

Messenger- REDCap – How-To Guide

REDCap Messenger

REDCap Messenger is a tool for users to communicate with each other **securely** while logged into REDCap. Only users who have an account with the Vanderbilt REDCap installation will be able to use this tool. Perhaps you wish to discuss data entered on a particular patient/participant and need to reference sensitive health information in the message. Messenger allows you to include that PHI in a secure environment.

Message structure and capabilities

Messages can be one-to-one or you can organize a group conversation with many users. You are able to attach files to the conversation threads.

Message notifications

You are alerted that a new message is waiting for you when you see an explanation point on the Messenger icon...

...on the top navigation bar when you are on the Home or My Projects tab:

...on the left-hand navigation bar if you are in a project:



If you receive a message while you are not logged in to REDCap, Messenger will send an email informing you of any unread messages (note: the email will NOT contain the message text itself.) You can adjust your preferences for this setting in the MyProfile section of REDCap, which you can access from the Home or My Projects tab.

Please note that sometimes REDCap administrators will post messages to all REDCap users via Messenger. Be sure to read the messages for information about REDCap-related events, new features and improvements.

We do ask that you NOT use Messenger to ask the REDCap administrative team questions about your REDCap project. Instead, please use the blue button within your project or email us directly at ctsiredcap@wakehealth.edu.