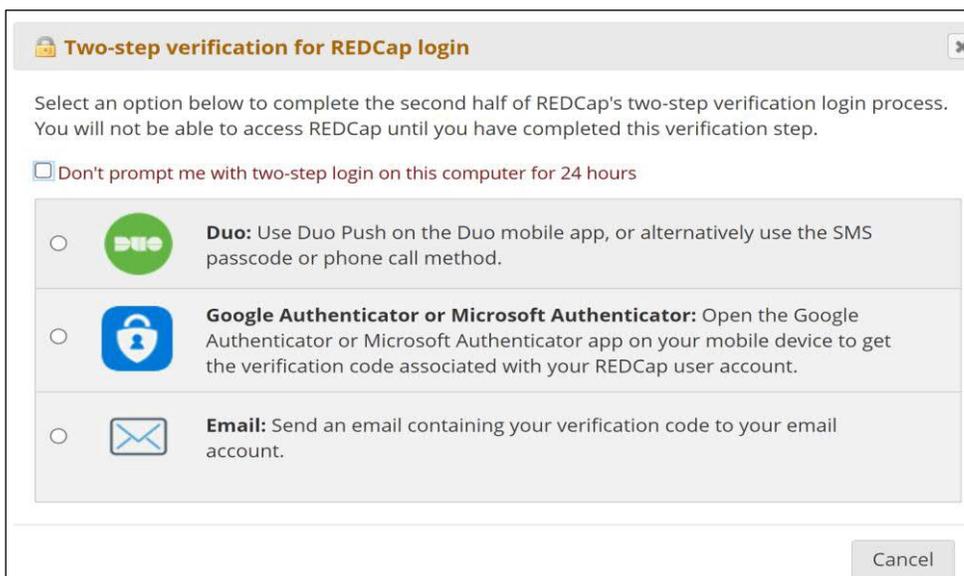


Beginning the evening of January 14, 2025, the University of Texas Southwestern REDCap instance will require Two-Factor Authentication (2FA) for access. In addition to entering username and password, you will also need to use Duo or the Google Authenticator app. Please note: this requirement only applies when logging into the REDCap application and will not affect survey respondents.

## What You Need to Do

### For Internal Users:

1. Internal users (Users that login to REDCap using their UTSW ID and Password) will use their existing DUO authentication setup, like other UTSW enterprise applications. After entering your REDCap username and password, a popup will appear with the available two-factor options. Select Duo, approve the request through your mobile device, and then the REDCap home page will open.



2. Additional information on Duo is available here: [Two-Factor Authentication: Information Security - UT Southwestern](#)
3. **IMPORTANT:** UTSW Project Administrators managing collaborative projects with external colleagues must share this information with their collaborators to ensure a smooth transition

External users (Users that login to REDCap using a non UTSW ID and Password) will be **required** to use Google Authenticator for 2FA. The email option will only be available for

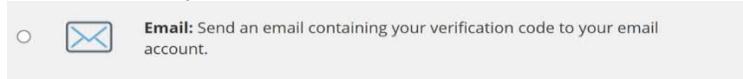
60 days, which allows users to update their profiles to use Google Authenticator. After this time, users will no longer see email as an available option.

## For External Users:

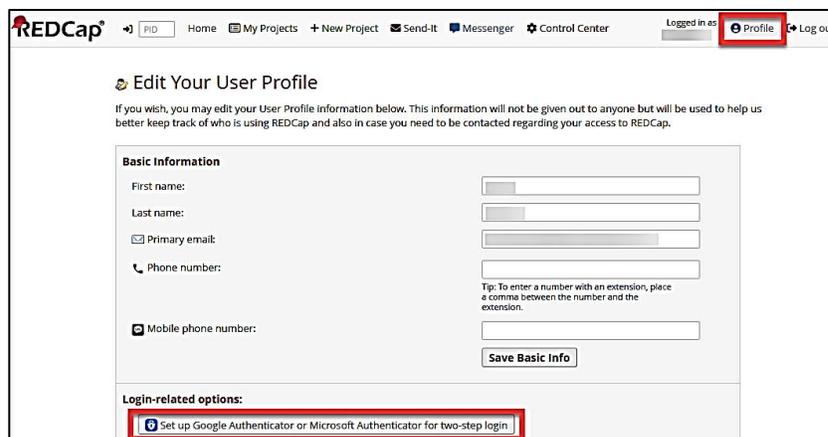
1. External users (Users that login to REDCap using a non UTSW ID and Password) will initially authenticate using **Email** but will transition to **Google Authenticator** for future logins.
2. Log into REDCap (using your username and password)
3. **Email authenticator**

**Note: Email as an authenticator will only be available as an option until March 14, 2025.**

1. Select email as your authenticator.



2. You will receive a verification code via email for your REDCap account. The message will be titled "REDCap 2-step login" and the email will be sent to the primary email address listed for your REDCap account.
  3. Note: this code will expire in 2 minutes. You must enter it into REDCap before it expires.
  4. Each code can only be used once.
  5. Enter the code contained in the email into the Enter your verification code window, and then click Submit to log into REDCap. You can also copy the code from your email and paste it into the window.
4. **Google Authenticator**
    1. Once logged into REDCap, navigate to the My Profile link in the upper right corner of the screen.
    2. On your profile screen, click the Set-up Google Authenticator for the two-step login button, email will be sent with instructions. Follow the steps provided

A screenshot of the REDCap "Edit Your User Profile" page. The page title is "Edit Your User Profile" and it includes a sub-header: "If you wish, you may edit your User Profile information below. This information will not be given out to anyone but will be used to help us better keep track of who is using REDCap and also in case you need to be contacted regarding your access to REDCap." The form is divided into two sections: "Basic Information" and "Login-related options". The "Basic Information" section contains fields for "First name:", "Last name:", "Primary email:" (with an envelope icon), "Phone number:" (with a phone icon), and "Mobile phone number:" (with a mobile phone icon). A "Save Basic Info" button is located below these fields. The "Login-related options:" section contains a button labeled "Set up Google Authenticator or Microsoft Authenticator for two-step login", which is highlighted with a red box. The top navigation bar includes links for "Home", "My Projects", "New Project", "Send-It", "Messenger", "Control Center", "Logged in as", "Profile" (highlighted with a red box), and "Log out".

**Set up Google Authenticator or Microsoft Authenticator for two-step login**

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](#)



*Example Only*

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".

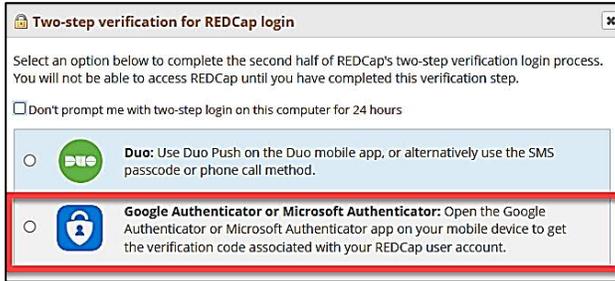
Account:   
Key/secret:

**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.**

3. Google Authenticator will need to be downloaded to your mobile device from the relevant app store links:
  1. [Google store](#) (Android)
  2. [Apple store](#) (iPhone)
4. Open the app and scan the QR code to add your REDCap account



5. Use the app to generate a verification code.
6. Enter the code in the Google Authenticator window, and then click Submit to log into REDCap. The next time you log into REDCap, select:



**Two-step verification for REDCap login**

Select an option below to complete the second half of REDCap's two-step verification login process. You will not be able to access REDCap until you have completed this verification step.

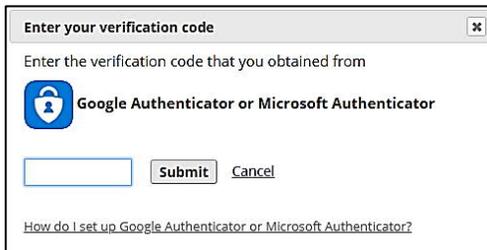
Don't prompt me with two-step login on this computer for 24 hours

 **Duo:** Use Duo Push on the Duo mobile app, or alternatively use the SMS passcode or phone call method.

 **Google Authenticator or Microsoft Authenticator:** Open the Google Authenticator or Microsoft Authenticator app on your mobile device to get the verification code associated with your REDCap user account.

Follow the instructions on screen to generate a verification code and enter it to login.

5. A second dialog will pop up asking you to input a verification code: enter the verification code from Google Authenticator in Step 12. Click **Submit** and you should be successfully authenticated!



**Enter your verification code**

Enter the verification code that you obtained from

 **Google Authenticator or Microsoft Authenticator**

[How do I set up Google Authenticator or Microsoft Authenticator?](#)

If you need assistance, please submit a [SERVICEDESK](#) email so we can promptly assist you.

Thank you for your cooperation as we enhance the security of our REDCap environment.