



Upgrading National Healthcare Safety Network (NHSN) Security Access

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Common Barriers

1

- Missing Identity Verification email from sams-no-reply@cdc.gov

2

- Identification (ID) address is not current or NHSN address does not match

3

- New NHSN Facility Administrator

Identity Verification SAMS* Email

- **Subject:** CDC:** SAMS Partner Portal—Identity Verification Request Form
 - Sent in September
- If you have not received this email, please put this information in the chat:
 - Full name
 - Email address associated with NHSN
 - Facility name
 - Facility CCN***

*SAMS =Secure Access Management Services

**CDC = Centers for Disease Control and Prevention

***CCN = Centers for Medicare & Medicaid Services (CMS) Certification Number

Mismatching Address

- Verify that the address on your ID matches the address in your profile on NHSN

SAMS
secure access management services

Menu

- My Profile
- Logout

Links

- SAMS User Guide
- SAMS User FAQ
- Identity Verification Overview

My Applications

National Healthcare Safety Network System

- NHSN Reporting *
- NHSN Enrollment *

* Strong credentials required.



Tasks

Home

- ▶ Cancel Email Change
- ▶ Change My Email
- ▶ Change My Password
- ▶ **Modify My Identity Data**
- ▶ View Email Change
- ▶ View My Roles

Mismatching Address (Cont.)

- Outdated Address on ID
 - Ensure the address on SAMS is correct
 - Submit a photocopy of a:
 - Utility bill, or
 - Pay stub, or
 - Voter registration card, or
 - Other document which displays your current home address that can be used for validation.

New NHSN Facility Administrator

- Complete the NHSN Facility Administrator Change Request Form
 - <https://www.cdc.gov/nhsn/facadmin/index.html>
- Please allow up to 5 business days for the change request to be verified and completed

Additional Resources

- SAMS Help Desk:
877.681.2901 or samshelp@cdc.gov
- NHSN Help Desk: NHSN@cdc.gov
- SAMS FAQs:
<https://auth.cdc.gov/sams/samsfaq.html>
- NHSN LTCF COVID-19 Module:
<https://www.cdc.gov/nhsn/ltc/covid19/index.html>

Additional Resources (cont.)

- Guide to Changing Your Email Address in NHSN:
https://www.cdc.gov/nhsn/pdfs/sams/sdn_sams-guide-to-changing-your-email-address.pdf
- Increasing LTCF SAMS Level Access to NHSN:
<https://www.cdc.gov/nhsn/ltc/covid19/sams-access.html>
- How to Add a User:
<https://www.cdc.gov/nhsn/pdfs/covid19/ltcf/add-user-508.pdf>
- How to Re-Assign NHSN Facility Administrator:
<https://www.cdc.gov/nhsn/pdfs/covid19/ltcf/reassign-fa-508.pdf>



Thank you!

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