

QA

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.](#)