If you have lost your password or are having difficulty logging in:

• Send an email to redcap@iu.edu and copy ekokelly@iu.edu

If you need logins for additional users at your facility:

• Send an email to ekokelly@iu.edu with the requested users’ name, title, email address, and phone number.

If REDCap is acting strangely, glitchy, or buggy while you are entering data:

• Try re-logging:
  o Log out of REDCap
  o Close your browser
  o Re-open your browser
  o Clear your cache
    ▪ Check https://kb.iu.edu/d/ahic for assistance with this step
  o Log back in to REDCap
• Try using a different browser
  o REDCap works best with Chrome. If you cannot use Chrome, try Firefox.
  o Internet Explorer tends not to work well with REDCap.
  o You may need to request help from your IT department to change browsers.
• Update your browser
  o Make sure you are using the latest version of your browser. You may need help from your IT department to do this.
• Try restarting your computer

For any other issues, please use http://www.optimistic-care.org/contact/data-and-analytics to send an email to the Data Team. We will be happy to assist you!