

Helix REDCap®**SSO Sign-In Instructions v1.2***November 2023*







Version No.	Date of Issue	Created by	Amendments
1.0	27/11/2023	John Liman	Created
1.1	12/12/2023	John Liman	Added NSW eHealth
1.2	07/03/2024	John Liman	Added WA eHealth

1 Introduction

Helix REDCap updated its authentication method on 4 July 2023 to use the Monash University authentication called 'Monash Hybrid' or SSO/OKTA. It is called 'Hybrid' because it allows Monash Staff/Students (internal) and external users to sign-in securely at Monash.

Depending on your *email address*, you will use different types of authentication options.

1.1 Sign-in Options

	Sign-In Options	Email Address	Description	Use your institution's password	Link to Step-by-step Instruction
1	Monash University Users  MONASH University	monash.edu hudson.org.au student.monash.edu du	Select this option if your email address ends with monash.edu or hudson.org.au , you will use Monash OKTA authentication to sign in.	Yes	Section 2
Partners					
2	Alfred Health 	alfred.org.au	If your email ends with @alfred.org.au , please select this option, you will use Alfred Health authentication to sign in.	Yes	Section 3
3	Monash Health 	monashhealth.org	If your email ends with @monashhealth.org , use this option instead, you will use Monash Health authentication to sign in.	Yes	Section 4
4	eHealth NSW 	health.nsw.gov.au	If your email ends with @health.nsw.gov.au , please use this option	Yes	Section 5
5	eHealth WA 	health.wa.gov.au	If your email ends with @health.wa.gov.au , please use this option	Yes	Section 6
5	Microsoft Work or School Account 	epworth.org.au mcri.edu.au usyd.edu.au etc <i>gov.au</i> <i>outlook.com</i> <i>hotmail.com</i>	A Microsoft Work/School account is for organisations that provide access to Microsoft 365 for business and other Microsoft business applications. The benefit of using this authentication is you will be redirected to use your institution's authentication so you don't need to remember another password to log in to REDCap. However, not all institutions allow Microsoft login to access Monash University applications.	Yes	Section 7


Monash Guests					
6	Monash Guest  MONASH University <hr/> Guest Login	other gov.au gmail.com outlook.com hotmail.com etc	This is the “catch-all” when your email does not belong to the above category. You will need to create an account before you can log in to REDCap.	NO - Need to set an account /password at Monash University	Section 8

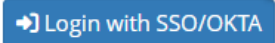
Table 1 Sign-In Options

If you encounter any error, please see this document's [‘Troubleshooting’](#) section.

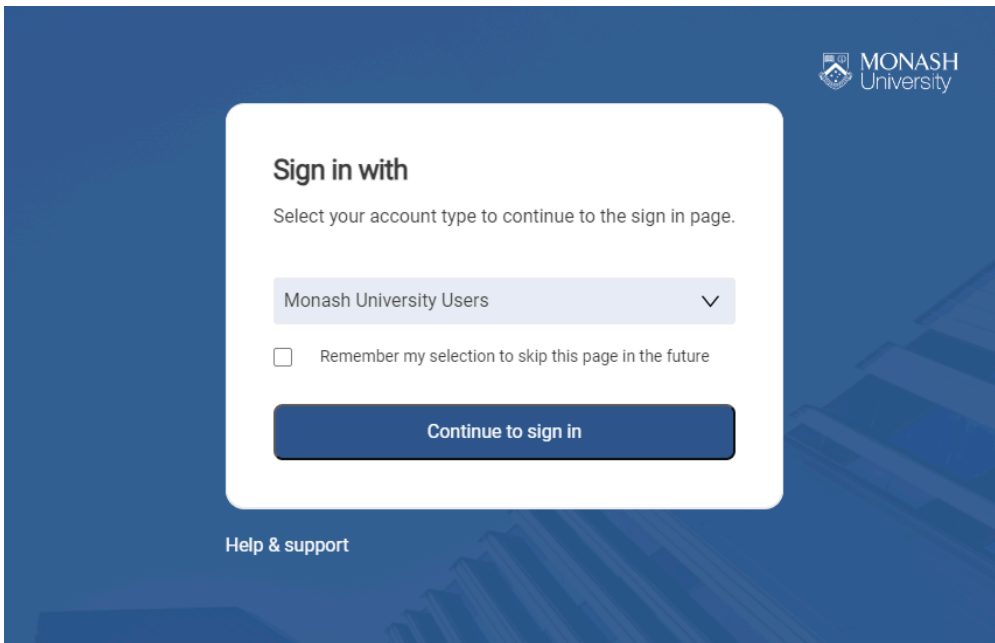
2 Monash University Users

1. Go to <https://redcap.helix.monash.edu> if you are not already on that page, and click the '**Login with SSO/OKTA**' button.

Click **Login with SSO/OKTA** to access Monash REDCap.

Log in method  -- OR -- 

2. After clicking the above **blue** button, you will be presented with sign-in options, select the **Monash University Users** option if it is not yet selected.



MONASH University

Sign in with

Select your account type to continue to the sign in page.

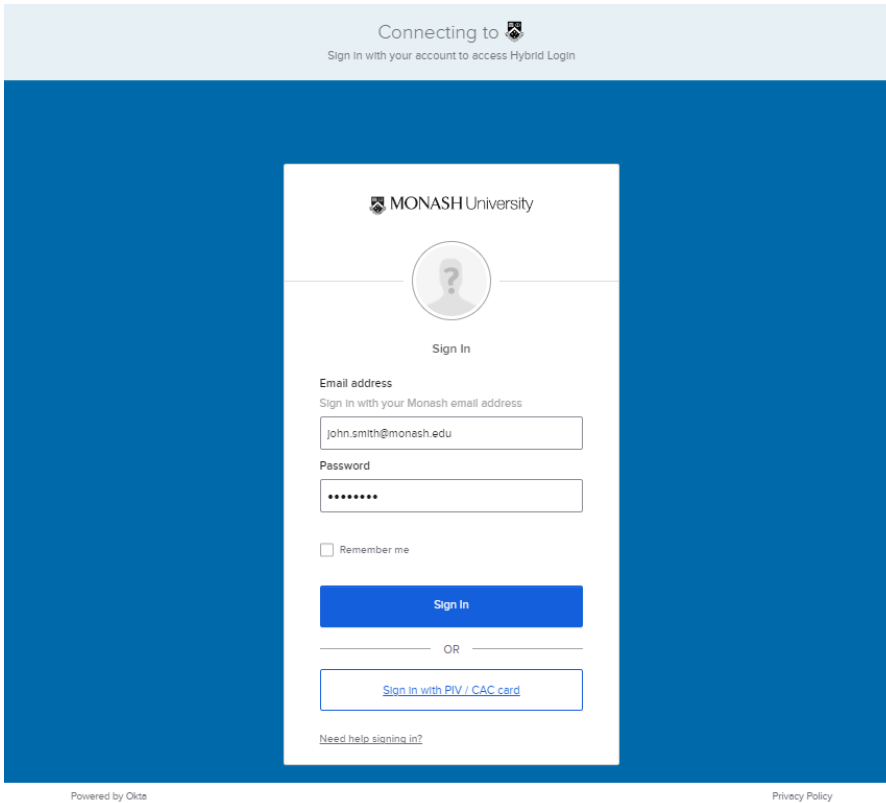
Monash University Users

Remember my selection to skip this page in the future

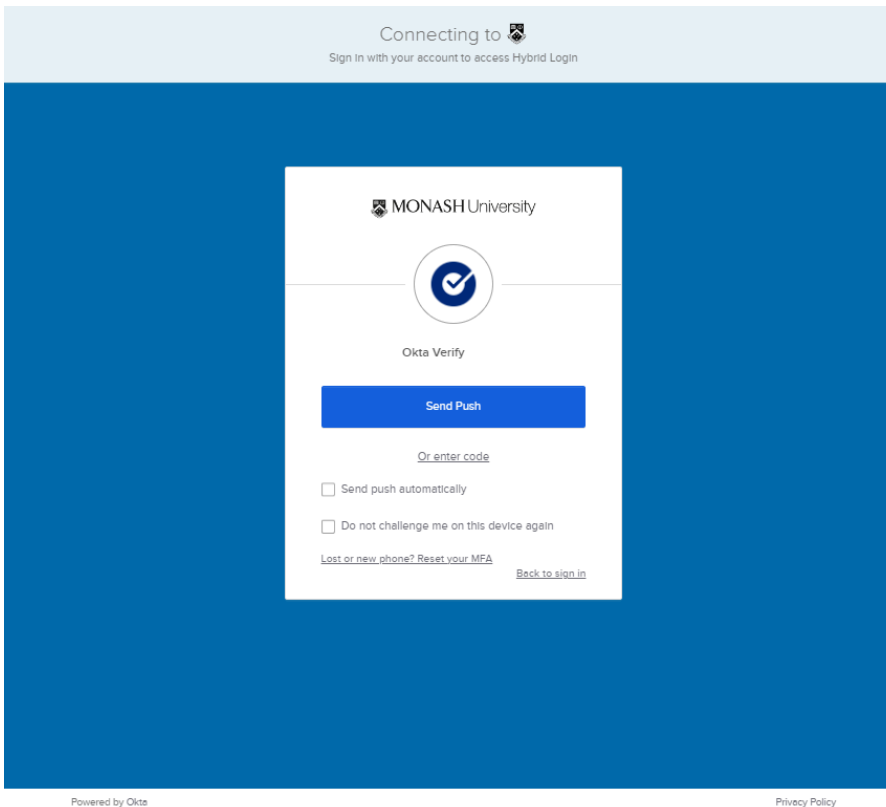
Continue to sign in

Help & support

3. Click on "Continue to sign in". You will be directed to the OKTA Login Screen. Provide your Monash Email and Password, and sign in.



4. Then, click "Send Push." and follow the prompts on your mobile phone device



5. You should be signed in successfully to REDCap.

3 Alfred Health Users

1. Go to <https://redcap.helix.monash.edu>, and click the **'Login with SSO/OKTA'** button.

Click **Login with SSO/OKTA** to access Monash REDCap.

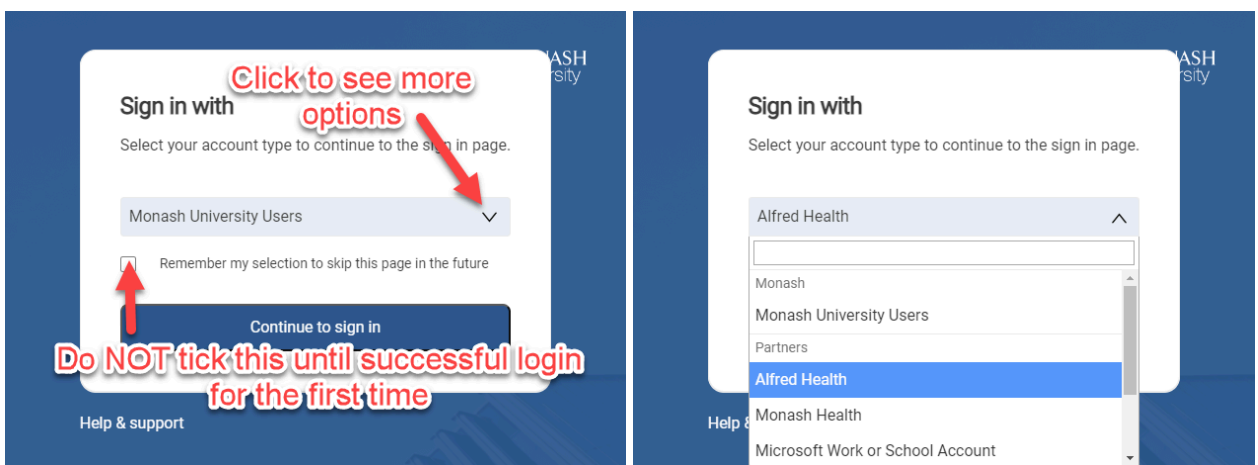
Log in method

→ Login with SSO/OKTA

-- OR --

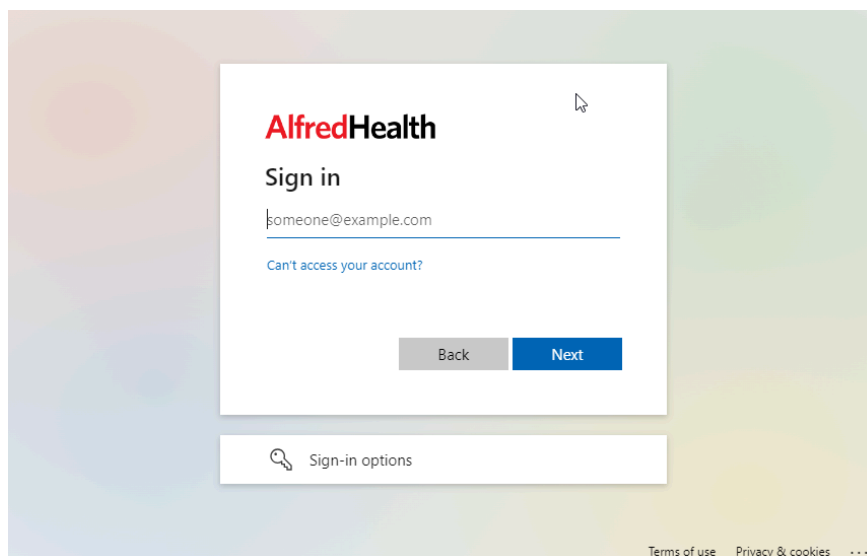
→ Local REDCap Login

2. After clicking the above **blue** button, you will be presented with sign-in options, click the arrow key to see other options, and select **'Alfred Health'** option.



Do NOT select the "Remember my selection to skip this page in the future" box until you have successfully logged in for the first time

3. Click on "Continue to sign in". You will be directed to the **AlfredHealth** Sign In Screen. Provide your **Alfred Health** Email and Password, and sign in.



4. You should be signed in successfully to REDCap. If you encounter any error, please see this document's ['Troubleshooting'](#) section.

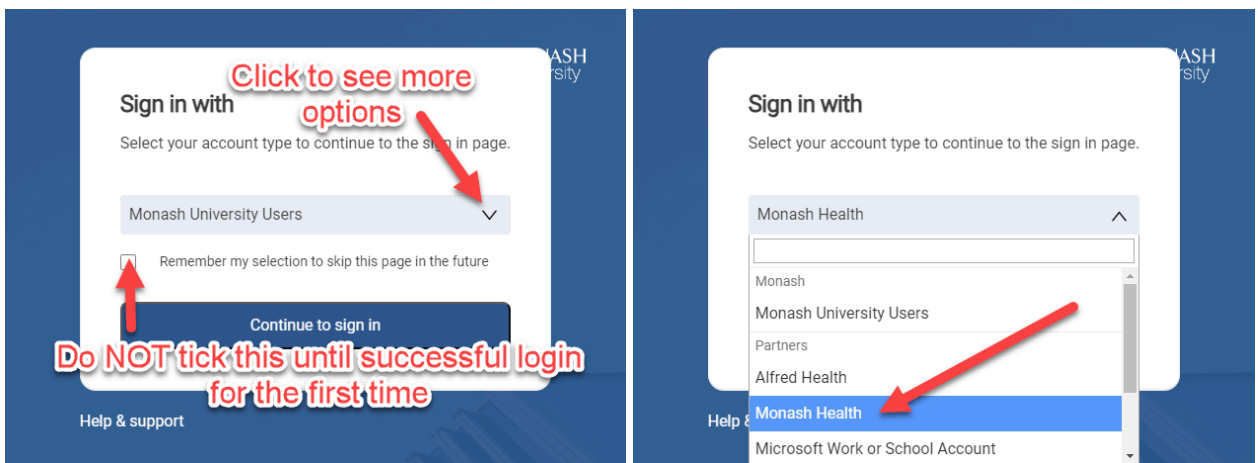
4 Monash Health Users

- 1 Go to <https://redcap.helix.monash.edu>, and click the 'Login with SSO/OKTA' button.

Click **Login with SSO/OKTA** to access Monash REDCap.

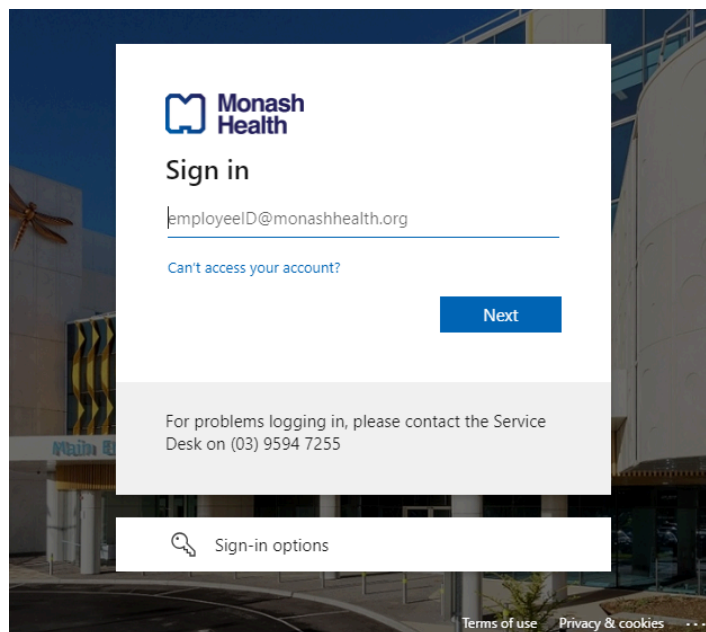


- 2 After clicking the above **blue** button, you will be presented with sign-in options, click the arrow key to see other options, and select '**Monash Health**'.



Do NOT select the "Remember my selection to skip this page in the future" box until you have successfully logged in for the first time

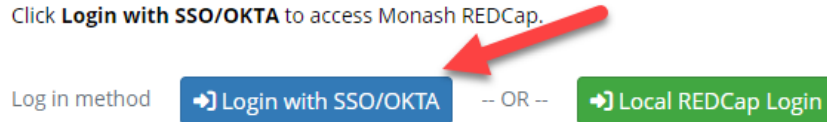
- 3 Click on "Continue to sign in". You will be directed to the **Monash Health** Sign In Screen. Provide your **Monash Health Email** and Password, and sign.



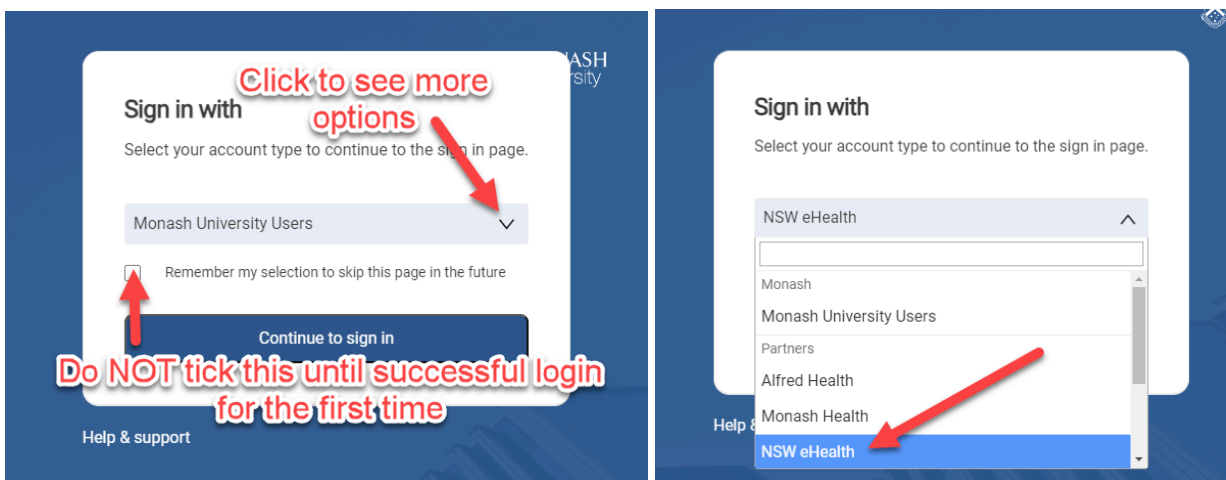
- 4 You should be signed in successfully to REDCap. If you encounter any error, please see this document's '[Troubleshooting](#)' section.

5 eHealth NSW Users

1. Go to <https://redcap.helix.monash.edu>, and click the 'Login with SSO/OKTA' button.

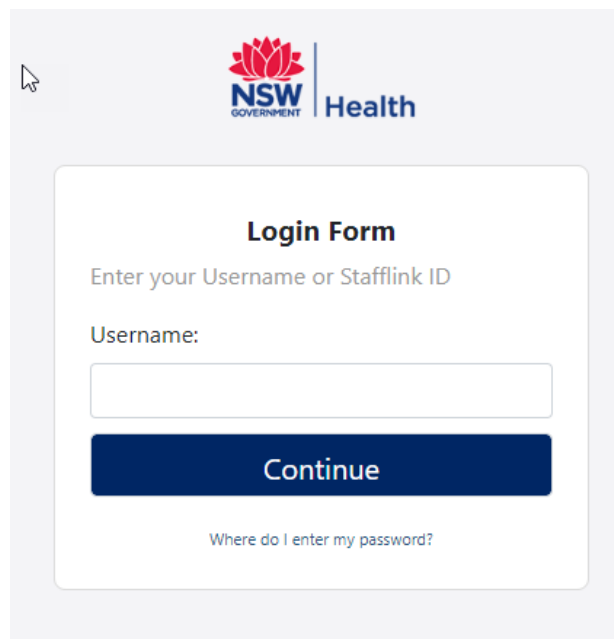


2. After clicking the above **blue** button, you will be presented with sign-in options, click the arrow key to see other options, and select '**NSW eHealth**'.



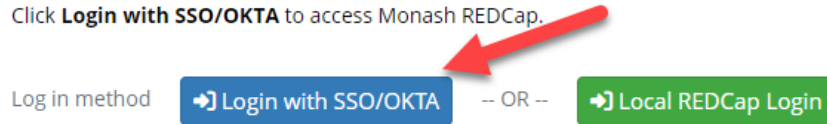
Do NOT select the "Remember my selection to skip this page in the future" box until you have successfully logged in for the first time

3. Click on "Continue to sign in". You will be directed to the NSW eHealth Sign-in page. Use your eHealth login credentials to sign-in.

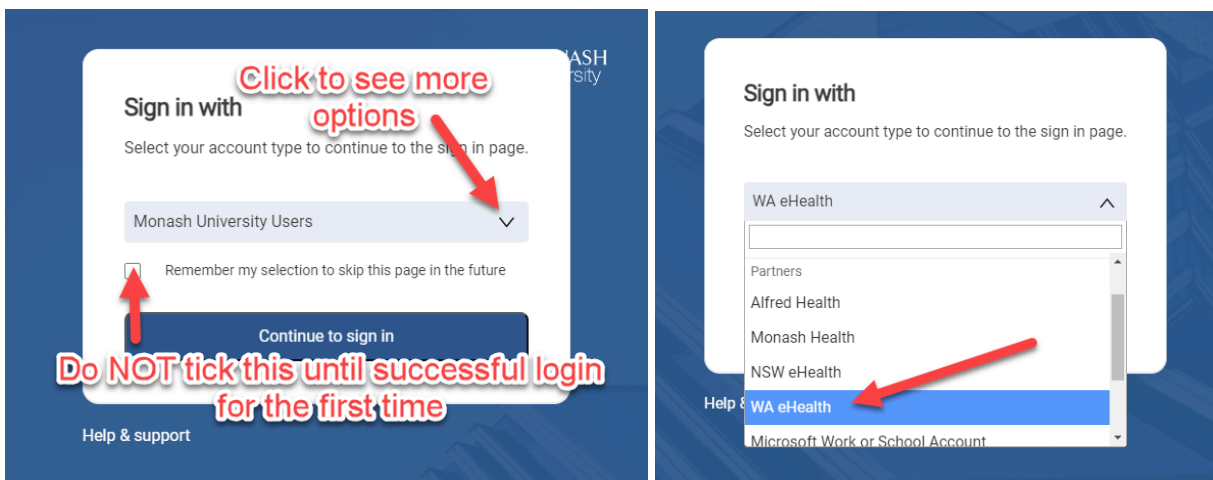


6 eHealth WA Users

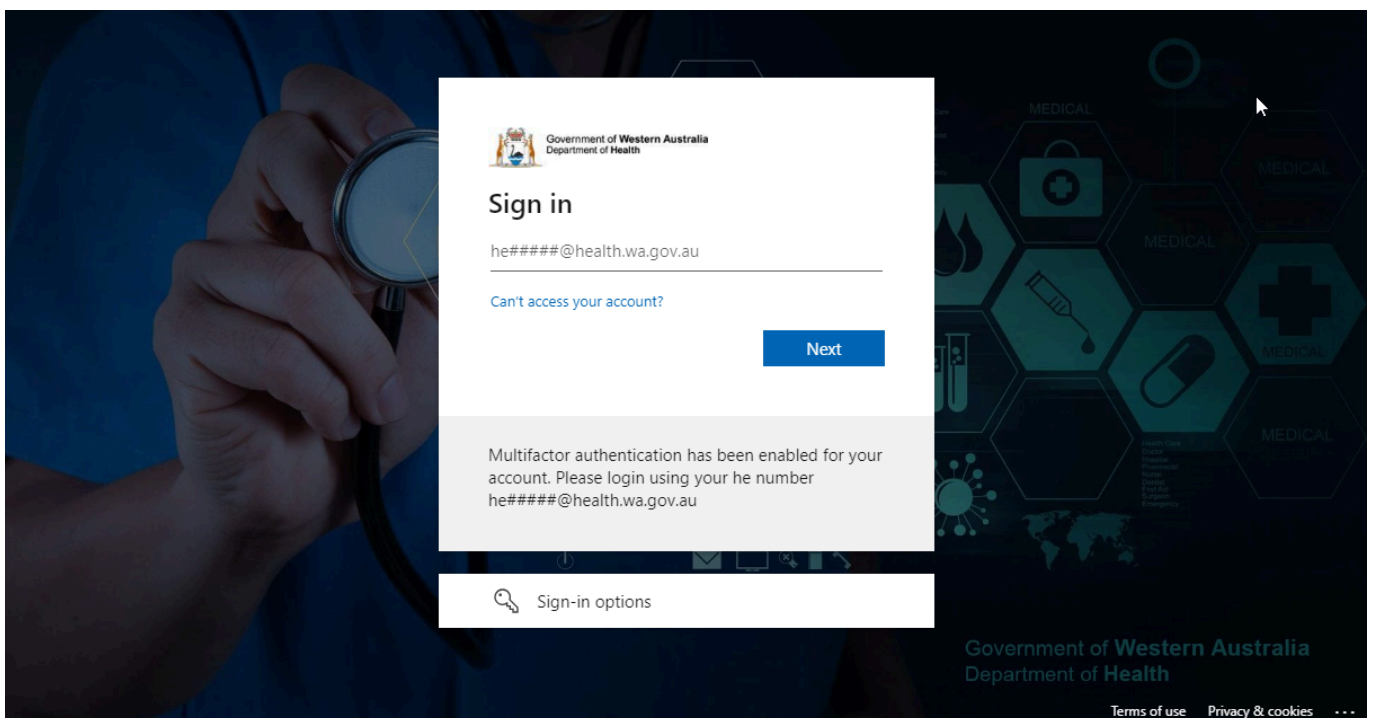
1. Go to <https://redcap.helix.monash.edu>, and click the **'Login with SSO/OKTA'** button.



2. After clicking the above **blue** button, you will be presented with sign-in options, click the arrow key to see other options, and select **'WA eHealth'**.



3. Click on "Continue to sign in". You will be directed to the WA eHealth Sign-in page. Use your eHealth login credentials to sign-in



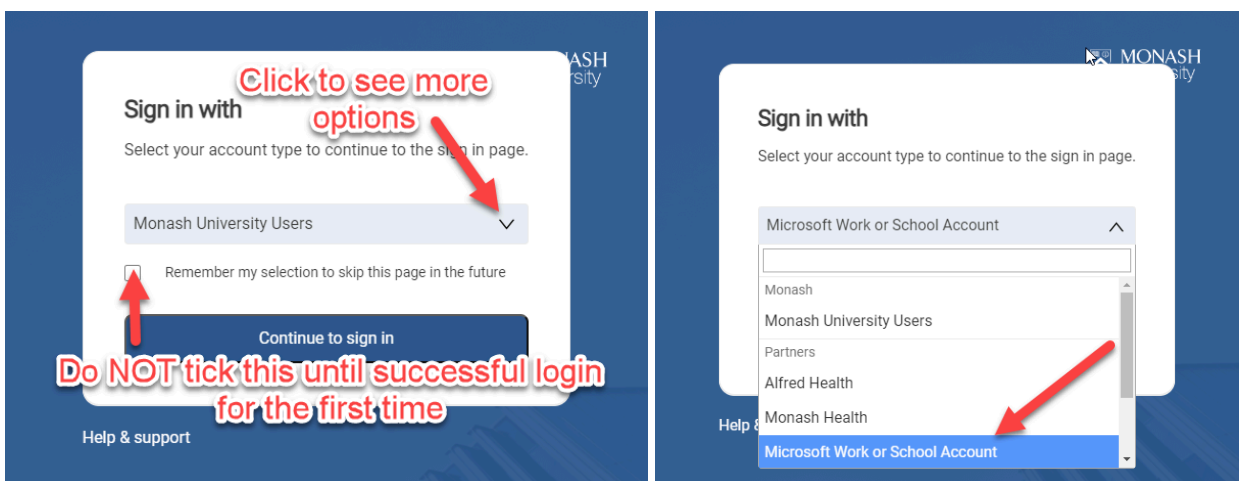
7 Microsoft Work or School Account Users

1. Go to <https://redcap.helix.monash.edu>, and click the 'Login with SSO/OKTA' button.

Click **Login with SSO/OKTA** to access Monash REDCap.

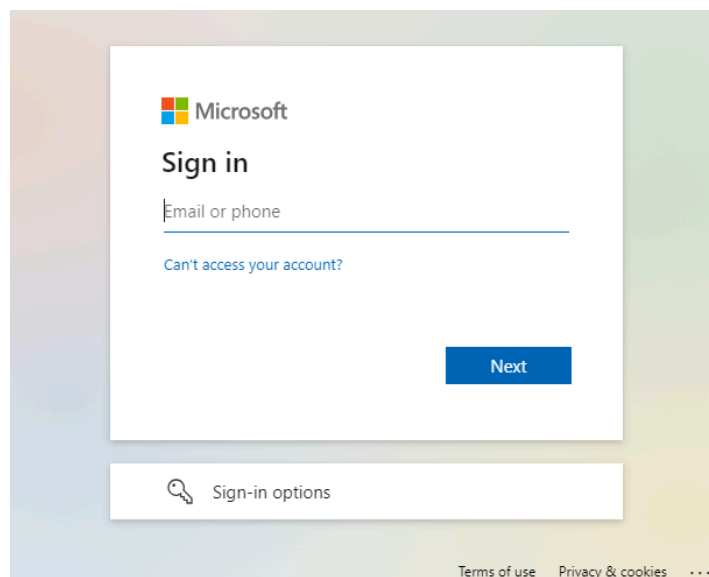
Log in method → Login with SSO/OKTA -- OR -- → Local REDCap Login

2. After clicking the above **blue** button, you will be presented with sign-in options, click the arrow key to see other options, and select 'Microsoft Work or School Account'.



Do NOT select the "Remember my selection to skip this page in the future" box until you have successfully logged in for the first time

3. Click on "Continue to sign in". If your email address is associated with Microsoft Work or School Account, you will be directed to the **Microsoft Sign-In page**. Type your organisation's email address and click 'Next' button, If your email address is associated with Microsoft Work or School Account, you will be redirected to your Institution's sign-in page. Enter your institution login credentials.



4. If you encounter any error, please see this document's '[Troubleshooting](#)' section.

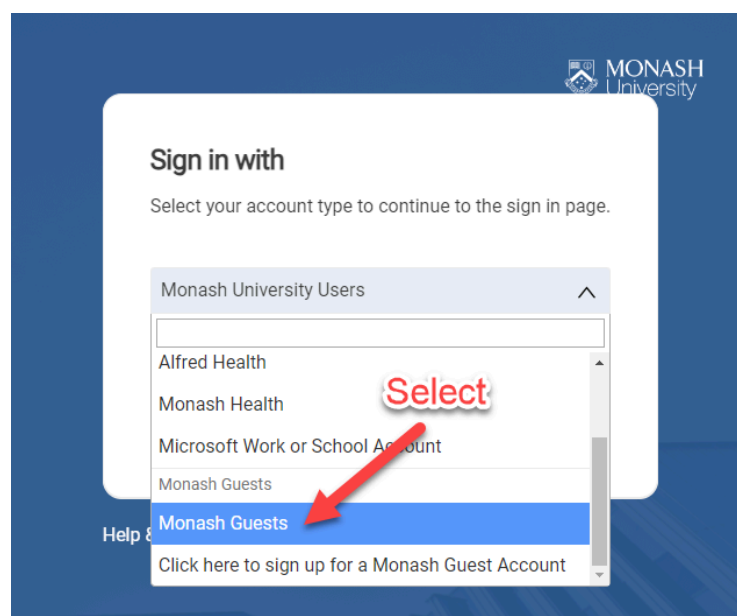
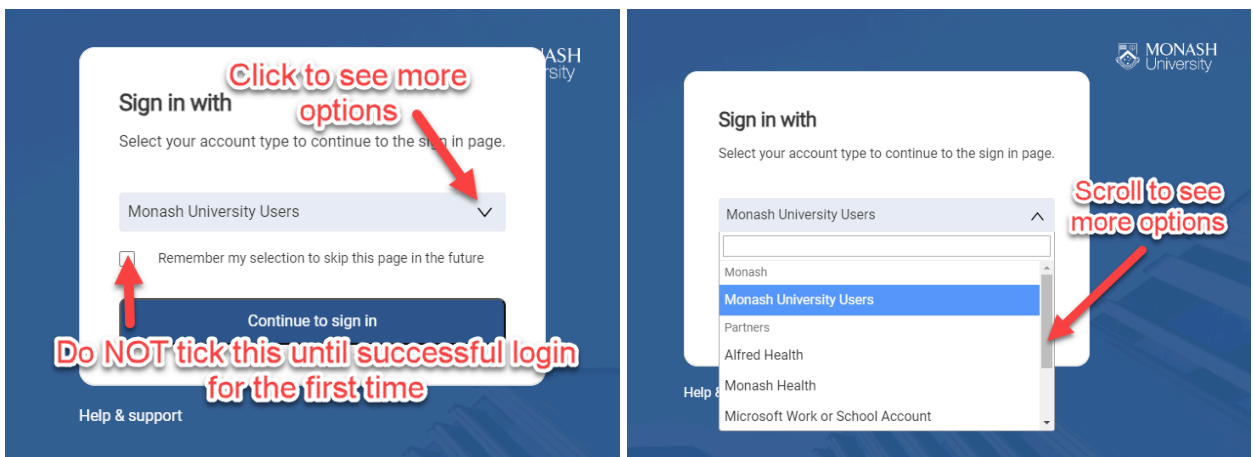
8 Monash Guest / Other Accounts

1. Go to <https://redcap.helix.monash.edu>, and click the 'Login with SSO/OKTA' button.

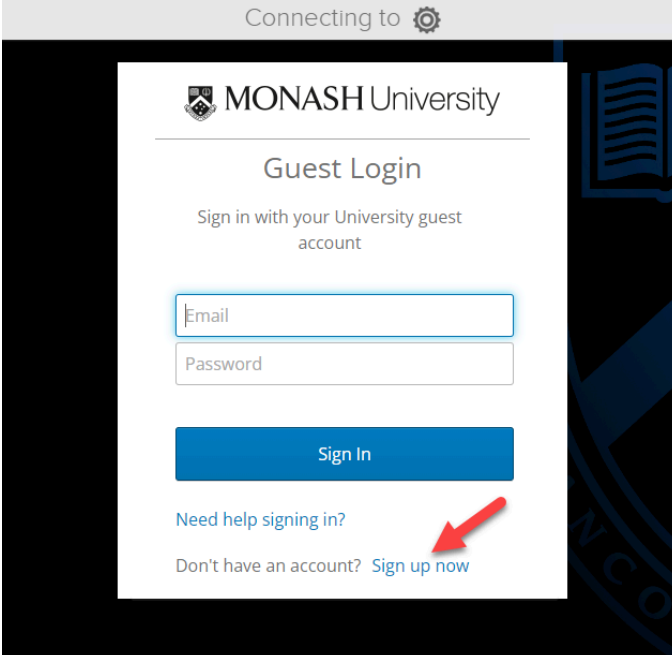
Click **Login with SSO/OKTA** to access Monash REDCap.


Log in method ➔ Login with SSO/OKTA -- OR -- ➔ Local REDCap Login


2. After clicking the above **blue** button, you will be presented with sign-in options, click the arrow key and scroll down to select the "Monash Guest" option.



3. You will be presented with a 'Guest Login' page. Click the 'Sign up now' link, to register your email address as a Monash Guest.



Connecting to 

 MONASH University

Guest Login

Sign in with your University guest account

Email

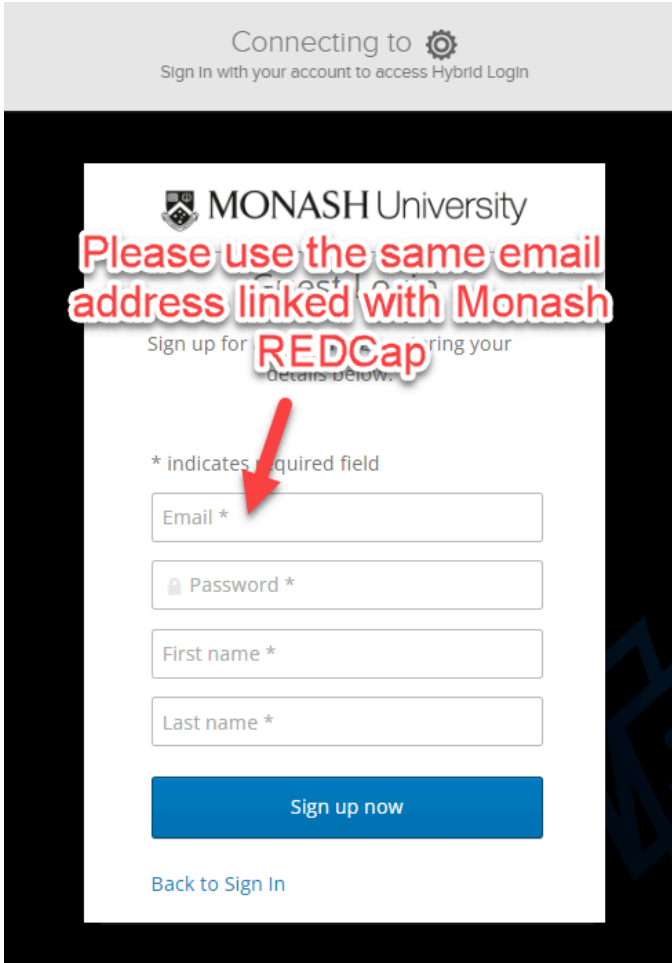
Password


Sign In


Need help signing in?

Don't have an account? [Sign up now](#)

4. You will then be presented with a sign-up form, please complete the required information.



Connecting to 
Sign In with your account to access Hybrid Login

 MONASH University

Sign up for REDCap

Please use the same email address linked with Monash REDCap

* indicates required field

Email *

Password *

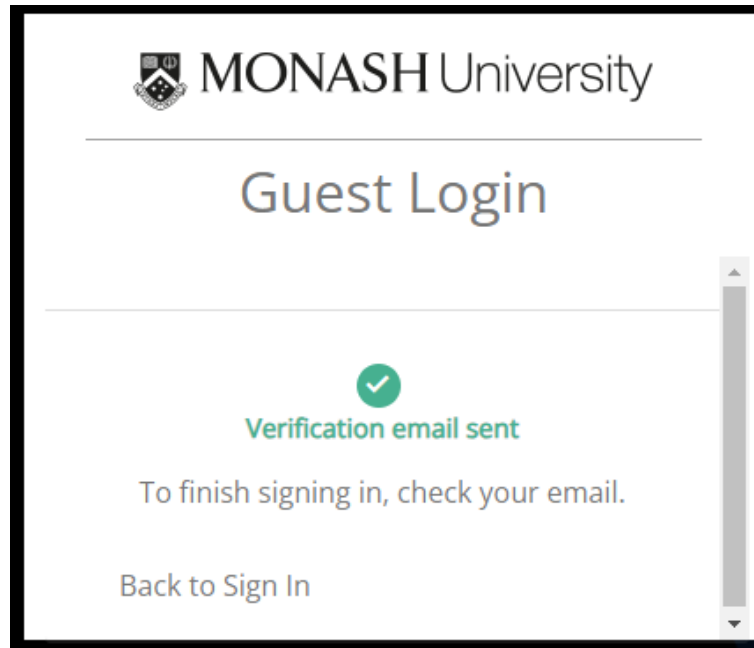
First name *

Last name *

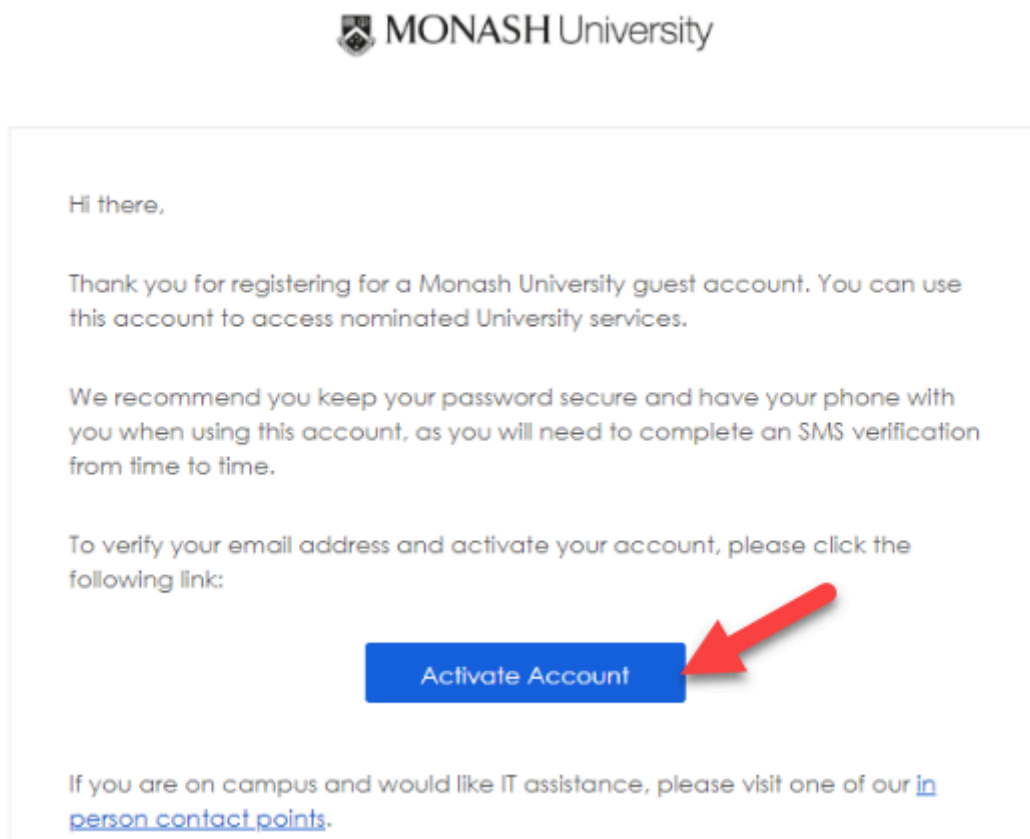
Sign up now

[Back to Sign In](#)

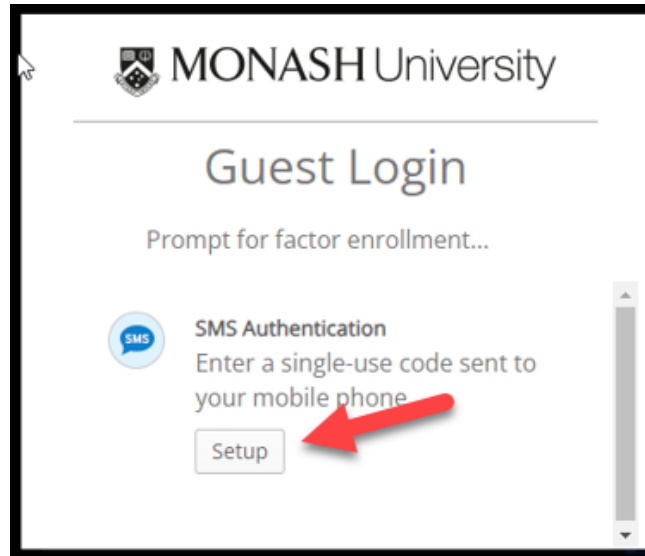
5. Once you have completed the "Sign up now" step: A verification email sent screen will be displayed.



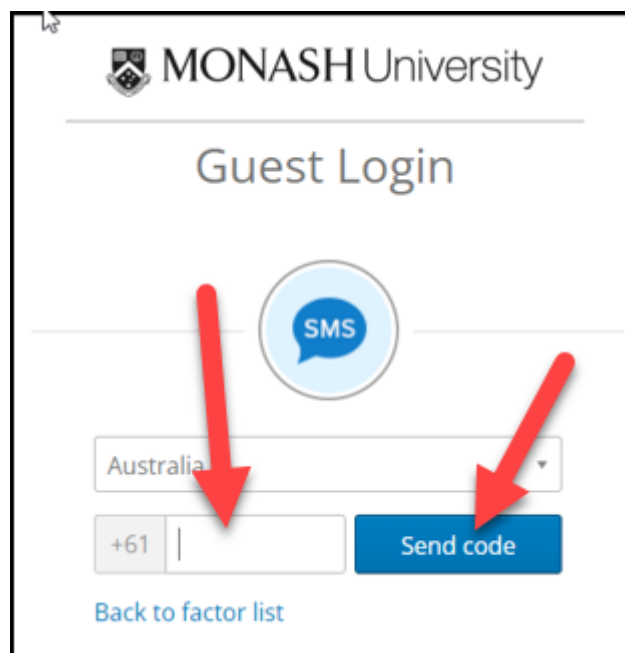
6. Access your email inbox, you will receive a verification email with the subject "**Your Monash University guest account is ready, please activate it.**" Click the 'Activate Account' to proceed.



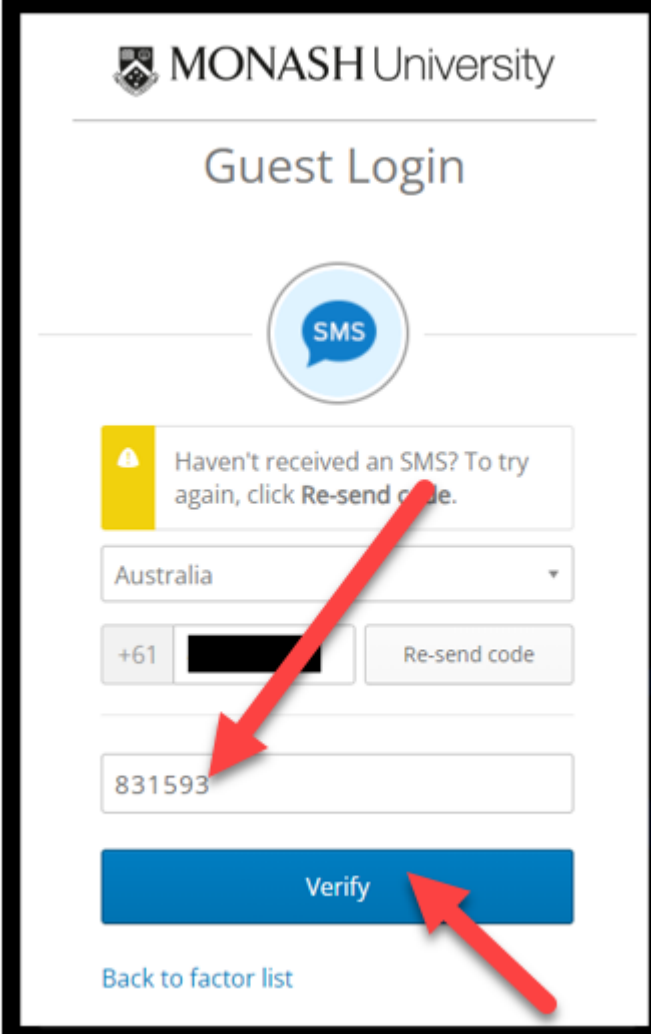
7. After activating your account, a Multi-Factor Authentication (MFA) setup page will appear. Click on the "Setup" button.




8. On the MFA setup screen, you will be prompted to enter your phone number. Please ensure you change the country to where you are from, enter a **mobile number** that is able to receive SMS, and click the '**Send code**' button.





9. You will receive an authentication code on your mobile phone. Enter the code in the designated field on the page, and click the 'Verify' button.



 **MONASH** University

Guest Login



 Haven't received an SMS? To try again, click [Re-send code](#).

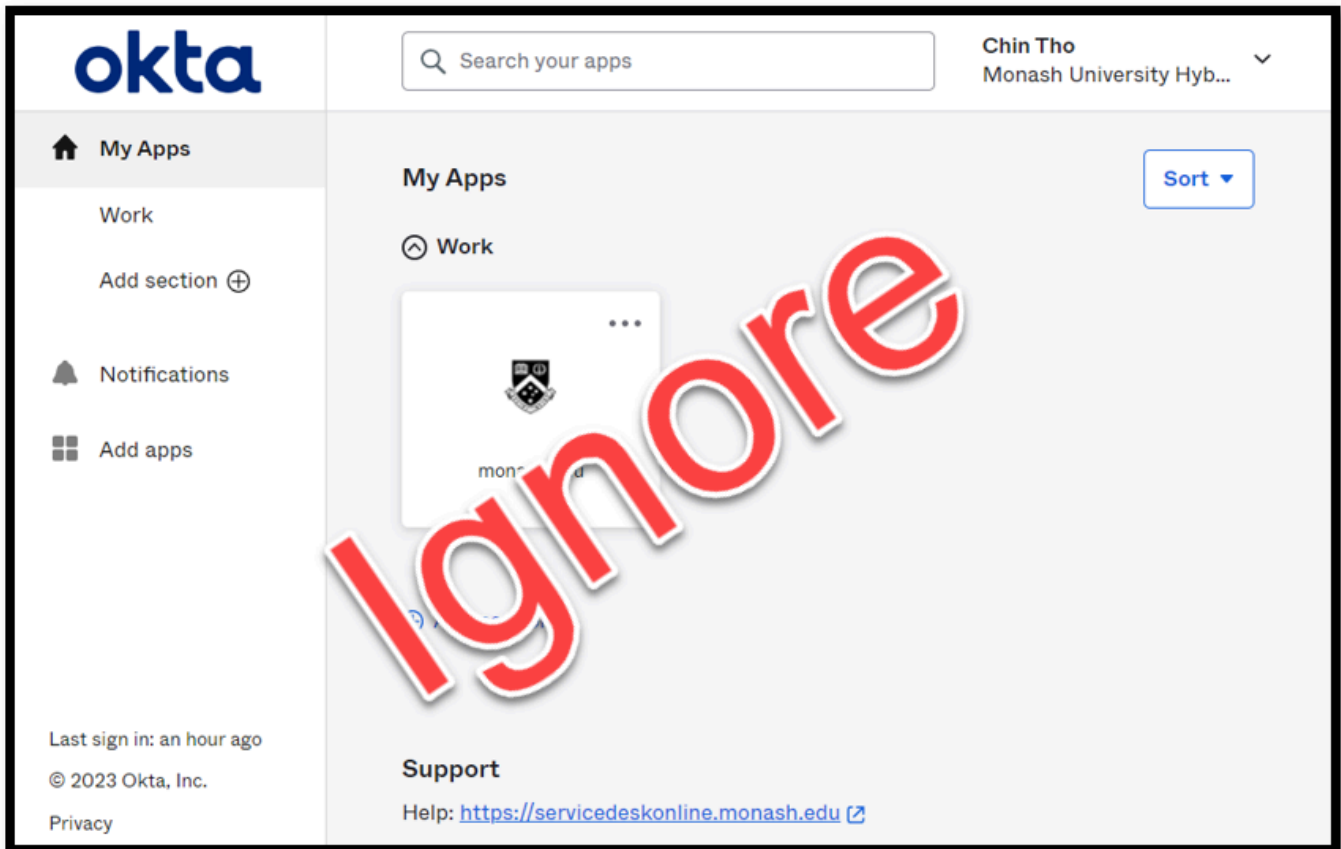
Australia ▾

+61 [Re-send code](#)

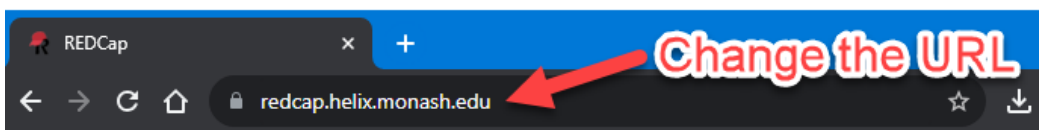
[Verify](#)

[Back to factor list](#)

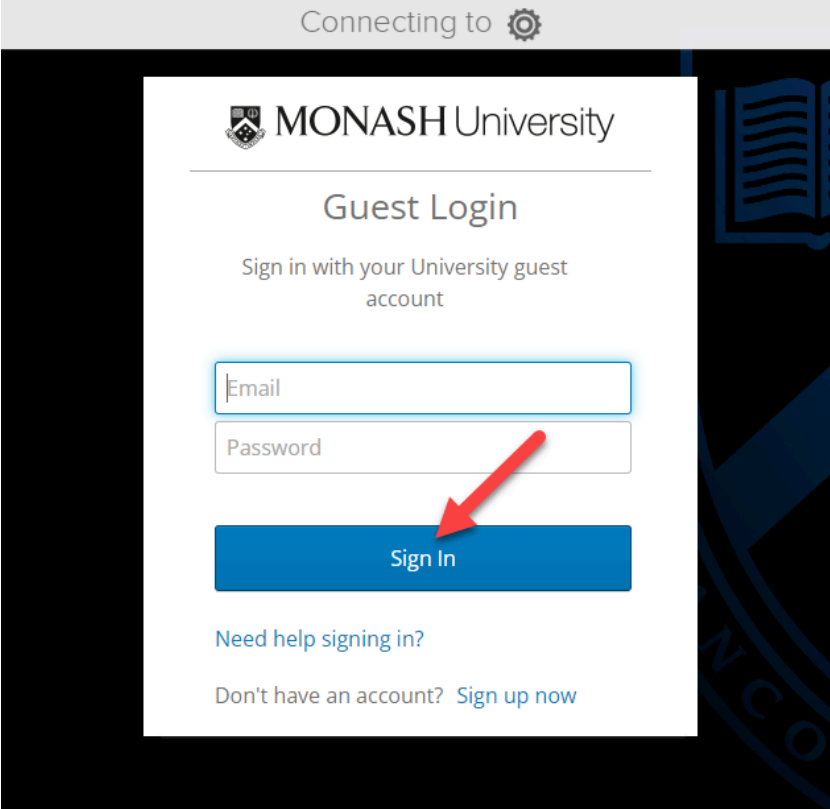
10. You will see this page, please ignore it.





11. Change the URL back to: <https://redcap.helix.monash.edu> to sign in to REDCap.



12. Go back to [Step 1](#) to Step 3 above, enter the email and password you entered at Step 4 then click the 'Sign-In' button.



Connecting to 

 **MONASH** University

Guest Login

Sign in with your University guest account

Email

Password

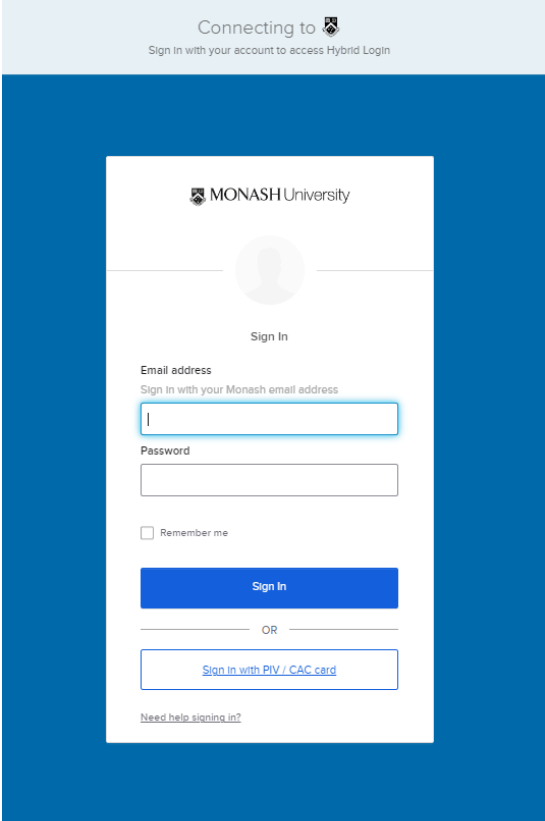
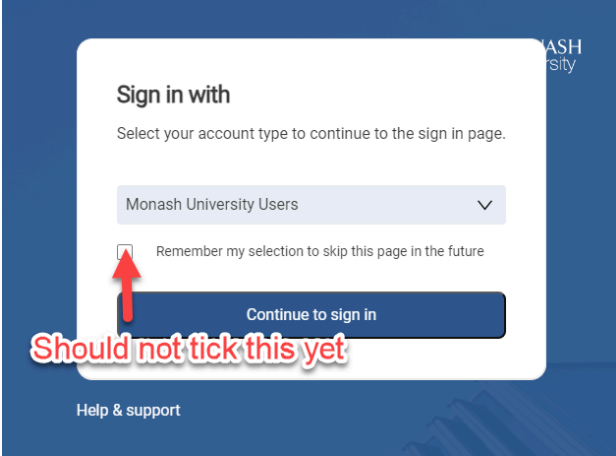
Sign In

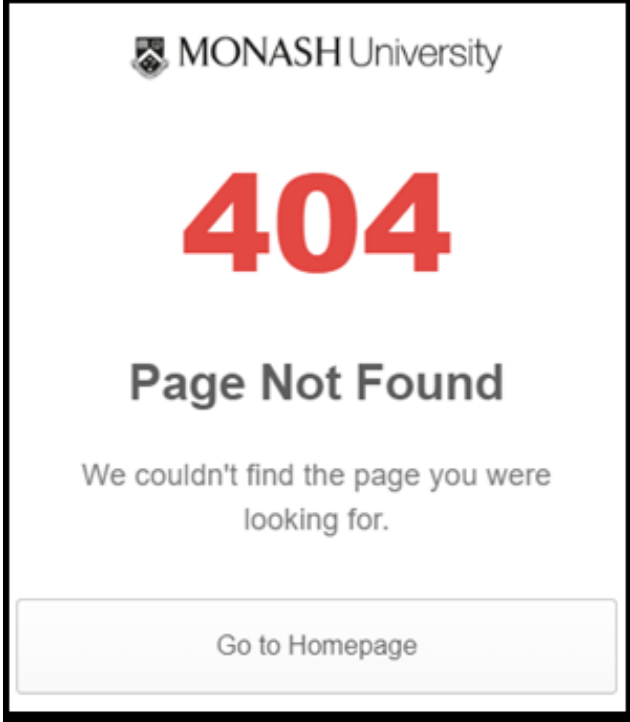
[Need help signing in?](#)

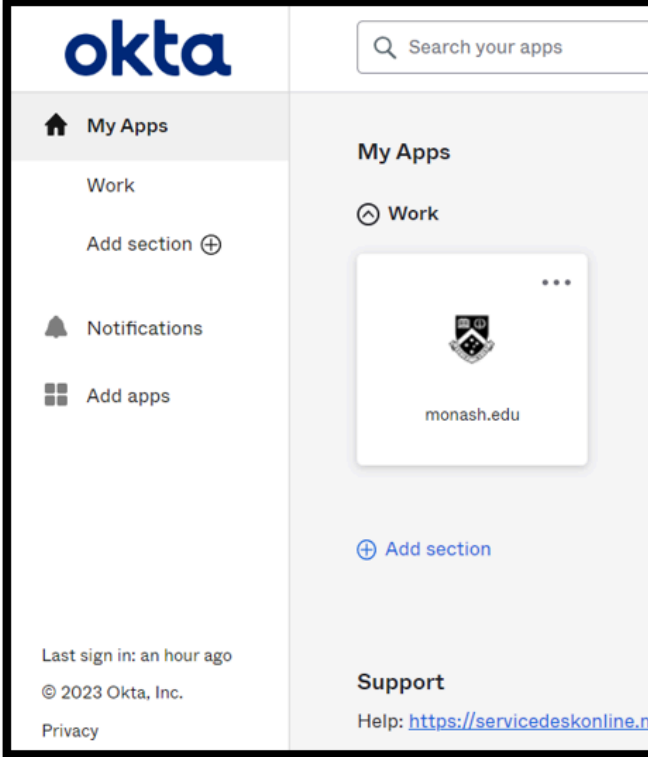
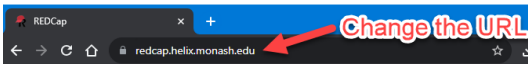
Don't have an account? [Sign up now](#)

13. If you encounter any error, please see this document's ['Troubleshooting'](#) section.

9 Troubleshooting

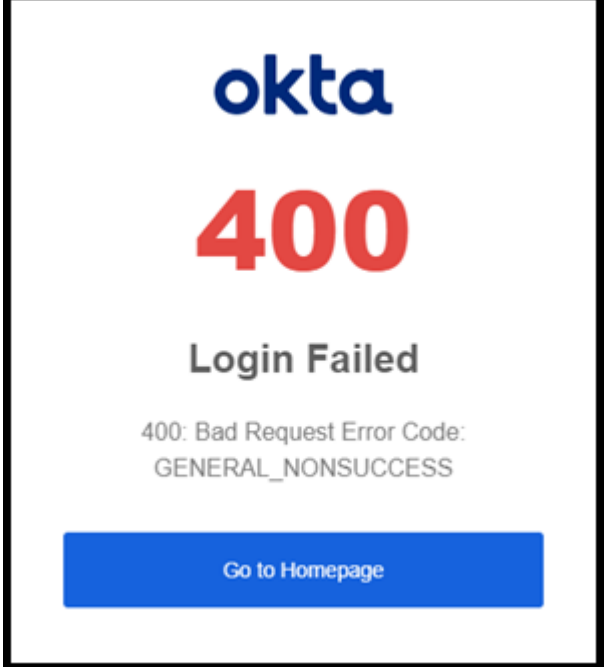
No.	Issue	Cause	Resolution
1.	<p>I could not see the 'Guest Login' page, but Monash University login (see image below) every time I go to https://redcap.helix.monash.edu.</p> 	<p>The issue is that you probably accidentally ticked the 'Remember my selection to skip this page in the future'</p> 	<p>Clear your browser's history and cookies for at least 1-4 weeks (this will clear all browsing history or passwords).</p> <p>The instructions to clear your browser history and cookies can be found here: https://www.monash.edu/esolutions/data-storage/clear-browser-cache</p>

No.	Issue	Cause	Resolution
2.	Keep on getting the same error every time I go to 'https://redcap.helix.monash.edu'	Same as Issue no. 1 above	Same as Issue no. 1 above
3.	Error 404 or an empty page after clicking on the "Activate now" button in the verification email 	Arriving at the error below indicates that your Monash Guest account has been activated. The email provider (e.g. Outlook) usually will trigger the activation link automatically.	Ignore the error, but go to https://redcap.helix.monash.edu to sign in as a 'Monash Guest', see Section 6

No.	Issue	Cause	Resolution
4.	<p>I arrived at this page instead of Monash REDCap</p> 	<p>This page indicates that you have successfully login using Monash Guest Authentication.</p>	<p>Change the URL of the browser to https://redcap.helix.monash.edu</p> 

No.	Issue	Cause	Resolution
5.	Error: User is not assigned to the client application	<p>This could be caused by any of the below:</p> <ol style="list-style-type: none"> 1. You do not have an account on Monash REDCap. 2. The registered email in your account is different from what you have entered. 3. The institutional email you registered is not the actual email set by your institution. 4. Your account has not been created yet. 	<p>Depending on the causes, below are each resolution:</p> <ol style="list-style-type: none"> 1. Reach out to your Monash University Project Coordinator to apply for an account or clarify your account creation status. 2. Confirm your registered email with the project coordinator. If it is correct please request the project coordinator to lodge a Monash REDCap Helpdesk Ticket detailing the problem. 3. Contact your institution's IT to retrieve the correct email address and inform the project coordinator to change your registered email in your Monash REDCap account. 4. Please wait until you receive the "Welcome to Monash REDCap" email and try again.

No.	Issue	Cause	Resolution
6.	<p>"Need admin approval/Permission" when using the Microsoft Work option</p>	<p>This error indicates that your institution's Microsoft account needs your institution's IT approval to access Monash REDCap (Part of Monash Applications).</p>	<p>If you are from a Government organisation (email ending with .gov), please use the Monash Guest option.</p> <p>Otherwise, please reach out to your institution's IT to seek approval for your Microsoft Outlook/Work account to use Monash Applications.</p> <p>If approval is allowed: Re-attempt login with the Microsoft Work option.</p> <p>If approval is not allowed: Sign up for a Monash Guest account with the same email address.</p>

No.	Issue	Cause	Resolution
7.	<p>Error 400</p> 	<p>This error indicates that you have switched login options. For example, you initially logged in with Microsoft Outlook/Work, and now you attempted to log in with Monash Guest.</p>	<p>Revert to the initial option that you successfully log in with. If you are not sure which option please reach out to your project coordinator to lodge a Monash REDCap Helpdesk ticket.</p>