# REDCap FAQ

## What if I pressed submit and I was not ready?

**Answer:** Once a survey form has been submitted you cannot return to it. Reach out to Karla, our REDCap guru, for help kvangoethem@kumc.edu .

## The system will not allow me to hit the back button the browser. What do I do?

**Answer:** If you need to go back, please reach out to Karla, our REDCap guru, for help kvangoethem@kumc.edu.

## I can't move past the date of birth section. What do I do?

**Answer:** Hit the space bar or the Submit button after entering the date of birth and the remaining survey questions with appear.

## What is the password for entering the Guest Area of the Kansurvive website?

**Answer:** kansurvive

## What if I am not sure how best to answer a survey question?

**Answer:** First, don't overthink it! If you do not have documentation of an encounter in your EMR then the answer will usually be *No*. A few of the questions do have an *Unknown* answer option because we know those kinds of encounters may have occurred elsewhere and not communicated to your clinic. To a degree, the adage, *if it wasn't documented it didn't occur* applies here. The goal is to learn what you know about the cancer survivors you see in your clinic and the way we know how we care for our patients is via the EMR.

## Can I see the survey questions in advance so I can better prepare for my chart review?

**Answer:** Yes! The survey questions are located in the Kansurvive Tool Box on the website www.kansurvive.com . This video will give you all the instructions you need to get started: https://youtu.be/yjZKqHscUT0

## How do I leave a survey and return to it later?

**Answer:** Follow the instructions below!

1. At the bottom of the survey press the Save and Return Later button.
2. This will open a small window with a Return Code. Save this code - you will need it to return to the survey. You will also need to remember the patient chart you were working on.
3. The next window will ask for your email address. This will prompt REDCap to email you a link so you can return to the survey you were working on. PLEASE REMEMBER the Return Code will NOT be in this email.
4. When you are ready to complete the survey, find the email from KUMC REDCap Support and click on the link they provide. This will take you to the survey you need to complete.