Issues logging into REDCap?

Are you using the correct link?

CTSC Login Page. Be sure you're using this link and not any others.

Are you looking to access the Hospital's instance of REDCap? Please visit:

The UNM Hospital Login Page. Be sure you're using this link and not any others.

Are you using the correct login information?

The credentials that you use to log into the CTSC REDCap are the same that you use to login to your HSC Email (HSC NetID and password).

Can't login because of a password issue?

If you receive the following error message: "Access was denied by the access policy," this indicates incorrect login credentials. Please click here to reset your password.

Not added to whitelist?

If you are not added to the whitelist, you will receive the following error message: "Access was denied by the access policy. User does not belong to the whitelist for REDCap." Please email the REDCap Support Administrator at hsc-ctscredcap@salud.unm.edu to be added to the whitelist.

What if I still can't login?

If you are still unable to login, contact HSC IT to reset your password.
Help Ticket: https://hsc.unm.edu/about/cio/technology-support/help-hsc.html
Phone: 505-272-1694

Is there a fee associated with using CTSC's REDCap?

View the Informatics Price List Here

New or Copied Project Creation:
- o Single site access: $100
- o Multi-site access: $200

REDCap Support Services:
- o $55 per hour, REDCap Data Manager support includes assistance with:
  - ▪ E-Consent
  - ▪ Project consultation

- Dashboard help
- Modifications or repairs to an in-production survey
- Survey development
- Other tasks as needed

Where do I go to create a REDCap account?

Visit our [New Account Request form](#).

Is there a difference between the CTSC and Hospital REDCap?

Yes, there are two instances of REDCap on North Campus, CTSC's and UNM Hospital's.

Difference 1: The Hospital's REDCap is intended for QA/QI projects and is free for hospitalists.

Difference 2: The CTSC REDCap is HIPAA-compliant for research projects and fees are listed above.

How do I move my project into production?

To move your project into production, the following materials will be needed:

    1. Copy of your IRB protocol.

    2. Copy of your IRB approval letter.

    3. List of your REDCap team members on the project and level of data export (identified or deidentified).

When ready, please send this information to: hsc-ctscredcap@salud.unm.edu

How do I add users to my project?

Step 1:

Navigate to the project where you want to add a user.

Step 2:

Under "Applications," click "User Rights."

Step 3:

In the "add with custom rights" tab, type in the HSC NetID for the person you want to add.

Step 4:

Edit the "Custom Rights" for the newly added user.