REDCap User Policies

Research Solutions hosts the REDCap application on both Development and Production servers. The Development server is provided as a means to “try out” the software, develop data entry forms, and train new users. Any user can create databases on the Development server. Collection of real data is not permitted on the Development server. The Production server is reserved for IRB-approved studies and studies with IRB waivers.

To request access to REDCap Production

To request access to the REDCap Production server please fill out the request form here: REDCap Account Request Form. If you are not familiar with IRB, please go to the Institutional Review Board (IRB) site.

All REDCap users must have their own account. Accounts are not to be shared.

External users without a GSU Campus ID seeking access to GSU’s REDCap applications must be listed on approved GSU IRB protocols or be included in the documentation for GSU Studies that have been granted an IRB waiver. All external users who have successfully completed the REDCap Account Request Form and have been granted access to GSU’s REDCap instances will be provided with a GSU REDCap account for a period of nine months. If the user requires access after that point, please contact GSU REDCap Administrators a minimum of 5 Business Days before your requested extension date.

Study Personnel

If as an investigator you have an IRB approved study, all investigators using REDCap as part of your project have to be listed on the IRB application. If IRB gave you the “not human subjects research” designation, you do not need to list the study personnel on the application.

External / Partner Institutions

For external researchers, they need to provide their own institution’s IRB approval letter or they need to be listed on the GSU’s IRB application.

Production Project(s)

A REDCap project account authorizes the creation of REDCap databases associated with the specific project named in the IRB application. Multiple databases can be created for a project as long as they are all associated with the project specified in the IRB application. Different research projects require different IRB applications.

The project PI designates a REDCap Project Administrator (PA) on the project. Only the PI and PA are authorized to create databases on the Production server. The PI and PA are responsible for granting database access to other users.

User Accounts

“Inactive accounts” will be suspended on both the Development and Production servers, in order to prevent system access by users who are no longer associated with REDCap projects, but for various reasons we have not been notified of their departure.

Accounts will be suspended on the Development server if no activity is detected after 9 months, and on the Production server after 6 months. Users who need to have their accounts reactivated for either server will need to submit an email request to redcapadmin@rs.gsu.edu. When possible, user supervisors should notify the REDCap Administrators when one of their users is departing the university and will no longer be associated with the REDCap data system. Accounts of departing users will be suspended to prevent any further access by the user. Users who are merely changing departments within their organization do not need to have their accounts suspended.

IRB Responsibilities

Research Solutions is not responsible for granting, approving, or waiving IRB project approvals. Any questions regarding IRB compliance with regard to project data should be directed toward the appropriate review board. All research projects on the Production server must obtain an IRB approval or waiver before the project will be granted access. The Project primary investigators are responsible for ensuring that their project protocols allow for data capture, storage and retrieval on our REDCap installation (Must be listed in the Participant Data section).
User Training Material, Guidance, and Help Tips
REDCap is designed to be a self-service tool with minimal external instruction required to develop and deploy a project. Tutorial videos, a built-in frequently asked questions knowledge bank, and embedded documentation all work together to guide the user in the use of the software.
See video resources on RedCap's site.