

For External users to request Health System account

Wednesday, June 4, 2025 11:37 AM

To request access for External Users for REDCap that are from another institute you will first need to request their UVA Health System accounts yourself. The Sponsor will complete and submit an HIT Security Request for their account(s). You will need to have collected beforehand each external users Full name, institution name and state, their institutional email address, title, role for the study, phone number, and if they have had a UVA Health account in the past. You can access the excel where you will populate this information for submission on the this website ([Requesting a Medical Center Network Account](#)). **Please be aware this process has changed, and the REDCap team no longer performs this request for you.** Use the guidance document below to assist you with the process that is now done directly through HIT Security Request.

1. First Identify the sponsor for the new external users. The Sponsor must be someone who is:
 - a user that holds an active faculty or staff role
 - able to have users attached to their profile in Workday
 - of higher level authority on IRB approved research
 - responsible for the research in the long-term *such as the UVA CRC, CRA, Project Manager, or PI who is managing site initiation*
 - *ideally the individual that has REDCap user rights knowledge and can responsibly add/remove external users from the appropriate DAGs and other user rights related work*

- a. If the **sponsor** has a HS account already, please fill out the HIT Security Request directly:

https://uvahprod.service-now.com/esc?id=sc_cat_item&table=sc_cat_item&sys_id=223f1cfefb75da107325f57d05efdc79&searchTerm=hit%20security

The requestor will need login with their health system account;

- For requesting multiple users download and fill out the excel sheet on that page; Multiple users can be listed on the same sheet.
- Select **Sponsored Account** for HIT Security Request/issues related to
- Select **New Sponsored Account** Setup for Sponsored Account request type
- Type **"Create New Sponsored Account"** for the Short Description
- Type **"Users will need Network Account + Email"** for Description
- Include the **sponsor and the project manager** for the Watchlist.

*What is your HIT Security request/issue related to?

Sponsored Account

Department Name

*Please select the Sponsored Account request type

New Sponsored Account Setup

*Short Description

b. Create New Sponsored Account

*Description

They will need Network Account + Email

Watch List ⓘ

Please enter one or more additional contact(s) that you would like to be informed while this request is active ✕

Sponsor, Project Manager

- c. If the sponsor **doesn't have HS account**, please have the following information ready before you (the sponsor) contact the HIT Service Desk at 434-924-5334 and inform them that you need a HS account:

Supervisor's Name:

Supervisor's Computing ID:

Best phone number:

Employee's First Name:

Employee's Last Name:

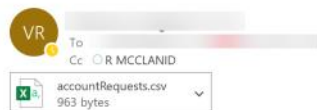
Employee Computing ID:

Last 4 Digits of Employee's 9 Digit University ID:

Department Name:

- Wait for the email from MCCLANID (see the screenshot below). You will receive this after a successful submission of the form in #1a or #1b above. Follow the instructions in the email to activate your new Health System account.

RE: New Request For Health System Active Directory And Email Accounts



New user account confirmation:

The LAN/Outlook account shown below has been created with the default password being the User ID (lowercase) and the last 4 digits of their University ID, logon.

Example Password: abc5de1234 If assistance is needed please call the Helpdesk at 924-5334.



*** If the user is going to access Health System network for the first time from non-Health System computer, please ask him/her to go to below Outlook Web Access (OWA) site to reset

<https://email.healthsystem.virginia.edu/owa/auth/logon.aspx?replaceCurrent=1&url=https%3a%2f%2femail.healthsystem.virginia.edu%2fowa%2fmy.policy>

Thank you,

MCCLANID Team
Enterprise Cloud and Infrastructure - Operations
UVA Health Information & Technology

- The individual users should receive their own access emails from MCCLANID. If they do not, email your external users individually with their account information.

4. Once the account is setup, follow the REDCap Access guide:
<https://s3.amazonaws.com/edplatform-ithriv-test-bucket/ithriv/resource/attachment/103.pdf>