{rit} Research Information Technology

PHI REDCap Log Out and Open Survey - Workaround

Following the migration to **Azure Active Directory (AD)** authentication method which occurred on Friday, November 6 for the PHI instance of REDCap, the ability to use the ⟦↪ Log out + ↪ Open survey⟧ method is not functional. Below is the recommended work-around.

❁ Purpose

To open a survey for a participant on a tablet or other device to allow them to take a survey while not being logged in to REDCap or otherwise able to access additional functions of the system.
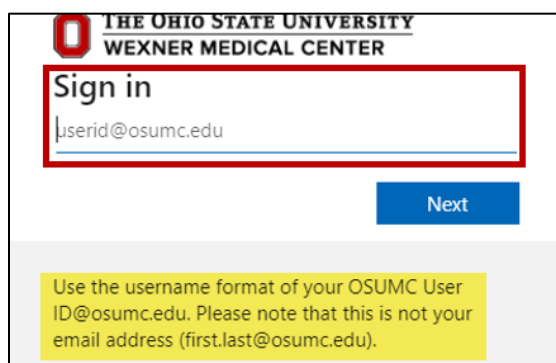
❁ Why is this happening?

The new authentication system for REDCap, using Microsoft Office 365 has different inactivity/timeout and log out settings than the previous configuration.

- The switch only affects **redcap.osumc.edu** / **PHI** users.

- It only impacts the functionality of using the ⟦↪ Log out + ↪ Open survey⟧ function, which is most commonly used with participants in person (currently less-utilized due to the restrictions imposed by COVID).
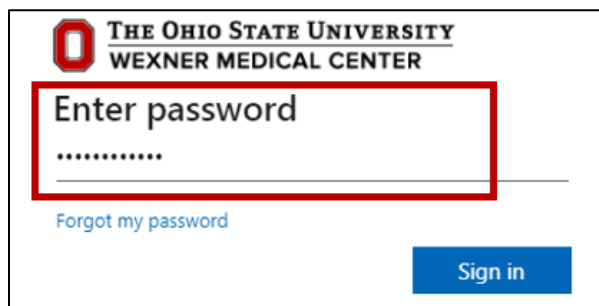
❁ New Process
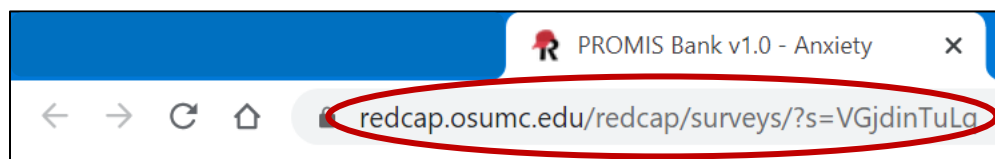
1. Open your preferred internet browser (i.e. Chrome, Internet Explorer).

2. Navigate to the **PHI** version of **REDCap**: https://redcap.osumc.edu/redcap/

3. You will be redirected immediately to **Microsoft Azure AD**. Here, you will be prompted for your **Med Center Azure AD** username (new format: userid@osumc.edu). Select **Next** once entered.
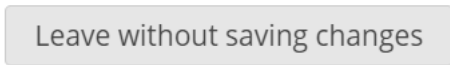
{rit} Research Information Technology

4. You will be prompted for your password. Once entered, select **Sign In**.

5. You are now authenticated into the **Azure AD** and will gain your **Single-Sign On** credentials. This means that once you are signed on into **Azure AD**, you are signed in across OSU's platform – making it easier to switch amongst applications that also use the **Azure AD** as the authentication method.

6. Make note of the new format of your **Med Center ID** for future reference. You will continue to use the new format every time you log into **REDCap**.

7. Navigate to the record for which you need to open the survey from the Record Status Dashboard.

8. Use the drop down menu for Survey Options and click

9. Copy the URL of the survey to your computer clipboard

10. Open a new browser (i.e., if you are using Chrome, open an Internet Explorer or Safari browser session)

11. Paste the URL link into the new browser

12. Return to the browser where you are logged in to REDCap

13. Click

14. Close the browser where where you are logged in to REDCap

15. Open the browser tab where the survey is open

16. Pass the tablet to the participant so they can complete the survey

✿ Need Help?

If issues arise or further assistance, please reach out to ccts-informatics@osumc.edu