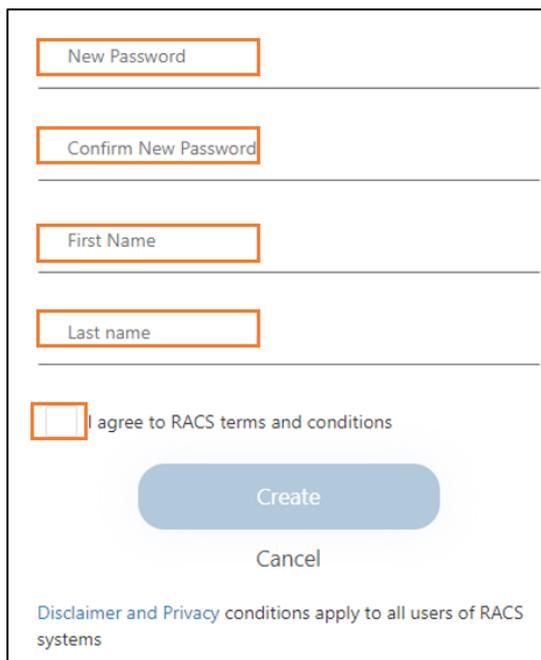
The screenshot shows the Royal Australasian College of Surgeons logo at the top. Below it, a message states: "A verification code has been sent to your Inbox. Please enter it into the field below and select 'Verify code'". There is a text input field for the verification code, followed by two buttons: "Verify Code" and "Send New Code".

7. Create a password and confirm the same password.

Important: The password must be 8-16 characters long and must contain at least 3 out of 4 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.
- Tick the **box** to agree to RACS terms and conditions.
- Read the terms and conditions [here](#).
- Click the **Create** button to complete the sign-up process.

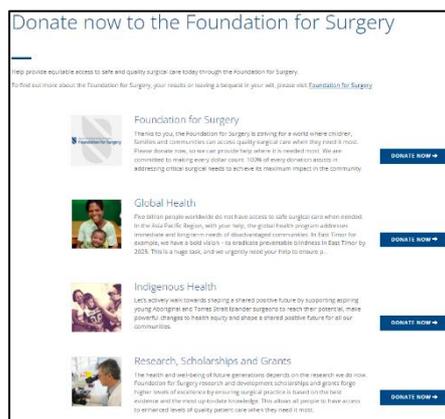


The screenshot shows a sign-up form with the following fields: "New Password", "Confirm New Password", "First Name", and "Last name". Below these fields is a checkbox labeled "I agree to RACS terms and conditions". At the bottom, there are two buttons: "Create" and "Cancel". A disclaimer at the bottom states: "Disclaimer and Privacy conditions apply to all users of RACS systems".

Note: An error message saying **This information is required** will be displayed if all fields are not completed.

8. Upon successful creation of your account, you will be redirected to [eHub](#).

Click **Donate Now** to open the donation platform.



5. Whom to contact if unable to access Donate Now platform?

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).

6. Whom to contact if I can't progress with donation on the Foundation for Surgery page?

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

If the issue still persists, 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. Do I need a RACS account to donate?

You don't need a RACS account to donate. Go to the [College website](#) and click on the 'Donate' button located at the top of the page. You will land on the **Foundation for Surgery page**, click the **Donate Now** link located on the page to access donation form and follow the steps below:

- Complete the donation form by entering your personal details such as first & last name, and email address.
- Select your country.
- Select the campaign to which you would like to donate.
- Acknowledge the permission questions.
- Choose the donation frequency.
- Choose the donation amount.
- Choose the payment method and complete the payment.

Note: The PayPal payment option is unavailable in New Zealand

8. Can I make multiple donations at once without creating a RACS account?

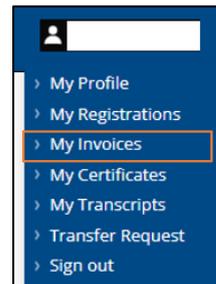
If you do not have a RACS account or have not signed in, you can make single donation at a time. Once the first donation transaction is completed, you should be able to make another donation.

However, if you have a RACS account and have signed in, you can make multiple donations at the same time.

9. How can I view or download a copy of the tax invoice from my donation?

You can view your invoices in [eHub](#). To view your invoices, follow the below steps:

1. You can view your invoices in eHub.
To view your donations invoices, sign in to **eHub** and click the drop-down arrow next to your profile name on the right-hand corner of the screen and click '**My Invoice**'.



2. You will land on the 'My Invoice' screen.
To obtain a copy of a paid tax invoice, click the **DOWNLOAD** button on the 'My Invoice.'

