



Frequently Asked Questions

Q. What is REDCap?

A. Web-based EDC tool for research comprised of two components; database and survey.

Q. Who may use REDCap?

A. VCU/VCUHS faculty, staff, sponsored students, and sponsored affiliates - must have a valid VCU eID

Q. How does one gain access?

A. A REDCap account may be requested by visiting the VCU Technology Services software website (under "R") or simply go here: <http://go.vcu.edu/redcap>

Q. Is REDCap secure?

A. The database component has been approved by the VCU ISO to capture sensitive data (e.g. ePHI)

Q. How much does REDCap cost?

A. Currently, the REDCap system is available to the entire VCU enterprise free of charge

Q. Do I need anything special on my computer to gain access to the system?

A. No. A web browser, internet access, and a secure connection (on campus or via VPN) are all that's needed

Q. Who maintains the REDCap system?

A. VCU Technology Services - UCC, Web Services, Users Services, ISO; as well as the CCTR, CRC, and BRADS

Q. Is classroom training provided here at VCU?

A. Yes. Classroom training sessions are scheduled on both campuses - currently focused toward new users.

Q. Who developed REDCap?

A. REDCap is an open source application developed by Vanderbilt and various REDCap consortium members and is supported by the NIH.

Q. What system-level security measures have been implemented?

A. Secure network connections, GreenSQL (protection from SQL injection attacks), VPN when off-campus, encryption technologies between application and database.

Q. What application-level security measures are available?

A. Record locking, e-signature, de-identification of exported data, and extensive user rights capabilities

Q. What are all the support options for REDCap users?

A. Several layers of support include: video resources/tutorials, training classes, REDCap liaison program, as well as REDCap administrators or super-users that may be available for project-specific consultation.

REDCap consortium: <http://www.project-redcap.org/participate.php>

REDCap at VCU: <http://go.vcu.edu/redcap>