QA

1. What is happening?

Michael Smith Health Research BC is sunsetting its instance of REDCap and will stop providing REDCap services in spring 2025.

2. Why is REDCap being transitioned?

This instance of REDCap is supported by a grant that ends in 2027. This allows time to safely move existing projects to a new host before grant funding ends.

3. When will the transition take place?

Projects will be temporarily hosted by the BC Children's Hospital Research Institute (BCCHR). The transition from Health Research BC to BCCHR will take place in the fall of 2024. BCCHR will work with teams to assess each project's needs. Where appropriate, BCCHR will transfer existing active projects to a new host institution.

4. Who will be affected?

Teams with existing projects will be supported to navigate any changes as a result of the transition. The BCCHR Data Management Team are planning and implementing this change.

5. What do I need to do?

If you are part of a team with an existing project on our REDCap instance, you will receive an email with details about the transition of your project.

6. How will Health Research BC and BCCHR help?

We are available to help teams through this transition. Contact redcap@healthresearchbc.ca for support.

7. What will change during the transition to BCCHR?

Health Research BC's instance of REDCap will be temporarily hosted by BCCHR. This will mean changes to the web address and contact email. In addition, BCCHR will manage your user account. You may need to update your project's research ethics documentation to reflect these changes.

Technical questions

I no longer have access to my REDCap account.
Email redcap@healthresearchbc.ca to regain access.

I have access to a project, but the owner no longer works here.
Email redcap@healthresearchbc.ca with the project ID and title for support.

I need help downloading my data.
Email redcap@healthresearchbc.ca and we will assist you in downloading the data.

I am not the project owner, but I need the data in the project.
Contact the project owner to save the data to a shared secure space.

My project collected Indigenous data.
If your project involves Indigenous communities or partners, please engage with them directly to discuss the appropriate destination of the data and to ensure OCAP principles are followed. BCCHR respects and upholds the First Nations principles of ownership, control, access, and possession.

I need more information.
Visit our webpage for details.