REDCap Account Login Doesn’t Work

Use these instructions to troubleshoot a login that isn’t working.

Make sure you are connecting to the right instance of REDCap:

- PHI – [https://redcap.osumc.edu/](https://redcap.osumc.edu/)
- NonPHI - [https://redcap.bmi.osumc.edu/](https://redcap.bmi.osumc.edu/)

Which instance you are on also determines which credentials you use to login:

The PHI instance only accepts Medical Center usernames and passwords. This will typically be the first few letters of your last name followed by a number (smi01). It is the same username/password combination used to login to Medical Center email (Outlook), IHIS, OneSource, and other Med Center programs. These accounts are managed by OSUWMC IT. The only way to reset the password for this account is through the password portal at [http://my.osu.edu](http://my.osu.edu). Be aware that this change will affect both your Med Center account and your name.# account.

The nonPHI instance authenticates with a username that was sent to you in an email. If you are an OSU employee, it is typically your name.# (smith.123), although depending when it was created it might also be your Med Center username. The big difference with the nonPHI instance is that it uses a password that you created for this account. It does not link with any other OSU or Medical Center system. This password expires every 90 days. If it’s been awhile since you’ve logged in, you may need to reset it. If you have set up a security question, you may be able to reset it yourself. If not, please email the REDCap administrators at ccts-informatics@osumc.edu and ask to have a password reset link sent to you.

Most login issues occur because of conflict between the server instance being connected to and the user account being used.

If you continue to have problems logging in, please send an email to ccts-informatics@osumc.edu.