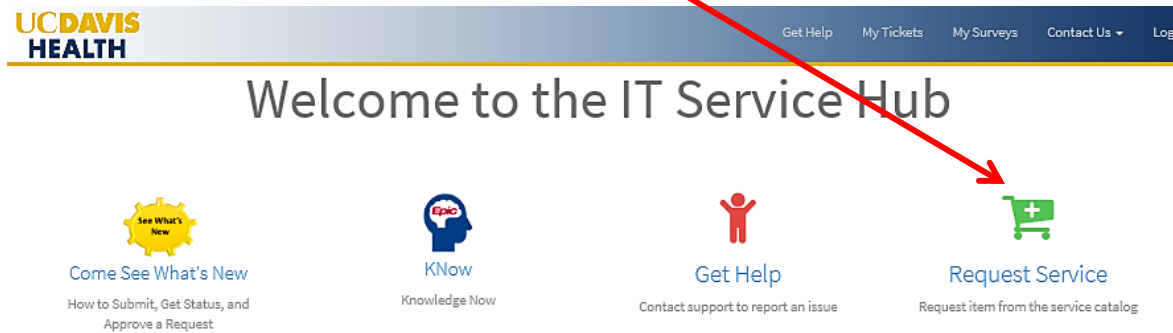


Steps to Create a Service Request for REDCap Database

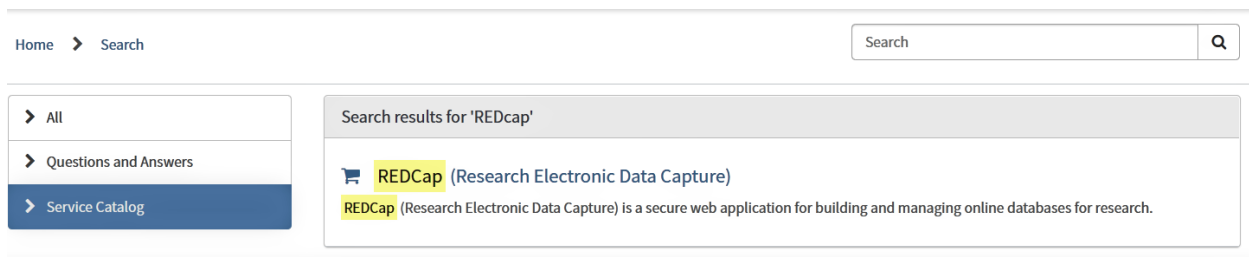
Note: Non-UCDHS Users will need to obtain a Kerberos login and must have a UC Davis Health System sponsor submit the Service Request on their behalf. If they do not have a Kerberos login, it can be obtained from the [UC Davis Computing Account Services](#) website.

1. Log in to ServiceNow by clicking this [link](#) or typing “ITSS” on your Internet Explorer Browser.

Once logged in, click on “Request Service”.



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



3. Provide your Kerberos ID and the REDCap project CTSC number or title in the comments box. 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.

* Kerberos ID

Comments

Add to Cart

Required information

Kerberos ID

4. Click on **“View Cart”**.

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


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](#)

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.

* Kerberos ID




Comments

Add to Cart

5. Assign an approver. Provide the necessary details. Click “Checkout” when done.
****Note**** The approver of the request will be your department supervisor or manager.

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](#)

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

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


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

REDCap (Research Electronic Data Capture)

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

7. Select “This order is for someone other than me”

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

8. Type the name of the employee you are requesting access for and search for their name. Select their name when it appears.

For whom would you like to place this order?




Not finding the person in the list? [Click here to create a new person for this order.](#)

9. Fill in all fields and click “Checkout.”

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

i You are ordering items for person(s) whose identity needs to be created/updated.
The cart order will be released for fulfillment when the user onboarding processes have completed.

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](#)

10. After checking out, you should see a confirmation screen, which includes the Requisition Number. If you call the Help Desk for a status update, you will need to provide them with this number.

Home > Request Search 

REQ0122053 - test ?

Number	REQ0122053	Short description	test
Description	test	Priority	4 - Low
Request state	Pending Approval	Opened by	Cheryl Busman
Requested for	Cheryl Busman	Created	just now
Updated	just now		

Waiting for approval from: Vincetta Lombardo [Change Approver](#)


Requested Items

Add or change access to EMR records and data for a UCDHS employee.
RITM0126512

Waiting for Approval (In progress)

Completed (Pending - has not started)

Attachments



Drop files here