**REDCap Beginning Training FAQs**

Q: Is Twilio the only program that connects to REDCap to send out texts to participants for remote surveys?  
A: It depends on which REDCap instance you are using. In the standard REDCap instance, both Twilio and Mosio can be used. However, we have an enterprise-level Twilio account that is free to use for 99% of studies. Mosio accounts must be registered and paid for by the individual study teams. In the Part 11 compliant instance, Twilio is the only option.

Q: Is there a significant difference between Mosio and Twilio?  
A: Aside from account management and costs, no.

Q: If you sent out invitations to multiple email addresses, can the recipients see who else received the message?  
A: No, they cannot. REDCap sends each message as an individual email to a single user specifically to prevent participants from identifying one another.

Q: Does Pitt enable Clinical Data Interoperability Services so we can pull data directly from EPIC into REDCap?  
A: HSIT is currently in talks with UPMC regarding EPIC access. While we are hopeful this will be a feature we can offer in the near future, it is not currently available.

Q: How do we establish user access in REDCap to create new projects? Is that an IMS distinction/something outside of REDCap or setting to be adjusted within the system?  
A: In accordance with recently updated guidance, we no longer grant project creation permissions to individual users. In the REDCap Assistant Request form, there is an option for a new project. Select this option and submit your information and a REDCap administrator will create the project for you. The requestor will be assigned to the project with full design and build rights and the ability to add additional users to the project.

Q: Can you add some kind of identification besides a number when entering data on a subject?  
A: REDCap does have an option for a secondary identifier.

Q: If you need to sign a consent form after the subject signs the consent form is there a way that it alerts you that you need to sign the form?  
A: We can help you set up a multi-signature consent that will send an alert to staff when a subject has completed their portion of the signature form and link you to your portion of the signature form. It can also send a PDF copy of the completed form to both parties and save it to your REDCap project.

Q: How does that work? RA goes through the consent with a participant, participant signs, and then RA gets an email/link to sign their portion?  
A: Yes. There is a third-party module called Multi-Signature Consent that allows for multiple signatures to be collected, and all signatures included in the final completed PDF.

Q: Where can we find this module?  
A: Please complete the following form and we will enable the module on your project: https://redcap.link/REDCapAssistanceRequest we can enable the module for you. We can also assist in setting it up for you.

Q: Is there a way to record data for longitudinal studies? With the same participants just over time?  
A: Yes. This topic will be covered in our Intermediate REDCap session on Monday.