Steps to Create a Service Request for REDCap Database

***Note: Non-UCDHS Users will need to obtain a Kerberos login and must have a UC Davis Health System sponsor submit the Service Request on their behalf. If they do not have a Kerberos login, it can be obtained from the UC Davis Computing Account Services website.

1. Open URL https://ucdh.service-now.com/itss?id=sc_home
2. Log in with your UCDH AD Account and password:
1. Type in “**REDCap**” in the search box and press **Enter**.

2. Provide your Kerberos ID and the REDCap project CTSC number or title in the comments box. Click “**Add to Cart**”.

   ![Image of REDCap search results and access request form](image-url)
3. Click on “View Cart”.

4. Assign an approver. Provide the necessary details. Click “Checkout” when done.  
**Note** The approver of the request will be your department supervisor or manager.  
(Please note that the approvers’ names are pre-populated.)
SUBMITTING ON BEHALF OF OTHER EMPLOYEES (single request or bundle):

5. If submitting on behalf of other employees, please click on “Change This”.

6. Choose the appropriate selection.

7. Provide necessary details then “Checkout”.