

VP&S REDCap Guide for Non-Columbia University Users



VAGELOS COLLEGE OF
PHYSICIANS AND SURGEONS

Table of Contents

Accessing the REDCap Website	3
New Account Emails	3
Activate account.....	4
Logging In	6
What to Do After Logging In	6
Troubleshooting Login Issues.....	7
Getting Help	7
Important Security Reminders	7

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>
- **You must be added as a user:** 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.

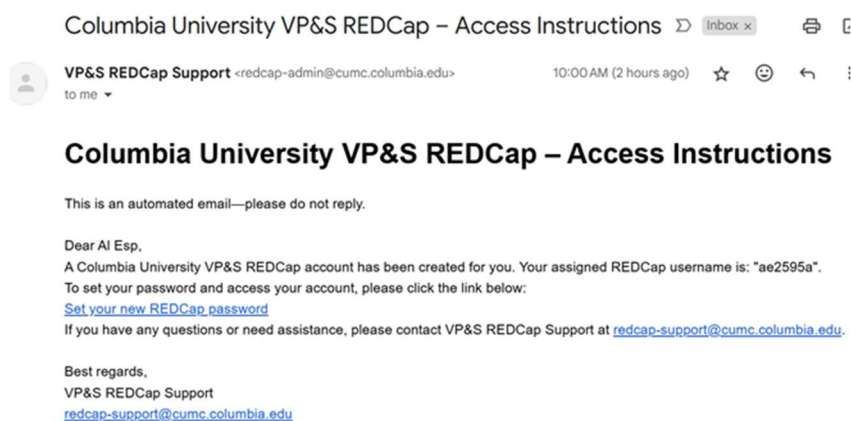
New Account Emails

You will receive two emails:

VP&S REDCap Support	Columbia University VP&S REDCap – Access to New Project -	10:00 AM
VP&S REDCap Support	Columbia University VP&S REDCap – Access Instructions - C.	10:00 AM

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



Your password has not been set yet or has been reset. You will need to set your password here to whatever value you wish. Please enter your desired password below and click the 'Submit' button. Once your password has been set, you may use it with your username whenever you log in to REDCap. Please make sure that you write down or remember your new password for future use. **The new password entered must be AT LEAST 9 CHARACTERS IN LENGTH and must consist of AT LEAST one lower-case letter, one upper-case letter, and one number.**


Username:	test_user
Password:	<input type="password"/>
Re-type password:	<input type="password"/>

- Two-step verification for REDCap login

 **Two-step verification for REDCap login** 

Select an option below to complete the second half of REDCap's two-step verification login process. You will not be able to access REDCap until you have completed this verification step.

☐

**Google Authenticator or Microsoft Authenticator:** Open the Google Authenticator or Microsoft Authenticator app on your mobile device to get the verification code associated with your REDCap user account.

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

Enter your verification code

Enter the verification code that you obtained from


Google Authenticator or Microsoft Authenticator

[How do I set up Google Authenticator or Microsoft Authenticator?](#)


NOTICE: These instructions will only be shown once.

To use two-step verification to log in to REDCap using Google Authenticator or Microsoft Authenticator mobile app, you will need to first download the app onto your mobile device. Use a link below to download the app on your mobile device.

1) Download the Google Authenticator or Microsoft Authenticator app to your mobile device

Download the app by searching for 'Google Authenticator' or 'Microsoft Authenticator' in your mobile device's app store (e.g., Apple App Store, Google Play Store).

2) Open the app, and scan this QR code [View QR code in separate window](#)



If you're having trouble scanning the QR code, enter the values below into your Microsoft/Google Authenticator app using the Manual Entry method. Also, make sure you set it as 'Time-based'.

Account:

Key/secret:

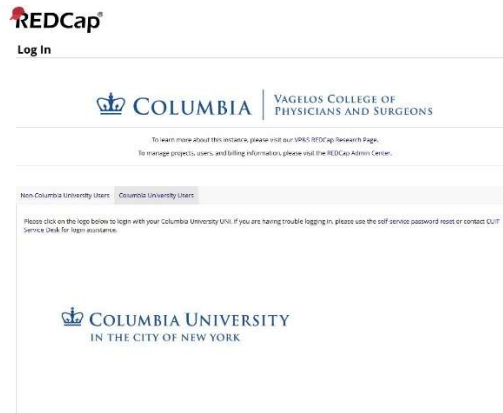
3) Use the app when you log in to REDCap

After you have scanned the QR code using the Google Authenticator or Microsoft Authenticator app, you can open the app at any time in the future to obtain your verification code for REDCap. The verification code is always changing, so it will be different each time you log in. **NOTE: The app does not require an internet connection** on your device in order to work.

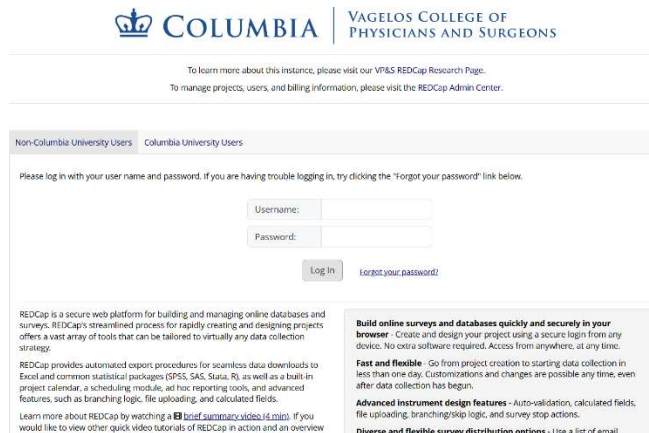
- After two-step authentication is complete, please use the same method. If you select the Email option, you can change it to two-step authentication in your profile after logging in.

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

- 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 to 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.