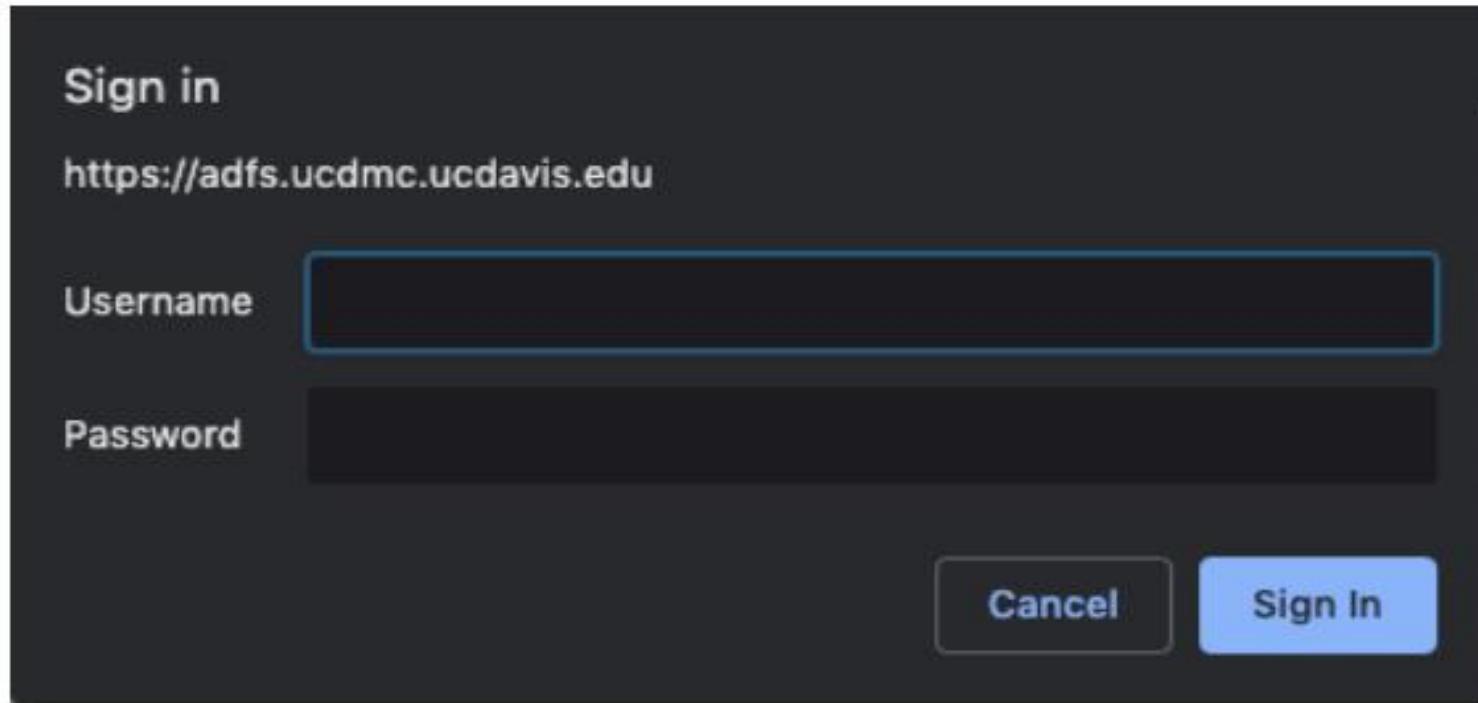


Steps to Create a Service Request for REDCap Access

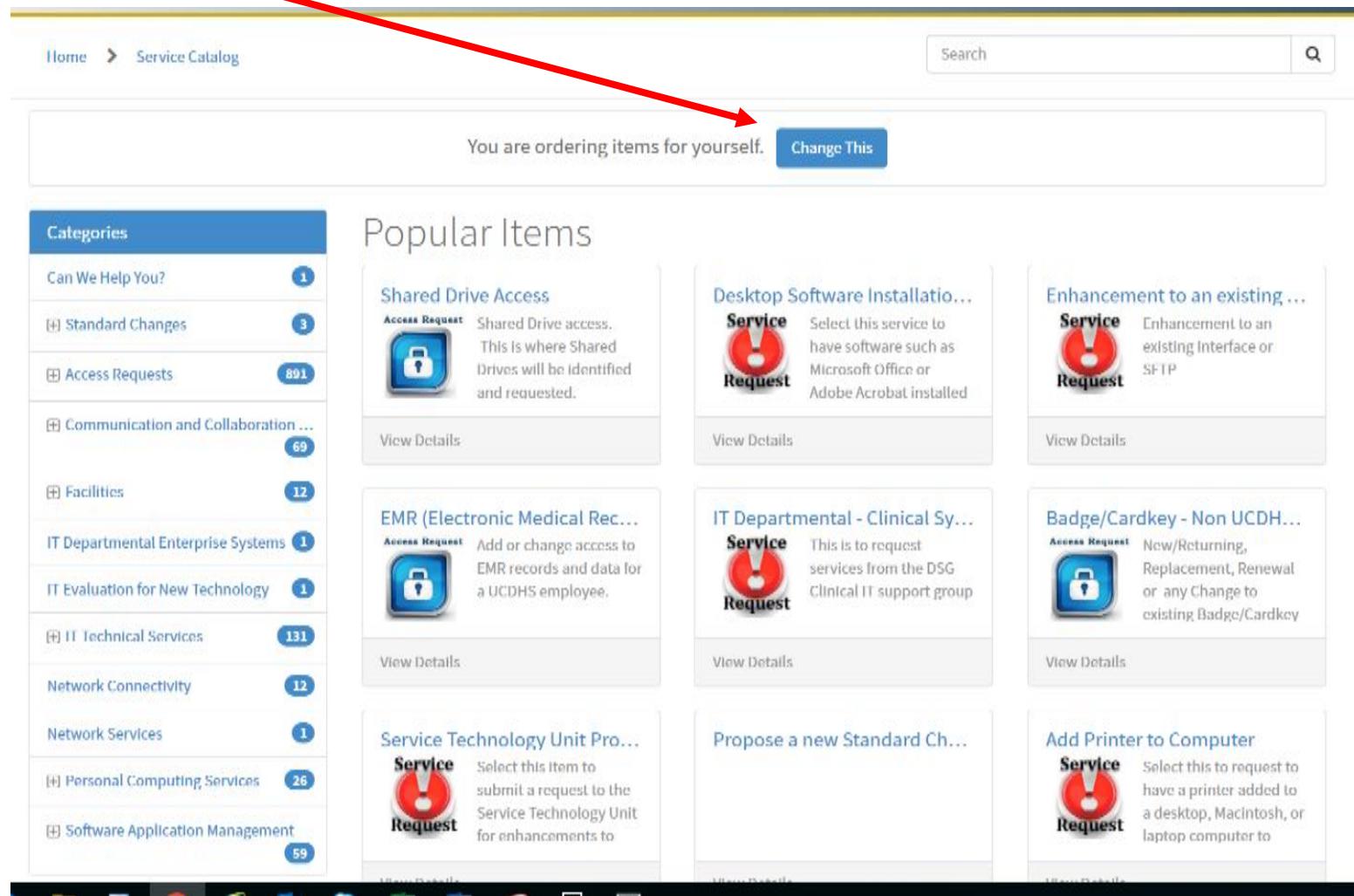
*****Note:** All database users will need a UC Davis campus [CAS/Kerberos](#) account through the [UC Davis Computing Account Services](#) website. Further, users outside of UC Davis Health will require an appropriate UC Davis Health Sponsor to submit the request on their behalf through the [UC Davis Health IT Service Catalog](#).

1. Open URL https://ucdh.service-now.com/itss?id=sc_home
2. Log in with your UC Davis Health [AD/Citrix](#) account and password



SUBMITTING REQUEST FOR YOUR OWN REDCAP ACCOUNT

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



The screenshot shows a web-based service catalog. At the top, there is a navigation bar with 'Home' and 'Service Catalog' links, a search bar with a magnifying glass icon, and a message 'You are ordering items for yourself.' with a 'Change This' button. The main content area is titled 'Popular Items' and displays a grid of service requests. On the left, a sidebar titled 'Categories' lists various service types with their counts: Can We Help You? (1), Standard Changes (3), Access Requests (891), Communication and Collaboration (69), Facilities (12), IT Departmental Enterprise Systems (1), IT Evaluation for New Technology (1), IT Technical Services (131), Network Connectivity (12), Network Services (1), Personal Computing Services (26), and Software Application Management (59). The 'Access Requests' category is highlighted with a red arrow pointing to it from the list item in the instructions. The grid contains the following items:

- Shared Drive Access**: Service Request. Shared Drive access. This is where Shared Drives will be identified and requested. View Details.
- Desktop Software Installation**: Service Request. Select this service to have software such as Microsoft Office or Adobe Acrobat installed. View Details.
- Enhancement to an existing ...**: Service Request. Enhancement to an existing Interface or SFTP. View Details.
- EMR (Electronic Medical Rec...**: Access Request. Add or change access to EMR records and data for a UCDHS employee. View Details.
- IT Departmental - Clinical Sy...**: Service Request. This is to request services from the DSG Clinical IT support group. View Details.
- Badge/Cardkey - Non UCDH...**: Access Request. New/Returning, Replacement, Renewal or any Change to existing Badge/Cardkey. View Details.
- Service Technology Unit Pro...**: Service Request. Select this item to submit a request to the Service Technology Unit for enhancements to. View Details.
- Propose a new Standard Ch...**: (No icon or description visible)
- Add Printer to Computer**: Service Request. Select this to request to have a printer added to a desktop, Macintosh, or laptop computer to. View Details.

- › All
- › Questions and Answers
- › Service Catalog

Search results for 'REDCap'

 REDCap (Research Electronic Data Capture)

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

4. Answer "No" to the question "Do you currently have REDCap access?"



Select this item to request a new Study Database in REDCap and/or REDCap Access.

This request replaces the CTSC Application for Resource Use.

* Do you currently have REDCap Access?

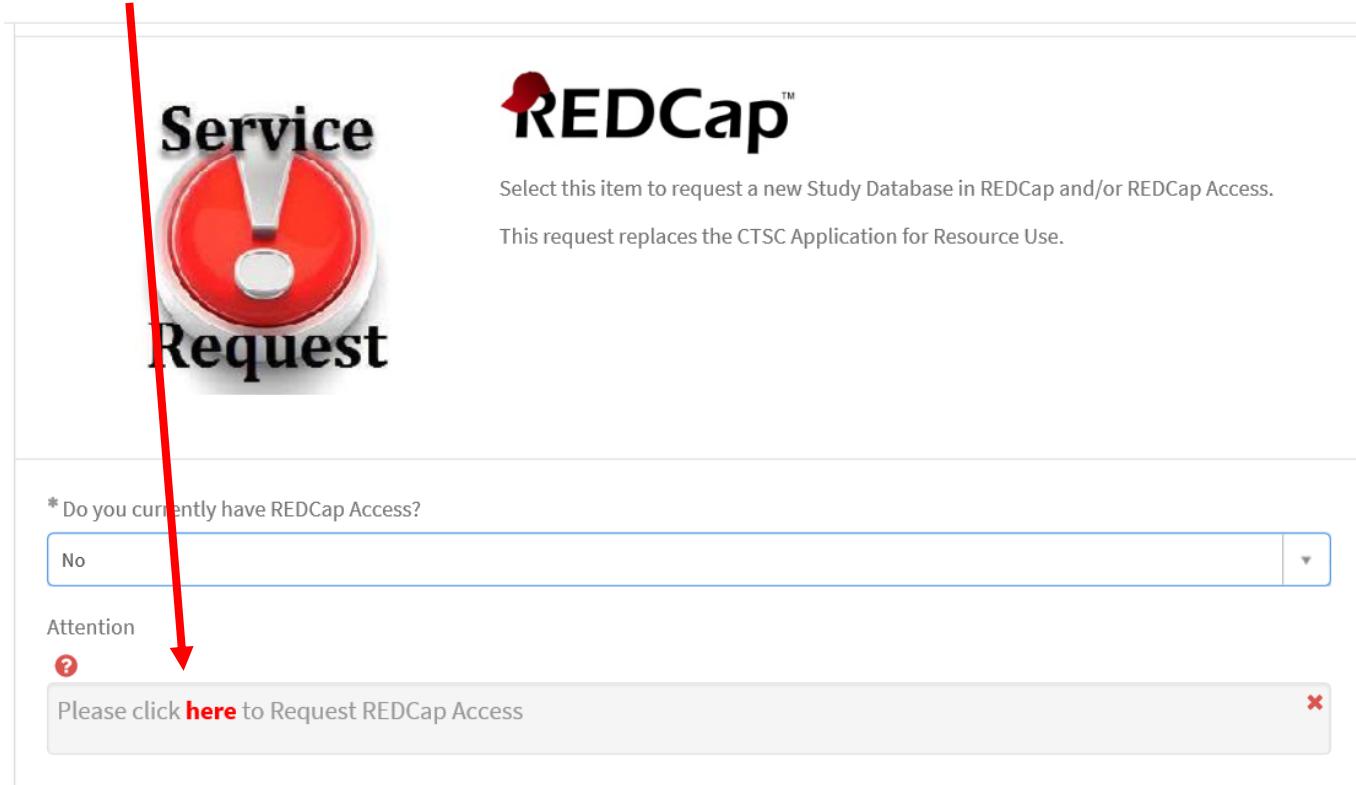
-- None --

-- None --

Yes

No

5. Click “**here**” to be routed to Request REDCap Access catalog item.



Service Request

REDCap™

Select this item to request a new Study Database in REDCap and/or REDCap Access.

This request replaces the CTSC Application for Resource Use.

* Do you currently have REDCap Access?

No

Attention

Please click **here** to Request REDCap Access ✖

6. Click “**Add to Cart**”.

Home > Service Catalog > Access Requests > Academic > Graduate School of Medicine >

REDCap (Research Electronic Data Capture)

REDCap (Research Electronic Data Capture)

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

Access Request



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

7. Click “View Cart”.



Home > Service Catalog > Access Requests > Academic > Graduate School of Medicine > REDCap (Research Electronic Data Capture)

Search

Your item has been added to your Cart. To make changes to the items in your cart, click [View Cart](#) ×

REDCap (Research Electronic Data Capture)

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

Access Request



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

8. 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.)

WHEN SUBMITTING ON BEHALF OF OTHERS, PLEASE SCROLL DOWN TO STEP # 10.

You are ordering items for yourself. [Change This](#)

Your Cart

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

* Please select an Approver

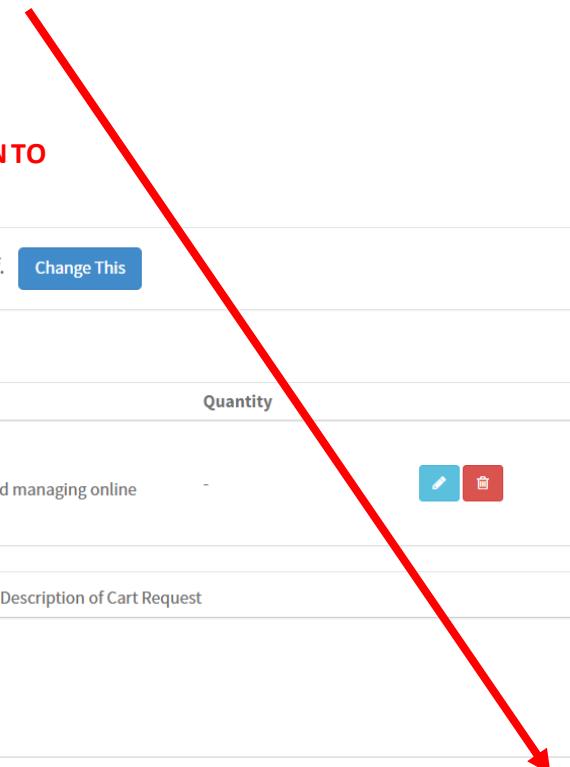
* Brief Cart Title (ex. Access for John Doe)

* Detailed Description of Cart Request

[Continue Shopping](#) [Save as Bundle](#) [Clear Cart](#) [Checkout](#)

My Saved Bundles

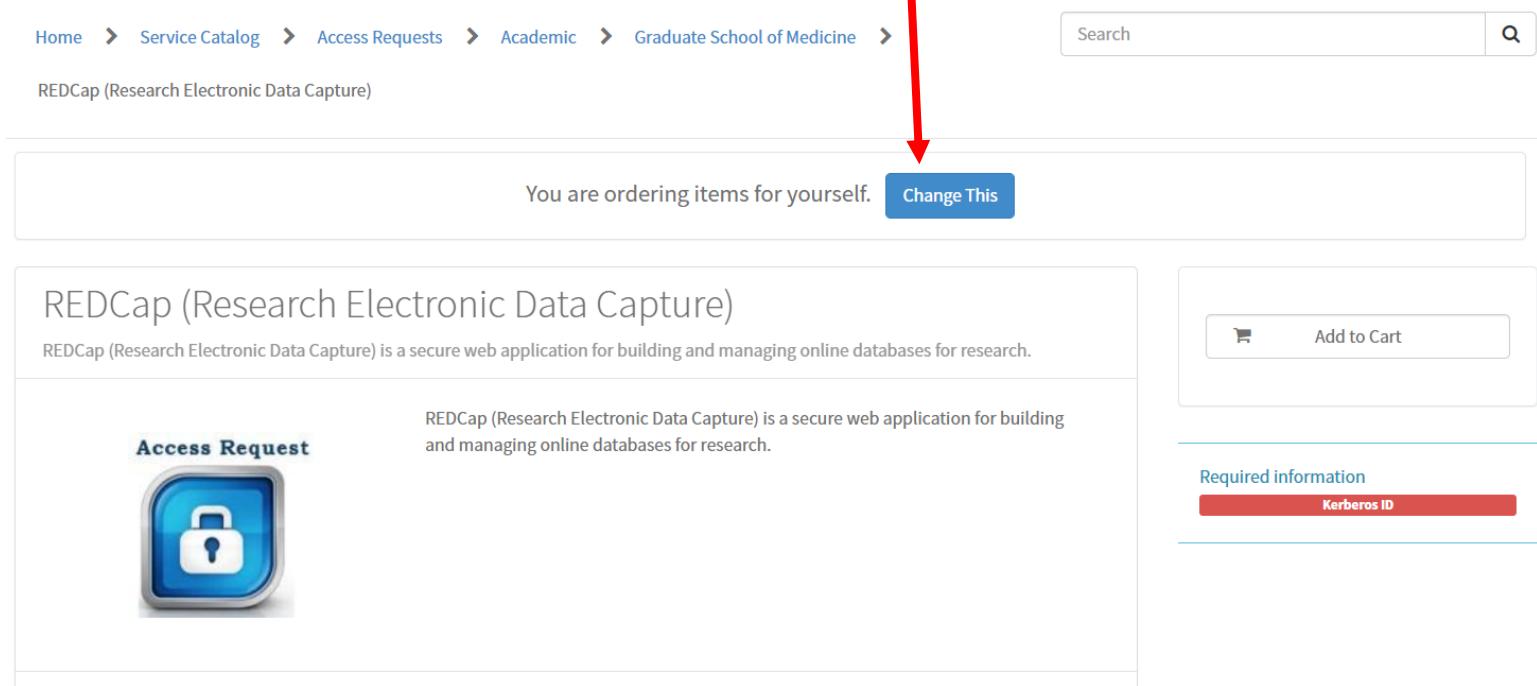
You have no saved bundles



9. If your request is approved, you will receive a notification with instructions on how to log in to REDCap. If your request is rejected, you may not have claimed your Kerberos ID and will receive a notification with instructions on how to do so.

SUBMITTING ON BEHALF OF OTHER EMPLOYEES (single request or bundle):

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



The screenshot shows a web page with a breadcrumb navigation at the top: Home > Service Catalog > Access Requests > Academic > Graduate School of Medicine >. To the right is a search bar. Below the breadcrumb, the text "REDCap (Research Electronic Data Capture)" is displayed. A red arrow points down to a blue button labeled "Change This" which is positioned next to the text "You are ordering items for yourself." On the left, there is a section titled "Access Request" with a lock icon. On the right, there is a "Required information" section with a red bar containing the text "Kerberos ID".

11. Choose as appropriate.

Home > Service Catalog > Access Requests > Academic > Graduate School of Medicine >

Search



REDCap (Research Electronic Data Capture)

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

Cancel

12. If ordering for multiple people:

How would you like to create the new list?

- Build up the list by selecting individuals to be added
- Upload a file containing all of the people on the list

Cancel

11. Build up the list by selecting individuals to be added:

To add someone to the list, select a person from below:

To remove someone from the list, click on the Remove icon.

When you are finished adding people to the list, enter a name for the list and click on the Save button.

Name: Save

Name	Title	Department	Email	Remove
Cancel				

12. Upload a file containing all users' information on the list:

User List Upload

Step 1

Please select the most appropriate category for the type of people that will be represented in this batch:

Existing Users already established in ServiceNow

Step 2

Next, upload the spreadsheet containing all of the relevant information for records of the type selected above.

For a model spreadsheet in the proper format containing the appropriate columns for your upload, please click [existing.xlsx](#).

Use the button below to browse for the file that you would like to import. Import files must be in .csv (Comma-separated values) format and the first row must contain the names of the columns.

Choose File No file chosen

13. Provide necessary details then “**Checkout**”.