REDCap Account Has Expired or Been Suspended

Use these instructions to troubleshoot an account that has expired or been suspended.

REDCap accounts automatically expire after 365 if they are not used. To maintain an active account, make sure you login at least one time per year.

When your account is automatically suspended for non-use, you will receive an email that looks like this:

From: CCTS-informatics@osumc.edu <CCTS-informatics@osumc.edu>
Sent: Tuesday, March 5, 2019 6:52 AM
To: Buckeye, Brutus <brutus.buckeye@osumc.edu>
Subject: [REDCap] buck01's account has been suspended due to inactivity

[This message was automatically generated by REDCap]

Dear REDCap user,

This email is to inform you that your REDCap account with username "buck01" (Brutus Buckeye) has been automatically suspended due to the fact that you have not logged into REDCap in the past 365 days. This means that you will no longer be able to log in to REDCap at https://redcap.osumc.edu/redcap/. You may reply to this email if you would like to inquire about this matter. Thank you!

You may also be notified that your account is suspended by someone who is trying to add you to a project or configure your user rights.

If you have an expired or suspended account and need it reinstated, please send an email to ccts-informatics@osumc.edu.