

REDCap Login Guide

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How to Login to REDCap Using UNM HSC Net ID

Step 1: Request REDCap Account

To begin, please request a REDCap account by visiting: <https://ctsc.health.unm.edu/apps/redcap/>

Step 2: Please login using your HSC Username and Password:

Once you have an account, log in using your HSC username and password.

Accelerating Discoveries Toward Better Health

REDCap
Research Electronic Data Capture

New Account Request Form

- Please authenticate with your regular HSC Net-ID and password.
- DO NOT use your REDCap password if it is different from your HSC Net-ID password.

Fields with * are required.

Username *

Username cannot be blank.

Password *

Password cannot be blank.

Note: IF YOU DO NOT HAVE AN HSC NETID and PASSWORD, please work with the HSC department you're partnering with to login and complete the Affiliate Account Process:

HSC employee to log into HR Reports Portal here:

https://lobowebapp.unm.edu/apex_ods/f?p=131:LOGIN_DESKTOP:6522510994564

Select "Affiliate Reports" – Once affiliate receives HSC NetID credentials, proceed to Step 1/Request REDCap Account and follow the subsequent steps.

Step 3: HSC Staff - Fill out the REDCap New Account Request Form by selecting the green arrow:



Request a New REDCap User Account

Fields indicated in red are required. Net ID is not editable. Additional directory information is pre-filled for your convenience. Please edit as necessary.

Net ID (not editable)
mjmanicke

HSC Email *
mjmanicke@salud.unm.edu

First Name *
Matthew

Last Name *
Manicke

Department *
Please enter your Department name

Job Title *
Data Manager

Phone Number *
(505) 272-2165

What is your primary type of Association with the Health Sciences Center? *

Faculty Staff Student

If you are a student or affiliate user, please enter the name of your Supervisor or Primary Investigator.

Will your project be subject to HRRC guidelines and require an IRB number? *

Yes No

If you have your IRB number and Expiration Date, please provide that information below. If not, please provide additional information in the IRB comments box, including the name of the Primary Investigator for the project. You may begin working on your REDCap project while pending IRB approval. **Please remember to enter your IRB number and expiration date in the MAIN PROJECT SETTINGS of your REDCap project before moving into production.**

IRB Number

IRB Expiration Date (MM-DD-YYYY)

IRB Comments

This is a global permission on your REDCap account. Data Entry will enable you to work in projects, but will not allow you to create your own. Create/Copy will allow you to also create or copy your own projects. *(Even if you do not select to create/copy your own projects, another user can grant you a project-level permission to design and setup their project.)**

Data Entry Create/ Copy

Step 3: Affiliates - Fill out the REDCap New Account Request Form by selecting the blue arrow:



Request a New REDCap Affiliate Account

Please read the following carefully:

An "Affiliate" user for REDCap purposes, is typically an individual from another institution (including the UNM Main campus) who requires "data-entry" access to REDCap in order to collaborate on a REDCap project with a Health Sciences Center (HSC) department. The Department will have acquired an HSC Net-ID for that individual who will not have access to a working salud email account associated with that Net-ID.

You are requesting an Affiliate account. Affiliate users are NOT assigned permissions to create or copy new projects.

All fields are required. This information is pre-filled from your Active Directory information, so information on Affiliate accounts may not be complete. As a result, please edit these fields as needed. Your correct email address is crucial. REDCap must be able to send you notifications. If you are a user from main campus or another institution, please enter or change the auto-filled email address to your institutional email address. If you have a "salud" email account that you currently use regularly, you should probably be completing the form for a regular account.

Net ID (not editable)

mjmmanicke

Email Address (YOUR INSTITUTIONAL EMAIL ADDRESS)

First Name *

Matthew

Last Name *

Manicke

Department *

FILL IN DEPARTMENT HERE

Job Title *

Data Manager

Phone number *

(505) 272-2165

Will you be working with Protected health Information (PHI) in your project? *

Yes No

Please explain how you will be using REDCap at the University of New Mexico. Include the name of the REDCap project with a brief description as well as any individuals you will be working with on the project. *

Name of the Primary Investigator on your project *

Review User Agreement and check box at bottom if you agree to the terms:

USER AGREEMENT

The user understands and agrees to the following:

To use REDCap in an ethical manner, whether for research, quality improvement or operational purposes.

To notify the REDCap Administrator in the event they have been removed from all projects with which they are associated with in REDCap such that they have no further need to access the system, or in the event of their separation with the University of New Mexico, or in the event their job position changes such that they are no longer eligible to access or create projects in REDCap.

To disclose, receive, transmit, maintain or create data consistent with the [electronic data collection policies of the University of New Mexico Health Sciences Center](#).

To collect such data according to the Privacy Regulations and the Security Regulations under the [Health Insurance Portability and Accountability Act \("HIPAA"\)](#) of 1996 and its implementing regulations and guidance, all as amended from time to time and the [Health Information Technology for Economic and Clinical Health Act \("HITECH Act"\)](#), as incorporated in the American Recovery and Reinvestment Act of 2009, and its implementing regulations and guidance issued by the Secretary, all as amended from time to time; and to abide by all guidelines provided by the Institutional Review Board (IRB).

To disclose personal information or Protected Health Information (PHI) only to those individuals who have a need to know such information in performance of their work and who have been trained according to the [guidelines set forth by the University of New Mexico Health Sciences Center](#) or as otherwise required by law.

That if the project for which REDCap will be used involves human subjects research per the U.S. Department of Health and Human Services (DHHS), it has been submitted to the Institutional Review Board (IRB) for review or exemption and has been APPROVED before the project will be moved to production and data collection can commence. Additionally, the project owner will provide the CTSC with the approved protocol, approved protocol date, and IRB number.

That the collection of Protected Health Information (PHI; per the HIPAA Privacy Rule) requires that the project database be hosted by the CTSC Bioinformatics behind the firewall of the Health Sciences Center, and that access from outside of the University of New Mexico Health Sciences Center will require the use of a secure HSC Net ID.

That users will not share their login credentials with other study personnel working on the project. Login credentials are obtainable for collaborators outside the University system.

That developing a REDCap project requires a testing phase. Many projects can be quite complex, containing automatic survey triggers, email notifications, branching logic and calculation fields that need to be fully tested prior to entering the production phase of development. (Any data entered during the testing phase may be kept or purged when entering the production phase.)

That access to REDCap projects is defined in a user rights matrix, which is managed by the project's creator and any other individual on the project who may have user rights permissions. This user rights matrix defines all users, their project role and their access to specific aspects of the project's functionality. These permission settings define who has the authority to export any Protected Health Information from the project.

Any publications resulting from the user of REDCap to collect and manage data should include the following citations:

Paul A. Harris, Robert Taylor, Robert Thielke, Jonathon Payne, Nathaniel Gonzalez, Jose G. Conde, Research electronic data capture (REDCap) - A metadata-driven methodology and workflow process for providing translational research informatics support, J Biomed Inform. 2009 Apr; 42(2):377-81.

Check the box if you agree to the terms in the User Agreement. *



REQUIRED

Submit REDCap Account Request

Cancel Request

Step 4: Wait for REDCap Account Creation Email (see e.g. language below). You will receive the REDCap Account Creation Email within 1-2 business days from when you request the REDCap account.

Your Account Request has been submitted. In most cases, accounts will be reviewed and approved within 48 hours. When your account has been approved and created, you will

receive an email from the REDCap application regarding logging in for the first time. Once you complete this initial procedure, you will also be able to log in to REDCap with your regular HSC NetID and password.

If you have any questions regarding the status of this application, please contact the REDCap administrator at hsc-ctscredcap@salud.unm.edu.

Step 5: Complete the REDCap Account Creation Form

You will receive the REDCap account creation form from the hsc-ctscredcap@salud.unm.edu email, containing unique credentials needed to proceed (e.g. below):

Please take this survey, using the following credentials.

username: johndoe

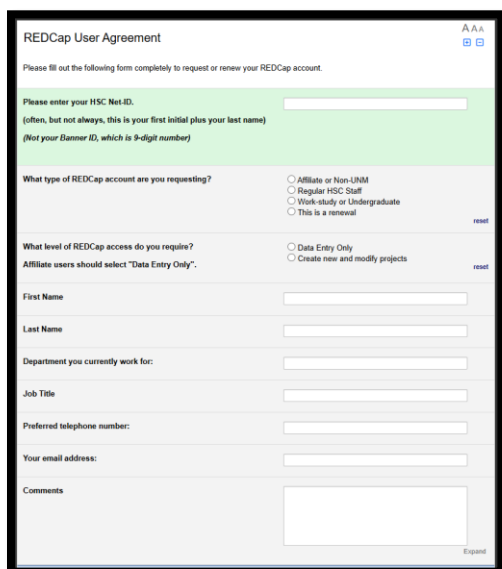
password: 1049

You may open the survey in your web browser by clicking the link below:
[REDCap User Agreement](#)

If the link above does not work, try copying the link below into your web browser:
<https://ctsctrials.health.unm.edu/redcap/surveys/?s=4tbQvRvnpHGbpsf>

This link is unique to you and should not be forwarded to others.

Once you log in using these provided credentials, then fill out the following form:



The screenshot shows the 'REDCap User Agreement' form. It includes a title bar with 'REDCap User Agreement' and a 'AAA' icon. Below the title, there is a instruction: 'Please fill out the following form completely to request or renew your REDCap account.' The form is divided into several sections:

- Username Section:** A green header with the text 'Please enter your HSC Net ID.' and a sub-note '(often, but not always, this is your first initial plus your last name) (Not your Banner ID, which is 9-digit number)'. Below this is a text input field.
- Account Type Section:** A question 'What type of REDCap account are you requesting?' with four radio button options: 'Affiliate or Non-UNM', 'Regular HSC Staff', 'Work-study or Undergraduate', and 'This is a renewal'. A 'reset' link is located to the right.
- Access Level Section:** A question 'What level of REDCap access do you require?' with two radio button options: 'Data Entry Only' and 'Create new and modify projects'. A note below states 'Affiliate users should select "Data Entry Only".' A 'reset' link is located to the right.
- Personal Information Section:** A series of text input fields for 'First Name', 'Last Name', 'Department you currently work for:', 'Job Title', 'Preferred telephone number:', and 'Your email address:'.
- Comments Section:** A large text area for 'Comments' with a 'Expand' link at the bottom right.

Note: Please ensure you enter the **correct HSC Net-ID** into the form. This is critical for accuracy and proper processing. Additionally, kindly complete the form to the best of your ability. If you are uncertain about any specific field, please provide your best estimate or response.

Then review and follow instructions on the REDCap User Agreement:

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I agree to the terms of the User Agreement stated above.

I AGREE
 I DO NOT AGREE (Remove me as a user)

reset

Submit

Once that's completed, you will then get an email notification that your REDCap account has been initiated (see e.g. language below).

Your REDCap account setup has been initiated. To complete the process, please log in to REDCap using the link below with your regular Net-ID and password combination. Should you encounter any login issues, please refer to the troubleshooting suggestions outlined below.

Key Reminders:

1. **Multi-Factor Authentication (MFA):** Ensure that you set up your MFA promptly.
2. **Browser Passwords:** Avoid saving REDCap passwords in your browser. If you have already done so, clear your browser's cache and try logging in again.

REDCap Login: <https://rc.health.unm.edu/manage/>

REDCap Basic Training Registration: [Register Here](#)

REDCap Beyond the Basics Training Registration: [Register Here](#)

Troubleshooting Login Issues:

If you are experiencing problems, here are some suggestions to resolve potential issues:

- **Account Lock or Password Reset:**

If you've been able to log in previously but are now unable to, it's possible you did not set up MFA within the 30-day window. Please contact Central IT at (505) 272-1694 to reset your password and unlock your account.

- **URL Accuracy:**

Ensure you are using the correct URL: <https://rc.health.unm.edu/manage/>. Do not omit the forward slash at the end of the link.

- **Browser and Cache:**

- Clear your browser's cache and cookies.
- Try using a different browser (e.g., Firefox is often recommended).
- Start a new browser session to log in.

- **INetwork and Device:**

- Switch to a wired connection instead of Wi-Fi if possible.
- If problems persist, try logging in from a different computer or network.

- **Firewall or VPN Issues:**

If you suspect network restrictions, consult your network administrator for assistance.

- **Session Error:**

If you encounter the error "Your session can't be established," do not click the provided link. Instead, start a new browser session and use the direct URL: <https://rc.health.unm.edu/manage/>.

Multi-Factor Authentication (MFA):

If you suspect MFA issues, follow these steps to resolve them:

1. Contact the IT Service Desk at (505) 272-1694 (available M-F, 7:30 a.m. – 5:30 p.m. MT) to reset your password if needed.
2. Once your password is reset, follow the instructions provided here to set up MFA: [MFA Setup Instructions](#).

After setting up MFA, you will be able to log in to REDCap without further issues.

If you have any questions or need additional support, feel free to reach out.

REDCap Login Issues

Awaiting email account verification

Example:

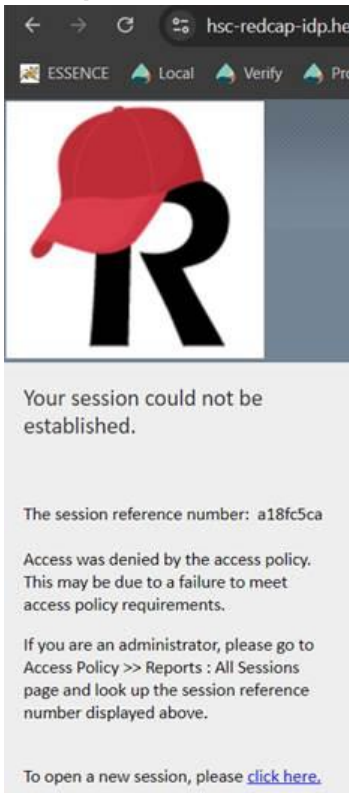
Your REDCap account status is still pending because you have not yet verified the email account that you specified either when setting up your REDCap account or when modifying your account's primary email address. Your verification code was sent to (e.g.) johndoe@salud.unm.edu. Please check that email account to find the account verification email sent by REDCap, and follow the instructions provided.

Solution: Find your verification code email and complete the verification code process. PLEASE CHECK SPAM.

IF this doesn't work and you cannot find the verification code email, please notify the REDCap help desk at hsc-ctscredcap@salud.unm.edu. Please send a screenshot of the issue and the support team will manually fix your account.

Incorrect HSC Login Credentials

Example:



Solution:

The reason you are receiving this error message is because incorrect credentials have been entered to log into REDCap. You most likely need to reset your password. Here are instructions on how to do this:

Reset your HSC password using the following link: <https://sfaid.health.unm.edu/>

Click on "Forgot Password."

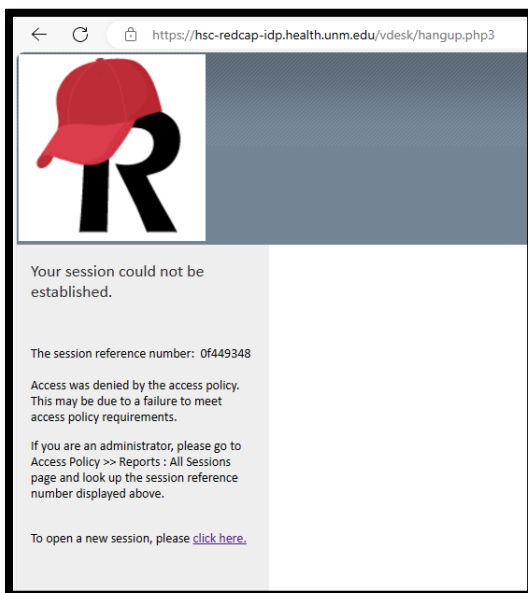
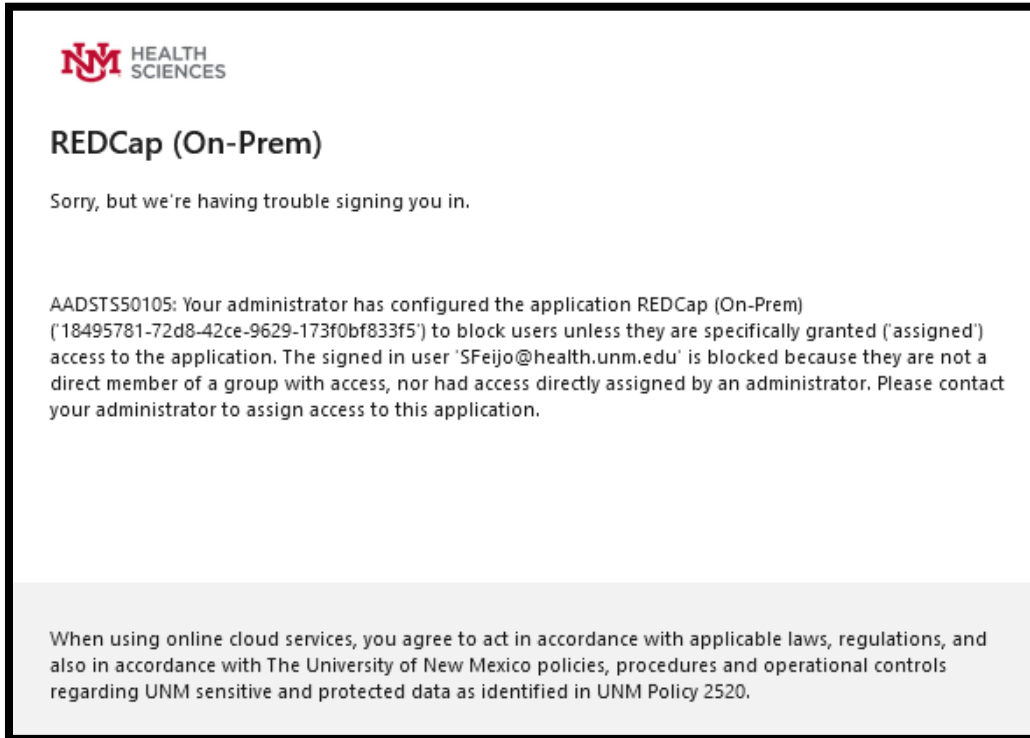
If you cannot login to the above link, please contact HSC IT by visiting:

<https://hsc.unm.edu/about/cio/technology-support/help-hsc.html>

Or by calling 505-272-1694 and ask to “reset your HSC password.”

Not Listed in the Whitelist

Example: If your screen shows either of the following screenshots, these are considered a *whitelist* issues:



Solution:

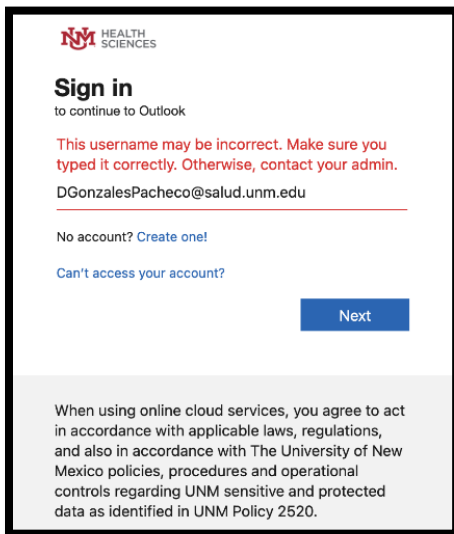
If you see these errors, then you have not been added to the whitelist and should email the REDCap Support Team at hsc-ctscredcap@salud.unm.edu.

The REDCap Data Manager will then add you to the whitelist.

Not Signed into the HSC System

When you cannot login to REDCap and none of the above solutions are working, it could be due to not being signed into the HSC system via Single Sign-On (SSO). Signing into HSC systems via SSO lets you log in once and access multiple HSC apps without re-entering your password. It's like a master key that unlocks many doors, saving time and improving security. This is common with users logging in from main campus or for affiliate accounts.

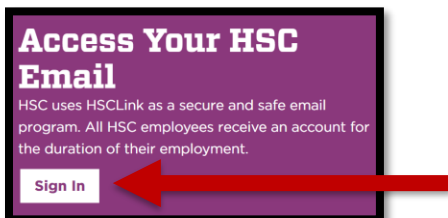
Example:



Solution:

Log into the HSC system by doing the following:

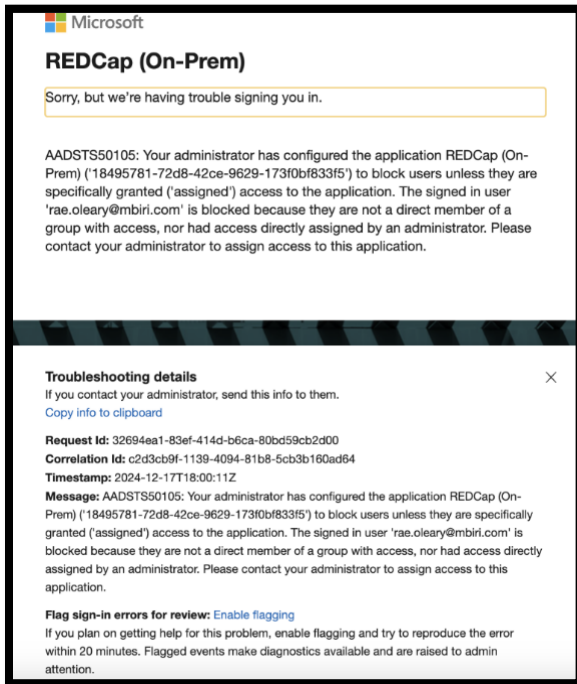
Login to your HSC email by visiting: <https://hsc.unm.edu/about/cio/technology-support/email.html>, then select "Sign In."



If you are an affiliate or from main campus, once you're assigned HSC NetID credentials, you automatically have an HSC email account. For example, if your HSC NetID is Johndoe then your HSC email will be Johndoe@salud.unm.edu. Use your HSC NetID username and password to login to this email account, which is separate from UNM Main email accounts.

Using an Incorrect Email Address (not entering your HSC email)

Example:



Solution:

If this message appears when logging in via SSO, check that you entered your HSC NetID with @salud.unm.edu (e.g. johndoe@salud.unm.edu). **If you are from UNM Main Campus or an affiliate, do not enter your @unm.edu or personal email address to log into REDCap (e.g. @unm.edu, @gmail.com, @berncogov).**