

**2023**

## UCH REDCap Support Services

	FREE	\$150/Y1, \$75 after Y1	\$75/hr*
<b>SERVICES</b>			
Training Resources and Materials	✓	✓	
New User Account Processing	✓	✓	
Password Reset	✓	✓	
Access to Development System	✓	✓	
Access to Production System		✓	
Project Hosting (active projects only)		✓	
Routine System Backups		✓	
Software patches and upgrades		✓	
Project Moves to Production		✓	
Project Changes Review & Approval		✓	
Project Event/Instrument Mapping		✓	
Technical/Troubleshooting support			✓
Project builds and configuration			✓
Database Migrations			✓
Complex branching logic/calc			✓
Survey configuration			✓
Customized reports			✓
Hands-on Training			✓
Any other REDCap task that requires intervention by staff			✓
			*minimum 15 minute support billing
<b>EXTRA</b>	<b>COST</b>		
External Modules Add-on (extend REDCap functionality; if available)	\$75/one-time		
Twilio Enabling/Configuration	\$75/one-time		