


[Steps to Create a Service Request for REDCap Database \(on behalf of another employee\)](#)


*****Note:** Non-UCDH 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.

For **non-UCDH** users, the sponsor will need to create Kerberos login by completing the [UC Davis Temporary Affiliate Form](#).

Please ensure that Non-UCDHS users have completed and submitted the [UC Davis Health System Confidentiality Agreement \(PDF\)](#).

1. Open URL <https://ess.ucdmc.ucdavis.edu/src/secure/main.jsp>
2. Log in with your **UC Davis Account ID** and **Password**




Please Log In To Place an Access, Service, or Support Request 

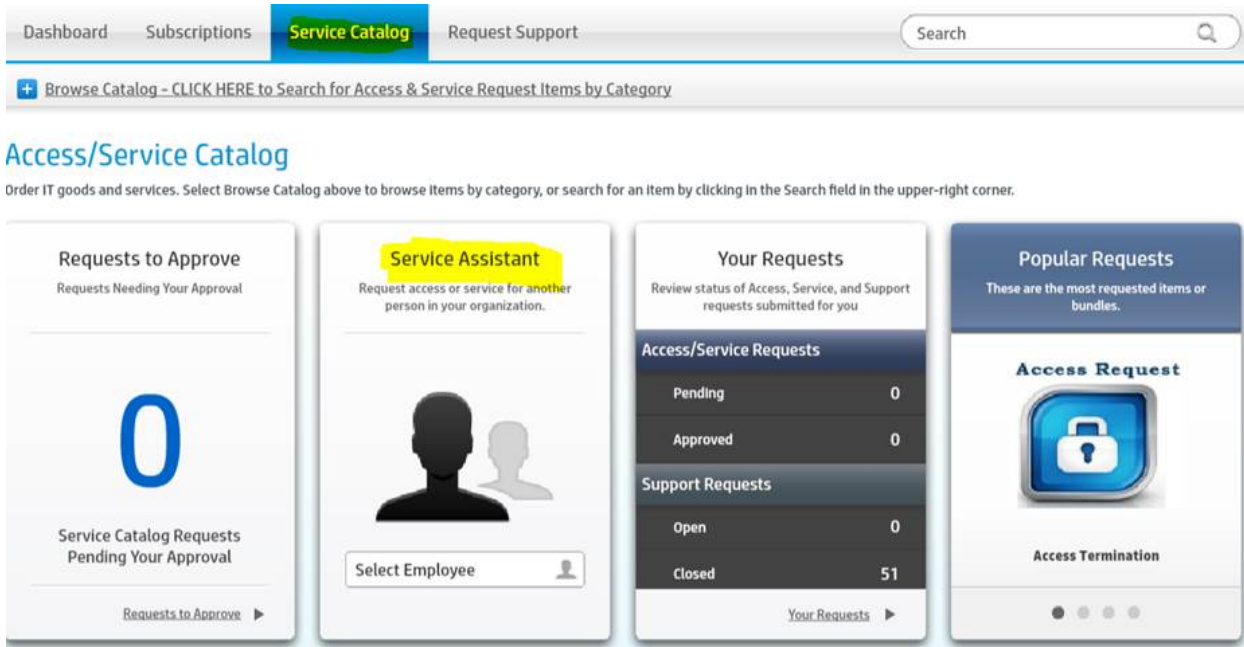
User Name

Password

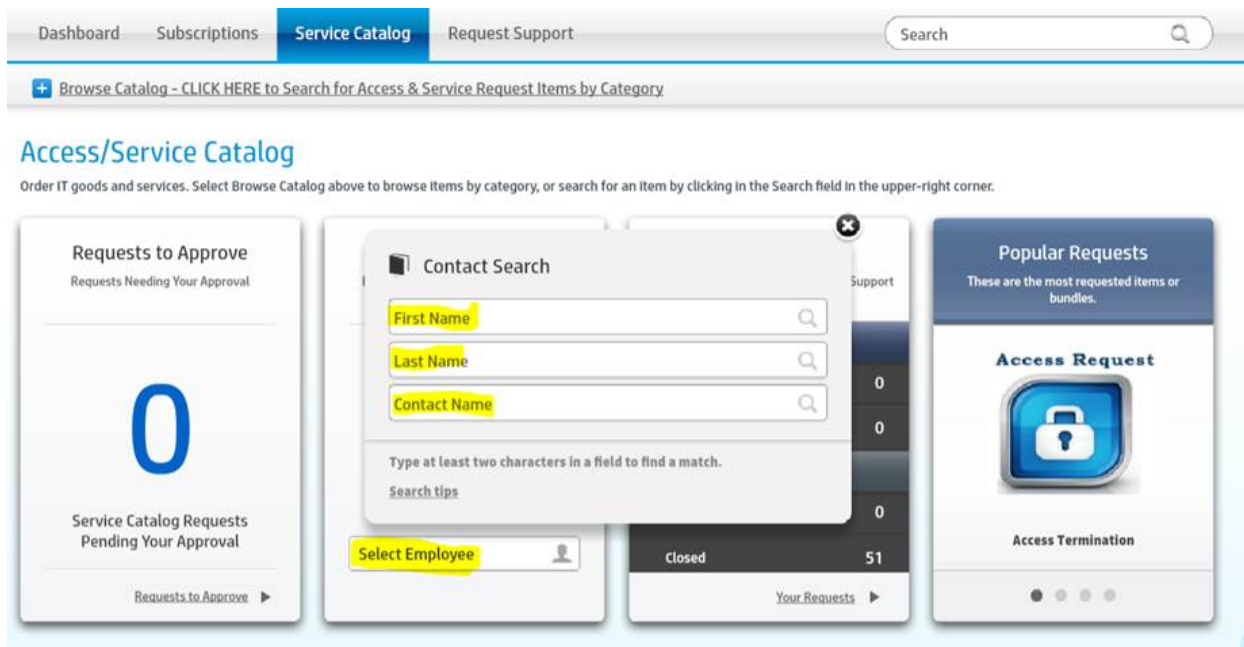
Keep me signed in. Do not select if this is a shared computer.

 © 2010 - 2014 Hewlett-Packard Development Company, L.P.

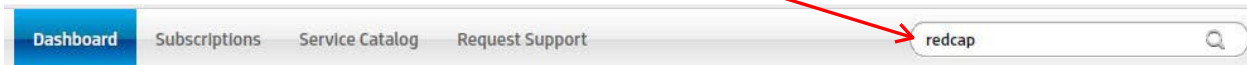
3. Click on “Service Catalog”



4. Under “Service Assistant,” click “Select Employee” and search employee’s account by entering First/Last/Contact Name. Click on employee’s account. Now you are ready to submit a request on behalf of another employee.



5. Type in “redcap” in the Search box and press **Enter**.



Dashboard Subscriptions Service Catalog Request Support

redcap

Dashboard


Your Service and Support Requests

My Contact Info
View and Edit Your Contact Information

Training
Employee Self Service
Training Documentation

Request Support

Report a problem or ask a question



Create

Requests to Approve

Requests Needing Your Approval

0

Service Catalog Requests Pending Your Approval

Requests to Approve ▶

Your Requests

Review status of Access, Service, and Support requests submitted for you

Access/Service Requests	
Pending	0
Approved	0

Support Requests	
Open	0
Closed	19

Your Requests ▶

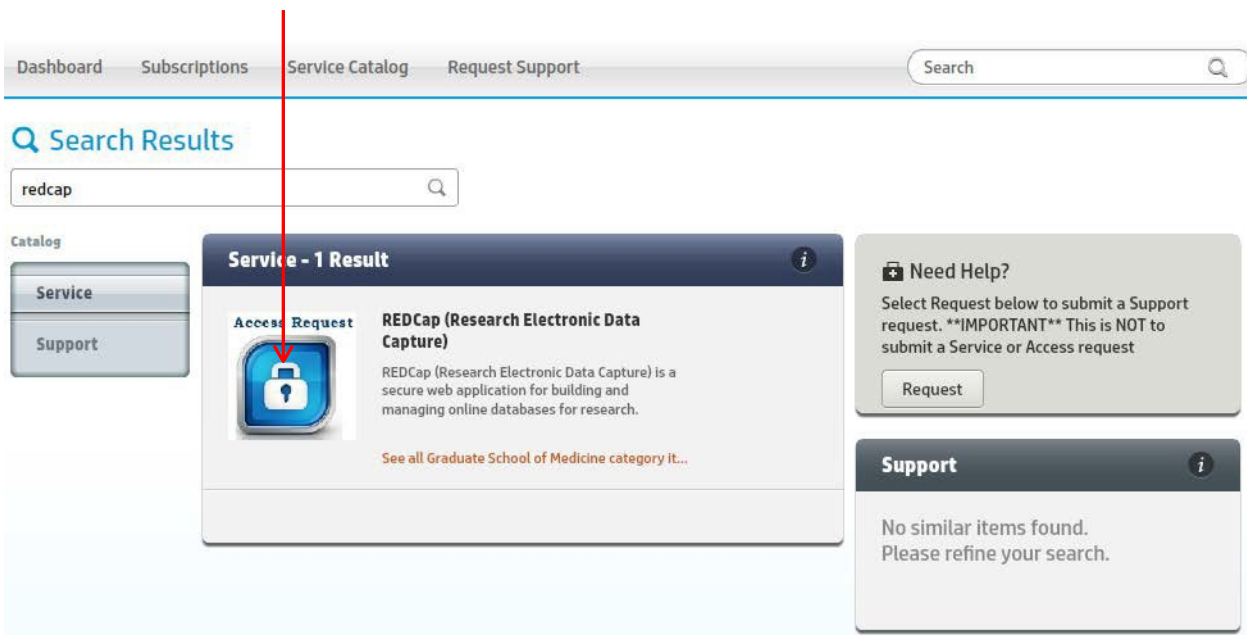
Your Subscriptions

Track and view your system access subscriptions

- EMR Team - Non Production Access
- EMR - Student Learning
- Service Manager Elevated Rights
- EMR Clarity User
- Remote Access - VPN
- Active Directory

Your Subscriptions ▶

6. Click on “**Access Request**”



Dashboard Subscriptions Service Catalog Request Support Search

Search Results


redcap

Catalog

- Service
- Support

Service - 1 Result

Access Request



REDCap (Research Electronic Data Capture)

REDCap (Research Electronic Data Capture) is a secure web application for building and managing online databases for research.

See all Graduate School of Medicine category it...

Need Help?

Select Request below to submit a Support request. ****IMPORTANT**** This is NOT to submit a Service or Access request

Request

Support

No similar items found.
Please refine your search.

7. Click **“Request”**

The screenshot shows the 'Service Catalog' page for 'REDCap (Research Electronic Data Capture)'. The navigation bar includes 'Dashboard', 'Subscriptions', 'Service Catalog', and 'Request Support'. A search bar is located in the top right. Below the navigation bar, there is a link: '+ Browse Catalog - CLICK HERE to Search for Access & Service Request Items by Category'. The main content area features a 'Back to previous page' link and an 'Item Details' section. The 'Item Details' section contains the following text: 'REDCap (Research Electronic Data Capture) is a secure web application for building and managing online databases for research.' Below this, there is an 'Access Request' section with a lock icon and two links: '⇒ Kerberos ID' and '⇒ Comments'. To the right of the 'Item Details' section is a large orange 'Request' button, which is pointed to by a red arrow.

8. Click **“Next”** after verifying the information of the user that the request is being submitted for.

The screenshot shows the 'Service Catalog' page for 'REDCap (Research Electronic Data Capture)'. The navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a link: '+ Browse Catalog - CLICK HERE to Search for Access & Service Request Items by Category'. The main content area features a 'Return to Service Detail' link and an 'Order Information' section. The 'Order Information' section contains the following text: 'This request is for: (**IMPORTANT**: If you are requesting access or service on behalf of someone else and his/her name is not displaying below, then please exit out of this request and use the Service Assistant widget located under the Service Catalog area to look up and select that person from the list)'. Below this text is a search input field containing 'mali3', with search, edit, and info icons. Below the search field, the following user information is displayed: 'Full name: Momeena S. Ali', 'First name: Momeena', 'Last name: Ali', and 'E-mail: mszali@ucdavis.edu'. Below the user information is a 'Required Fields.' section with a 'Next' button, which is pointed to by a red arrow. To the right of the 'Order Information' section is a 'Quantity' dropdown menu set to '1', with 'Add to Cart' and 'Request Now' buttons below it.

9. Enter “**Kerberos ID**” and any “**Comments**” and click “**Next**”

The screenshot shows the REDCap (Research Electronic Data Capture) service catalog page. The navigation bar includes 'Dashboard', 'Subscriptions', 'Service Catalog', and 'Request Support'. The main content area is titled 'REDCap (Research Electronic Data Capture)' and includes a 'Return to Service Detail' link. The 'Order Information' section is highlighted in green. Below it, the 'Item Options' section is highlighted in grey and contains two input fields: 'Kerberos ID' and 'Comments'. A red arrow points from the text 'Enter “Kerberos ID”' to the 'Kerberos ID' field. Another red arrow points from the text 'and any “Comments”' to the 'Comments' field. A third red arrow points from the text 'and click “Next”' to the 'Next' button at the bottom right of the 'Item Options' section. A 'Required Fields.' warning icon is visible at the bottom left of the 'Item Options' section. To the right of the 'Item Options' section, there is a 'Quantity' dropdown set to '1', and two buttons: 'Add to Cart' (blue) and 'Request Now' (green).

PLEASE INDICATE THE STUDY NUMBER (CTSC#) OR STUDY TITLE OF THE PROJECT THAT YOU NEED ACCESS TO IN THE COMMENTS BOX.

10. Click “**Request Now**”, complete all the required information and click “**Submit**”.

The screenshot shows the same REDCap service catalog page as above. The 'Request Now' button is now highlighted in green, indicating it is the active button. A red arrow points from the text 'Click “Request Now”' to this button. The 'Add to Cart' button is now blue. The 'Item Options' section is still visible, but the 'Kerberos ID' and 'Comments' fields are no longer the focus of the red arrows.

11. Assign an approver. ****Note**** the approver of the request will be your department supervisor or manager (Please note that the approvers' names are pre-populated.)

The screenshot shows a web form titled "Verify Delivery Information". It consists of several sections:

- Cart Order Information:** A green header with a question mark icon. Below it is a field containing "afd" and an "Edit" icon.
- Contact for this request:** A green header with a question mark icon. Below it is a field containing "clact, E-mail" and an "Edit" icon.
- Approver Information:** A grey header with a question mark icon. It contains a field labeled "Approver" with a yellow highlight and a blue arrow pointing to it. To the right of the field are icons for search (magnifying glass), edit (pencil), and a blue exclamation mark. Below the field is a "Required Fields" warning icon and a "Next" button.
- Telephone Information:** A grey header with a question mark icon. Below it is the text "This task depends on the results of the previous task."
- Attachments:** A grey header with a question mark icon. Below it is the text "This task depends on the results of the previous task."

On the right side of the form, there is a box labeled "Total Items:" with the number "1" and a green "Submit" button.

12. Submit request.