

REDCap is a web-based data collection platform that can collect data for any purpose or use (including 21 CFR Part 11, FISMA, and HIPAA-compliant environments). The OH IT/CE team currently supports and hosts a REDCap database server that is open to Orlando Health for use.

Frequently asked questions

**1. How do I access REDCap?**

REDCap can be accessed by visiting <https://redcap.orlandohealth.com>

**2. How do I request a new project?**

A new project can be requested by completing the form located at <https://redcap.orlandohealth.com/redcap/surveys/?s=9DLCNETEFXXLKJHK>. Projects being requested for research/chart reviews, etc. will need to provide proof of IRB approval/exemption prior to proceeding.

**3. What information/education is available if I've never used REDCap before?**

Various training videos can be found at [https://redcap.orlandohealth.com/redcap/redcap\\_v12.5.0/Home/index.php?action=training](https://redcap.orlandohealth.com/redcap/redcap_v12.5.0/Home/index.php?action=training). Training for REDCap basics, project building, basic features and modules, special features and much more can be found here. Help is also available from within each project by clicking on "Help & FAQ" located at the bottom of the project library.

**4. I am building a currently approved REDCap project and want to add users. How do I do this?**

Each user who requests a project is automatically listed as a Project "Administrator". Project Administrators can add users by visiting the "User Rights" page listed in each project's library. Users can also be added by emailing Jill Dykstra Nykanen ([Jill.Dykstra-Nykanen@orlandohealth.com](mailto:Jill.Dykstra-Nykanen@orlandohealth.com)). Keep in mind that all users cannot be listed as Project Administrators. New roles can be created which will allow for restrictions in viewing, entering, and deleting of data and exporting patient health information.

**5. I'm trying to add a new user but when I attempt to assign a new user to a role, I cannot see their name listed as an option.**

Users can only be added to a project after visiting <https://redcap.orlandohealth.com> and registering and verifying their OH email address. Once complete, their name will be visible to add to a new or ongoing project.

**6. My project has been built and I want to add data. How do I start a new record?**

A new record can be started by clicking on "Add/Edit Records" in the project library or by clicking "Add New Record" on the Record Status Dashboard.

**7. How can I see all records entered for a project?**

All records can be viewed on the "Record Status Dashboard".

**8. Who can I contact if I continue to have questions or can't find the answer to my question?**

Please contact Jill Dykstra-Nykanen at [Jill.Dykstra-Nykanen@orlandohealth.com](mailto:Jill.Dykstra-Nykanen@orlandohealth.com)