



[Steps to Create a Service Request for REDCap Access](#)

*****Note:** Non-UCDHS Users will need to submit a different request.

Please see instructions for submitting a request for “[New Non-UCDHS Employee \(External\)](#).”

1. Open URL <https://ess.ucdmc.ucdavis.edu/src/secure/main.jsp>
2. Log in with your **UC Davis Account ID** and **Password**


**UC DAVIS**
HEALTH SYSTEM - Employee Self Service

Please Log In To Place an Access, Service, or Support Request 


User Name

Password

Keep me signed in. Do not select if this is a shared computer.

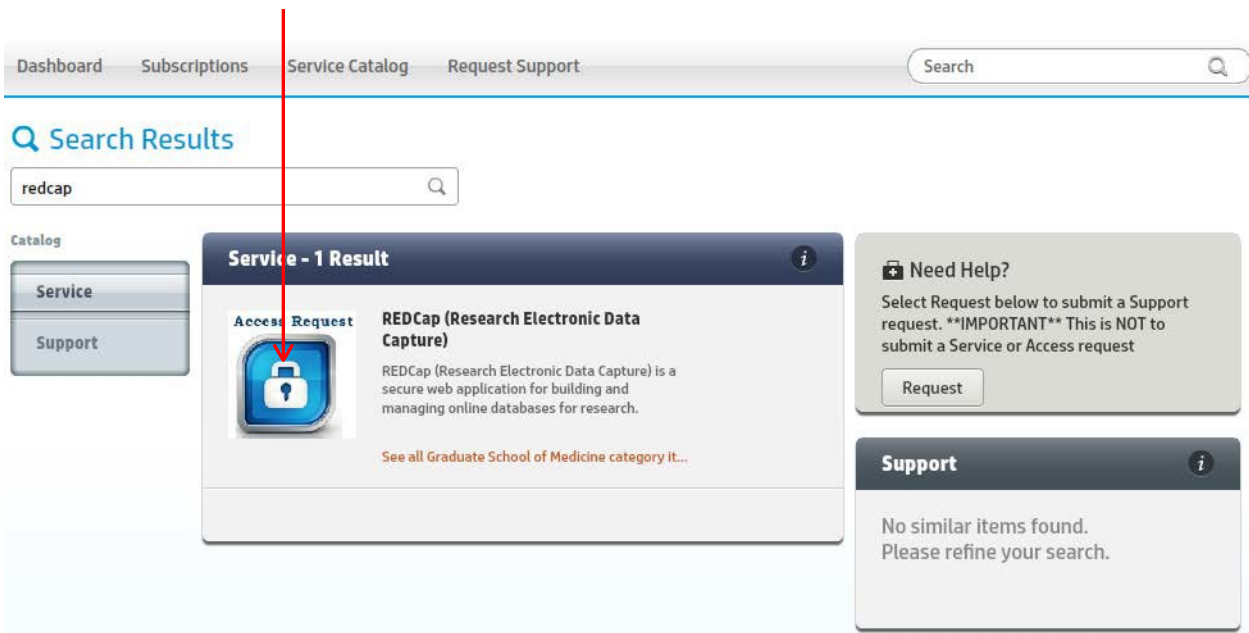
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3. Type in “redcap” in the Search box and press **Enter**.



The screenshot shows the top navigation bar with tabs for Dashboard, Subscriptions, Service Catalog, and Request Support. A search bar on the right contains the text "redcap". Below the navigation bar is the "Dashboard" section with the heading "Your Service and Support Requests". It features four main widgets: "Request Support" (with a red first aid kit icon and a "Create" button), "Requests to Approve" (showing a large blue "0" and "Service Catalog Requests Pending Your Approval"), "Your Requests" (a table with "Access/Service Requests" and "Support Requests" sections), and "Your Subscriptions" (a list of access types like "EMR Team - Non Production Access").

4. Click on “**Access Request**”



The screenshot shows the search results page for "redcap". The search bar at the top contains "redcap". Below it is a "Catalog" sidebar with "Service" and "Support" tabs. The main content area shows "Service - 1 Result" for "REDCap (Research Electronic Data Capture)". A red arrow points to the "Access Request" button, which is a blue square with a white padlock icon. To the right of the result is a "Need Help?" section with a "Request" button and a "Support" section with the text "No similar items found. Please refine your search."

5. Click **“Request”**

The screenshot shows the 'Service Catalog' page for 'REDCap (Research Electronic Data Capture)'. The navigation bar includes 'Dashboard', 'Subscriptions', 'Service Catalog', and 'Request Support'. A search bar is located in the top right. Below the navigation bar, there is a link: '+ Browse Catalog - CLICK HERE to Search for Access & Service Request Items by Category'. The main content area features a 'Back to previous page' link and an 'Item Details' section. The 'Item Details' section contains the following text: 'REDCap (Research Electronic Data Capture) is a secure web application for building and managing online databases for research.' Below this, there is an 'Access Request' section with a lock icon and two links: '⇒ Kerberos ID' and '⇒ Comments'. To the right of the 'Item Details' section is a large orange 'Request' button, which is pointed to by a red arrow.

6. Click **“Next”** after verifying the information of the user that the request is being submitted for.

The screenshot shows the 'Order Information' page for 'REDCap (Research Electronic Data Capture)'. The navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a link: '+ Browse Catalog - CLICK HERE to Search for Access & Service Request Items by Category'. The main content area features a 'Return to Service Detail' link and an 'Order Information' section. The 'Order Information' section contains the following text: 'This request is for: (**IMPORTANT**: If you are requesting access or service on behalf of someone else and his/her name is not displaying below, then please exit out of this request and use the Service Assistant widget located under the Service Catalog area to look up and select that person from the list)'. Below this text is a search input field containing 'mali3' and a search icon. To the right of the search input field is a blue exclamation mark icon. Below the search input field, the following user information is displayed: 'Full name: Momeena S. Ali', 'First name: Momeena', 'Last name: Ali', and 'E-mail: mszali@ucdavis.edu'. Below the user information is a blue exclamation mark icon and the text 'Required Fields.'. To the right of the 'Required Fields.' text is a blue 'Next' button, which is pointed to by a red arrow. To the right of the 'Order Information' section is a 'Quantity' dropdown menu set to '1', an 'Add to Cart' button, and a 'Request Now' button.

7. Enter “**Kerberos ID**” and any “**Comments**” and click “**Next**”

The screenshot shows the REDCap (Research Electronic Data Capture) service catalog page. The navigation bar includes 'Dashboard', 'Subscriptions', 'Service Catalog', and 'Request Support'. The main content area is titled 'REDCap (Research Electronic Data Capture)' and includes a 'Return to Service Detail' link. The 'Order Information' section is highlighted in green. Below it, the 'Item Options' section is highlighted in brown and contains two input fields: 'Kerberos ID' and 'Comments'. A red arrow points from the text 'Enter “Kerberos ID”' to the 'Kerberos ID' field. Another red arrow points from the text 'and any “Comments”' to the 'Comments' field. A third red arrow points from the text 'and click “Next”' to the 'Next' button at the bottom right of the 'Item Options' section. A 'Required Fields' warning icon is visible at the bottom left of the 'Item Options' section. To the right of the 'Item Options' section, there is a 'Quantity' dropdown set to '1', and two buttons: 'Add to Cart' (blue) and 'Request Now' (green).

8. Click “**Request Now**”, complete all the required information and click “**Submit**”.

The screenshot shows the same REDCap service catalog page as in the previous image. The 'Request Now' button is now highlighted in green, indicating it is the active selection. A red arrow points from the text 'Click “Request Now”' to this button. The 'Add to Cart' button is now blue. The 'Item Options' section is still visible, but the 'Kerberos ID' and 'Comments' fields are no longer the focus of the red arrows.

9. Assign an approver. ****Note**** The approver of the request will be your department supervisor or manager (Please note that the approvers names are pre-populated.)

Verify Delivery Information

Cart Order Information i
REDCap Access for XYZ, REDCap Access for XYZ... Edit

Contact for this request i
[Redacted], E-mail Edit


Approver Information i
Approver
 Search Refresh Warning
Required Fields. Next

Telephone Information i
This task depends on the results of the previous task.

Attachments i
This task depends on the results of the previous task.

Total Items: 1

Submit



10. Submit request.

Verify Delivery Information

Cart Order Information i
REDCap Access for XYZ, REDCap Access for XYZ... Edit

Contact for this request i
[Redacted], E-mail Edit

Approver Information i
[Redacted] Edit

Telephone Information i
32944 Edit

Attachments i
Edit

Total Items: 1

Submit

