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 A REQUEST FOR YOUR OWN REDCAP ACCOUNT

3. Type in “**REDCap**” in the search box and press “**Enter**”
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.
5. Click “here” to be routed to Request REDCap Access catalog item.
6. Click “Add to Cart”.

7. Click on “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.

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

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

   You are ordering items for yourself. **Change This**
11. Choose as appropriate.

12. If ordering for multiple people:

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

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

14. Upload a file containing all users’ information on the list:

15. Provide necessary details, then “Checkout”.