



Long-Term Care Facility (LTCF) National Healthcare Safety Network (NHSN) Frequently Asked Questions, Scenarios, and Important Links

Common Scenarios



How Do New LTCF Staff Members Gain Access to NHSN?

Scenario: I am new to a facility and would like to gain access to NHSN to report my facility's COVID-19 data to meet the [Centers for Medicare & Medicaid Services \(CMS\) reporting requirements](#).

- Important Reminder: Do not use the [5-Step Enrollment for LTCFs](#) to re-enroll your facility.
- **If your facility's NHSN Facility Administrator (FADMIN) is still available**, the FADMIN can [add you as a new user](#). If they would like to reassign you as the new FADMIN, please follow the steps available on the [NHSN FADMIN page](#) to [reassign the NHSN FADMIN role](#). The NHSN FADMIN does not need to be the Nursing Home Administrator. The NHSN FADMIN is the only person who can reassign the role of NHSN FADMIN to another existing user. This individual enrolls the facility, adds users, and then gives those users whichever rights are most appropriate—including administrative rights. Therefore, more than one person per facility can have administrative rights, but only one will be designated as the NHSN FADMIN.
- **If your facility's FADMIN is no longer available**, the incoming NHSN FADMIN should complete the [NHSN Facility Administrator Change Request Form](#) to request the change in the absence of the current FADMIN. If you are already registered for SAMS previously from another facility, please use the same email address you used to log into NHSN. If you are not already registered for SAMS, completing this online change request form will invite you to register for SAMS. An email from sams-no-reply@cdc.gov will be sent to the email address you provide. Follow the steps on the [CDC's SAMS webpage](#) to register for SAMS.

Important Links

Centers for Disease Control and Prevention's (CDC's) NHSN

- [Overview](#)
- [FAQs about NHSN](#)

CDC's Secure Access Management Services (SAMS)

- [Overview](#)
- [SAMS NHSN User FAQs](#)

LTCF Component in NHSN

- [Overview](#)
- [LTCF COVID-19 Module](#)

Healthcare Personnel Safety (HPS) Component in NHSN

- [Overview](#)
- [Healthcare Personnel \(HCP\) Flu Vaccination](#)

Additional Reporting Resources

- [Survival Guide for Mandatory NHSN Reporting for LTCFs](#)
- [HSAG NHSN Home Page](#)



What to Do When NHSN FADMIN is Leaving Facility

Scenario: I have access to my nursing home's NHSN account, but I am leaving my current facility.

- If you know who the incoming NHSN FADMIN is for your current facility, follow steps on the [NHSN FADMIN page](#) to reassign the FADMIN role.
- If you will lose access to the email address you are currently using for NHSN and SAMS follow the [steps to edit your email address in SAMS and NHSN](#).



How to Enroll in NHSN

Scenario: My NHSN facility administrator has added me to NHSN. What are the next steps?

- Once added to NHSN, here is the order of emails you should receive with each of the action items. The action item in the email must be completed in order to initiate the next step.
 - Subject: **Welcome to NHSN**, from nhsn@cdc.gov
 - a. Agree to the rules of behavior and select the current date as when you completed the training.
 - Subject: **U.S. Centers for Disease Control: SAMS Partner Portal - Invitation to Register**, from sams-no-reply@cdc.gov
 - a. Complete the registration using the temporary password provided in the email. **IMPORTANT:** You must use your home address when registering for SAMS in this step.
 - Subject: **CDC: SAMS Partner Portal - Identity Verification Request**, from sams-no-reply@cdc.gov
 - a. HSAG recommends using option 1: Experian Precise ID Check. Sometimes it doesn't work the first time you try. You have 3 attempts, so try again. If all 3 attempts don't work, then you should do option 2: Document Submission/Validation and upload the form and copies of your IDs after they have been notarized.
 - Subject: **U.S. Centers for Disease Control: SAMS Partner Portal - SAMS Activity Authorization**, from sams-no-reply@cdc.gov
 - a. You need to set up a second factor authentication. HSAG recommends setting up a SAMS soft token using the Entrust Identity app on your phone (instructions below).

After registering in SAMS, download and set up a SAMS Soft Token.

1. Download the **Entrust Identity app** (Black background with a purple hexagon)
2. Once you download the app, **log in to SAMS at <https://sams.cdc.gov>**

Use the **SAMS credentials (left side)** to log in with username (email address) and password created during the registration process.

Choose a login option

External Partners

SAMS Credentials

SAMS Multi-factor Login

SAMS Username

SAMS Password

OR

Sign on with a SAMS Grid Card or Mobile Soft Token

Login

Forgot Your Password?

For External Partners who login with their SAMS issued UserID and Password.

For External Partners who have been issued a SAMS Multi-factor token(s).



- Once you are in SAMS, click on “**Manage Mobile Soft Token**”

- Answer security questions.
 - Responses are case sensitive.
- Select "Setup an Entrust Soft Token"
 - Confirm you want to setup a soft token by selecting, "Yes."
 - Confirm you have downloaded the Entrust App by selecting, "Yes."
- Choose the option to activate your soft token with a QR code, and a QR code will appear on your computer screen.
 - Using your Entrust App scan the QR code.
- You will be prompted to set up a pin number on your Entrust App.
 - You will need to use this pin every time you log into NHSN.
- You will be asked to verify your registration code which is the "Serial Number" on the Entrust App (XXXXX-XXXXX). Your soft token will then be activated, and you will be free to login with your mobile soft token.

In the future when you log in, use the **SAMS Multi-factor Login (right side)** to sign in with your Mobile Soft Token



What to Do if You Were Not Able to Verify Your Identity Through Experian

Scenario: I attempted to verify my identity online through Experian 3 times and my verification was denied.

- Locate the email with the subject: **CDC: SAMS Partner Portal - Identity Verification Request**, from sams-no-reply@cdc.gov . Follow the steps under option 2: Document Submission/Validation and upload the form and copies of your IDs after they have been notarized. **Your documents will not be accepted if they have not been notarized.**



What to Do if You Submitted Identity Proofing Documents and Did Not Receive a Confirmation

Scenario: I have submitted my Identity Proofing document and have not received a SAMS Activity Authorization email within 35 days.

- Please reach out to SAMS help desk at 877.681.2901 (Select Option 5) or samshelp@cdc.gov for an update on your SAMS profile. Be sure to provide your full name and email address.



How to Open a ServiceNow Ticket to Contact NHSN

Scenario: I have specific questions regarding my registration or data for NHSN.

- Please Open a ServiceNow ticket within your SAMS account to contact NHSN. To do so, follow the steps below:
- Login to SAMS.
- Select "ServiceNow"

The screenshot shows the SAMS dashboard with a 'My Applications' section. Under 'National Healthcare Safety Network System', there is a 'ServiceNow' link highlighted with a red box. Below it, a note states '* Strong credentials required.' The left sidebar contains a menu with options like 'My Profile', 'Manage Mobile Soft Token & Grid Card', and 'Logout'.

- Select "National Healthcare Safety Network"

The screenshot shows the NHSN support page with a search bar and a 'Common Support Requests' section. The 'National Healthcare Safety Network' request category is highlighted with a yellow background. Other categories include 'Division of Tuberculosis Elimination Support Request', 'Enterprise Laboratory Information Management System Request', 'HIV Prevention Support Request', 'National HIV Monitoring and Evaluation Support Request', 'Office of Financial Resources Services', 'PIDS: Submit a Ticket', and 'PIDS: Support Request'.

- Select "Create a Case."



- Fill out the case details and add attachments (optional).

- Click on the “Submit” button to submit the case.

Attachment(s) must be less than 1 MB and must be one of the following supported file types: .pdf, .docx, .jpeg, .txt, .xlsx and .CSV

Add attachments

Submit



Next Steps After NHSN Level-3 Access is Obtained

Scenario: I have Level-3 access to my nursing home’s NHSN account. What else can I do?

- Add additional users—see NHSN at: [How to Add a User Guide](#).
- Use the optional event-level reporting feature to assist with COVID-19 vaccine data monitoring and tracking at: <https://www.cdc.gov/nhsn/pdfs/ltc/covidvax/person-level-form-one-pager-508.pdf>
- Review the recordings or slides of an NHSN webinar training at: <https://www.cdc.gov/nhsn/ltc/covid19/index.html>
- Check for and review updated COVID-19 module resources at: <https://www.cdc.gov/nhsn/ltc/covid19/index.html>

For additional support email NHSN at NHSN@cdc.gov or Simi Williams at swilliams1@hsag.com