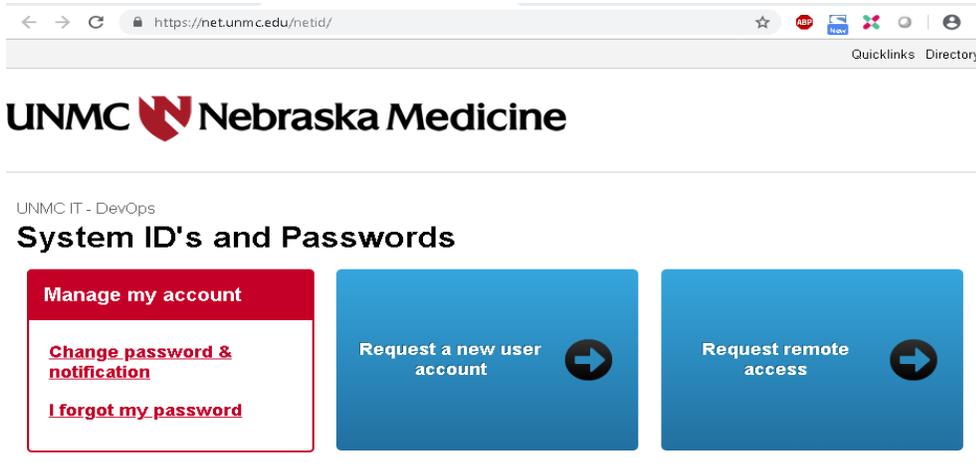


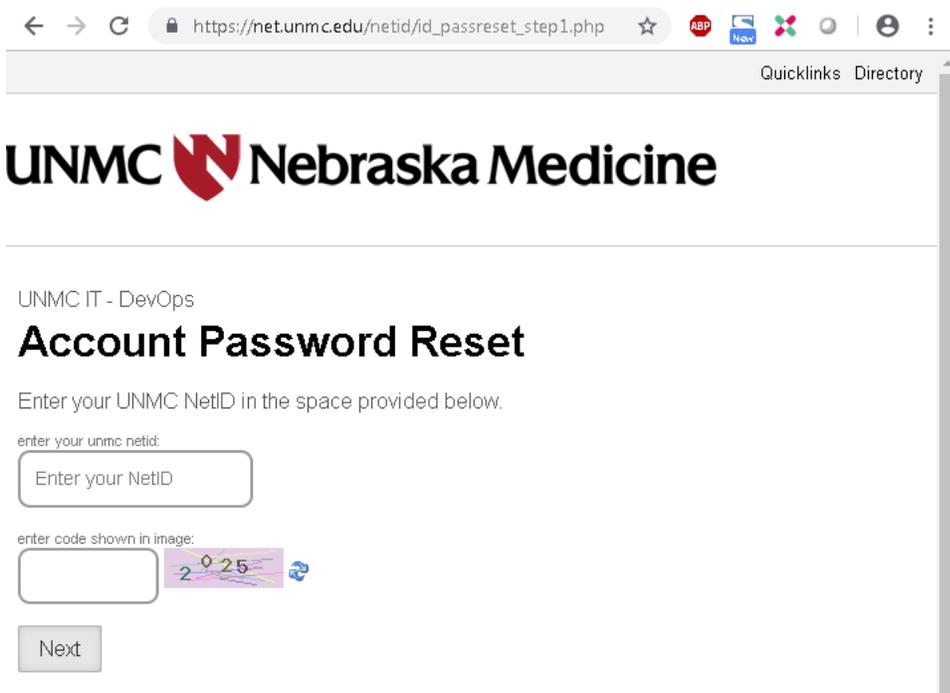
# REDCap Login Troubleshooting Steps

Please follow below steps, who is having trouble in login to REDCap using their UNMC Net ID and password.

1. Go to <https://net.unmc.edu/netid/>
2. Click on 'I forgot my password'



3. Enter your Net ID and Code as shown in the image, Click 'Next' button



4. Verify your Identity. Enter your **month of birth** and **day of birth**. You can select either **Badge id number** or **last 4 of SSN** then click **Submit** button

The screenshot shows a web browser window with the URL [https://net.unmc.edu/netid/id\\_passreset\\_step2.php](https://net.unmc.edu/netid/id_passreset_step2.php). The page header includes the UNMC Nebraska Medicine logo and the text "UNMC IT - DevOps". The main heading is "Account Password Reset". Below this is a section titled "Account Information" with the instruction: "Enter your birth and secondary information to reset your password. Your secondary information can be either your badge id or the last 4 of your ssn." There are four input fields: "month of birth: (mm)" with a placeholder "##", "day of birth: (dd)" with a placeholder "##", "badge id number:" with a placeholder "#####", and "last 4 of ssn:" with a placeholder "####". At the bottom of the form are "Submit" and "Cancel" buttons.

5. Enter the password you currently using present (windows/email login) password and code as shown in the image, Click **Save** Button.  
**Note:** Be sure to select 'Do not change Active Directory password'

The screenshot shows the same web browser window, now at the "Account Password" step. The heading is "Account Password". It lists password requirements: "should be 8 characters or longer; use multiple words or extra symbols", "must have upper case, lower case, and numbers; add symbols for complexity", "should not contain a date, a name, or other things associated with you", "cannot contain 3 sequential characters of your NetID", "must be different than your last 5 passwords", and "should be complex yet easy to remember. eg: Palm83SurfDune". There is a checkbox labeled "Do not change Active Directory password." Below this is a CAPTCHA section with the text "enter code shown in image:" and a small image of a CAPTCHA. A text input field is provided for the code, followed by "Save" and "Cancel" buttons. At the bottom, there are two input fields for "new password:" and "retype new password:", and a "password entropy:" indicator.

6. Try to login to REDCap using your Net ID and password.  
REDCap URL- <https://unmcredcap.unmc.edu/redcap/>