

FAQ Sheet

REDCap at Melbourne Health



What is REDCap?

REDCap is software for a secure web application for building and managing online surveys and databases. The system was developed to be used by researchers for management of research studies by a multi-institutional consortium initiated at Vanderbilt University. Melbourne Health (MH) has installed the REDCap software on its server.



When should I use REDCap?

Currently the Office for Research encourages study teams to use REDCap in the management of research studies and data where ever possible including study databases (i.e. consent tracking database), participant surveys, eCRFs. However, use of REDCap for certain study activities/forms may become a requirement of conducting research at MH in the future.



Will my study/department need to pay a fee to use REDCap?

REDCap is free for use at MH by its staff.

However, if you require help developing a specific study a cost may be incurred (refer to the section below for further details).



Is there a cost for you to help me design REDCap forms?

BIU may charge a fee for development of REDCap forms/databases. Please contact the REDCap administrator for further information at redcap@mh.org.au.



How do I access REDCap at MH?

Access is via login to the MH REDCap portal at <https://BIREDCap.mh.org.au>.



How do I get a REDCap login?

You need to request a REDCap database login from the MH administrator. To be eligible to use the MH REDCap database you must be a MH employee or be sponsored by a MH employee.

Email requests to obtain a MH REDCap personal login to <https://BIREDCap.mh.org.au/signup>.



Do I need to use a computer to login to REDCap?

No, any device with internet access can be used to login to the database. It is not specifically designed for small screens though and works best on tablet or larger.



Is there a way to log-on to REDCap without an internet connection?

No, you cannot log on to REDCap without internet connection.



Is there any training?

The software is designed to be intuitive and REDCap itself contains "How to" instructions

and videos. Click [here](#) to look at the videos.

The OFR and BIU run REDCap support group sessions. Click [here](#) for session details and to book in.



Are there MH User Guides?

MH has not developed specific user guides. REDCap itself contains “How to” instructions.

If you have a query, type it into an internet search engine and you will find many institutions have prepared user guides provide step-by-step instruction for the most commonly used features of REDCap.



Can I create multiple projects using one Redcap account?

Yes, you can create as many projects as you want.



Can I see other people’s projects?

No, you cannot see other people’s projects by default. However, if you are given permission by a project owner you will be able to see this project dependent upon the permissions provided.



Can I use REDCap for multisite studies?

Yes, the system allows for multi-person/site access. The study owner can give permission to others from multiple sites and institutions.

Permissions are managed on a per person basis, so the access can be tailored to the individual’s role/requirements, for instance only being able to view data at a specific institution.



How do I get a login for a non-MH person?

The study owner will need to sponsor the non-MH person for them to gain access to REDCap at MH. Send requests to <https://BIREDCap.mh.org.au/signup>.



Can I analyse the data collected/entered into REDCap in the database for advanced analysis at various points during the study?

REDCap can perform basic analysis. However, it is easy and more useful to export survey results to common data analysis packages. Export your data to Microsoft Excel, R, SAS, STATA, or SPSS etc. for analysis.



Can I still maintain a paper trail for my study, even if I use REDCap?

All surveys and forms can be downloaded as a universal PDF file to be printed and filed.