VP&S REDCap Guide for Non-Columbia University Users

Table of Contents

This document provides instructions on how to log in to the Research Electronic Data Capture (REDCap) system for non-Columbia University Users. Please follow these steps carefully.

Accessing the REDCap Website

- **Open a web browser:** We recommend using a modern web browser such as Google Chrome, Mozilla Firefox, Safari, or Microsoft Edge for optimal performance.
- **Navigate to the REDCap URL:** In the address bar of your web browser, type the specific web address (URL) for our institution's REDCap instance.
  The URL is https://redcap.columbia.edu

- <u>**You must be added as a user:**</u> The username information will be emailed to the one provided to the administrator.

Important: Ensure you type the URL correctly. Bookmarking the page once you have successfully accessed it is highly recommended for future convenience.
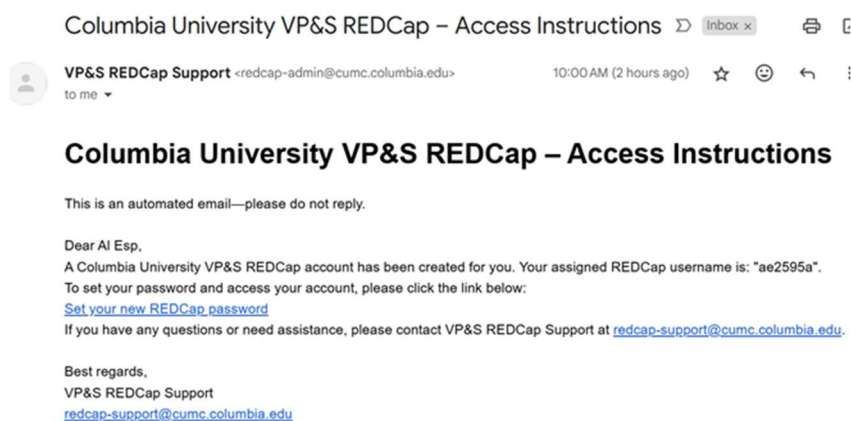
New Account Emails

You will receive two emails:

The first email will provide you with your username and a link to create your password. Please click on the blue link titled **Set your new REDCap password**.

The second email contains information about the project you are assigned to and the link to REDCap.

Activate account

- **Set your password**

- **Two-step verification for REDCap login**

We highly recommend selecting the **Google Authentication or Microsoft Authentication** option.

Google Authenticator – Google Play Store and Apple Store

Microsoft Authenticator – Google Play Store and Apple Store

- **Initial Two-step authentication setup**

- After two-step authentication is complete, please use the same method.
  If you select the Email option, you can change it to two-step authentication in your profile after logging in.

Logging In

- **Locate the Login Area:** Once you have reached the REDCap website, you will click on the tab that states Non-Columbia University.
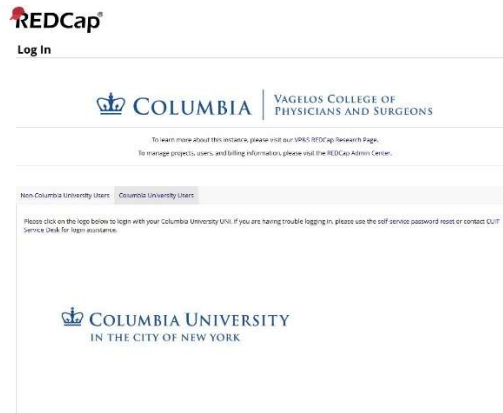
- **Fill in your Username and Password: (Please remember your selection)**
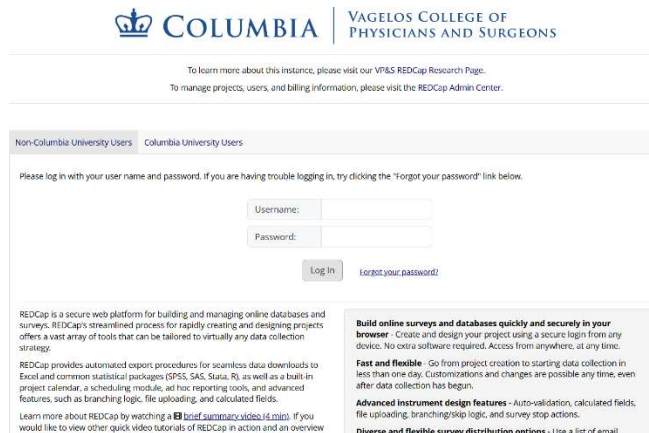
What to Do After Logging In

- **Main Page:** You will find videos and information regarding REDCap on this page. Look on the page header and select My Projects to access your workspaces.
- **Project Dashboard:** This page provides an overview of the REDCap projects you have access to. From here, you can open projects and view project statuses.
- **Profile:** Click on your username in the top-right corner and select My Profile. Here you can:
  - Update your email address or contact information
  - Enable or update your two-step authentication settings
  - Change your password

- o   Update user preferences
- **Training & Support:** Visit the Help & FAQ section in the top menu bar to access user guides, video tutorials, and links to submit support requests.

Troubleshooting Login Issues

- **Incorrect Username or Password:** The most common reason for login failure is entering an incorrect username or password. Double-check that you have typed both correctly, paying attention to capitalization.
- **Caps Lock:** Ensure that the "Caps Lock" key on your keyboard is not accidentally on.
- **Forgot Password:** If you have forgotten your password, look for a "Forgot Password" or "Reset Password" link on the login page. Follow the instructions provided, which usually involve entering your username or email address. If you do not see this option, contact your REDCap administrator for assistance.
- **Account Locked:** After multiple failed login attempts, your account might be temporarily locked due security reasons. If this happens, please contact your REDCap administrator to have your account unlocked.
- **Browser Issues:** In rare cases, issues with your web browser might prevent you from logging in. Try clearing your browser's cache and cookies or using a different web browser.
- **System Downtime:** Occasionally, the REDCap system may be temporarily unavailable for maintenance or due to technical issues. If you are unable to log in and suspect this might be the case, please check with your REDCap administrator or relevant IT support for updates.

Getting Help

- **REDCap Built-in Help:** Once logged in, REDCap often provides built-in help documentation and FAQs. Look for a "Help" or "?" icon within the system.

For any issues related to your REDCap account (username, password, access), please contact: redcap-support@cumc.columbia.edu (The email will trigger a ServiceNow ticket)

Important Security Reminders

- Never share your username and password with anyone.
- If you suspect your account has been compromised, change your password immediately and notify your REDCap administrator.
- Always log out of REDCap when you are finished using it, especially if you are using a shared computer.