Steps to Create a Service Request for REDCap Access

***Note:*** All database users will need a UC Davis campus [CAS/Kerberos](https://www.uc DavisComputingAccountServices) account through the [UC Davis Computing Account Services](https://www.uc DavisComputingAccountServices) 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](https://www.uc DavisComputingAccountServices).

1. Open URL [https://ucdh.service-now.com/itss?id=sc_home](https://ucdh.service-now.com/itss?id=sc_home)
2. Log in with your UC Davis Health [AD/Citrix](https://www.uc DavisComputingAccountServices) account and password
SUBMITTING REQUEST FOR YOUR OWN REDCAP ACCOUNT

3. Type “REDCap” in the search box and press Enter.
4. Answer “No” to the question “Do you currently have REDCap access?”
5. Click “here” to be routed to Request REDCap Access catalog item.
6. Click “Add to Cart”.
7. Click “View Cart”.
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.

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.
10. If submitting on behalf of other employees, please click “Change This”. 
11. Choose as appropriate.

12. If ordering for multiple people:
11. Build up the list by selecting individuals to be added:

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

Name:  

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

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”.