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. Log in to ServiceNow by clicking this [link](#) or typing “ITSS” on your Internet Explorer Browser.

Once logged in, click on “Request Service”.

2. Type in “REDCap” in the search box and press “Enter”.

[Image of ServiceNow interface with search results for REDCap]
3. Provide your Kerberos ID and the REDCap project CTSC number or title in the comments box. Click “Add to Cart”.

4. Click on “View Cart”.
5. Assign an approver. Provide the necessary details. Click “Checkout” when done.

**Note** The approver of the request will be your department supervisor or manager.

6. If submitting on behalf of other employees, please click on “Change This”.
7. Select "This order is for someone other than me"

For whom would you like to place this order?
- This order is for me
- This order is for someone other than me
- This order is for multiple people

8. Type the name of the employee you are requesting access for and search for their name. Select their name when it appears.

For whom would you like to place this order?

Not finding the person in the list? Click here to create a new person for this order.

9. Fill in all fields and click "Checkout."
10. After checking out, you should see a confirmation screen, which includes the Requisition Number. If you call the Help Desk for a status update, you will need to provide them with this number.