

OFFICIAL USE ONLY	
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NHG REDCap User Guide

REDCap User Account Creation Guide

A guide to applying for, creating and activating your NHG REDCap User Accounts

Version 2

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1. INTRODUCTION

1.1 About This Guide

- This is a Step-by-Step user guide intended only for National Healthcare Group (NHG) Users to apply for, create and activate their NHG REDCap User Account(s).
- This user guide also explains who are eligible to use the NHG REDCap System, and provides an overview of NHG REDCap User Account creation process.
- This User Guide is based on REDCap Version **REDCap 13.1.30**.

1.2 Important Information for All NHG REDCap Users



IMPORTANT

The **HUMAN BIOMEDICAL RESEARCH ACT (HBRA)** (Section 27) states that:

*"Every person who has obtained individually-identifiable information or human biological material for the purposes of human biomedical research must take all reasonable steps and safeguards as may be necessary, including rendering information or material non-identifiable, to protect such information or material against accidental or unlawful loss, modification or destruction, or unauthorised access, disclosure, copying, use or modification. **Any person who contravenes these requirements in HBRA shall be guilty of an offence and shall be liable on conviction to a fine or to imprisonment or to both.**"*

- All NHG-REDCap Project data collection activities must be carried out in strict adherence to the requirements by the **NHG Domain Specific Review Boards (DSRB)**, **Human Biomedical Research Act (HBRA)**, **Personal Data Protection Act (PDPA)** and any other applicable regulations where applicable to protect the Study Participants' privacy and confidentiality.
- All Users of the NHG-REDCap system must abide by all applicable Legislation, Regulations and Policies governing human biomedical research activities, the use of computer systems as well as the collection, storage, protection and use of data in Singapore and in NHG.
- All REDCap users must read the [NHG REDCap System Usage Agreement](#) (**NHG Intranet access required**) to understand their obligations and responsibilities before using the NHG REDCap system.

1.3 Acknowledgements

- The NHG REDCap Team would like to acknowledge the [REDCap Consortium](#) and its Members for providing the valuable guidance and reference resources that have enable this Guide to be written.

2. WHO CAN USE NHG-REDCAP?

- Only Staff of the National Healthcare Group (NHG) Institutions are eligible to use the NHG-REDCap system to support specific types of activities.
- However, REDCap access is **NOT** automatically granted. Staff will need to apply for their REDCap User Accounts.
- Applicants for REDCap User Accounts must satisfy **ALL** of the following criteria:
 - a. Is a current employee of the National Healthcare Group (NHG), or holds a valid NHG appointment (*such as Visiting Consultant*), **AND**
 - b. Has a valid NHG Active Directory Login Account, **AND**
 - c. Has access to a valid NHG Email address*.

* Shared or common-access NHG Email accounts and other Email providers (*such as Gmail*) will not be accepted due to NHG cyber security requirements.

- REDCap User-Accounts will expire when the Staff's ADID is no longer valid, or if the Staff has left the organization, whichever earlier.
- Applicants must **personally** complete and submit their requests via the **online REDCap User-Account Request portal** below.



Online REDCap User Account Request portal

[Click here access the online REDCap User-Account Request portal.](#) **NHG Intranet access required.**



- All Users are urged to read the [NHG REDCap System Usage Agreement](#) (*NHG Intranet access required*) to clearly understand your responsibilities and obligations **BEFORE** using the NHG-REDCap System.
- By using the NHG REDCap system, the REDCap Users agree to abide by the provisions of the NHG REDCap System Usage Agreement.

3. TYPES OF REDCAP USER ACCOUNTS

- There are **two types** of REDCap User Accounts that Users can apply for.
 1. REDCap **STAGING Server** User Account
 2. REDCap **PRODUCTION Server** User Account
- Each type of REDCap User Account has a specific purpose. Their purpose is explained below.

3.1 REDCap STAGING Server User Account



- The REDCap Staging Server is intended for **TESTING and LEARNING purposes ONLY**.
- Users can login to try out the REDCap system and to test out REDCap Project designs and concepts using dummy data points.
- Users are **PROHIBITED** from using the REDCap Staging Server to support any actual research activity, or use it to collect or store any actual/real or live data, **including for testing purposes**.
- All Data on the Staging Server will be **deleted periodically without notice**.



IMPORTANT

All detected Non-Compliant activities in the NHG REDCap Staging Server will be reported to the relevant NHG oversight committees.

The Non-Compliant activity may constitute grounds for disciplinary actions as determined by applicable research regulations and NHG's policies and procedures.

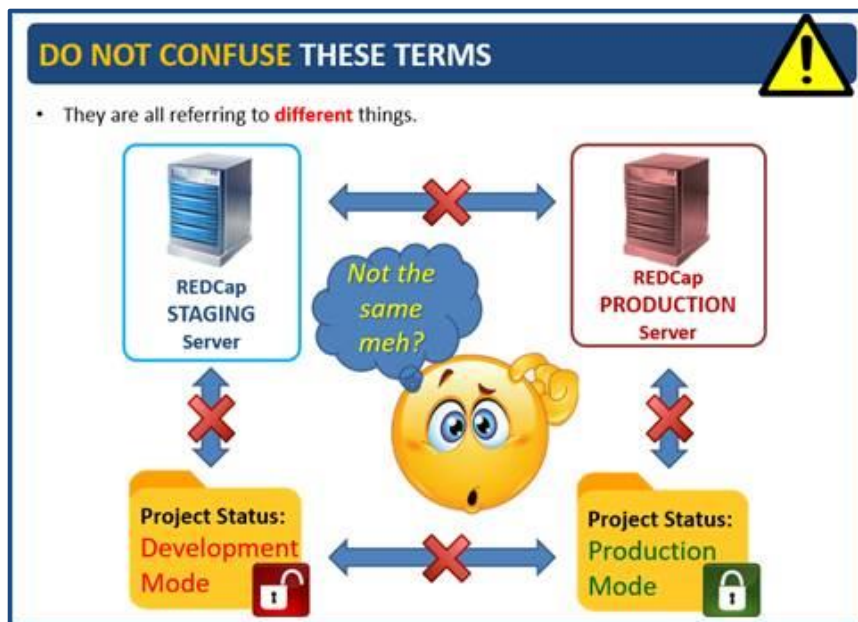


- The REDCap Production Server is the actual REDCap environment where **all approved research activities and projects** are to be carried out.
- **USERS CANNOT CREATE NEW PROJECTS** on the REDCap Production Server.
- The **REDCap Project Owner** (*ie: Overall NHG Study Principal Investigator*) **must apply** for a REDCap Project to be hosted on the REDCap Production Server using the NHG REDCap Project Request Form.
- Project Owners, who wish to apply for a REDCap Project, **must have an activated*** REDCap Production Server User Account **BEFORE** their REDCap Project Request can be processed.
- Access to any particular REDCap Project on the REDCap Production Server can only be given/assigned by the respective REDCap Project Owners in accordance with the scope of the research ethics approval and applicable NHG research regulations and guidelines.
- Users **must have an activated*** REDCap Production Server User Account before they can be added into a REDCap Project by its Project Owner.

* *The Project Owner/User must be able to login to the REDCap Production Server. Submitting the REDCap Account Request Form is **NOT** activation.*

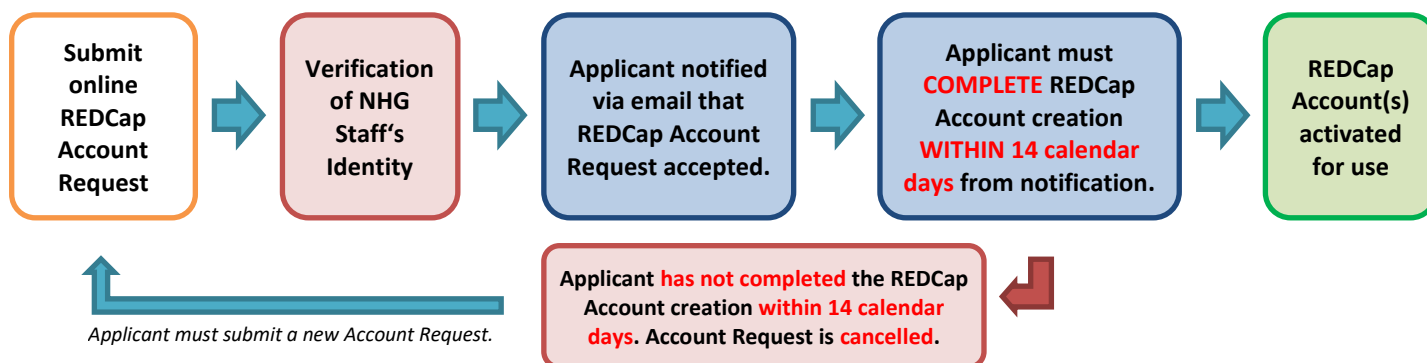
4. COMMON MISCONCEPTIONS OVER REDCAP PROJECT STATUS AND REDCAP SERVERS

- Do not be confused between the following terms. They are **NOT** the same
 - REDCAP SERVER:** This refers to the actual, physical REDCap Server. ie: Staging Server or Production Server.
 - REDCAP PROJECT STATUS:** This refers to a REDCap Project status. ie: Development mode and Production Mode



5. APPLYING FOR NHG REDCAP ACCOUNTS

- This is an overview of the application process for NHG REDCap Accounts.



- REDCap Account Requests are typically processed within 3 working days.

IMPORTANT

All Applicants must complete their REDCap Account creation process (Steps 1 to 4) within 14 working days from the notification from the REDCap System Administrator.

Applicants, who **DO NOT COMPLETE** the account creation process after 14 working days, will have their REDCap Account Request cancelled. Applicants will then be required to re-submit a fresh application.

6. ACTIVATING YOUR REDCAP USER ACCOUNT

- There are **4 Steps** in the REDCap Account activation process.
- **Applicants must complete Steps 1 TO 4** before their REDCap accounts are activated for use.

STEP 1: Go to the REDCap Server Login page

- Click on the **applicable REDCap Server login link** (see below) for the Account type which you have applied for.
- This will bring you to the applicable REDCap Server's login page. Your computer must have **access to the NHG Intranet** before you start.
- **NOTE:** If you have **applied for both** REDCap Staging and Production Server Accounts, then you **must repeat the entire account validation process (Step 1 to 4)** for each account type.



<https://redcap.nhg.com.sg> *



<https://redcapuat.nhg.com.sg> *

* NHG Intranet access required

STEP 2: Login with your ADID

- On the REDCap Server's login page, use your **NHG ADID Username** and **latest ADID password** to login.

A screenshot of the REDCap login page. It shows two input fields: "Username:" with a placeholder "[Your ADID Username here]" and "Password:" with a placeholder "[Your current ADID Password here]". Below these fields is a "Log In" button and a link that says "Forgot your password?". A yellow callout box with a black border points to the "Forgot your password?" link and contains the text: "This CANNOT be used by NHG Staff to reset/retrieve their ADID password."

- **NOTE:**
 - The REDCap system enables NHG Staff to use their ADID login as a means of authenticating themselves to the REDCap system.
 - If you do not know what your ADID login password is, or if you have problems with your ADID, then the REDCap Helpdesk is unable to help you as the **management of NHG ADID accounts is under the control of the ITD Helpdesk**.
 - You will need to contact the **ITD Helpdesk at 1800 483 4357** for assistance with your NHG-ADID login.

STEP 3: Complete your REDCap Account Profile

- Once you have successfully authenticated yourself to the REDCap System with your NHG ADID, you will be prompted by the system to complete the 'Basic User Information Form' (see below).

Basic User Information Form

Before accessing REDCap, we first need to obtain some basic information about you. Please enter ALL the fields below and then hit the Submit button. Once this information is saved, you can change it any time by navigating to the Profile page, which you will find the link to at the top right of every page.

Username:	<input type="text" value="tanahkow"/>	• This field will show your ADID Username .
First name:	<input type="text"/>	• Enter your Full Name as shown in your NHG Email Account to avoid any confusion.
Last name:	<input type="text"/>	
Email:	<input type="text"/>	• Enter your NHG Email Address .
Re-enter email:	<input type="text"/>	

NOTE: The email address entered above will first need to be verified before access to REDCap is granted. After clicking the Submit button, an email will be sent to that email account, after which you will need to click the link inside the email to verify your email account before accessing REDCap.




IMPORTANT

Please use your **REAL Names** and valid **NHG email address**. Detected REDCap Accounts with **fake names, pseudonyms** and/or **Non-NHG email addresses** will be **SUSPENDED**.

- Click 'Submit' when done.
- Your REDCap Account is **NOT ACTIVATED YET**. You must complete Step 4.

✓ Account created / Verification email sent

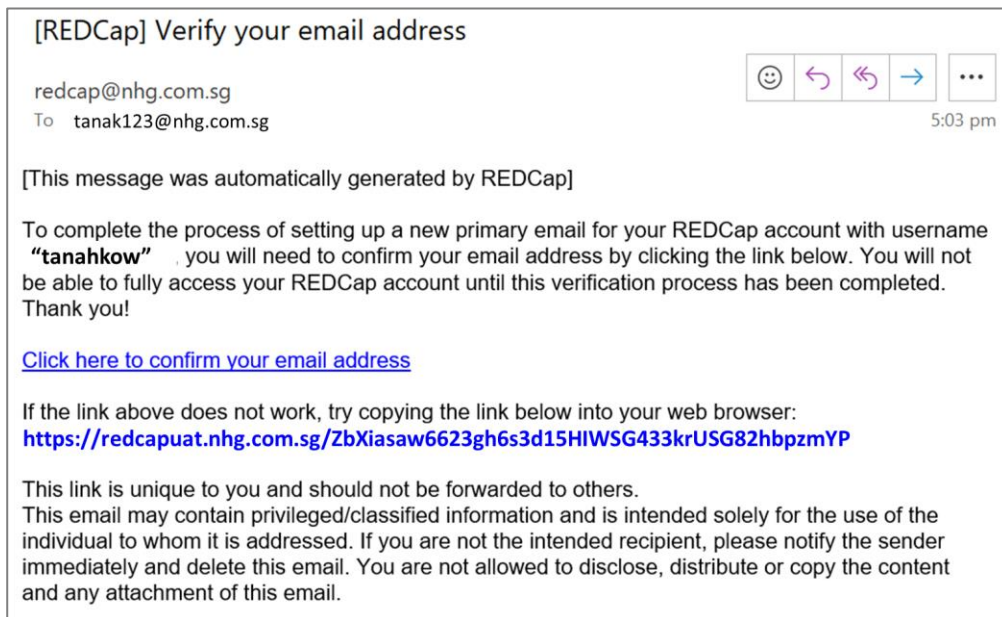
Your REDCap account has now been created. But to complete the account setup process, you will need to confirm your email address by checking your email account **tanak123@nhg.com.sg** for the account verification email sent by REDCap, and follow its instructions. You will not be able to fully access your REDCap account until the setup process has been completed. Thank you!

 Check your email account **tanak123@nhg.com.sg**

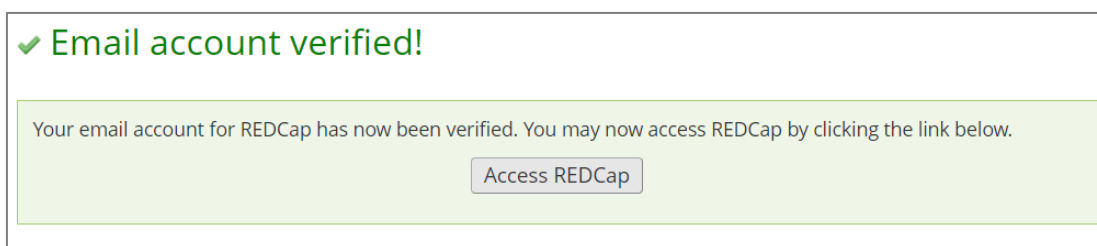
- The System will now send you a 'Verification Email' with the email subject as "[REDCap] Verify your email address". You should receive the email within minutes of submitting your profile information.
- Remember to **check your Spam/Junk mail folders** just in case the Verification Email has been automatically filtered there. Open the REDCap Account 'Verification Email'.
- If your email address was entered incorrectly or is wrong, you will need to contact the NHG REDCap Admin for assistance (redcap@nhg.com.sg).

STEP 4: Click on the Activation Link

- You should have received the REDCap Account 'Verification Email'.



- Open that Email and [click on the unique validation link](#) provided. You will be brought back to the REDCap Server login page.
- IMPORTANT: You must LOGIN AGAIN at this step to complete the REDCap account validation process.**
- Your REDCap Account is activated **ONLY** when you have successfully logged in at this step.



- NOTE:** If you have applied for **both** REDCap Staging AND Production Server Accounts, then you **must repeat the entire account creation process (Step 1 to 4)** for each account type.



IMPORTANT

All Applicants **must complete** their REDCap Account Validation process (Steps 1 to 4) within **14 working days** from the notification from the REDCap System Administrator.

Applicants, who **DO NOT COMPLETE** the account validation process after **14 working days**, will have their REDCap Account Request **cancelled**. Applicants will then be required to re-submit a fresh application.



TAKE NOTE

1. UPDATING YOUR NHG ADID PASSWORDS

- The NHG ADID requires Staff to change their Passwords on regular basis.
- **Always use the latest password** associated with your ADID.

2. AUTOMATIC REDCAP ACCOUNT SUSPENSION

- If you **do not log in** and use the REDCap System for **more than 90 calendar days**, your REDCap account will be **automatically suspended** for security reasons.
- REDCap Users will need to submit an [online Request \(here\)](#) to re-activate their suspended REDCap Account(s) for use.
- We do not accept email requests for account re-activation.

3. FAILED ADID AUTHENTICATION LOCKOUT

- The REDCap System will **lock out** a REDCap User Account for a period of **60 minutes** if they have **3 consecutive failed login attempts** with their ADID.
- In addition, please note that your **NHG-ADID account** will be **also locked out** if you have **5 consecutive failed login attempts** with your ADID. In this case, you will need to contact your Institution ITD Helpdesk for assistance to unlock your ADID account.

4. AUTO USER LOGOUT/TIMEOUT PERIOD

- REDCap Users are **automatically logged out** from the System **after 15 minutes** if there is no activity from the user.
- Users will get a **two-minute warning** before they are automatically logged out.

7. REDCap User Account FAQs

I can't remember my NHG Active Directory Login account (ADID) username and/or password. Can you help me to reset the ADID password?

Unfortunately, the REDCap System Administrator is unable to assist with any ADID problems, including password resets. The management of ADID accounts is under the control of the (NHG) ITD Helpdesk. You will need to contact the ITD Helpdesk at **1800 483 4357** for assistance with your NHG-ADID login.

I am an employee of a NHG Institution and I already have a valid NHG Active Directory Login account (ADID). Why am I unable to login to the NHG-REDCap System?

NHG Staff are **NOT** automatically given access to the NHG REDCap System. NHG Staff must personally apply for their REDCap User Accounts before they can access the NHG REDCap System.

Applicants must personally complete and submit their requests via the [online REDCap User-Account Request Form](#) (See Section 2 of this guide for details).

I am leaving NHG. Can I continue to maintain my access to the REDCap system?

No. Users must be an employee of NHG, or hold a valid and official NHG appointment (eg: *Visiting Consultant*) to have access to the REDCap System. Your REDCap Accounts will be deactivated when you leave NHG.

If you are a REDCap Project Owner, you will need to notify the REDCap System Administrator (redcap@nhg.com.sg) who will be taking over as the new Project Owner.

I am not an employee of NHG. However, I am involved with a NHG Research Project (as a Collaborator/Co-Investigator) with the expressed permission of the NHG Institution and NHG Study Principal Investigator. Can I apply for a NHG REDCap Account?

Yes. However, you must satisfy the following criteria **BEFORE** submitting your REDCap Account Request Form.

- You have been given a valid and official NHG appointment (eg: *Visiting Consultant*) by the host NHG Institution's Human Resource Department, **AND**
- You have applied for, and have been given a valid NHG Active Directory Login Account (*otherwise known as an ADID account*), **AND**
- You have access to a valid NHG Email address*.

* Shared or common-access NHG Email accounts and Other Email providers (such as Gmail) will not be accepted due to Cyber-Security requirements.

8. CONTACT US

- If you have any queries, or have encountered any technical difficulties with the REDCap System, please contact us (redcap@nhg.com.sg) with your **REDCap username**, **Project Title**, and a **description of the problem** together with **screen-capture of the error message/problem** where possible.
- Please provide as much information as possible about the problem (*eg: steps/actions leading to the error; the error message*) so that we can efficiently pin-point and troubleshoot the problem for you.