NHG Research Database Platform

Translating Research into Highest Quality Patient Care

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Research Electronic Data Capture

REDCap Staging Server Upgrading Exercise

What REDCap Users on the Staging Server will need to know

(1) What is the REDCap Staging Server Upgrading Exercise?

NHG is currently in the process of upgrading its REDCap system to a new version. We have successfully concluded the Upgrading Exercise for the NHG REDCap Production Server on 16 April 2019.

The NHG REDCap Staging Server will be undergoing the upgrading exercise next. Once the REDCap Staging Server is upgraded to the same version as the Production Server, Users will be able to explore and try out the new REDCap features on the Staging Server.

(2) How will the upgrading of the REDCap Staging Server affect me? What will I need to do?

You are **NOT REQUIRED TO TAKE ACTION IF**:

1) You **DO NOT** need to login to the REDCap Staging Server for learning and testing purposes, and
2) You **DO NOT** need to export your REDCap Project designs from the Staging Server.

Users who wish to maintain access to the REDCap Staging Server will be affected in the following ways.

(A) NO ACCESS DURING THE SHUTDOWN PERIOD

REDCap Staging Server Shutdown Period:	From 26 April 2019, 5.30pm to 29 April 2019, 12pm

- The Staging Server will **not be available to all Users** during the Shutdown period.

(B) HOUSEKEEPING OF PROJECTS ON STAGING SERVER

- ***All REDCap Projects on the Staging Server will be deleted*** during the Upgrading Exercise as part of our efforts to keep the server space usage down. As these are test/trial projects, there will be **no backups made**.

- **Users must to export** their Project Designs via the Data Dictionary *(See Annex A)* from the Staging Server before the Shutdown if they wish to keep their Project Designs.

(C) HOUSEKEEPING OF STAGING SERVER USER ACCOUNTS

- ***All dormant and suspended REDCap User Accounts will be deleted*** from the REDCap Staging Server for security reasons. **NSC Users** will be contacted separately for account retention.

- All remaining Users will be ***required to re-activiate their REDCap Staging Server Accounts*** as new accounts if they still need access to explore and try out REDCap *(See Annex B)*. **No further action is required** if they **do not** need to use the REDCap Staging Server accounts anymore.

IMPORTANT

- **The REDCap Staging Server Is STRICTLY FOR TESTING & LEARNING PURPOSES ONLY.**
- **The REDCap Staging Server CANNOT BE USED to collect or store any actual research data.**
- **All detected Non-Compliances will be reported to the relevant authorities.**

(3) Who do I contact if I have any queries?

You can contact the NHG REDCap Administrators at **REDCAP@NHG.COM.SG**

Annex A: How to back-up your REDCap Project Forms

A REDCap Project's Forms (ie: Instruments) and Variables (ie: Questions) can be easily backed-up or exported via its **Data Dictionary**.

The Data Dictionary is a specifically formatted CSV (comma delimited) file that is auto-generated by the REDCap system when you build your Project. This single CSV file defines the Project's **Forms** and **Variables.**

However, the Data Dictionary **does not** store or define the following items/settings:

- Events (for Longitudinal Projects)
- Survey Settings
- Project Settings
- List of authorized project users/members
- Defined User Rights & Project Roles
- Calendar / Schedules
- Data Quality rules
- Reports

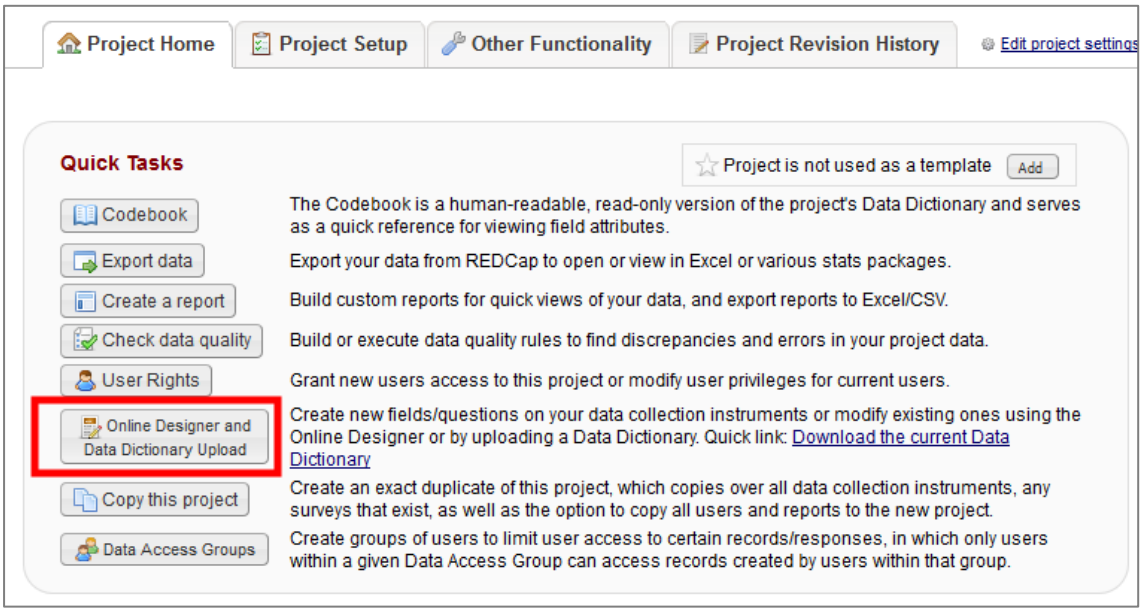
If you will require this information for your REDCap Project, you will need to manually record these values and settings.

Downloading a REDCap Project's Data Dictionary

The process described here allows the REDCap Project's Forms (ie: Instruments) and Variables (ie: Questions) to be fully exported. In the event of a catastrophic failure, the exported file can be used to restore the Project's Forms and Variables back into the REDCap system.

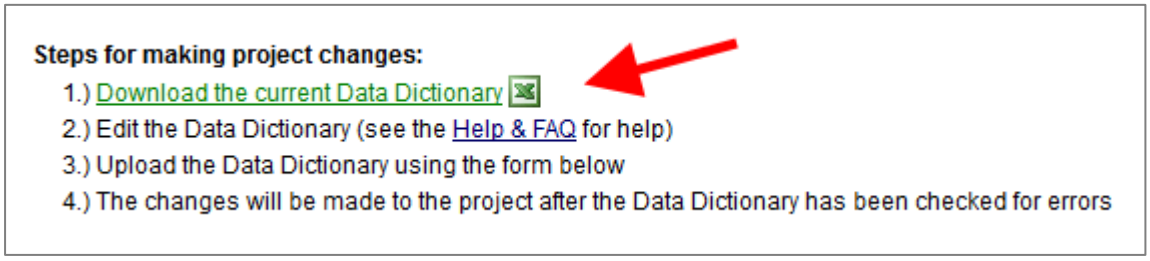
1) Go to the [**Project Home**].

2) Under the header [**Quick Tasks**], click on [**Online Designer and Data Dictionary Upload**]



3) Click on the tab [**Data Dictionary**].

4) Under the header [**Steps for making project changes**], click on the hyperlink [**Download the current Data Dictionary**].



5) **Save the resulting CSV file** *(ie: Your Project's Data Dictionary)* onto your Computer or a secured location.

6) You have successfully backed up all of your Project's Forms and Variables.

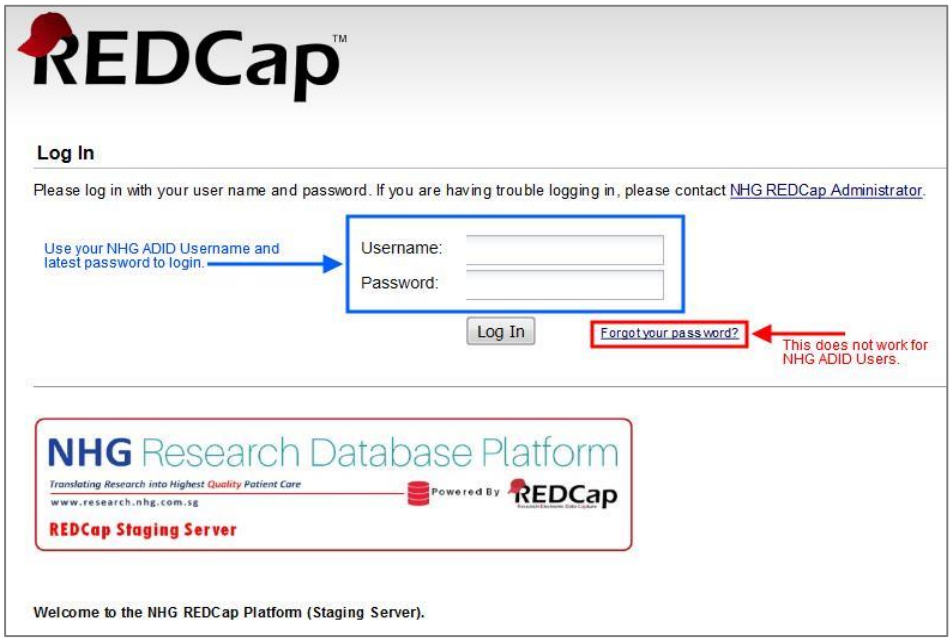
Annex B: Re-Activating your REDCap Staging Server Account

ALL EXISTING STAGING SERVER USERS will also be **required to login and re-activate** their Staging Server Accounts if they still need access to the Staging Server. There is **NO NEED** to submit a REDCap Account Request form for existing users. **NSC Users** will be contacted separately for account retention.

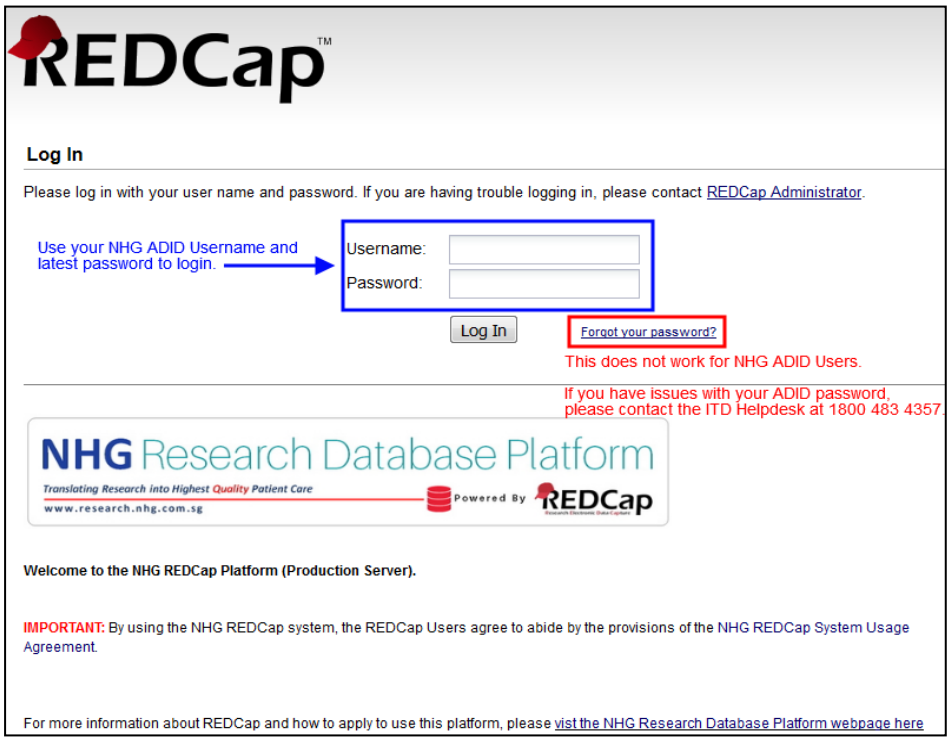
You **must complete Steps 1 to 4** *(see below)* before your REDCap Staging Server account is validated and re-activated for use.

STEP 1: Go to the REDCap STAGING Server login page

- Your computer must have **access to the NHG Intranet** before you start. REDCap is **NOT** available via the Internet.



This is the REDCap Staging Server login page. – Click here.



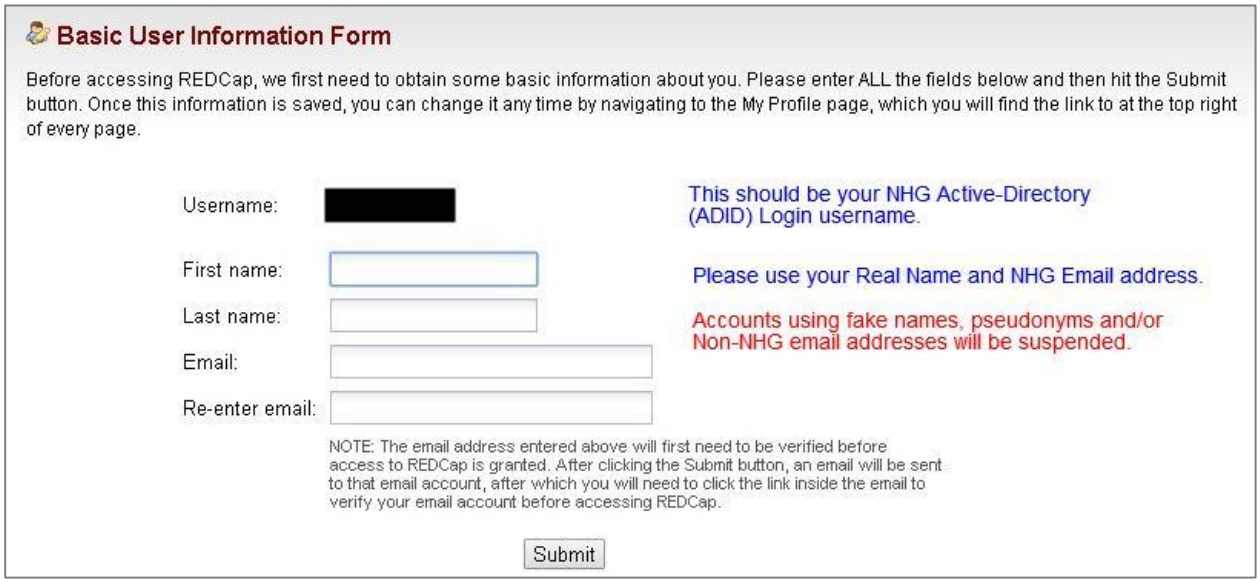
This is the REDCap Production Server login page. – Click here.

STEP 2: Login with your NHG ADID

- On the REDCap Server's login page, use your **NHG ADID Username** and **latest ADID password** to login.
- **Your REDCap Account is NOT VALIDATED. You must complete Steps 3 to 4.**
- **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 the 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 My Profile page, which you will find the link to at the top right of every page.

Username: [redacted]

This should be your NHG Active-Directory (ADID) Login username.

First name:

Last name:

Email:

Re-enter email:

Please use your Real Name and NHG Email address.

Accounts using fake names, pseudonyms and/or Non-NHG email addresses will be suspended.

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.

Submit

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 VALIDATED. You must complete Step 4.**
- The System will now send you a '**Verification Email**' with the email subject as "**[REDCap] Verify your email address**". Remember to check your Spam/Junk mail folders just in case the Verification Email has been automatically filtered there. Open that Email.

STEP 4: Click on the Validation Link to activate your REDCap Account

- 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.**
- **ONLY when you have successfully logged in at this step, is your REDCap Account validated and activated for use.**
- **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.*

TAKE NOTE

- **NSC Users**
  NSC Staff who have Staging Server Accounts will be contacted separately for account retention.
- **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.
- **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. You will need to request the REDCap Administrator (redcap@nhg.com.sg) to re-activate your account.
- **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 ***ADID account*** will be ***also locked out*** if you have ***5 consecutive failed login attempts*** with your ADID.
- **Auto Logout 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.