ECTU Central Office WPD ECTU_DM_W3: Managing User Profiles on the REDCap System

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1. INTRODUCTION

This Working Practice Document (WPD) provides instruction on the following:

- Creating and removing user profiles on the REDCap system
- Assigning and removing user access to study databases hosted on the REDCap system
- Suspending user profiles on the REDCap system
- Resetting a password

2. INSTRUCTIONS and GUIDANCE

2.1   Creating a User Profile on REDCap (See Appendix 1)

2.1.1   A User Profile is created by designated REDCap Administrators in the ECTU Data Management team within the 'Control Centre' application on the REDCap system.

2.1.2   Before creating a new profile, the REDCap Administrator must check for an existing profile for the user using the 'Browse Users' function. This allows a user search to be conducted from the name and/or email address provided.

2.1.4   If no existing profile exists, the new profile will be created using the 'Add Users (Table-based Only)' function.

2.1.5   All fields in the 'Basic Attributes' section should be completed as follows:

- **Username:** As much as possible, this should be based on the first part of the email address provided for the user (e.g. email address of joe.bloggs123@email.com would have a username of joe.bloggs123)
- **First Name:** First Name of user as provided
- **Last Name:** Surname of user as provided
- **Primary Email:** Email address of user as provided

2.1.6   The Username chosen must be unique. Two users with the same name is not permitted and will be rejected by the REDCap system. In the case of common or previously used names/email addresses, the REDCap Administrator may use a different format from the email address provided where necessary.

2.1.7   'Notification Preferences for REDCap Messenger' should remain as default – '4-hour digest' and 'Enable instant email notifications' is ticked

2.1.8   No additional information is required in the 'Optional attributes' section

2.1.9   'Display user on 'Email Users' page?' should remain ticked as default

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2.1.10 Ensure that 'Allow this user to request that projects be created for them by a REDCap administrator?' is **not** ticked. This should be the default setting but ensure that it has not been changed to prevent users from creating projects in REDCap

2.1.11 Click 'Save' to create the profile. If the Username selected is already in use, an error message will be displayed at this point to advise the REDCap Administrator to change this.

2.1.12 If the profile is valid, the user will receive an automatic email with their username and a link to log-in. REDCap Administrators do not have access to this email or the link that is sent.

2.2 **Granting Study Database Access to a REDCap User Profile (See Appendix 2)**

2.2.1 Access to a particular database is assigned within the database itself. Access can be assigned by REDCap Administrators (who have access to all databases held on the REDCap system) or can be delegated to a particular user role on the database.

2.2.2 If it is agreed at the initial specification stage that study database access will be delegated to a user role, the database developer will ensure that 'User Rights' is enabled in 'Highest Level Privileges' within that user role. This will allow users within that role to assign access to that database **only**. It does not allow user access to any other database or function within REDCap.

2.2.3 Once the user profile has been created as per the steps in section 2.1, the user can be added to a specific database. There is no limit to the number of databases a user can be assigned to.

2.2.4 User access is granted in the 'User Rights' section of the database. When accessed, this section displays the following:

- 'Add new users' function – Users can be added with custom user rights or can be assigned to an existing user role
- 'Create new roles' function – New user roles can be created
- User/User Role Matrix – All assigned usernames, the user role they are assigned to and the core functionality they have access to is displayed in this table.

2.2.5 Adding user with custom user rights and the creation of new user roles should only be completed by REDCap Administrators. Those with the delegated ability to add users via a user role should **not** use these functions, and this would be highlighted during the training sessions for those who have been delegated.

2.2.6 To add a user to an existing user role, type the username in 'Assign to role' and select the correct user when it appears in the list.

2.2.7 Once the correct user is selected, click the green 'Assign to role' drop-down. This will display the following options:

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- 'Notify user by email?' tickbox
- 'Assign to DAG' drop-down – This displays all DAGs (Sites) included on the database
- 'Select Role' drop-down – This displays all user roles included on the database

2.2.8 It is recommended that 'Notify user by email?' is unticked. Users may be added to multiple databases at one time and this will avoid several separate email notifications from being sent.

2.2.9 The applicable DAG and User Role should be selected as required. A DAG allocation is optional but a User Role must always be selected. See Appendix 2 for example displays of section 2.2.6-2.2.9.

2.2.10 If a DAG allocation is required, users are generally allocated to one main DAG.   It is possible for a user to be assigned to and switch between multiple DAGs using the DAG Switcher feature in REDCap. In using this function, users retain the functionality attached to their specific user role but are able to be assigned to and access data at different sites. If this is required, this should be discussed with the database developer.

2.2.11 Users can only be allocated to one user role at a time. It is not possible for a user to be allocated to multiple roles on the database with the same username at the same time.

2.2.12 Once the user has been added to the database, the database will display on the 'My Projects' dashboard when they log-in under their username.

2.3 **Reallocating and Removing Study Database Access from a User Profile (See Appendix 3)**

2.3.1 As with assigning study database access, it can be reallocated or removed by either REDCap Administrators or to users within a delegated role with User Rights access.

2.3.2 Reallocating database access means changing the user role or DAG the user has been allocated to. The functionality and records the user has access to will automatically update in accordance with their role/DAG. They will no longer be able to access any functionality or records associated with their previous allocation.

2.3.3 Removing database access means the user will no longer be able to access any part of the study database. The database will no longer appear on the 'My Projects' dashboard at log-in. Removal of user access from a specific database does not affect any other database access that may be attached to the user profile or access to the REDCap system as a whole. Once a user is removed from the database, any edit history for that user is still retained in the audit log for the database.

2.3.4 Database access is reallocated or removed by selecting the username in the User/User Role Matrix in the study database. This will display User Actions options as below:

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- 'Re-assign to role' – this allows the designated role to be changed to another available role
- 'Remove from role' – this removes the user from the role but does not reallocate them. In this case, the user will retain the rights associated with the role they held previously until reallocated
- 'Remove from project' – this will remove the database access for the user entirely

2.3.5 To reallocate the user to a different DAG, click on the current DAG as displayed for the user in the User/User Role Matrix. This will allow you to select a different DAG from the drop-down list displayed.

2.3.6 DAG and User Roles are reallocated independently from one another. It is recommended any allocation is checked in the User/User Role Matrix to ensure it is correct.

2.3.7 Users are not automatically notified by the REDCap system when their access is reallocated or removed. Any notification required should be sent separately.

2.4 Suspending and Removing a User Profile on REDCap (Appendix 4)

2.4.1 Suspending a REDCap User Profile prevents a user from logging-in to the REDCap system using their username and password. They are unable to access any REDCap databases or functions until this is unsuspended.

2.4.2 Removing a REDCap User Profile deletes the profile from the REDCap system altogether. The username will no longer be applicable and will not appear when searching using the 'Browse Users' function (see section 2.1.2). If any database access is attached to the profile, this will automatically be removed when the User Profile is deleted. It is not necessary to remove each study database access individually before deletion.

2.4.3 User Profiles can only be suspended or removed by REDCap Administrators.

2.4.4 To remove or suspend a User Profile, locate the correct profile using the 'Browse Users' function and select the user once found. This will open the 'User Information' page.

2.4.5 Before making any changes, ensure that the correct profile has been selected by checking that the 'Username', 'Name' and 'Primary Email' fields are for the expected user. There may be multiple users with similar names or users with multiple profiles for different functions and it is important that the correct profile is accessed.

2.4.6 In the 'Statistics and Other Information' section, select 'Suspend User Account' to suspend the profile or 'Delete User from System' to remove the profile. In both cases, a confirmation message will be displayed and 'Ok' should be clicked to finalise.

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2.4.7 If suspended, this will then be indicated on the User Profile. This will also be displayed in the User/User Role Matrix in any study database the user has been assigned to. The suspension can be reversed by the REDCap Administrators when required.

2.4.8 If removed, the profile will be deleted and the user will no longer be displayed in the User/User Role Matrix in any study databases the user had been assigned to at the time of deletion. Any audit trail logs that existed for this user will remain even after the profile has been deleted.

2.5 Resetting a User Profile Password on REDCap (Appendix 5)

2.5.1 Once a User Profile has been created, the password can be reset by accessing that profile within the 'Control Centre' application. Password reset can only be initiated by REDCap Administrators in the ECTU Data Management Team.

2.5.2 Locate the correct User Profile as detailed in sections 2.4.4 and 2.4.5 above.

2.5.3 In the 'Statistics and Other Information' section, click 'Reset password' to initiate the reset. A confirmation message will then be displayed. Click 'Ok' in this message to complete the reset and trigger a reset email to the user.

3. RELEVANT DOCUMENTS AND REFERENCES

ECTU Website

- ECTU_SOP_DM_12 User Access Management on the REDCap System.

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Appendix 1: Creating a User Profile

'Control Centre' application (only visible to REDCap Administrators):
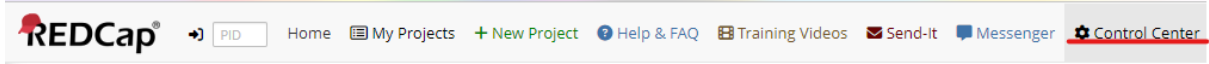
'Browse Users' and 'Add Users' functions in the 'Control Centre' application:

Example user check using the 'Browse Users' function. Existing usernames connected to the search criteria are displayed:
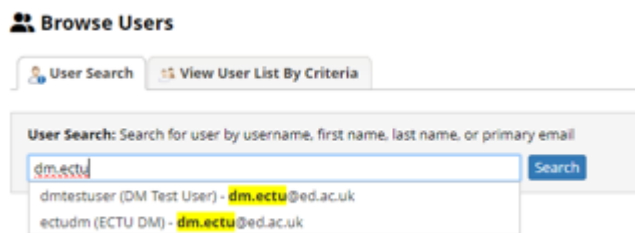
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'Add Users' function with fields for completion indicated:

👤+ Create single user   **📗 Create users (bulk upload)**

To create a new user (Table-based authentication ONLY), provide the new user name along with the user's name and email address. Once created, the user will receive an email with log in information.

Basic attributes:

Username: _____

First name: _____

Last name: _____

Primary email: _____

Notification Preferences for REDCap Messenger:

Frequency of email notifications for any new messages received: [4-hour digest ▾]

Enable instant email notifications for 'Important' messages and messages where you are tagged (@username)? This overrides the frequency setting above. ☑

Optional attributes:

Secondary email: _____

Tertiary email: _____

Phone number: _____
Tip: To enter a number with an extension, place a comma between the number and the extension.

Mobile phone number: _____

Institution ID: _____
(OPTIONAL identifier specific to your institution.)

User's sponsor
(secondary contact person): _____
(REDCap username of sponsor)
A user's sponsor is the person to contact regarding this user account and may be the person who requested that this account be created.

Expiration Date: _____ 📅🕐 D/M/Y H:M
Time that the user's account will be automatically suspended. User will be notified via email 14 days prior to their suspension, and if the user has a sponsor listed above, the sponsor will be CC'd on that email so that they are aware.

Miscellaneous comments about the user: _____

Expand

☑ Display user on 'Email Users' page?

☐ **Allow this user to request that projects be created for them by a REDCap administrator?**
(If not checked, they will neither be able to create new projects nor request that new ones be created for them.)

[Save] Cancel

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Appendix 2: Granting Study Database Access

'User Rights' application within a study database (only visible to REDCap Administrators and those with designated access)
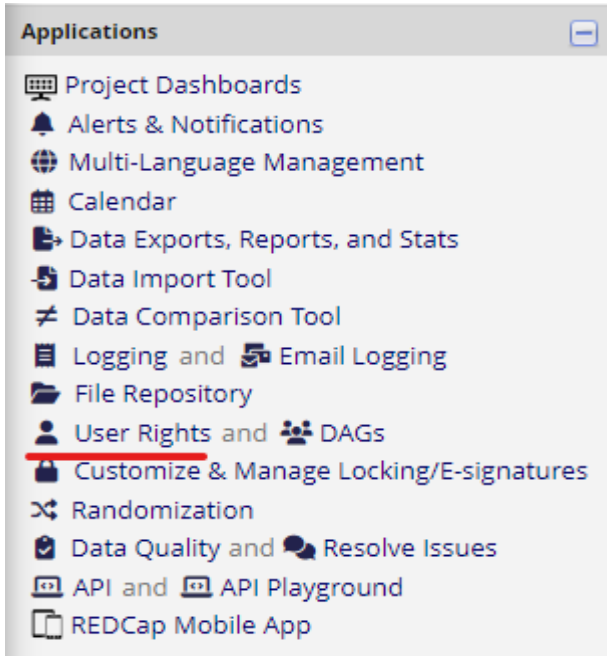
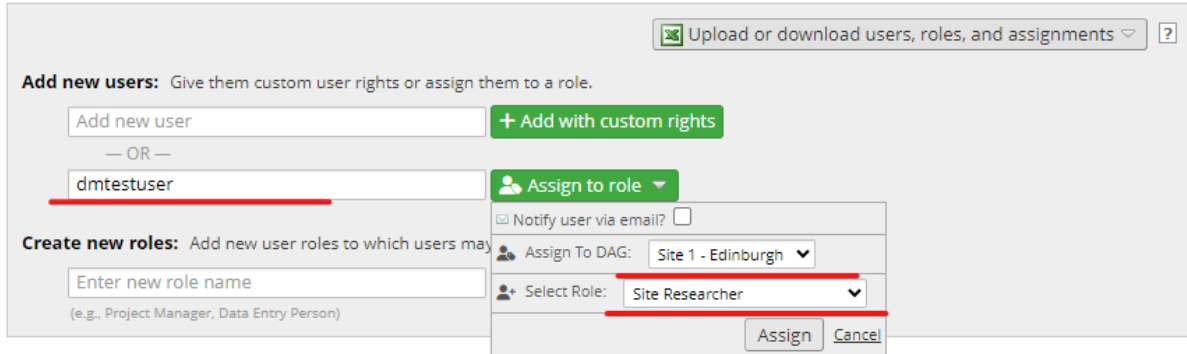
User access functions in 'User Rights'
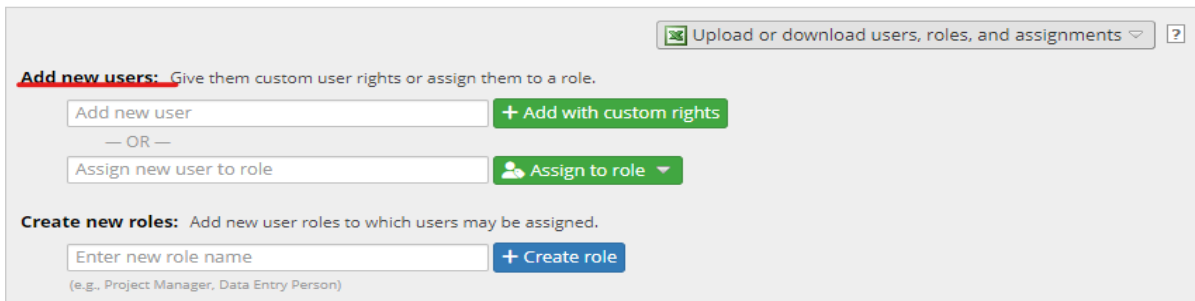
Example User/User Rights Matrix (abbreviated display) with relevant fields indicated

Role name (click role name to edit role)	Username or users assigned to a role (click username to edit or assign to role)	Expiration (click expiration date to edit)	Data Access Group (click DAG to assign user)
—	**lynseymilne** (Lynsey Milne)	never	—
Data Download Access	**dmtestuser** (DM Test User)	never	Site 1 - Edinburgh
Site PI	[No users assigned]		
Site Researcher	[No users assigned]		

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Appendix 3: Reallocating and Removing Study Database Access

'Assign to role' function with completed fields indicated

'User Actions' functions when reallocating a user role

'User Actions' functions when reallocating a DAG (site)

Appendix 4: Suspending and Removing REDCap User Profiles

Existing User Profile with 'Suspend User Account' and 'Delete User form System' functions indicated

'Suspend User Account' confirmation message:

'Delete User' confirmation message:

redcap.clinicaltrials.ed.ac.uk says

DELETE USER 'dmtestuser'?

Are you sure you wish to delete the user from REDCap? This will also remove this user from the 6 REDCap projects to which they currently have access.

OK   Cancel

Example Suspended User Profile

User Search: Search for user by username, first name, last name, or primary email

dmtestuser   Search

User information for "**dmtestuser**" (DM Test User) Suspended	👤 Edit user info
Editable user attributes	
Username	**dmtestuser**
Name	**DM Test User**
Primary email	dm.ectu@ed.ac.uk
Secondary email	*none*
Tertiary email	*none*
Institution ID	*none*
User's sponsor (secondary contact person)	*none*
Number of users of which user is a sponsor	0
Allow this user to create or copy projects? (NOTE: Currently normal users CANNOT create or copy projects. See the User Settings page in the Control Center to change this setting.)	No
Comments	*none*
Time of account expiration	*none*
Display user on 'Email Users' page?	Yes
Statistics & Other Information	
User currently logged in?	⚪ No
Projects user can access (view projects)	6
Time of account creation	12/01/2024 09:40
Time of first login	12/01/2024 09:41
Time of last login	30/08/2024 08:12
Time of first activity	12/01/2024 09:40
Time of last activity	11/04/2024 16:17
Time of suspension (unsuspend user)	02/09/2024 11:21
Reset user's password?	Reset password Password was last reset on 12/01/2024 09:40
Delete user from the REDCap system?	✖ Delete user from system

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Example Suspended User display in User/User Rights Matrix on a study database:

Role name (click role name to edit role)	Username or users assigned to a role (click username to edit or assign to role)	Expiration (click expiration date to edit)	Data Access Group (click DAG to assign user)
—	**lynseymilne** (Lynsey Milne)	never	—
Data Download Access	[No users assigned]		
Site PI	[No users assigned]		
Site Researcher	**dmtestuser** (DM Test User) [account suspended]	never	Site 1 - Edinburgh

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Appendix 5: Resetting a Password for a REDCap User Profile

Existing User Profile with 'Reset Password' function indicated:

User information for "**dmtestuser**" (DM Test User)	👤 Edit user info
Editable user attributes	
Username	**dmtestuser**
Name	**DM Test User**
Primary email	dm.ectu@ed.ac.uk
Secondary email	*none*
Tertiary email	*none*
Institution ID	*none*
User's sponsor (secondary contact person)	*none*
Number of users of which user is a sponsor	0
Allow this user to create or copy projects? (NOTE: Currently normal users CANNOT create or copy projects. See the User Settings page in the Control Center to change this setting.)	No
Comments	*none*
Time of account expiration	*none*
Display user on 'Email Users' page?	Yes
Statistics & Other Information	
User currently logged in?	⚪ No
Projects user can access (view projects)	6
Time of account creation	12/01/2024 09:40
Time of first login	12/01/2024 09:41
Time of last login	30/08/2024 08:12
Time of first activity	12/01/2024 09:40
Time of last activity	11/04/2024 16:17
Time of suspension	Suspend user account
Reset user's password?	Reset password Password was last reset on 12/01/2024 09:40
Delete user from the REDCap system?	✖ Delete user from system

'Reset Password' confirmation message:

redcap.clinicaltrials.ed.ac.uk says

RESET PASSWORD FOR USER 'dmtestuser'?

Do you wish to reset their password for logging in to REDCap? They will be sent an email with a link that will allow them to set their new password.

OK   Cancel

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ECTU_SOP_DM_12 and WPD_DM_W3

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