

## Phase 2 REDCap Troubleshooting Guide

Version 11/30/2018

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

- Send an email to [redcap@iu.edu](mailto:redcap@iu.edu) and copy [ekokelly@iu.edu](mailto:ekokelly@iu.edu)

**If you need logins for additional users at your facility:**

- Send an email to [ekokelly@iu.edu](mailto: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:
  - Log out of REDCap
  - Close your browser
  - Re-open your browser
  - Clear your cache
    - Check <https://kb.iu.edu/d/ahic> for assistance with this step
  - Log back in to REDCap
- Try using a different browser
  - REDCap works best with Chrome. If you cannot use Chrome, try Firefox.
  - Internet Explorer tends not to work well with REDCap.
  - You may need to request help from your IT department to change browsers.
- Update your browser
  - 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!**