

Instruction: REDCap Login using 2-Factor-Authentication

Instruction for REDCap users

CTU Bern provides a separate REDCap server with enhanced security procedures using 2-Factor-Authentication (2FA).

This means that for logging into REDCap, not only your login and password is used, but in addition a code is sent to the user by email or to the smart phone of the user. This code needs to be entered in REDCap in order to finalize the login process.

In case 2FA is activated in your study, you will be informed by the sponsor of the study or the study team.

This instruction leads you through the steps needed to

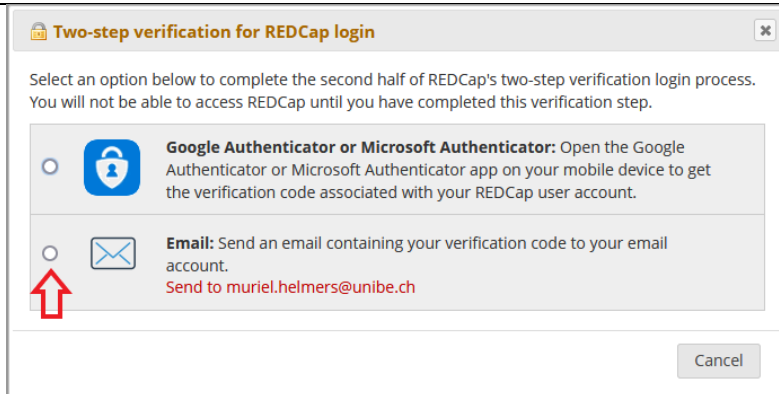
- Login using the 2FA email option.
- Activate the Google/Microsoft Authenticator for the first time.
- Login using the 2FA Google/Microsoft Authenticator option.

We recommend activating Google/Microsoft Authenticator as soon as possible. Like this, logging in to REDCap is also possible in case you are experiencing email problems.

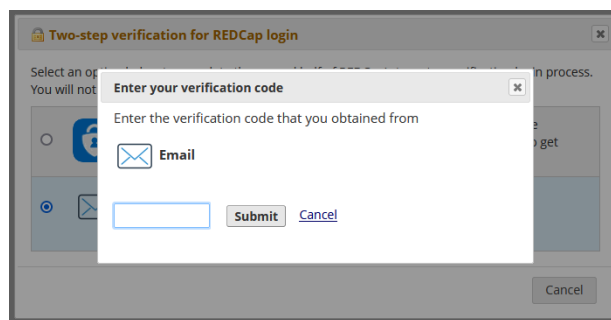
Procedures:

1. Login using the Email option

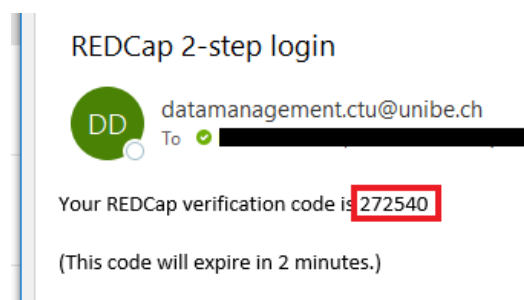
- Login to REDCap (<https://redcap2.ctu.unibe.ch>) using your login & password.
- A window appears asking you to choose between the two authentication options "Google/Microsoft Authenticator" and "Email".
- The first time you login using 2FA, you must choose option "Email".
Once logged in, you can also set up the Google/Microsoft Authenticator option.



- You will be asked to enter your verification code:



- Check your emails and copy the verification code from the Email "REDCap 2-step login" you received.



Be aware that the verification code expires after 2 minutes.

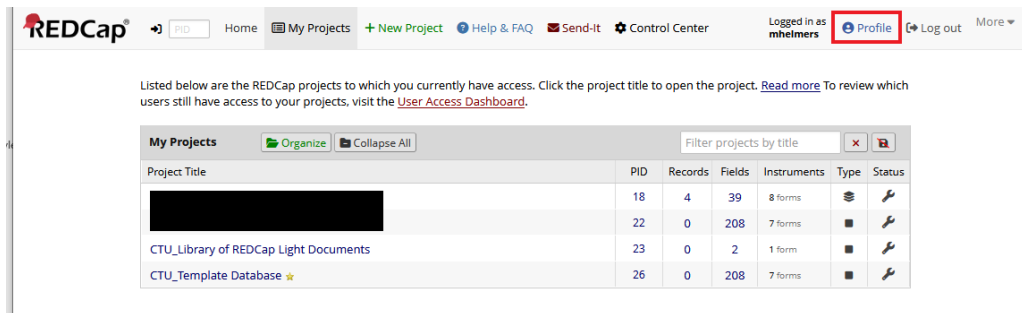
- Enter the code in REDCap and submit.

You have now successfully logged in to the REDCap System.

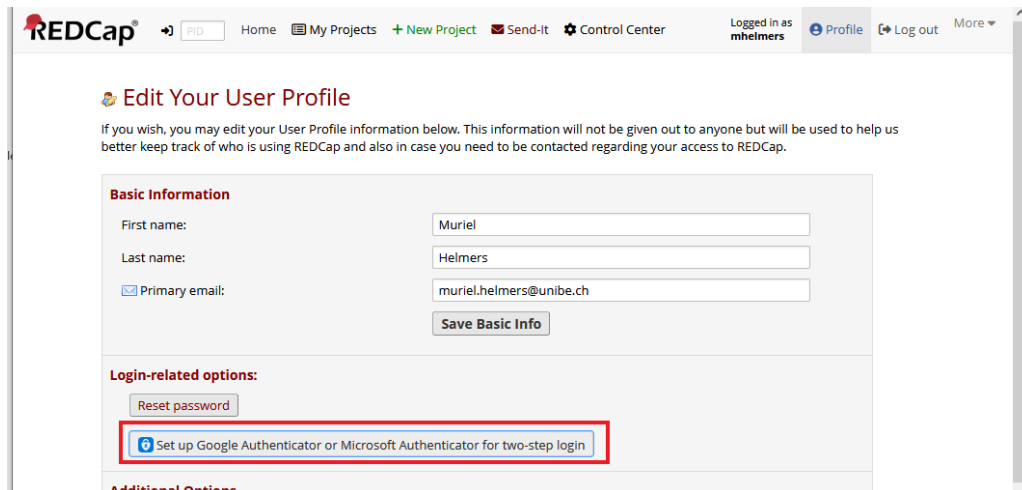
2. Activate Google/Microsoft Authenticator

In case you want to activate Google/Microsoft Authenticator, you first have to login using the Email option, as described in step 1.

- In REDCap, go to your profile (See “Profile” link on top right side)




- In your profile, chose “Set up Google Authenticator or Microsoft Authenticator for two-step login”:



- Follow the instructions in REDCap:

The screenshot shows the REDCap user profile page with a modal window for two-factor authentication (2FA) setup. The modal contains the following text:

To use two-step verification to log in to REDCap using Google Authenticator or Microsoft Authenticator mobile app, you will need to first download the app onto your mobile device. Use a link below to download the app on your mobile device.

- 1) Download the Google Authenticator or Microsoft Authenticator app to your mobile device**
Download the app by searching for 'Google Authenticator' or 'Microsoft Authenticator' in your mobile device's app store (e.g., Apple App Store, Google Play Store).
- 2) Open the app, and scan this QR code** [View QR code in separate window](#)

- 3) Use the app when you log in to REDCap**
After you have scanned the QR code using the Google Authenticator or Microsoft Authenticator app, you can open the app at any time in the future to obtain your verification code for REDCap. The verification code is always changing, so it will be different each time you log in. **NOTE: The app does not require an internet connection** on your device in order to work.

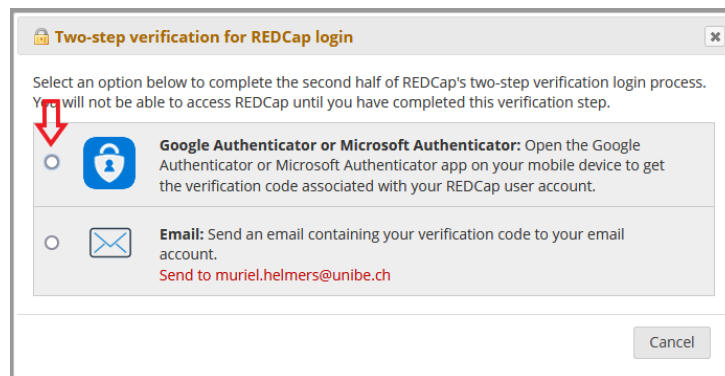
Additional text in the modal includes: "If you're having trouble scanning the QR code, enter the values below into your Google Authenticator app using the Manual Entry method. Also, make sure you set it as 'Time-based'." and fields for "Account:" and "Key/secret:" which are currently redacted. A "Close" button is located at the bottom right of the modal.

Below the screenshot, the text reads: "You are now ready to use Google/Microsoft Authenticator during your next Login."

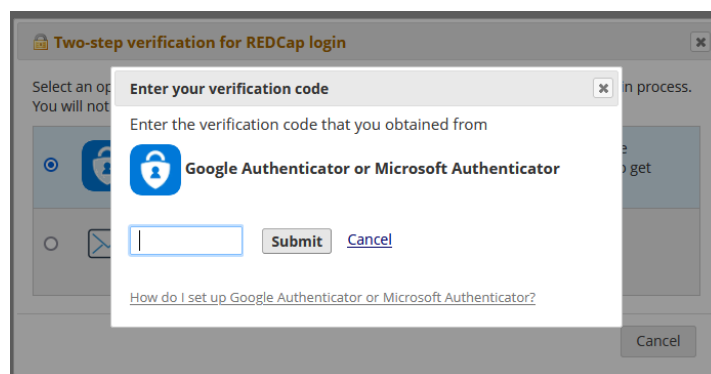
3. Login using the Google/Microsoft Authenticator

As soon as you have activated Google/Microsoft Authenticator as described in steps 1. And 2. above, you can login using Google/Microsoft Authenticator:

- Login to REDCap (<https://redcap2.ctu.unibe.ch>) using your login & password.
- A window appears asking you to choose between the two authentication options "Google/Microsoft Authenticator" and "Email".
- Choose Google/Microsoft Authentication:

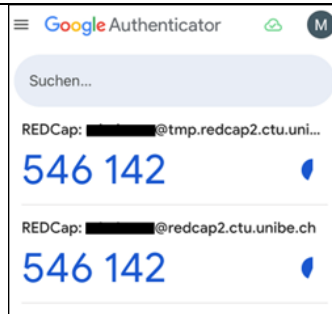


- A window opens where you should enter the verification code from the Google/Microsoft Authenticator App:



- In order to get the verification code, open the Authenticator App on your smart phone. You will see a code for the REDCap Server. This is the one that you should enter in REDCap.

A new code will be created all 30 seconds.



- Enter the code in REDCap and submit.

You have now successfully logged in to the REDCap System.

If you should have problems during the login, contact the CTU Bern Data management team:
ctu-datamanagement.dcr@unibe.ch