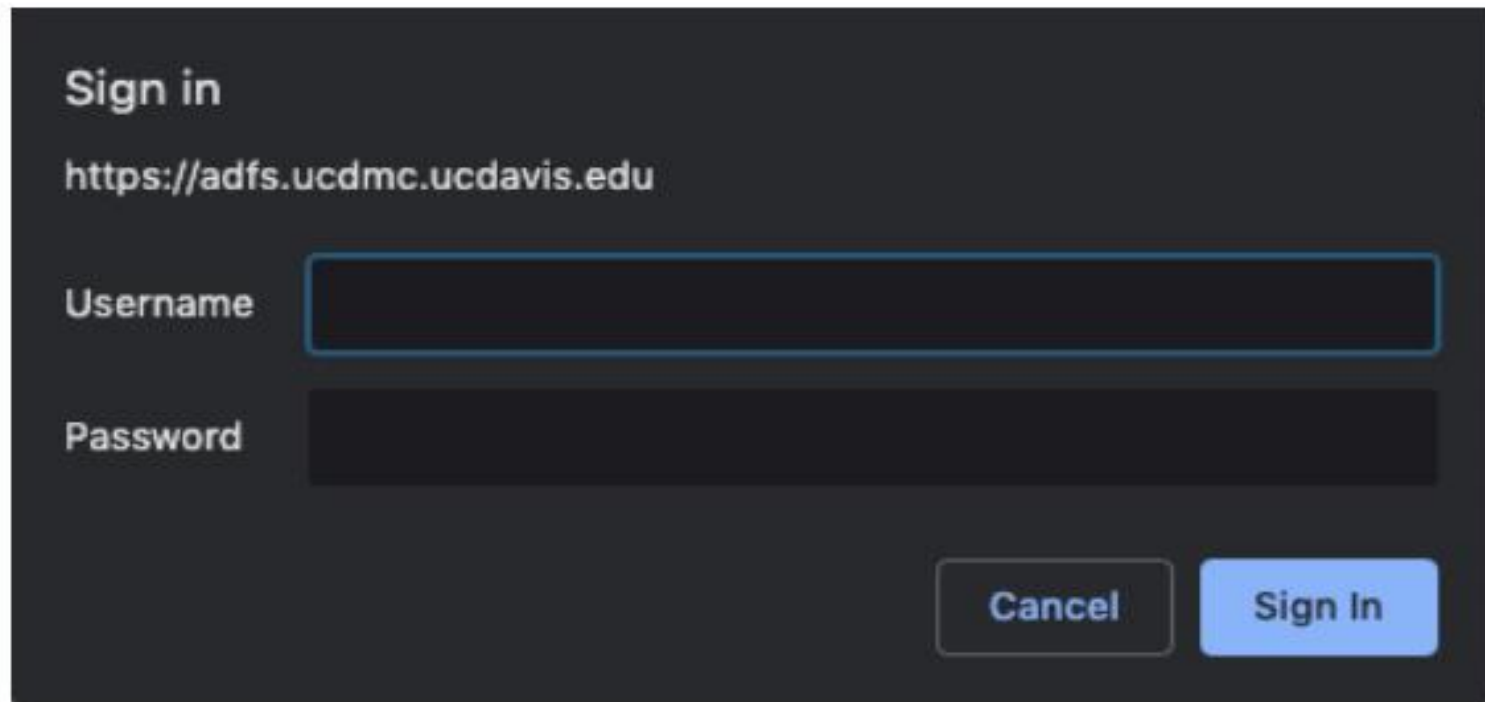


Steps to Create a Service Request for REDCap Access

*****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



Sign in

<https://adfs.ucdmc.ucdavis.edu>

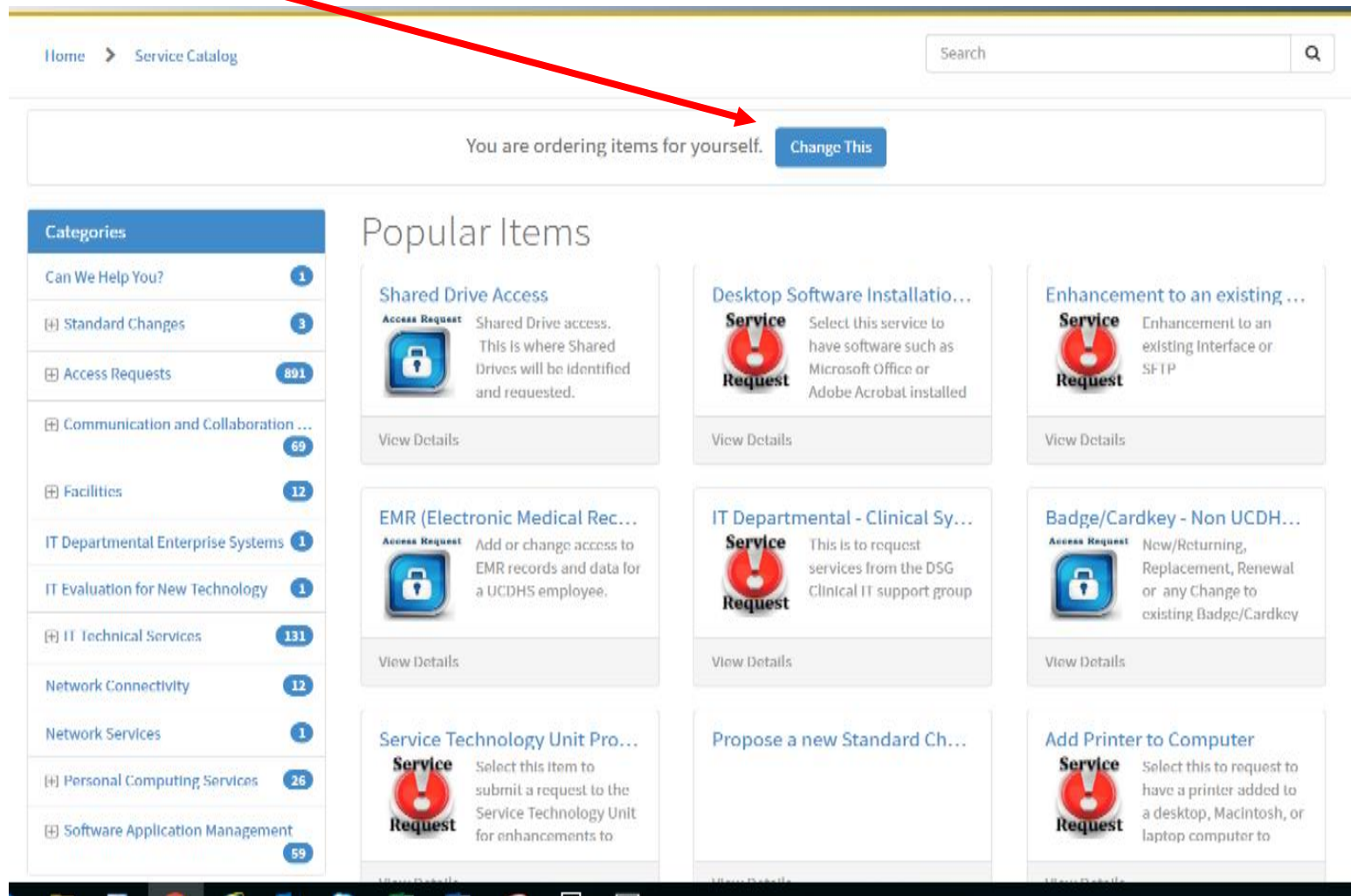
Username

Password

Cancel Sign In

SUBMITTING REQUEST FOR YOUR OWN REDCAP ACCOUNT

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



The screenshot shows a web interface for a service catalog. At the top, there is a navigation bar with "Home" and "Service Catalog" links. A search box is located in the top right corner. Below the navigation bar, a message states "You are ordering items for yourself." with a "Change This" button. The main content area is divided into a left sidebar for "Categories" and a main section for "Popular Items".

Categories


- 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)
- Software Application Management (59)

Popular Items


- Shared Drive Access** (Access Request): Shared Drive access. This is where Shared Drives will be identified and requested. View Details
- Desktop Software Installatio...** (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...** (Service Request): View Details
- 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?”



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?

-- None --


|

-- None --


Yes

No

5. Click “[here](#)” to be routed to Request REDCap Access catalog item.



Service Request





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 >


Search

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)

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

 [Add to 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
 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.	-

* 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**”.

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

REDCap (Research Electronic Data Capture)


Search

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

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.

[Add to Cart](#)

Required information

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:

Name	Title	Department	Email	Remove
------	-------	------------	-------	--------

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.

No file chosen

13. Provide necessary details then “Checkout”.