



**ESTS** European Society of Thoracic Surgeons

# ***Instructional Guide: REDCap First Access Troubleshooting Guide***

*Common Issues and How to Resolve Them*



UNIVERSITÀ  
DEGLI STUDI  
DI PADOVA



Department of Cardio-  
Thoracic-Vascular  
Sciences and Public  
Health



Biostatistics,  
Epidemiology and Public  
Health Unit



**BIOSTAT-X**  
Biostatistics & AI for  
Biomedical Discovery

# Introduction

This instructional guide explains the most common issues that may occur during your first access to the REDCap platform and provides clear instructions on how to resolve them.

Please follow each recommendation carefully to ensure a smooth and secure login experience.

# Issue 1: No invitation email / Unable to log in

## Description:

REDCap access is invitation-based and requires the use of the email address and credentials provided in the official invitation email.

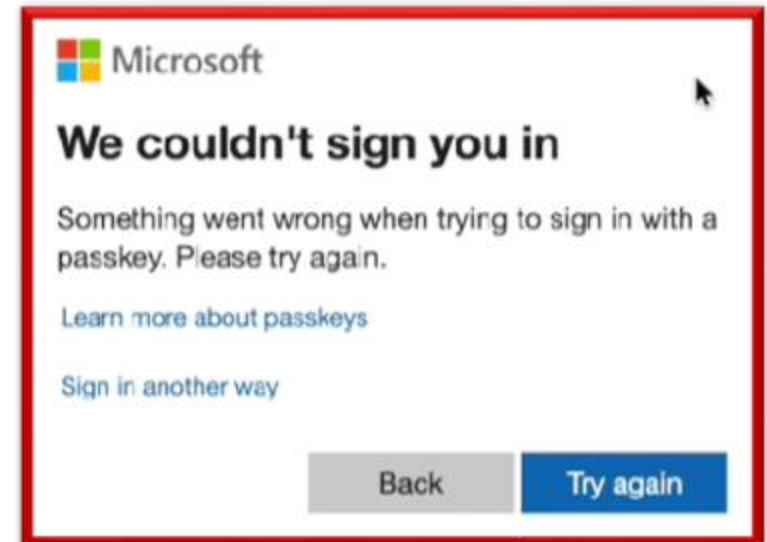
If you attempt to log in using your own email address instead of the one provided, you may be redirected to a passkey or security key screen.

## Reason:

Access must be activated through the official invitation link and associated account.

## Solution:

- Use only the link and credentials provided in the official REDCap invitation email
- Do not use personal or alternative email addresses
- If you have not received the email:
- Check your spam folder
- Contact the support team



# Issue 2: Link opened in normal mode instead of Incognito

## Description:

Opening the REDCap link in a normal browser window may result in:

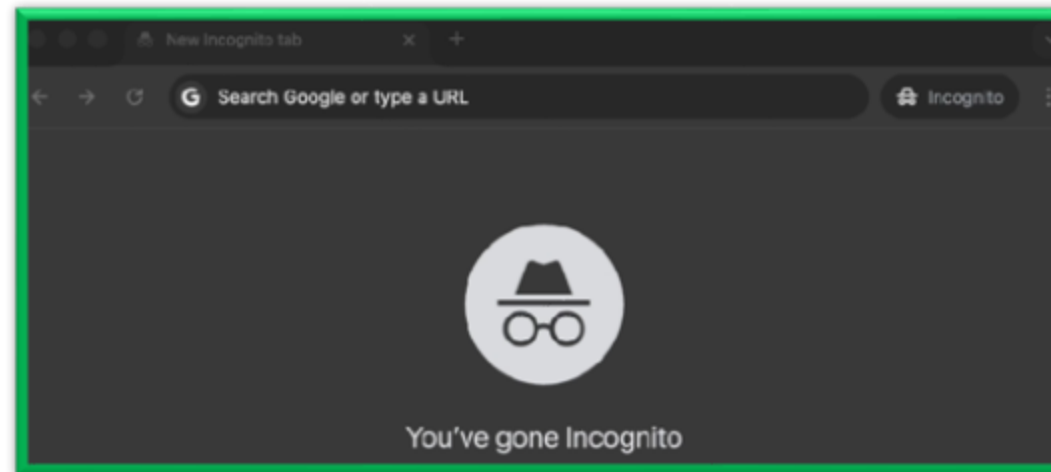
- Automatic login with a different account
- Redirection errors
- Access issues

## Reason:

Stored cookies and active sessions from previous logins may interfere with authentication.

## Solution:

- Always open the REDCap link in:
  - Incognito (Chrome)
  - Private window (Safari/Firefox)
- This ensures a clean session without saved data



# Issue 3: QR code cannot be scanned

## Description:

The QR code cannot be scanned in Microsoft Authenticator.

## Reason:

Camera permissions are not enabled for the application.

## Solution:

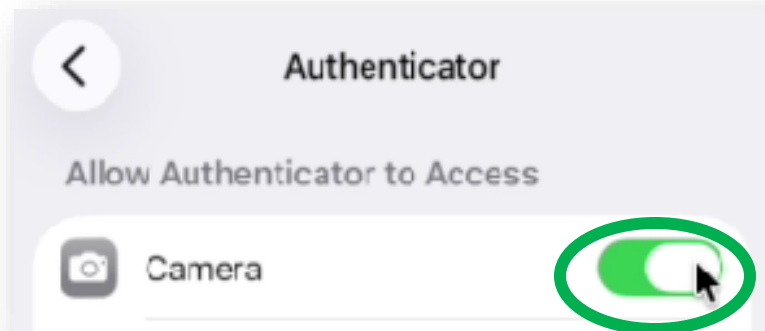
### iPhone:

- Settings → Apps → Microsoft Authenticator → Camera → **Allow**

### Android:

- Settings → Apps → Microsoft Authenticator → Permissions → Camera → **Allow**

Then reopen the app and scan the QR code again.



# Issue 4: Code not accepted / Verification fails

## Description:

The verification code from Microsoft Authenticator is not accepted.

## Reason:

The phone's time is not synchronized correctly.

Authenticator codes are time-based and refresh every few seconds.

## Solution:

### iPhone:

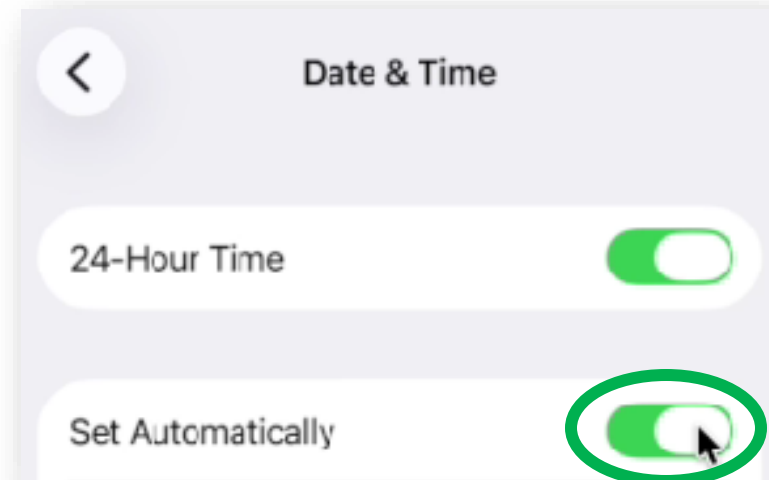
- Settings → General → Date & Time → **Set Automatically**

### Android:

- Settings → System → Date & Time → **Automatic date & time**

### Then:

- Return to the app
- Enter the latest code



# Issue 5: Page does not open

## Description:

The REDCap page does not open and displays a message related to browser cache or session issues.

## Reason:

REDCap requires proper session data stored in the browser.

## Solution:

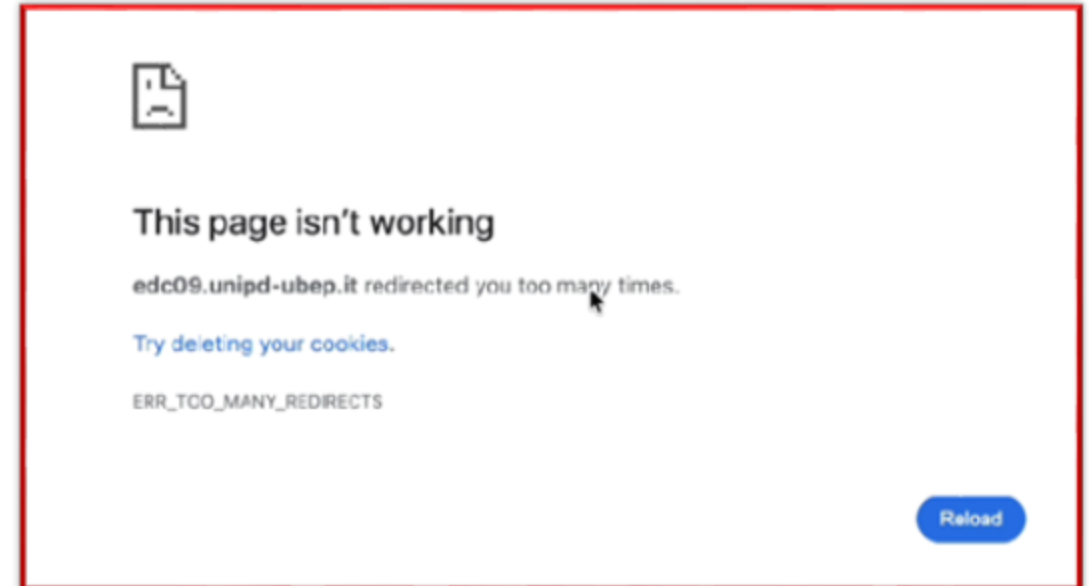
1. Close the current browser window
2. Clear browser cache

## In Google Chrome:

- Click **three dots (top right)**
- Go to **Settings → Privacy and Security → Clear browsing data**
- Select:
- **Cached images and files**
- Time range: **All time**
- Click **Clear data**

*Note: Steps may slightly differ depending on the browser.*

3. Reopen the link and try again



# Issue 6: Wrong Email Entered

## Problem

- If you enter an incorrect email, the verification message is sent to that address
- You will not be able to continue without accessing it

## Solution

1. Click **Log out** and close the current tab
2. Open a new **Incognito / Private window**
3. Use the original invitation link
4. Enter your **correct and accessible email address**

## If the issue persists

- Clear your browser **cookies and cache**
- Try again or contact **REDCap support**



## ⌚ Awaiting email account verification

Your REDCap account status is still pending because you have not yet verified the email account that you specified either when setting up your REDCap account or when modifying your account's primary email address. Your verification code was sent to [jjjk98e@icloud.com](mailto:jjjk98e@icloud.com). Please check that email account to find the account verification email sent by REDCap, and follow its instructions.

✉ Check your email account [jjjk98e@icloud.com](mailto:jjjk98e@icloud.com)

# Issue 7: Multiple confirmation emails received

## Description:

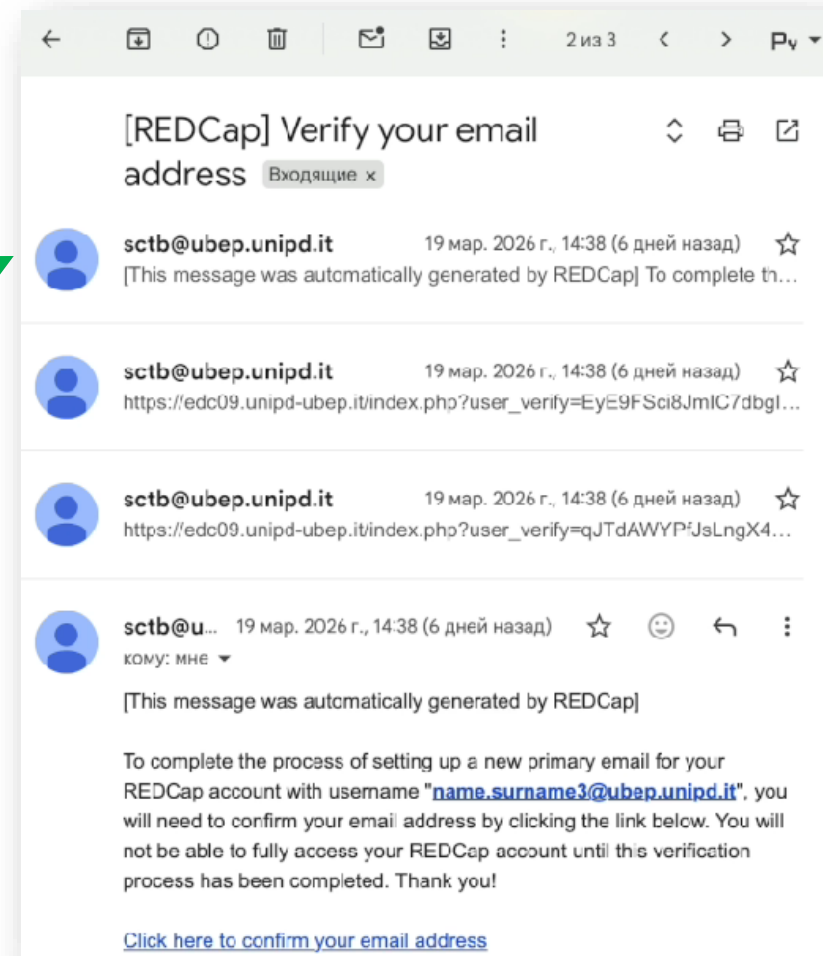
You receive more than one REDCap confirmation email.

## Reason:

The invitation or verification process was triggered multiple times.

## Solution:

- Open the links one by one
- Use the one that works correctly
- Ignore the others after successful access



# Need Help? Contact the UBEP REDCap Team

We hope this guide has helped you resolve the most common issues during your first access to REDCap.

If you encounter any difficulties or require further assistance, please contact our support team:  
[ests.data@ubep.unipd.it](mailto:ests.data@ubep.unipd.it)

We will be happy to support you.

**Thank you for your time and cooperation!**  
**We wish you a smooth and successful experience using the REDCap platform.**