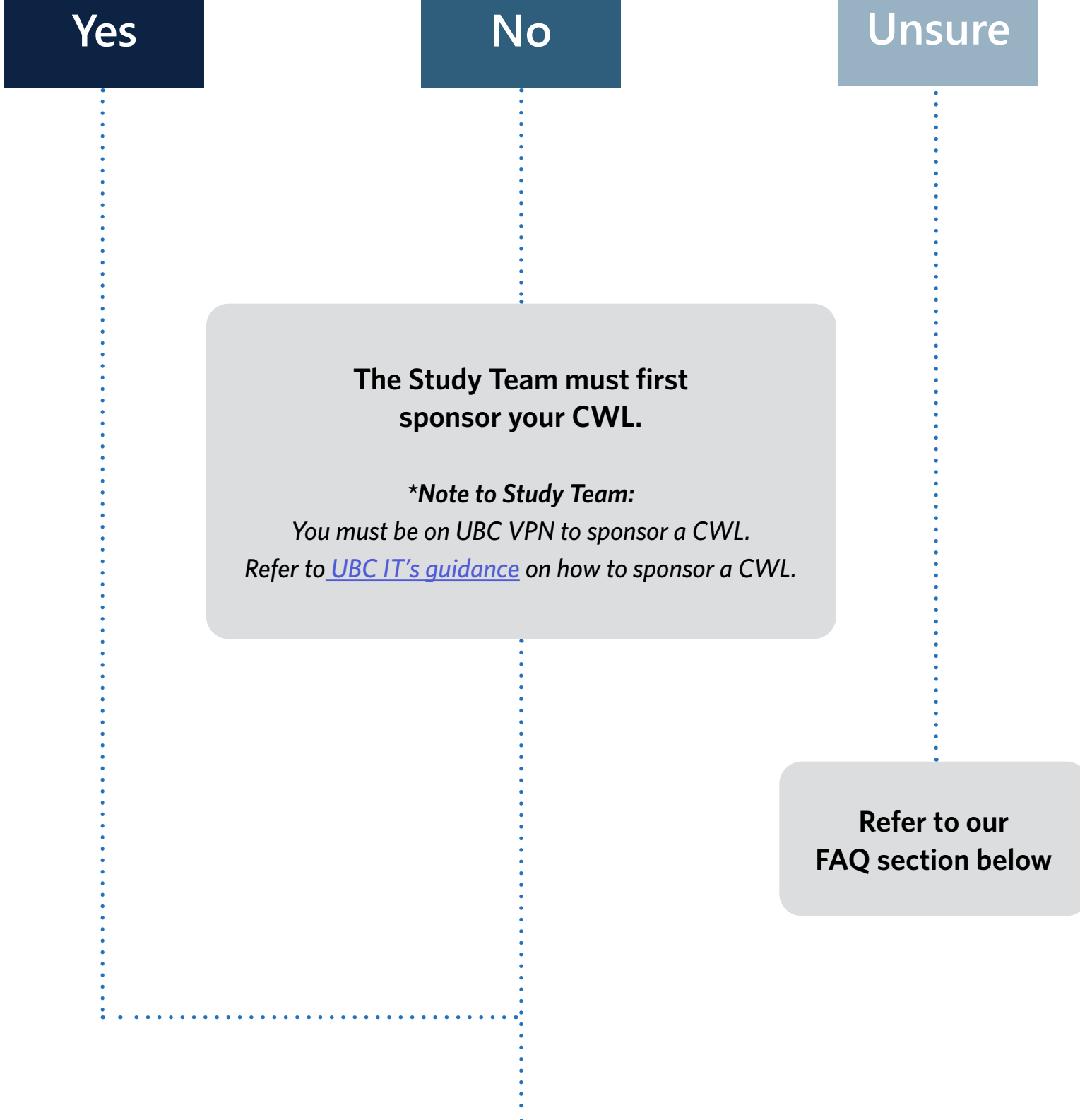


# Accessing ResTech Tools with a CWL (Campus-Wide Login)

ResTech tools are used by staff and require a CWL for their use.  
Refer to the guidelines below for the requirements and procedures when accessing these tools.

## Do you have a CWL?



## CWL Enhancement

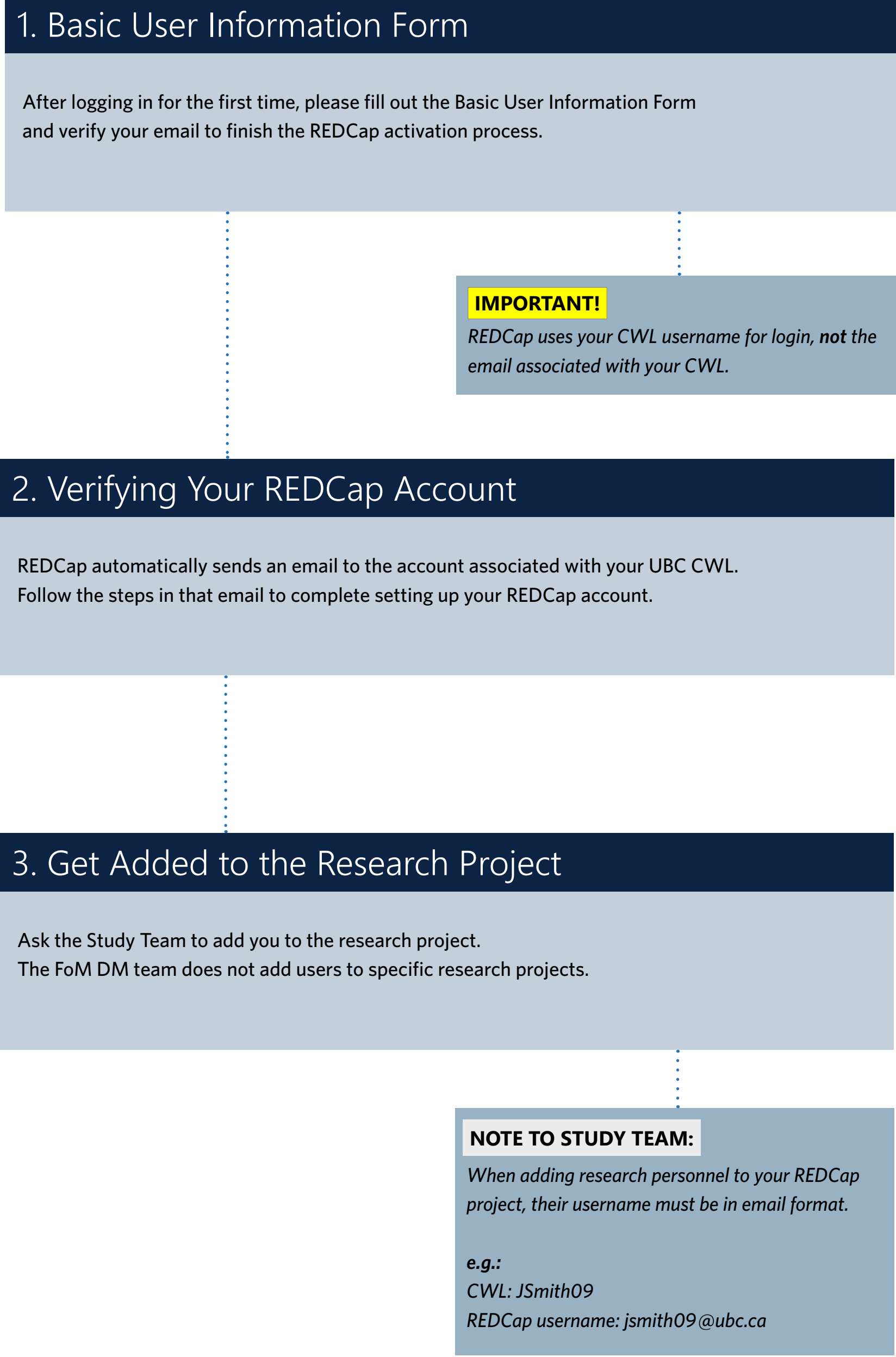
Email [fom.dm@ubc.ca](mailto:fom.dm@ubc.ca) and indicate your CWL username in the message. Our team will then determine your eligibility.

Please allow up to 3 business days for a response from the Data Management Team.

## Accessing Tools

Once your eligibility is confirmed, you may log in to the tools (ie. REDCap, OpenSpecimen, Apex).

## For REDCap Only:



## FAQ

### How do I know if I have a CWL or not?

UBC Staff, Students, and Faculty must have a CWL to access UBC systems and tools. If you think you may have had a CWL in the past but cannot remember your username, first try UBC's [CWL Account Recovery](#) tool.

If you think you have a CWL and cannot find it using the recovery tool, please email the MedIT Service Desk at [medit.servicedesk@ubc.ca](mailto:medit.servicedesk@ubc.ca).

### What if I am having issues logging into my CWL?

Please contact the [UBC IT Service Centre](#) or try to reset your CWL account password online.

### What is an Enhanced CWL?

To keep personal information at UBC secure, faculty and staff must update their Campus-Wide Login (CWL) account to an 'Enhanced CWL' account. This update features an additional layer of protection with multi-factor authentication (MFA) provided by Duo Security.

Multi-factor authentication (MFA) is a security standard across North America, providing an effective way to prevent unauthorized access to information. It requires two items to identify a user:

- Something you know (i.e. your password)
- Something you have (typically a trusted mobile phone, land line or hardware token)

This way, even if someone steals your password, the cybercriminal would not be able to hijack your account when it is protected by multi-factor authentication.

### After logging in, why do I see "Access Denied"?

If you see the message below, please email [fom.dm@ubc.ca](mailto:fom.dm@ubc.ca) for assistance.

