



Getting Access to the Max Rady College of Medicine Secure Research Environment (SRE)

When you access the REDCap Production Server, you'll first need to login to the Max Rady College of Medicine Secure Research Environment (SRE). The SRE is a virtualized system maintained by MedIT, the College's IT support group. To access the SRE, you'll need an SRE account and security token.

To get an SRE account and security token, follow these steps:

STEP 1: Obtain a UMNNetID

As the SRE is a UM resource, you'll need a UMNNetID from UM IST (Information Services & Technology). UM staff and students automatically have a UMNNetID but non-UM personnel can apply for a UMNNetID by downloading and completing the "Individual Sponsored Computer Account Application". This form is found on the IST webpage, in the "Accounts and Access" section of the IST service catalog (link below). Allow 3-5 business days for UM IST to process your request.

http://umanitoba.ca/computing/ist/service_catalogue

STEP 2: Obtain PHIA Training and Certificate

To obtain access to the SRE, you'll need to demonstrate that you've taken training in the handling of Personal Health Information (PHI). Specifically, we require that you take PHIA training offered by the UM Access and Privacy Office (APO) or have taken such training relatively recently (ideally within the last ten years). Training currently offered is delivered online through a PowerPoint slide set and accompanying quiz. Include a PDF copy of your UM PHIA certificate signed by the UM APO with your SRE application (see below). PHIA training certificates from other institutions are not sufficient, certificates must be issued through the UM.

http://umanitoba.ca/access_and_privacy/privacy_training.html

STEP 3: Provide REB Approval Letter

Access to the SRE and REDCap Production Server require having an REB approved research project, approved by either the UM Health Research Ethics Board (HREB) or Biomedical Research Ethics Board (BREB).

Include a PDF copy of your project's current REB approval letter with your SRE application, or indicate that your project's approval letter has previously been submitted for other team members.



STEP 4: Apply for Security Token & SRE Account

After you've received your UMNNetID, have a PHIA certificate, and REB approval letter, you can apply for access to the SRE. Complete the "*Application for Access to Secure Research Environment (SRE)*" at <http://chimb.ca/redcap>. Ensure that both the applicant and PI (Principal Investigator) sign this form.

Once we receive your application, we'll forward it to MedIT who will then set up a security token (aka "fob") and SRE account for you. A "soft token" alternative using one's smart phone is available for team members based outside Winnipeg. Tokens in either form are \$150 + applicable tax per year each.

Tokens are assigned for use by a designated individual and cannot be shared. Tokens may be transferred in the case of a member leaving your team and another member requiring access to the SRE.

STEP 5: Install and Configure Software to Access SRE

To access the SRE, you'll need to install a free program called the VMware Horizon Client. It can be downloaded to your computer or mobile device. More details are available at <https://www.vmware.com/go/viewclients>.

To install this program, you'll need Admin rights on your computer/device. Depending on your location, you may need to contact your IT support team. Users of eHealth-connected computers will need to contact eHealth to have the software installed and configured.

If you'll be using a network other than the UM network to connect to the SRE, you may need a second program, called a Virtual Private Network (VPN) program. The program we currently use is called "Pulse" and is free to download. Once again, you'll need Admin rights on your computer and you may need to contact your IT support team (e.g. eHealth) for assistance.

A document describing how to configure the programs mentioned above is available from Med IT. For more information, please contact medit@umanitoba.ca.

Troubleshooting

In the event you have issues accessing the SRE, please submit a trouble ticket to MedIT via the UM IST service ticket system. Do this by e-mailing support@umanitoba.ca, indicating "For MedIT" in both your subject line and at the beginning of your message body. Be sure to describe in detail the issue you're having and your contact information (name, phone and e-mail address).

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