



Obtaining NHSN User Access Through Secure Access Management Services (SAMS)

Finalized 3/2016

National Center for Emerging and Zoonotic Infectious Diseases
Division of Healthcare Quality Promotion



Training audience

- ❑ This training is for:
 - Any person in a facility already enrolled in NHSN, who wants to obtain access to the NHSN application
 - Any person who may be training other individuals on the process of getting individual access to the NHSN application
 - If your facility is **NOT** currently enrolled in NHSN, then please review the NHSN LTCF Enrollment slides first before using these slides.

Learning objectives

- ❑ Identify who in a facility should obtain his/her own individual access to NHSN
- ❑ Describe the Secure Access Management Services (SAMS) registration process
- ❑ Explain the steps for identity verification and gaining access to NHSN

Who needs to go through the SAMS registration process to get access to NHSN?

- ❑ The person enrolling a facility into NHSN for the first time will go through the SAMS registration process
 - Once a facility has been enrolled, the NHSN Facility Administrator can add additional users to help enter the data for their facility
- ❑ Any person planning to help with NHSN data submission or analysis will also need to go through the SAMS registration process

What is the Secure Access Management System (SAMS)?


- ❑ SAMS provides secure online access to CDC applications, like NHSN, for exchange of information between CDC and health partners
- ❑ Users receive an invitation to register with SAMS which provides instructions for registration and identity proofing
- ❑ Modifications to your computers are *not* necessary to access SAMS


SAMS
secure access management services

CDC

Warning: You are accessing a US Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for US Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system. Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.


Login Options
Choose one of the three login options.

SAMS Credentials

SAMS Username:
SAMS Password:
Login
[Forgot SAMS Password?](#)
For users who login with only a SAMS issued UserID and Password.

SAMS Grid Card Credentials


	A	B	C	D	E	F	G	H	I	J
1	E	O	X	3	T	S	N	4	M	Q
2	E	3	K	6	J	M	9	F	8	6
3	C	1	5	M	3	J	H	M	P	Y
4	T	W	4	4	V	6	0	7	2	4
5	8	6	7	W	6	J	S	M	P	X

OR
Click login below to login with SAMS Grid Card.
Login
For users who have been issued a SAMS Grid Card.

HHS PIV Card

OR
Insert your PIV card in your smart card reader before you try to login.
Login
For users who are CDC staff and have been issued a PIV card.

SAMS Help: For more information and/or assistance, please contact the SAMS Help Desk between the hours of 8:00 AM and 6:00 PM EST Monday through Friday (excluding U.S. Federal holidays) at the following Toll Free: 877-681-2901, Email: samshelp@cdc.gov.

The SAMS Registration Process
'GETTING SAMIFIED'



SAMS registration process in a snapshot

Step 1: Your NHSN Facility Administrator will add you as a new NHSN user

Step 2: Receive an email invitation from SAMS

Step 3: Access SAMS Portal

Step 4: Accept the SAMS Rules of Behavior & Complete Registration

Step 5: Receive email confirming SAMS registration

Step 6: Mail or fax form to SAMS Help Desk at CDC with proofing docs

Step 7: Receive a letter in the mail confirming that ID verification occurred

Step 8: Receive welcome emails from SAMS; Receive SAMS grid card credential in the mail

Success! Access NHSN Application

Step 1 – Starting the SAMS process

- ❑ If you are the person enrolling your facility into NHSN (often called the NHSN Facility Administrator):
 - You will receive an invitation to register for SAMS access following successful registration of your facility
 - Often, the person enrolling a facility will serve as the NHSN Facility Administrator
- ❑ If you are NOT the NHSN Facility Administrator LTCF:
 - Your NHSN Facility Administrator will need to add you as a new user in order for you to receive an invitation to register for SAMS access
 - Be sure you tell your NHSN Facility Administrator the email address you would like to use for the SAMS registration and your NHSN access
 - *Your email address is the primary way SAMS and NHSN will communicate with you as a user*

Step 2: Receive invitation from SAMS

- ❑ You will receive an email from: “Sams-No-Reply (CDC)”
- ❑ The email will specify that you are eligible for accessing NHSN
- ❑ The email will also outline the steps for SAMS registration
- ❑ You must start the registration process within **30-days** of receiving this email

From: Sams-No-Reply (CDC)
Sent: Tuesday, October 22, 2013 2:58 PM
To: New User
Subject: U.S. Centers for Disease Control: SAMS Partner Portal - Invitation to Register

Hello New User,

You have been invited to register with the SAMS Public Health Partner Portal. This invitation was requested for you based on your specific role in public health and will enable you to access the following CDC computer application(s):

- **National Healthcare Safety Network: NHSN Reporting**

A registration account has already been created for you. A link to this account and a temporary password are provided below. This invitation is valid for 30 days.

SAMS Partner Portal Registration

Registration consists of the following steps:

1. Online Registration
2. Identity Verification (if required for your application)
3. Access Approval

Online registration with the SAMS portal takes about 5 minutes. Please have the following available before you begin:

- Your home address - This must match the documentation you intend to use for proofing if applicable.
- Your organization / employer and their address
- Your telephone number

Should you have questions about the SAMS Partner Portal or the registration process, please contact our Help Desk for assistance or refer to the [SAMS User FAQ](#).

Thank you,

The SAMS Team

Step 2 continued: Receive invitation from SAMS

- ❑ At the bottom of the email you'll find the link for registration and your SAMS username and a temporary password.

Should you have questions about the SAMS Partner Portal or the registration process, please contact our Help Desk for assistance or refer to the [SAMS User FAQ](#).

Thank you,

The SAMS Team

To register with the SAMS Partner Portal, please click the following link or cut and paste it into your browser:

<https://im.cdc.gov/iam/im/SAMS3/ui/index.jsp?task.tag=SAMSRegistration>

When prompted, please enter:

- Your Email/User Name: [new user@cdc.gov](#)
- Temporary Password : **ABCDE**

and click the Login button.

Step 3: Register with SAMS

After Clicking on SAMS Link in the E-mail, Enter Your User Name and Temporary Password


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CDC

Warning: You are accessing a US Government information network, and (4) all devices and storage media attached to this system, you understand and consent to the following: You are using this information system. At any time, and for any lawful government purpose, information may be transmitted or stored on this information system. Any communication or data on this system is for lawful use only.

Login Options
Choose one of the three login options.

SAMS Credentials



SAMS Username:

SAMS Password:

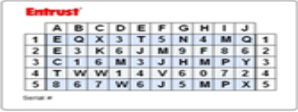
Login

[Forgot SAMS Password?](#)

SAMS issued UserID and Password.

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SAMS Grid Card Credentials




Click login below to login with SAMS Grid Card.

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For users who have been issued a SAMS Grid Card.

OR

HHS PIV Card



Insert your PIV card in your smart card reader before you try to login.

Login

For users who are CDC staff and have been issued a PIV card.

Enter the user name and temporary password provided in the SAMS-no-reply e-mail

Step 4: Once Logged into SAMS.....

Accept SAMS Rules of Behavior...

Secure Access Management Services (SAMS)

Welcome, Harshad Joshi

Registration: SAMS Rules of Behavior

CDC SAMS User Rules of Behavior

Overview

Secure Access Management Service (SAMS) is a United States federal government computer system that provides secure external access to non-public CDC applications for use by authorized personnel. Users should be aware that they have no expectation of privacy when using SAMS or SAMS-protected program applications. All user actions are recorded and may be reviewed by CDC officials with a legitimate reason to do so as authorized by CDC's Office of the Chief Information Security Officer. The following rules of behavior apply to all SAMS' users.

Because written guidance cannot cover every contingency, users are asked to go beyond the stated rules, using their best judgment and highest ethical standards to guide their actions. These rules are based on fiduciary laws and regulations and on applicable agency directives. As such, there are consequences for non-compliance. Based on the severity of the violation and through due process of the law, consequences can include, but are not limited to: suspension or loss of access privileges and/or civil and criminal penalties. Use of SAMS, and the applications it protects, is restricted to users that have been specifically authorized and granted access by CDC or its designated agents.

SAMS User Accounts

All SAMS' user accounts are uniquely identified by a username and protected with a password. Passwords automatically expire every sixty (60) days. SAMS will prompt users to update expired passwords on their next login. If a user feels their password may have been compromised, they must change it immediately. In addition, the user must report any suspected misuse or unauthorized access to the SAMS Help Desk as quickly as possible.

SAMS allows users to reset a forgotten password using a set of secret security questions they select and complete during registration. Selected questions and answers should be easy for a user to remember but difficult for others to guess. Since question and answer combinations can provide access to a user's account, they must be protected in the same way as a password.

If a user fails to enter the correct username and password combination three (3) times in a row, their account will be locked for one (1) hour, after which, the user may try again. If the user cannot recall their password, they can follow the 'forgotten password' link on the SAMS login page to reset it. If a user does not remember their password and is unable to successfully answer their security questions, a new account must be created.

User Responsibilities and Rules of Behavior

- SAMS' users are uniquely identified through their SAMS user account. Once a user's request for access has been granted and their account is active, the user is responsible for all actions taken using that account. Therefore, every effort should be made to protect the account password and related security information. To help prevent account compromise, users agree:
 - To keep their account private and not share their password with anyone.
 - To securely store and protect any written copy of their user name and/or password.
 - To make every effort to prevent others from watching password entry.
 - To choose passwords that are difficult to guess by avoiding the use of well known personal information.
 - To log off of the system when finished or whenever leaving their computer unattended.
- Users must not access SAMS or Program applications using an account that belongs to another person.
- Users must not attempt to circumvent any SAMS' security control mechanism.
- SAMS' users are provided access to sensitive and/or non-public information to assist them in performing their duties and for the betterment of national, state, and local public health services. Users must take positive steps to protect this information, the people this information may represent, and the systems designed to protect it. Users must report improper or suspicious activities involving SAMS' information and systems to the SAMS Help Desk.

Accept Cancel

Step 4: ... & Complete SAMS Registration

You will enter the following during SAMS registration:

- ❑ Your Name
- ❑ Your Home Address
- ❑ Your Facility Name
- ❑ Your Facility Address
- ❑ Your Contact Phone Number

The screenshot shows a web browser window titled "Secure Access Management Services (SAMS) - Windows Internet Explorer provided by ITSO". The address bar shows "https://". The page content includes a "Registration" section with the following fields:

- User ID: @cdc.gov
- First Name*
- Middle Name
- Last Name*
- Suffix
- Preferred Name
- Email: @cdc.gov
- Home Address:
 - Address Line 1*
 - Address Line 2
 - City*
 - State*
 - Postal Code*
 - Country* (Please select a country)
- Organization Name*
- Organization Role

The browser's status bar at the bottom shows "Done" and "Trusted sites" with a 77% zoom level.

Step 4 continued: ...Key Points

- ❑ It's important that the information you enter during SAMS registration is the same information (name, address) that's on the identity documentation you provide to SAMS
- ❑ During registration you will create your own password
 - ❑ You WILL need this password again, so write it down!

The screenshot shows the 'Secure Access Management Services (SAMS)' registration page in a Windows Internet Explorer browser. The page title is 'Secure Access Management Services (SAMS) - Windows Internet Explorer provided by ITSO'. The browser address bar shows 'https://'. The page content includes a 'Organization Address' section with fields for 'Address Line 1*', 'Address Line 2', 'City*', 'State*', 'Postal Code*', and 'Country*' (a dropdown menu). Below this are 'Primary Phone*' and 'Alternate Phone' fields. A password requirement section states: 'You must specify a new password. Your password must:' followed by a bulleted list: 'Be eight or more characters long.', 'Contain at least three of the following: uppercase, lowercase, numeric, and numeric character.', 'Not contain your username or any part of your full name.', and 'Be different than your previous 13 passwords.' Below this is a highlighted yellow box containing 'Password*' and 'Confirm Password*' fields, both with masked characters. At the bottom, there is a section for identity verification questions: 'Your answers to the following questions will be used to verify your identity should you forget your password.' This section has two columns: 'Question' and 'Answer'. The questions are Q1* through Q5*, each with a dropdown menu containing 'Name of the city/town where you were born'. The answer fields are A1* through A5*. At the bottom right, there are 'Submit' and 'Cancel' buttons.

Step 5: Receive SAMS Confirmation Email

- ❑ Within 24 hours of completing SAMS registration, you should receive a **confirmation email** to fulfill the identity verification requirement
- ❑ **Print** the confirmation email and the attachment at the bottom
- ❑ **Complete** the application form and find the appropriate photo ID and secondary ID
 - ❑ Confirm that the photo ID contains your current home address
- ❑ Take the completed application and identity documentation to a **notary public**
 - ❑ Notary should endorse the application using their commission/stamp

From: Sams-No-Reply (CDC)
Sent: Tuesday, November 05, 2013 5:58 PM
To: New User
Subject: U.S. Centers for Disease Control (CDC): SAMS Partner Portal - Identity Verification Request

Hello New User,

Thank you for registering with CDC's SAMS Partner Portal. Your registration information has been received and is currently pending approval.

In order to provide individuals with access to non-public information, U.S. law *requires* the identity of potential users to be verified - this step is critical in helping to protect people's private data and in helping to prevent information misuse. Please be assured that CDC and its Programs have made every effort to keep this necessary process as simple and non-intrusive as possible. Also be assured that your identity information will only be used to help determine your suitability for access and that this data will not be shared outside of CDC programs.

To complete identity verification, please print the form included in this email message and follow the instructions provided below. The required steps are as follows:

1. Complete the Applicant Section in the included form - part of the information has been pre-filled for you based on the information you supplied during registration.
2. Take the printed form, along with appropriate photo identity documentation to a Proofing Agent (a Notary Public or person specifically designated by CDC to conduct identity verification). Have them verify your identity and complete the Notary / Proofing Agent Section. Acceptable forms of identification are listed in the table below:

You must provide one (1) unexpired document from List A and one (1) additional unexpired document from List B.

List A - Primary Photo ID	List B - Secondary ID
Driver's license or ID card issued by a state or outlying possession of the US	Driver's license or ID card issued by a state or outlying possession of the US
U.S. Passport or U.S. Passport Card	U.S. Passport or U.S. Passport Card
U.S. Military ID	U.S. Military ID
U.S. Permanent Resident Card	U.S. Permanent Resident Card
U.S. Employment Authorization Card	U.S. Employment Authorization Card

Step 6: Send Documentation to CDC

- When sending the identity verification form to CDC, two forms of ID must be presented; one **unexpired** document from **List A** and one additional **unexpired** document from **List B**

List A - Primary Photo ID	List B - Secondary ID
Driver's license or ID card issued by a state or outlying possession of the US	Driver's license or ID card issued by a state or outlying possession of the US
U.S. Passport or U.S. Passport Card	U.S. Passport or U.S. Passport Card
U.S. Military ID	U.S. Military ID
U.S. Permanent Resident Card	U.S. Permanent Resident Card
U.S. Employment Authorization Card	U.S. Employment Authorization Card
	Employee ID Card issued by your organization that includes: - Your name - Your organization name - Your photo
	State-issued Voter ID or Registration Card
	Certification of Birth Abroad issued by the U.S. Department of State
	Original or Certified copy of birth certificate issued by state, county, municipal authority, or territory of the U.S. bearing an official seal

- Digitally upload, fax, or mail the endorsed identity verification form, copy of identification provided (e.g., drivers license), and copies of any supporting documentation to CDC proofing authority
 - Fax: Toll Free Number: 877-681-2899
 - Mail: Centers for Disease Control, Attn: Proofing Authority
1600 Clifton Road N.E. Mailstop K-94
Atlanta, GA 30333

*You have **60-days** from receiving the email to complete and submit the ID verification application to the CDC proofing authority

TIPS



- ❑ The most efficient method to send the endorsed identity verification form, copy of identification provided (e.g., drivers license), and copies of supporting documentation to CDC proofing authority is by **digital upload**. Instructions for uploading documents is in the SAMS confirmation e-mail.
- ❑ If faxing or mailing documents, it is recommended that you contact SAMS help desk to verify the receipt and readability of submitted documents.

**Step 7: After Submitting Proofing Documents,
You Will be Notified Electronically by E-mail
and by Mail When Approved**



**Identify Verification may take
anywhere between 2 to 4 weeks**

NOTE: If you failed to submit your application within 60-days, then you will be removed from the process. You will not receive a notification if you are removed in 60 days

Step 8: After Submitting Proofing Documents, You Will Be Notified by E-mail When Approved



You will receive **two emails** upon approval:

1. Welcome to SAMS portal
2. Welcome to NHSN

From: Sams-No-Reply (CDC)
Sent: Tuesday, November 26, 2013 7:55 AM
To: New User
Subject: U.S. Centers for Disease Control: SAMS Partner Portal - SAMS Account Activation

Welcome!

Your access to the SAMS Partner Portal has been approved. Inside this site you'll find links that provide access to applications and information designed to assist you in the performance of your role in Public Health.

The

From: Sams-No-Reply (CDC)
Sent: Tuesday, November 26, 2013 7:55 AM
To: New User
Subject: U.S. Centers for Disease Control: SAMS Partner Portal - SAMS Activity Authorization

When

You click

Welcome!

You have been authorized for access to:

If you

- **National Healthcare Safety Network System: NHSN Reporting**

That

You can reach the activity home page directly by clicking <https://nhsn2.cdc.gov/nhsn/>.

The

You may also access this activity through the SAMS Partner Portal by clicking [here](#).

***]

When prompted, please enter your SAMS account User Name and Password. Then click the Login button.

encr

If you've forgotten your password, you may reset it by following the 'Forgotten Password' link on the SAMS Portal log in page.

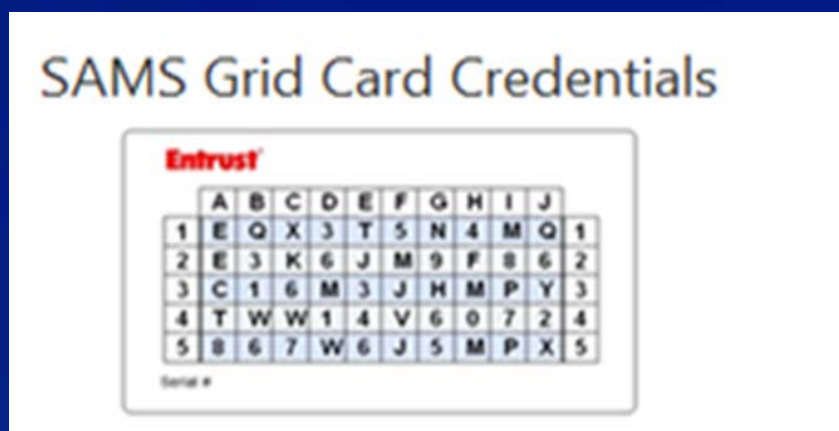
*****Note:** In order to access the SAMS Partner Portal, your browser *must* be configured to use TLS 1.0 encryption. If your computer is not configured for TLS, or if you are unsure, please contact your local IT System Administrator for assistance.

Thank you,

The SAMS Team



Step 8 Continued...
**Approximately 1-2 weeks After
Receiving Approval E-mails, You Will
Receive Confirmation and SAMS Grid
Card Via US Postal Service (To Your Home
Address)**



Note: If you do not receive your SAMS grid card within two weeks after receiving your SAMS email approval, contact samshelp@cdc.gov or toll-free at 877-681-2901 for assistance.

Use your SAMS grid card credentials to access the NHSN application

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SAMS Credentials



SAMS
Username:

SAMS
Password:

Login

[Forgot SAMS Password?](#)

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Click login below to login with SAMS Grid Card.

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SAMS registration: Key Points To Remember

- ❑ Email is sent from **SAMS-No-Reply (CDC)**. This is a valid and official email from CDC. Please do not delete thinking this is spam.
 - Check your spam email folder if you haven't received the email invitation.
- ❑ There is a **30-day** SAMS registration window. A reminder is sent on the 15th and the 25th day. After **30 days** you will be removed and will have to be invited again.
- ❑ It is very important to complete the SAMS registration fields **exactly** as the information appears on the form of ID you intend to use
 - Failure to do so may result in:
 - Requests for more information or clarification
 - Approval not being granted
- ❑ You will have **60 days** to complete ID verification and send all required identity verification documents to the CDC
 - If you have not received any information about your identity review after 14 days, contact the SAMS Help Desk: Email: samshelp@cdc.gov or Toll-free: **877-681-2901**

Tips

- ❑ Do not use the browser's Back button. Always use the buttons provided on a page or use the navigation bar on the left to move around within the NHSN web pages.
- ❑ When you arrive at the SAMS website, you may want to **bookmark** the page, either individually or in a special NHSN bookmark folder.
- ❑ As you go through the enrollment process, set-up task reminders in Outlook to stay on track. Use the *NHSN Facility Enrollment and Set-Up for Long-term Care Facilities Weekly Tasks* document as a guide.
- ❑ Store e-mails from NHSN in a folder in Outlook or your computer for easy access.

Where can I find more information about NHSN Enrollment and Tracking Infections in Long-term Care Facilities?

The screenshot shows the NHSN website interface. The left sidebar contains a navigation menu with the following items: NHSN, NHSN Login, Enroll Here (highlighted with a red box), Materials for Enrolled Facilities, Ambulatory Surgery Centers, Acute Care Hospitals/Facilities, Long-term Acute Care Hospitals/Facilities, Long-term Care Facilities (highlighted with a red box), Surveillance for C. difficile and MRSA Infections, Surveillance for Urinary Tract Infections, Surveillance for Healthcare Personnel Exposure, Surveillance for Healthcare Personnel Vaccination, Surveillance for Process Measures - Hand Hygiene, Gloves and Gown Adherence, Outpatient Dialysis Facilities, Inpatient Rehabilitation Facilities, Inpatient Psychiatric Facilities, MDRO & CDI LabID Event Calculator, VAE Calculator, FAQs about HCP Influenza Vaccination Summary Reporting in NHSN, Group Users, and Analysis Resources. The main content area is titled 'Tracking Infections in Long-term Care Facilities' and includes a description of the system, social media icons, and several resource cards for surveillance and prevention measures.

- ❑ Email questions to the NHSN Helpdesk: nhsn@cdc.gov
- ❑ Tracking Infections in LTCFs: <http://www.cdc.gov/nhsn/ltc/index.html>
- ❑ LTCF enrollment <http://www.cdc.gov/nhsn/ltc/enroll.html>
- ❑ LTCF Training Resources <http://www.cdc.gov/nhsn/training/ltc/index.html>