National Healthcare Safety Network (NHSN) Long-Term Care Facility Enrollment

National Center for Emerging and Zoonotic Infectious Diseases
Division of Healthcare Quality Promotion
April 2020

COVID-19 LTC Module

- The purpose of the Long Term Care Reporting Enrollment training is to guide facilities with enrolling into NHSN to enter their targeted data elements to be used for COVID-19 emergency response activities.
- Before a facility can report into the COVID-19 Module, facility enrollment into NHSN must occur. Once the online facility enrollment is complete, the facility will gain same-day access to NHSN.
- Please note, the enrollment process for the COVID-19 Module does not enable full NHSN reporting capability for healthcare-associated infections and prevention process measures.

Is Your Facility Currently Enrolled in NHSN?

If yes,

If you are already enrolled into National Healthcare Safety Network, please **do not re-enroll**. A facility should enroll only **ONE** time.

- LTCFs that are currently enrolled in NHSN's LTCF Component will have immediate access to the new module and may begin reporting.
- If you are enrolled and need to change your NHSN Facility Administrator, please click the link to submit the change: https://www.cdc.gov/nhsn/facadmin/index.html
- If your facility previously enrolled, but you are unable to access NHSN, please submit an e-mail to nhsn@cdc.gov for assistance.

Items Needed for Enrollment

- Internet Connection (up-to-date browser needed)
  - ***Recommended:*** Internet Explorer 11 (latest version), Microsoft Edge (latest version), Chrome (latest version), Firefox (latest version), or Safari (latest version)

***Other browsers or older versions of the recommended browsers may work, however certain features may be incompatible.**

  - Please review the system requirements for your specific browser (for example, Internet Explorer: https://support.microsoft.com/en-us/help/11531/internet-explorer-system-requirements).

- NHSN Facility or Group Administrator Identified – This designated person will be the point of contact for receiving information from NHSN and other functions in the application.

- CCN - CMS Certification Number or CDC Registration ID (contact NHSN@cdc.gov)
  - CCN Look up Tool https://qcor.cms.gov/main.jsp

Facilities Eligible for Enrolling in NHSN LTC Reporting Module

- Certified skilled nursing facilities (SNF) and nursing homes (NH)
- Intermediate/chronic care facilities for the developmentally disabled
- Assisted living facilities and residential care facilities are able to participate in the Prevention Process Measures Module

Who should enroll a Facility into NHSN?

- The **NHSN Facility Administrator** must be identified to enroll the LTC Facility into NHSN (**YOU**)

Note: The NHSN Facility Administrator may not necessarily be the Administrator at your facility

The **NHSN** Facility Administrator:

- Manages users and user rights
- Can add, edit & delete facility data
- Authority to nominate groups (data sharing arrangements)
- An NHSN Facility Administrator will have this role for every component
- May serve multiple roles (NHSN Contact Person and NHSN User)

Only the NHSN Facility Administrator can reassign their role to another user. We STRONGLY encourage facilities to have at least one other person trained on the NHSN enrollment/data submission process.

Other Key Personnel Roles for NHSN LTC Reporting

- **NHSN LTCF Contact Person**
  - Serves as the main point of contact CDC and the facility
  - Is often the same person as the NHSN Facility Administrator

- **NHSN User**
  - Rights are determined by NHSN Facility Administrator
    - View data
    - Data entry
    - Data analysis
  - May be given NHSN administrative rights
    - This gives the new user the right to view, enter, and analyze data, but also to add locations, surgeons, and other users.
  - One person may hold multiple roles

NHSN LTC Reporting Enrollment
New Facility Only

STEP 1:

Enrollment Preparation

Computer Preparation

Prepare your computer to interact with NHSN

Step 1 – Enrollment Preparation

Computer Preparation

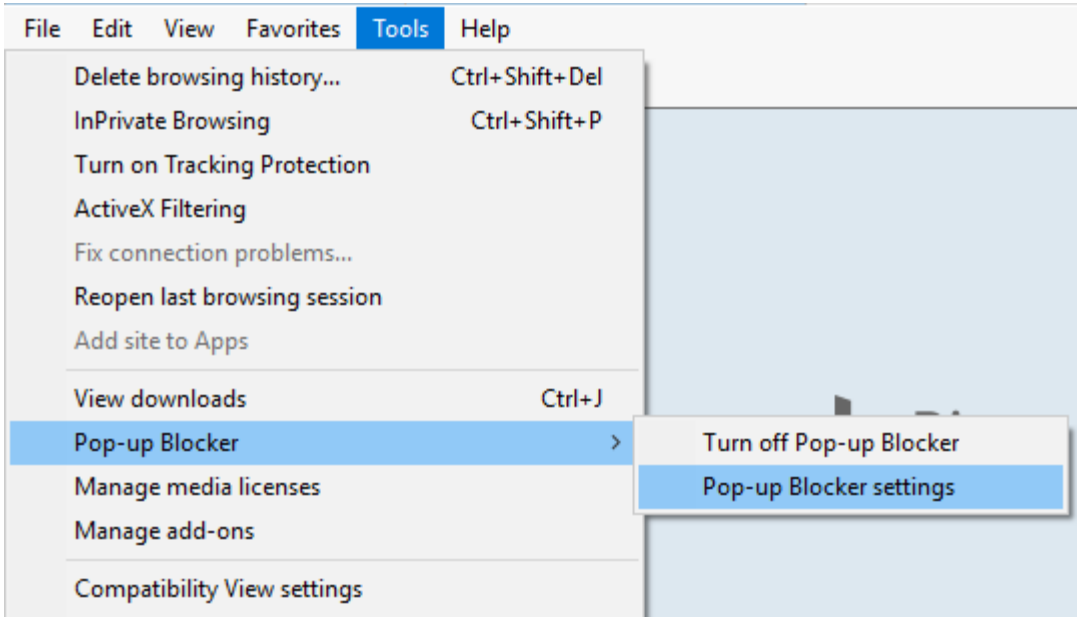
Prepare your computer to interact with NHSN

- You may need to change your email and internet security settings to receive communications from NHSN during the enrollment process
- Change spam-blocker settings to allow all email from:
  - nhsn@cdc.gov and SAMS-NO-REPLY@cdc.gov
- Add https://*.cdc.gov and https://*.verisign.com to trusted sites list and allow pop-ups
  - Please review the instructions to change security and privacy settings for your specific browser (for example, Internet Explorer 11: https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-security-privacy-settings).
- These changes may require assistance from your IT manager or department

Step 1 – Enrollment Preparation, *continued*

To have the best experience with NHSN, please ensure your spam-blockers and privacy settings for your browsers allow email from NHSN and SAMS. (For example, see below instructions to change settings for Internet Explorer 11)

1. Change spam-blocker settings to allow all email from: nhsn@cdc.gov and SAMS-NO-REPLY@cdc.gov
   a. In Internet Explorer, select "**Tools**" on menu bar
   b. Select "**Pop-up Blocker**"
   c. Select "**Pop-up Blocker settings**"



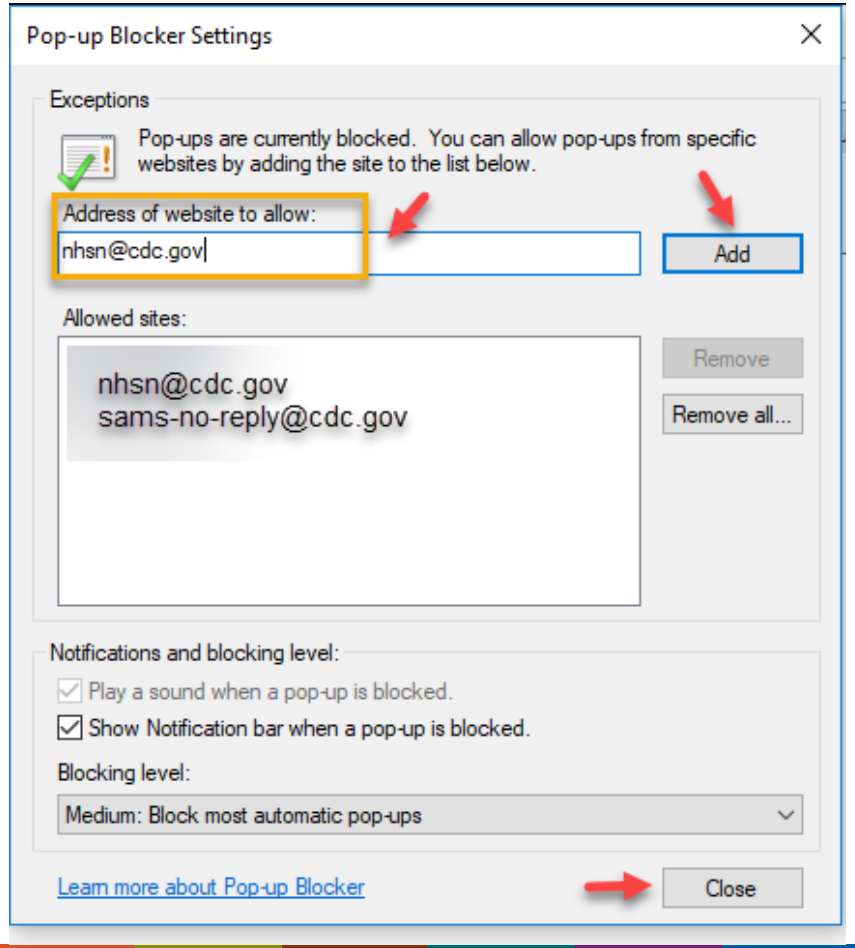
Step 1 – Enrollment Preparation, *continued*

d. Type in email address” nhsn@cdc.gov and sams-no-reply@cdc.gov

***add one address at a time**

d. Click “**Add**”

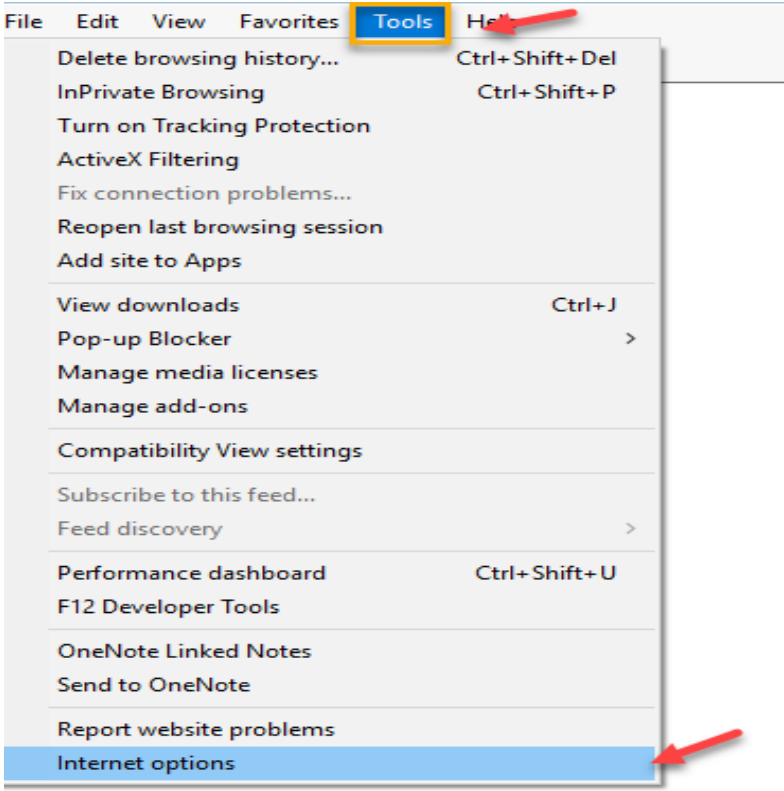
e. Click “**Close**” (once you have completed entering both email addresses)



Step 1 – Enrollment Preparation, *continued*

2. Add https://*.cdc.gov to trusted sites list and allow pop-ups

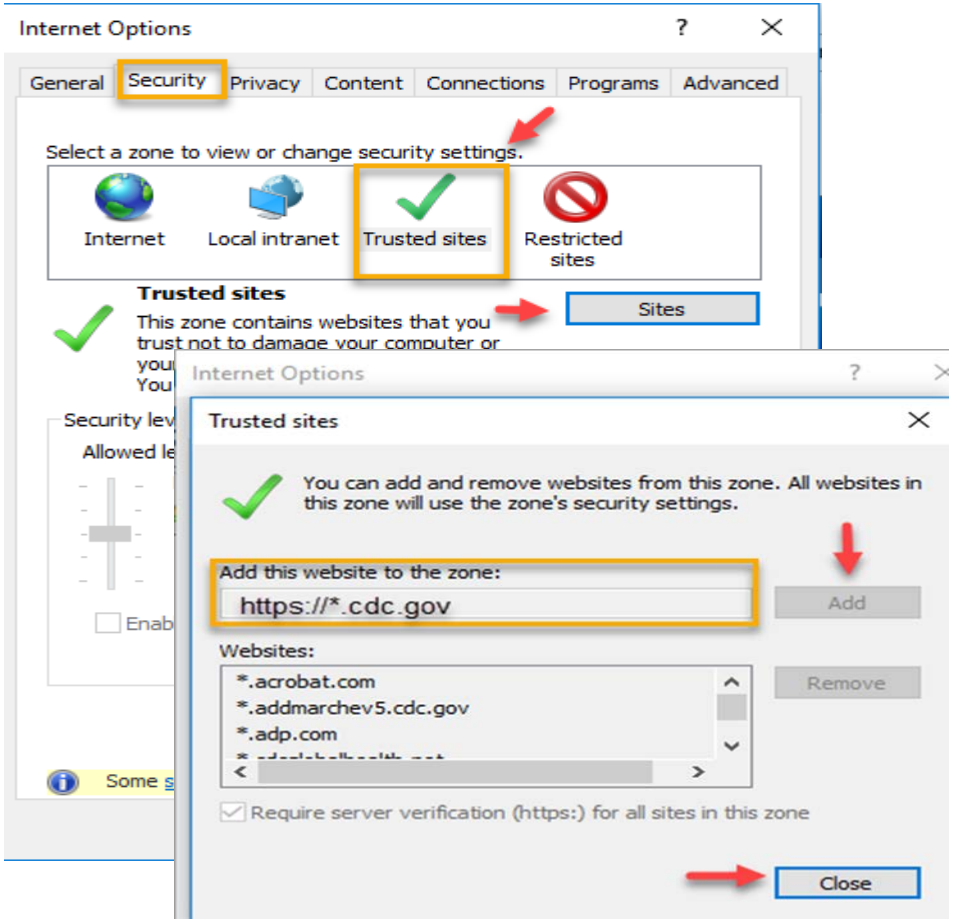
   a) In Internet Explorer, open "**Tools**" menu, select "**Internet Options**"



Step 1 – Enrollment Preparation, *continued*

- Add trusted sites on the "**Security**" tab

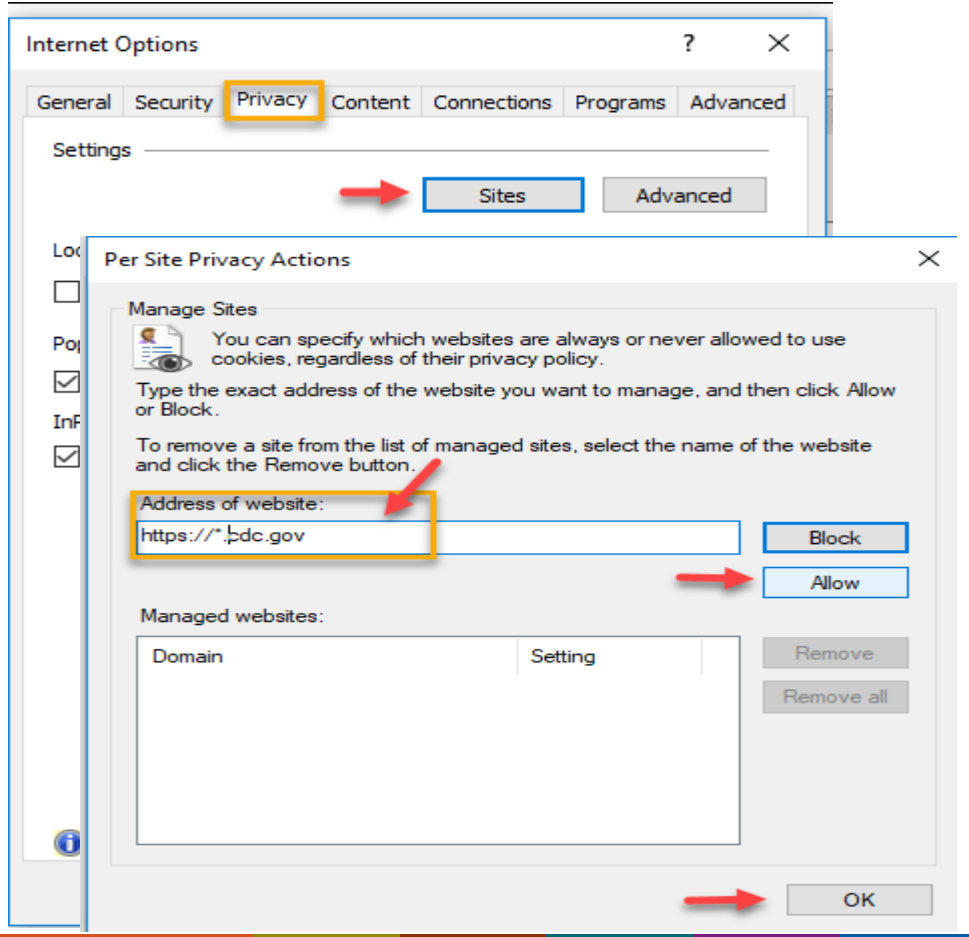
  b) Click on "**Security**" tab
  c) Click on "**Trusted sites**"
  d) Click on "**Sites**"
  e) Type in website address: https://*.cdc.gov
  f) Click on "**Add**"
  g) Click on "**Close**"



Step 1 – Enrollment Preparation, *continued*

- Allow pop-ups on the "**Privacy**" tab

a) Click on "**Privacy**" tab
b) Click on "**Sites**"
c) Type in website address: https://*.cdc.gov
d) Click on "**Allow**"
e) Click on "**Ok**"



STEP 2A:

Register Facility (NHSN)

Read and Agree to the NHSN Rules of Behavior to register your facility with NHSN

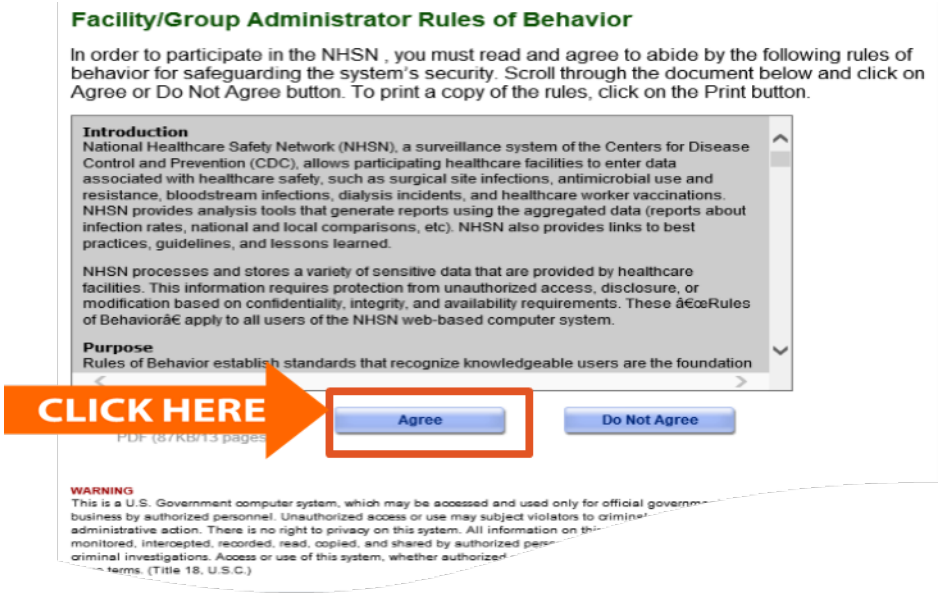
What is NHSN?

- The **National Healthcare Safety Network (NHSN)** is a secure, internet-based surveillance system managed by the Centers for Disease Control and Prevention that is open to a variety of healthcare facilities in the United States. It enables these facilities to collect, analyze, summarize, and provide data needed to identify problem areas, measure progress of prevention efforts, and ultimately eliminate healthcare-associated infections.

Step 2A – Register Facility with NHSN

Read and Agree to the NHSN *Facility/Group Administrator Rules of Behavior*

- The person who will serve as the NHSN Facility Administrator must access and read the NHSN Facility/Group Administrator Rules of Behavior from https://nhsn.cdc.gov/RegistrationForm/index
- After clicking **Agree**, you will be guided to the NHSN Registration page.



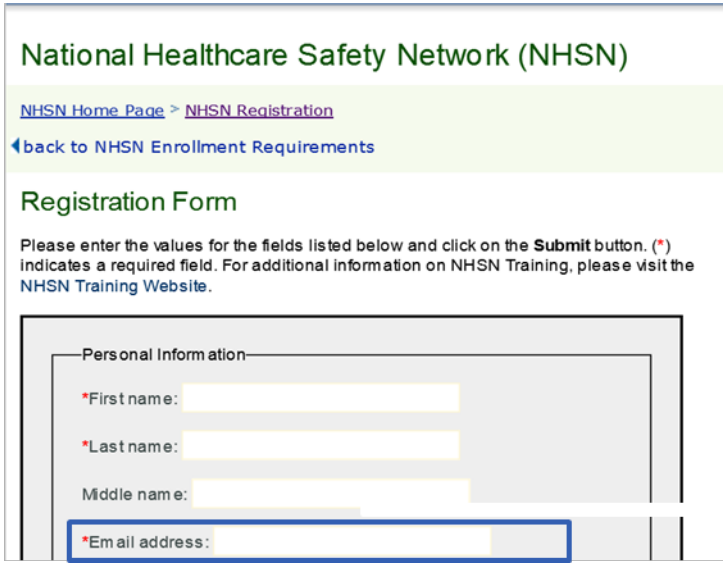
https://nhsn.cdc.gov/RegistrationForm/index

Step 2A– Register Facility with NHSN

Complete NHSN Registration

The **same** email address must be used for all enrollment steps.

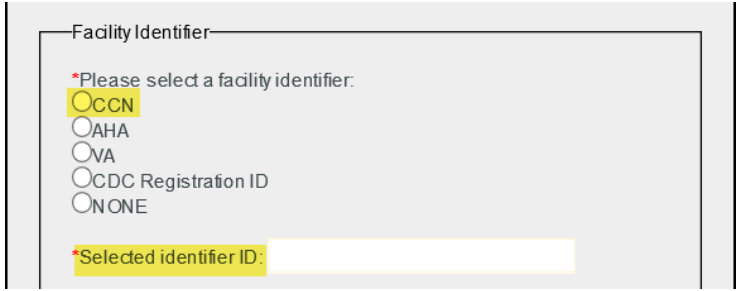
- Be sure to enter your email address correctly, as all subsequent emails will come to this email address.



Step 2A– Register Facility with NHSN

Complete NHSN Registration, *continued*

- You will need to select "**CCN**" as your Facility Identifier (CMS certified facilities)
- Enter your "**CCN" number** in the "**Selected identifier ID field**"



If you are a certified CMS facility and do not know your CCN – use this link to find it: https://qcor.cms.gov/main.jsp

- ✓ Select "Tool>basic search"
- ✓ Enter your facility name
- ✓ The Participation date is the CCN Effective Date needed for enrollment

***If your Facility Identifier (CCN#) does not validate, you will need to request a temporary CDC Registration ID by emailing nhsn@cdc.gov. The temporary enrollment number is only valid for 30 days.* Once you enroll, you will need to update your facility account with your CCN# https://www.cdc.gov/nhsn/pdfs/ltc/ccn-guidance-508.pdf**

Step 2A– Register Facility with NHSN

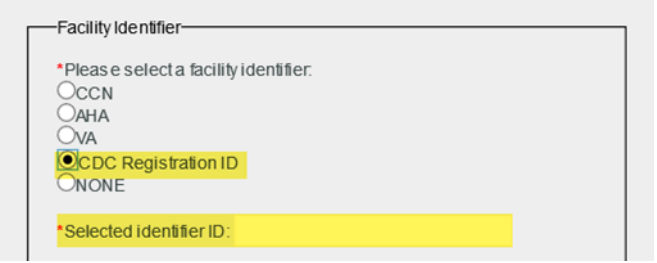
Complete NHSN Registration, *continued*

- Non-CMS facilities (i.e. ALFs, Residential Care, etc.) will need to request a temporary enrollment number

Request a temporary CDC Registration ID by emailing nhsn@cdc.gov. The temporary enrollment number is only valid for 30 days.*

- You will need to select "**CDC Registration ID**" as your Facility Identifier (CMS certified facilities)

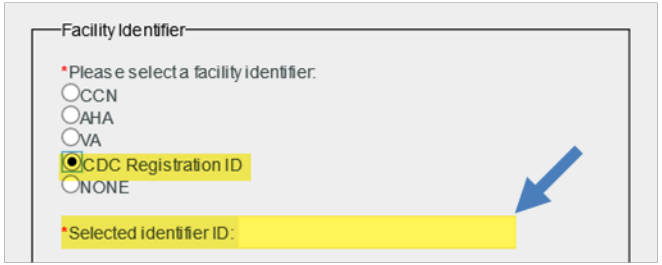
- Enter the temporary CDC Registration ID# in the "**Selected identifier ID field**"



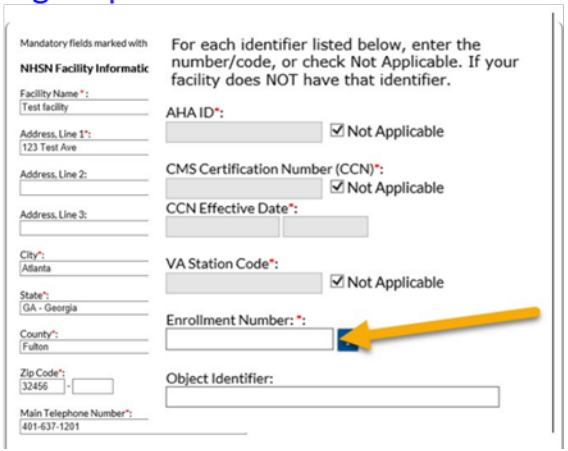
If you requested a temporary CDC Registration ID# from NHSN.

- You should receive **1** CDC Registration ID Number
  - First time entry – input as your "**Facility Identifier"** during Step 2A registration
  - Second time entry – input as the "**Enrollment Number**" during Step 3 NHSN Enrollment
- The temporary enrollment numbers are only valid for 30 days.*
- Discard number after enrollment is complete

Enter during Step 2A NHSN Registration



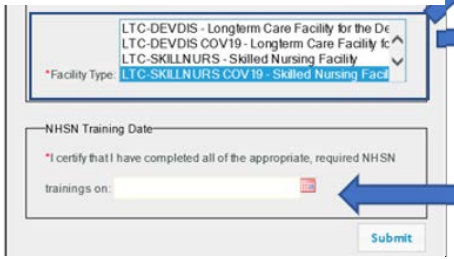
Enter during Step 3 NHSN Enrollment



Step 2A– Register Facility with NHSN

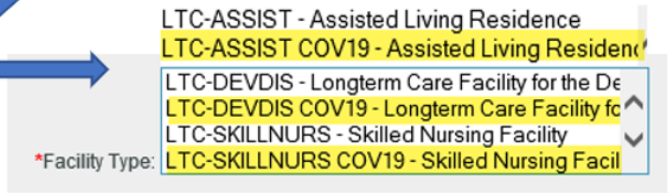
Complete NHSN Registration, *continued*

- Be sure to select the correct **Facility Type**
  - (e.g. Nursing homes and/or skilled nursing facilities will select: **LTC-SKILLNURS COV19 -Skilled Nursing Facility**
- Click "**Submit**"



Important: For enrollment into the **COVID-19 Module only**, LTCFs will need to select from **one** of the three following facility types from the "*Facility Type*" drop-down menu:

- **LTC-SKILLNURS COV19**: for skilled nursing facilities **and/or** nursing homes
- **LTC-DEVDIS COV19**: chronic care for developmentally disabled facilities
- **LTC-ASST COV19:** assisted living and/or residential care



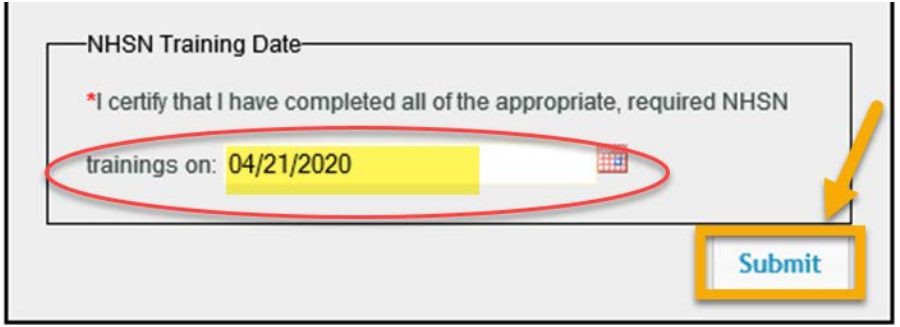
Select the date you are enrolling unless training was completed prior to this date.

Please note: Not identifying a COVID-19 facility type from the drop down list during registration will not impact the enrollment process. Once the facility is completely enrolled and activated in NHSN, the COVID-19 Module will be added in the application.

Step 2A – Register Facility with NHSN

Complete NHSN Registration, *continued*

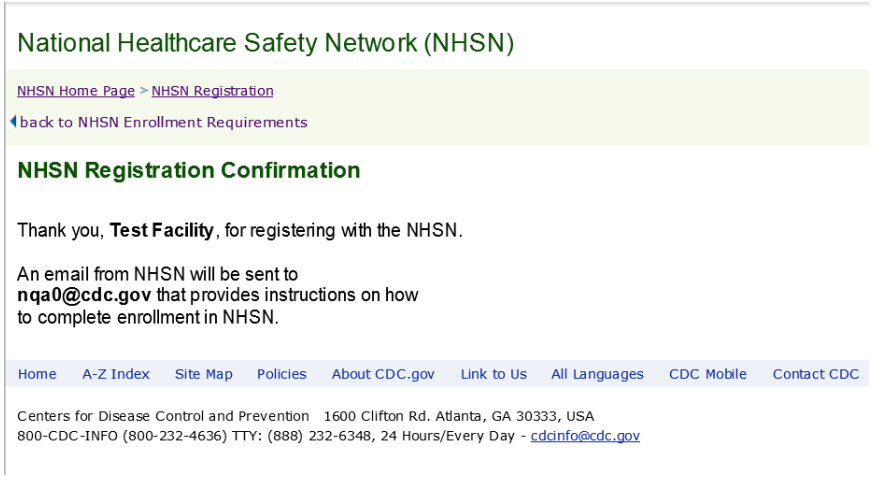
- You will need to enter the date you are registering the facility.
- Click **Submit** button once form is complete



Step 2A– Register Facility with NHSN

Complete NHSN Registration, *continued*

- After clicking “Submit” the NHSN Registration Confirmation screen displays.



"Welcome to NHSN!"

- Shortly, after submitting the NHSN registration, you will receive an email from NHSN

From: NHSN (CDC) <nhsn@cdc.gov>
Sent: Monday, March 11, 2019 4:24 PM
To:
Cc: NHSN (CDC) <nhsn@cdc.gov>
Subject: Welcome to NHSN!

Welcome to the National Healthcare Safety Network (NHSN)!

You have been added as the type of user indicated for the following facility or Group:

Facility or Group Name:

User Type:

In order to participate as an NHSN user, you must agree to follow the rules of behavior for safeguarding the system's security. Click on the URL below to read and indicate your agreement to abide by the rules.
@SDN_ENROLLMENT_GUIDE_URL@

Once you have agreed to the Rules of Behavior, you will need to register with the Centers for Disease Control and Prevention's (CDC) Secure Access Management System (SAMS) and submit documentation for identity proofing. SAMS is a web portal designed to provide centralized access to public health information and computer applications operated by the CDC.

If you are already an active NHSN user, you may disregard the instructions in this email. Log in to the Secure Access Management System (SAMS) and access NHSN Reporting.

If you have already completed the SAMS process for another CDC application but you have not previously had access to NHSN, please contact nhsn@cdc.gov and indicate that you need the NHSN Reporting Activity in SAMS.

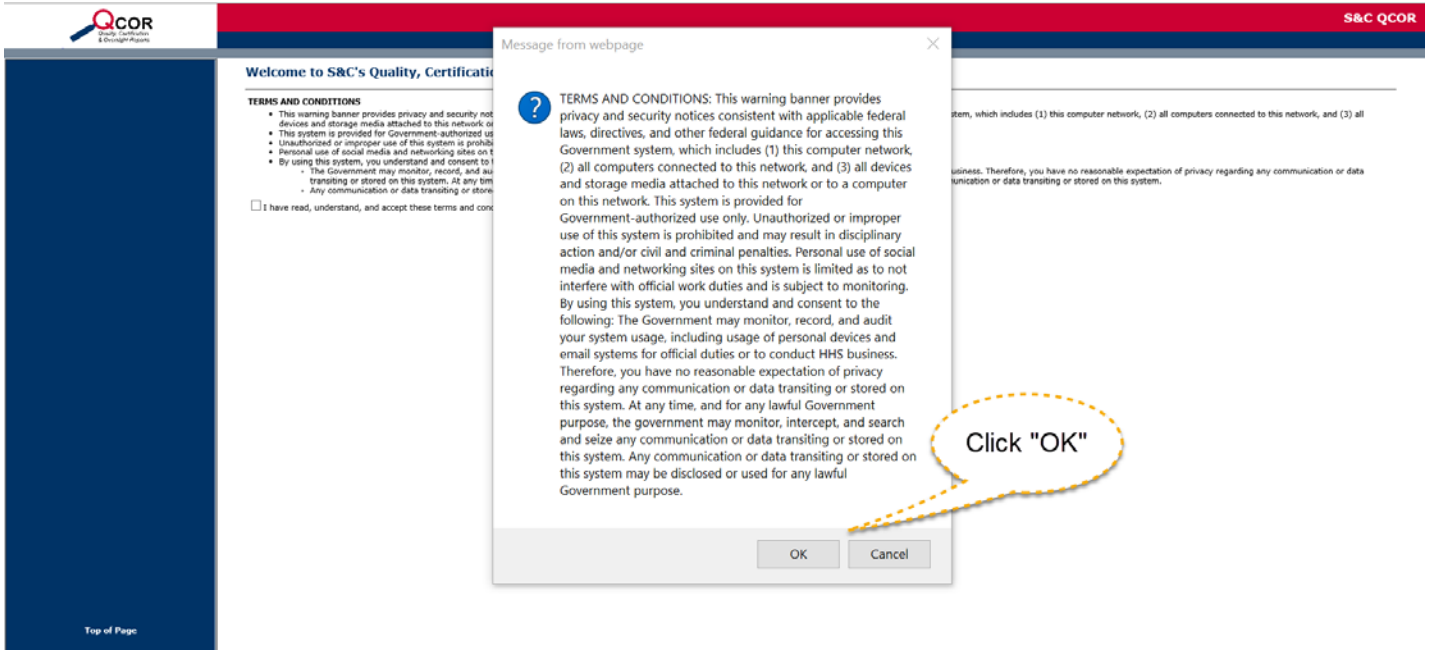
For questions regarding NHSN, please email nhsn@cdc.gov.

Additional NHSN information is also available at http://www.cdc.gov/nhsn.

Important Message

How to Locate CMS Certification Number [CCN]

- To look up your CMS Certification Number [CCN] please use this link: https://qcor.cms.gov/main.jsp
- Click "**OK**"



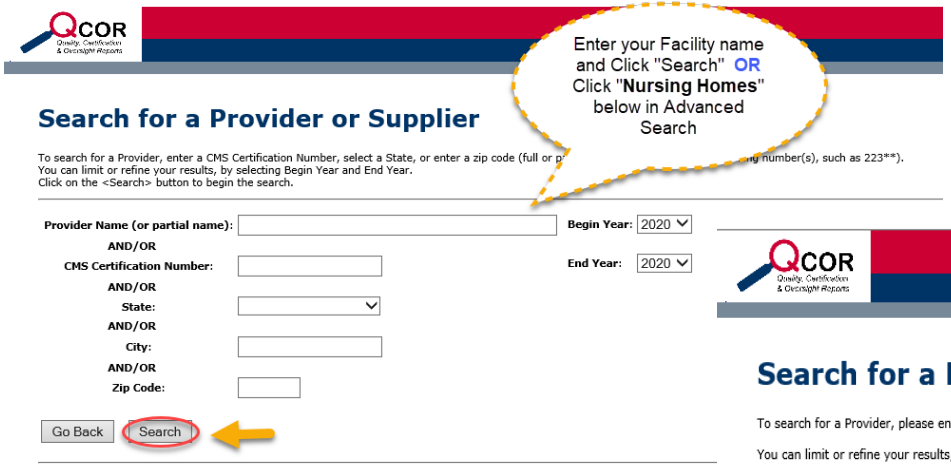
Important Message

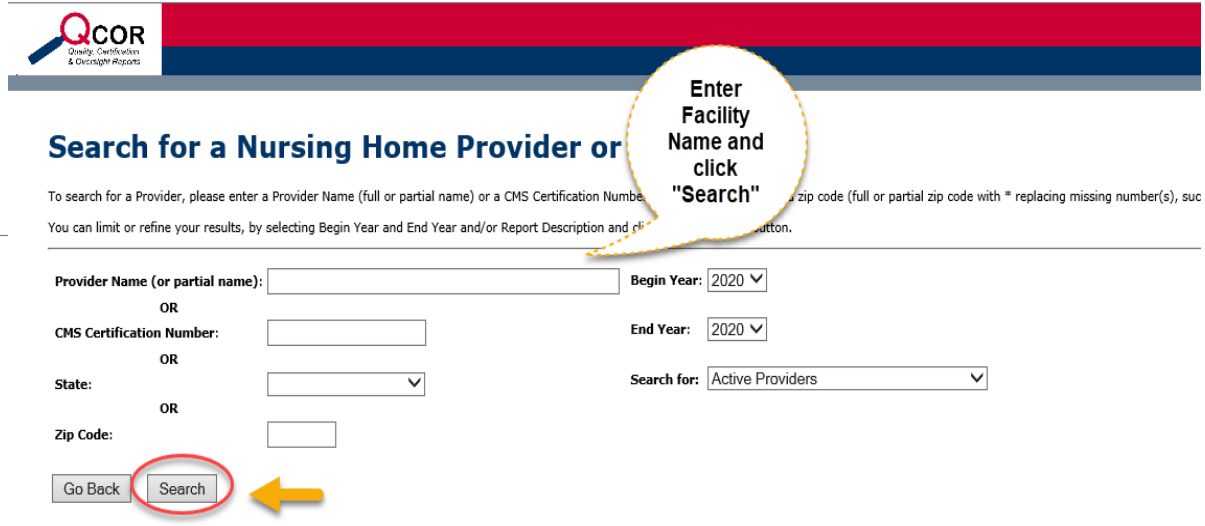
How to Locate CMS Certification Number [CCN], *continued*

- Click "**Basic Search**"

How to Locate CMS Certification Number [CCN], *continued*

- Enter your Facility Name and Click "**Search**" ***Or Advanced Search***, Click "**Nursing Homes**"





Important Message

How to Locate CMS Certification Number [CCN], *continued*

- Click on your Facility name under the search criteria (*depending on your facility type*)

How to Locate CMS Certification Number [CCN], *continued*

- Facility's CCN and Participation Date (*First date that the facility was certified as Medicare and/or Medicaid*) can be obtained from the details.

Provider or Supplier Details

Provider or Supplier Name:	Information listed here
CMS Certification Number:	
Provider or Supplier Type:	
Address:	
Phone Number:	
Participation Date:	
Region:	
Number of Certified Beds:	
Hospital Based:	
Chain Name:	
Ownership Type:	

STEP 2B:

Register Facility (SAMS)

Read and Agree to the SAMS Rules of Behavior to register your facility with SAMS

What is SAMS?

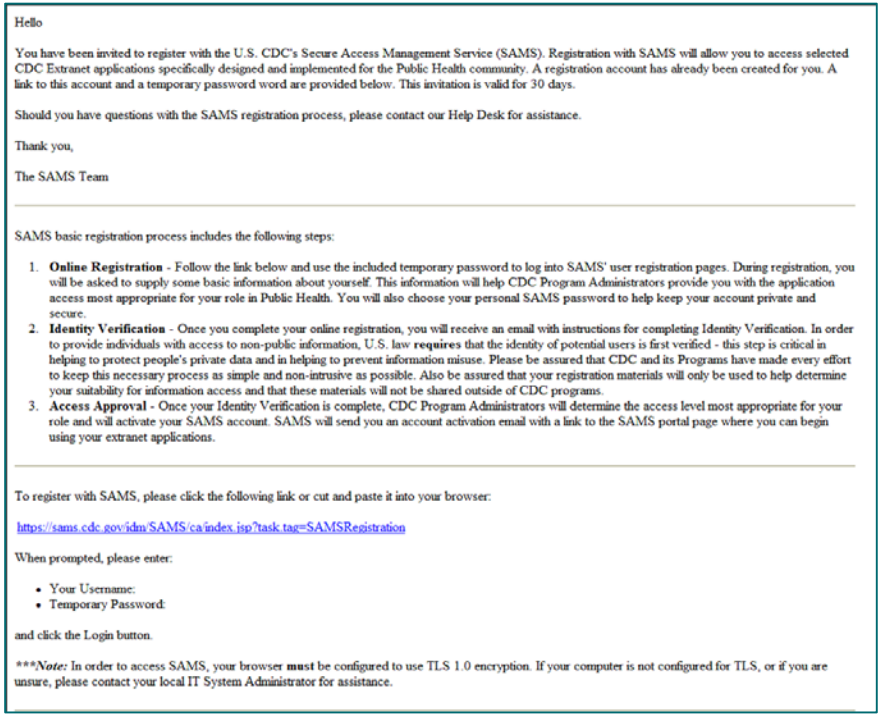
- The Centers for Disease Control and Prevention's (CDC) **Secure Access Management Services (SAMS)** is a federal information technology (IT) system designed to provide centralized access to public health information and computer applications operated by the CDC. For the National Healthcare Safety Network (NHSN) Program, SAMS will provide healthcare facilities and other partners, such as state health departments and QIOs, with secure and immediate access to the NHSN application.

Step 2B – Register with Secure Access Management Services (SAMS)

Receive Invitation to Register with SAMS email

- After CDC receives your completed registration, you will receive an ***Invitation to Register with SAMS*** via email
  - Please allow **3-5 calendar days** to receive email from SAMS. After day 5, please email nhsn@cdc.gov

Save this email because it has information you will need to register for SAMS



Hello

You have been invited to register with the U.S. CDC's Secure Access Management Service (SAMS). Registration with SAMS will allow you to access selected CDC Extranet applications specifically designed and implemented for the Public Health community. A registration account has already been created for you. A link to this account and a temporary password word are provided below. This invitation is valid for 30 days.

Should you have questions with the SAMS registration process, please contact our Help Desk for assistance.

Thank you,

The SAMS Team

SAMS basic registration process includes the following steps:

1. **Online Registration** - Follow the link below and use the included temporary password to log into SAMS' user registration pages. During registration, you will be asked to supply some basic information about yourself. This information will help CDC Program Administrators provide you with the application access most appropriate for your role in Public Health. You will also choose your personal SAMS password to help keep your account private and secure.
2. **Identity Verification** - Once you complete your online registration, you will receive an email with instructions for completing Identity Verification. In order to provide individuals with access to non-public information, U.S. law **requires** that the identity of potential users is first 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 registration materials will only be used to help determine your suitability for information access and that these materials will not be shared outside of CDC programs.
3. **Access Approval** - Once your Identity Verification is complete, CDC Program Administrators will determine the access level most appropriate for your role and will activate your SAMS account. SAMS will send you an account activation email with a link to the SAMS portal page where you can begin using your extranet applications.

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

https://sams.cdc.gov/idm/SAMS/ca/index.jsp?task.tag=SAMSRegistration

When prompted, please enter:

- Your Username:
- Temporary Password:

and click the Login button.

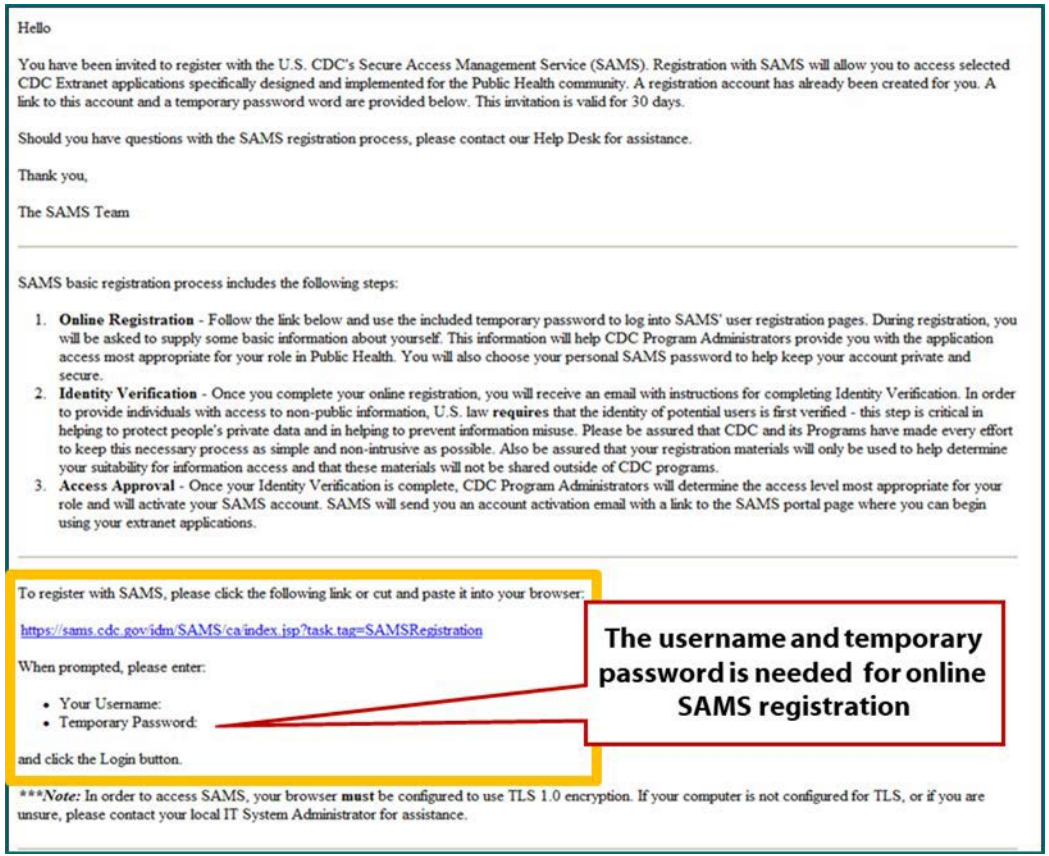
***Note:** In order to access SAMS, your browser **must** be configured to use TLS 1.0 encryption. If your computer is not configured for TLS, or if you are unsure, please contact your local IT System Administrator for assistance.

Step 2B – Register with SAMS

Click Link to SAMS

- In the *Invitation to Register* email you will receive, click the link to SAMS or cut and paste the following link into your browser: https://sams.cdc.gov/idm/SAMS/ca/index.jsp?task.tag=SAMSRegistration

Note: The SAMS username and temporary password will expire in 30 days



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https://sams.cdc.gov/idm/SAMS/ca/index.jsp?task.tag=SAMSRegistration

When prompted, please enter:

- Your Username:
- Temporary Password:

and click the Login button.

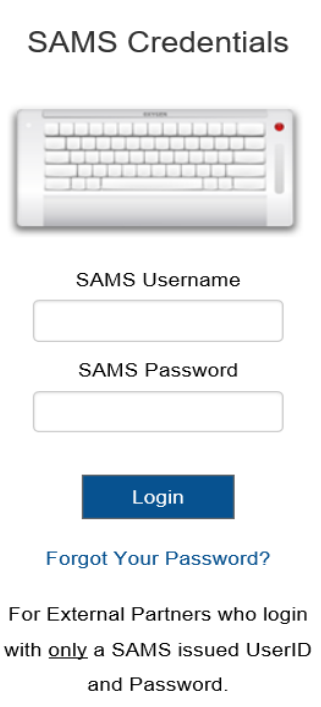
The username and temporary password is needed for online SAMS registration

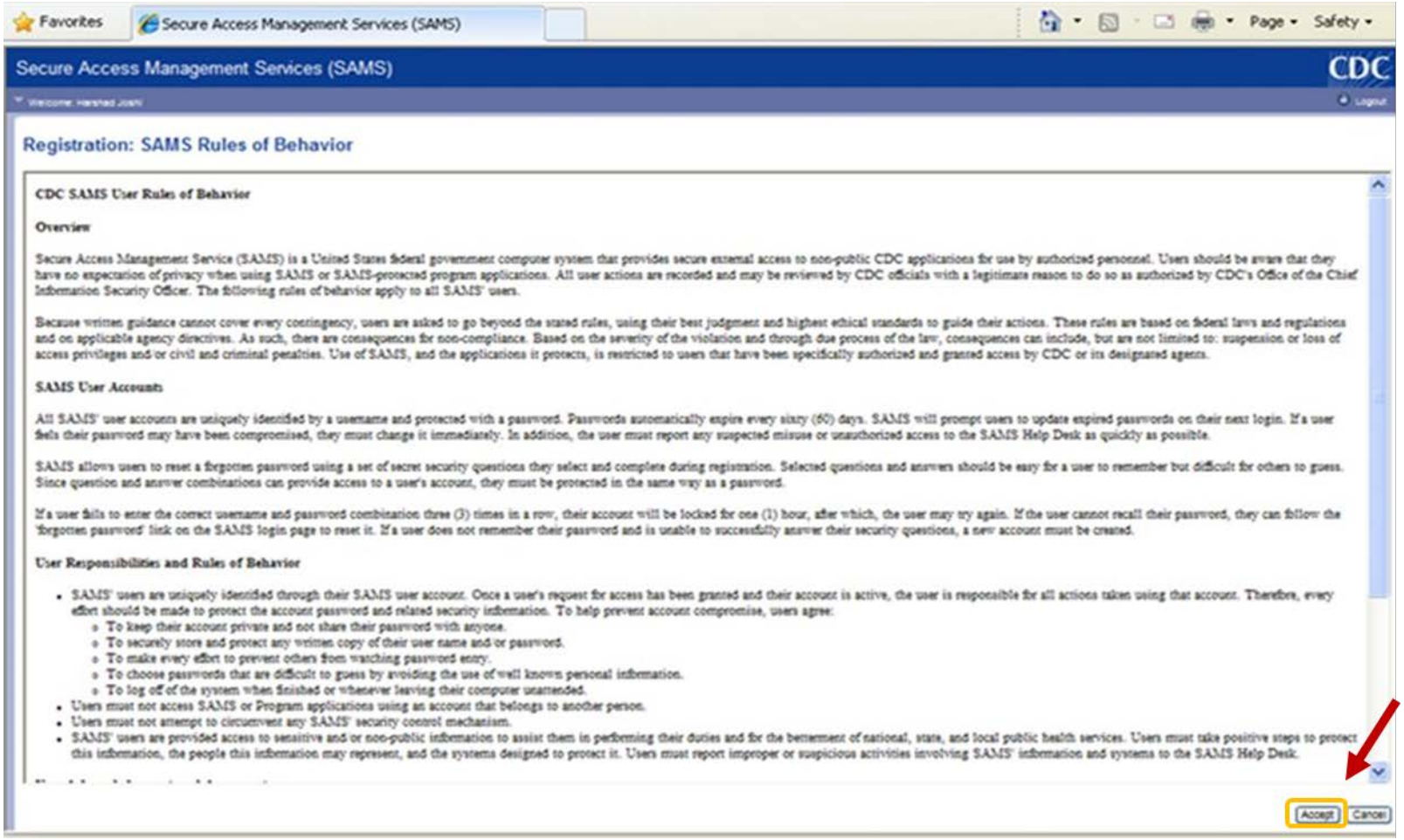
***Note:** In order to access SAMS, your browser **must** be configured to use TLS 1.0 encryption. If your computer is not configured for TLS, or if you are unsure, please contact your local IT System Administrator for assistance.

Step 2B – Register with SAMS

Log-In to SAMS Credentials Using Username and Temporary Password and Accept SAMS Rules of Behavior

- After clicking on the link to SAMS in the *Invitation to Register*, you will be guided to this *Log In* screen.
- Enter the user name and temporary password provided in the email, and click the **Login** button.
- After clicking “Login” the SAMS *Rules of Behavior* screen displays.
- Read the SAMS *Rules of Behavior* and click the **Accept** button.

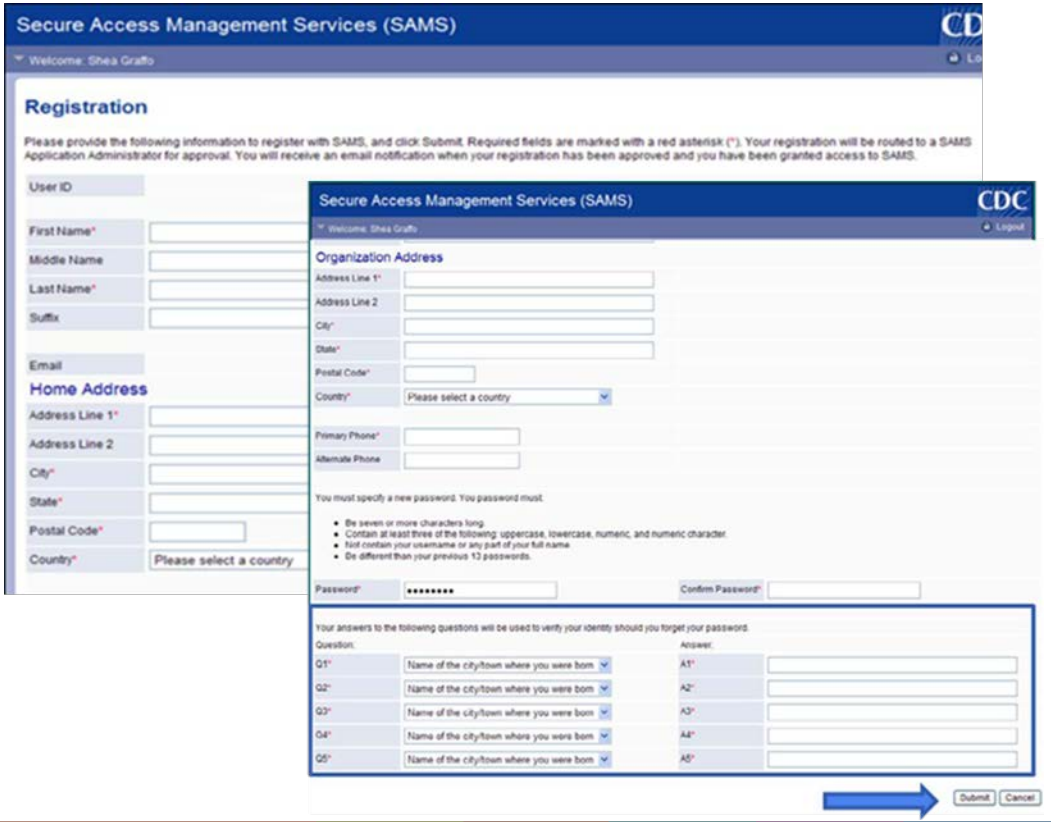



Favorites
Secure Access Management Services (SAMS)
Page
Safety
Secure Access Management Services (SAMS)
CDC
Logout
Registration: SAMS Rules of Behavior
CDC SAMS User Rules of Behavior
Overview
Secure Access Management Service (SAMS) is a United States federal government computer system that provides 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 federal 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 2B –Register with SAMS

Enter Information to Register with SAMS

- After accepting the ***SAMS Rules of Behavior****, the* SAMS registration page displays.
- Enter the information in the fields displayed. Fields marked with an asterisk are required.
- Click the **Submit** button to complete your registration.

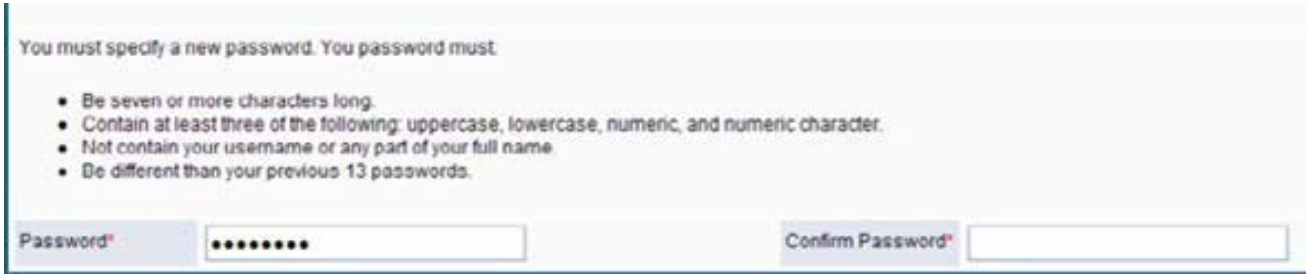


Step 2B – Register with SAMS

Change Your Password

- You will be required to **change your password.**

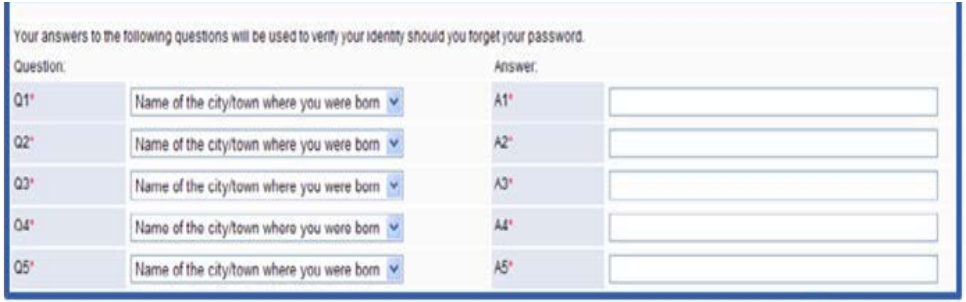
Ensure that you write down the new password because you will need this password again.



Step 2B – Register with SAMS

Select Security Questions

- In the *Question* section, select a question from the list displayed in line 1.
- In the *Answer* section in line 1, type your answer to the question you selected. Repeat these steps until all five questions are answered.



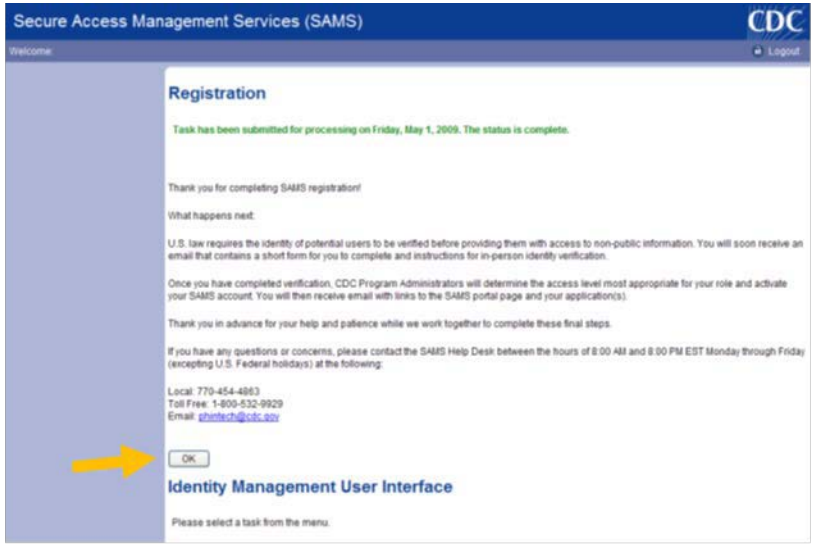
The questions you select should have answers you are sure to remember.

Step 2B – Register with SAMS

Receive SAMS Registration Confirmation

- After clicking the *Submit* button to complete your registration. The **Registration Confirmation** message displays.

- Click the **OK** button to acknowledge the message and receive an additional display.



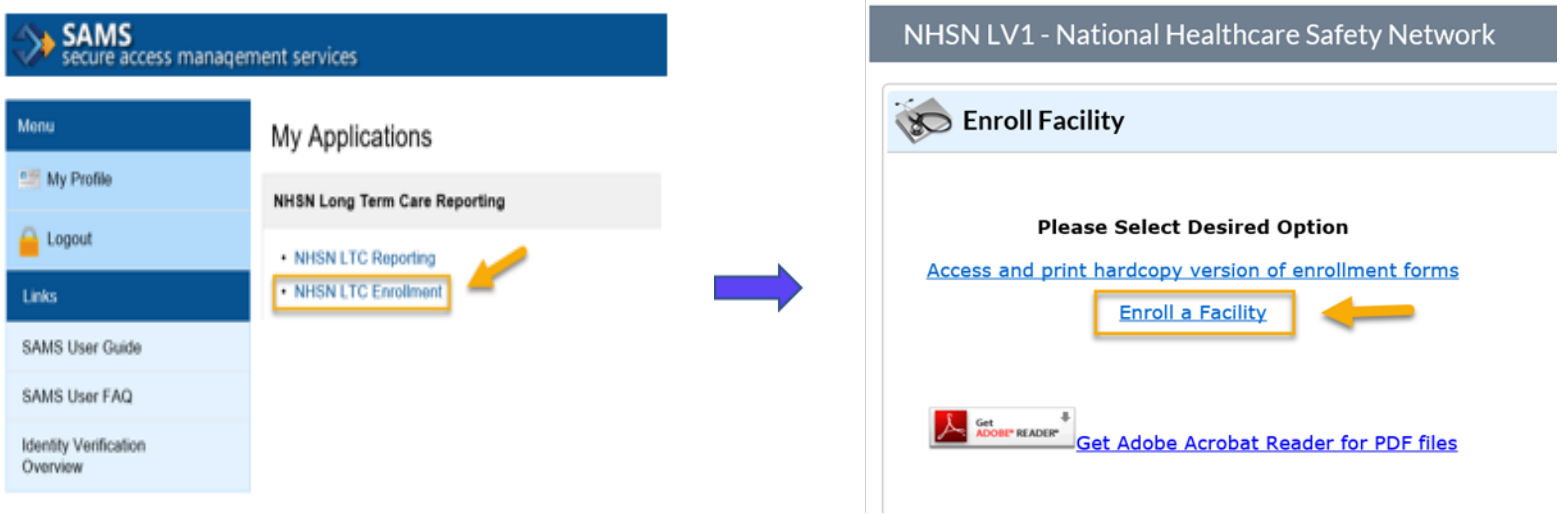
STEP 3:

Complete NHSN LTC Enrollment

Step 3 – Complete NHSN LTC Enrollment

NHSN LTC Enrollment

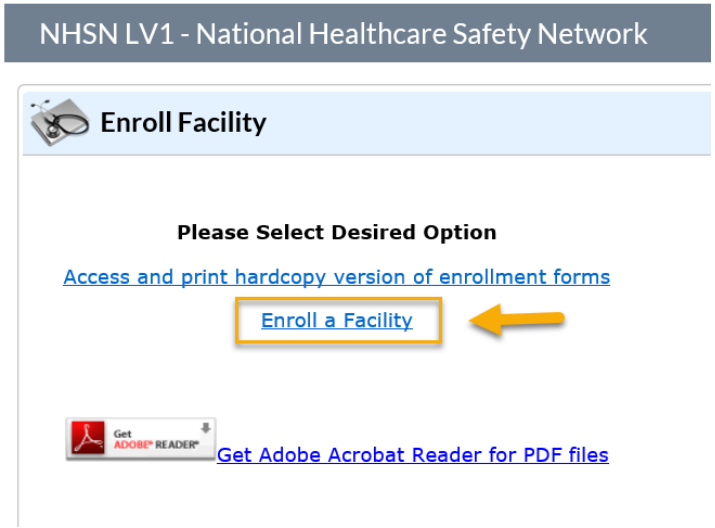
- On the SAMS homepage, under "**My Applications**" you should see a link to the National Healthcare Safety Network labeled **NHSN Long Term Care Enrollment.**
- Click on the **NHSN LTC Enrollment** link to go to the NHSN Enrollment page.



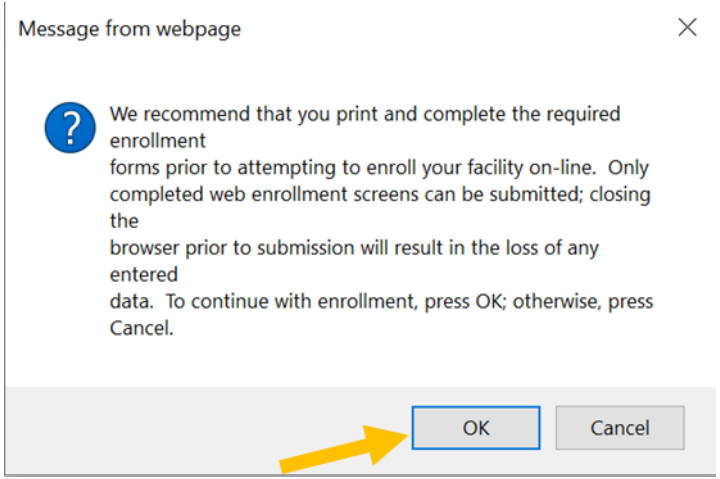
Step 3 – Complete NHSN LTC Enrollment

Enroll your Facility

- Select **“Enroll a Facility”**



- You will see this pop-up, select “**OK**”



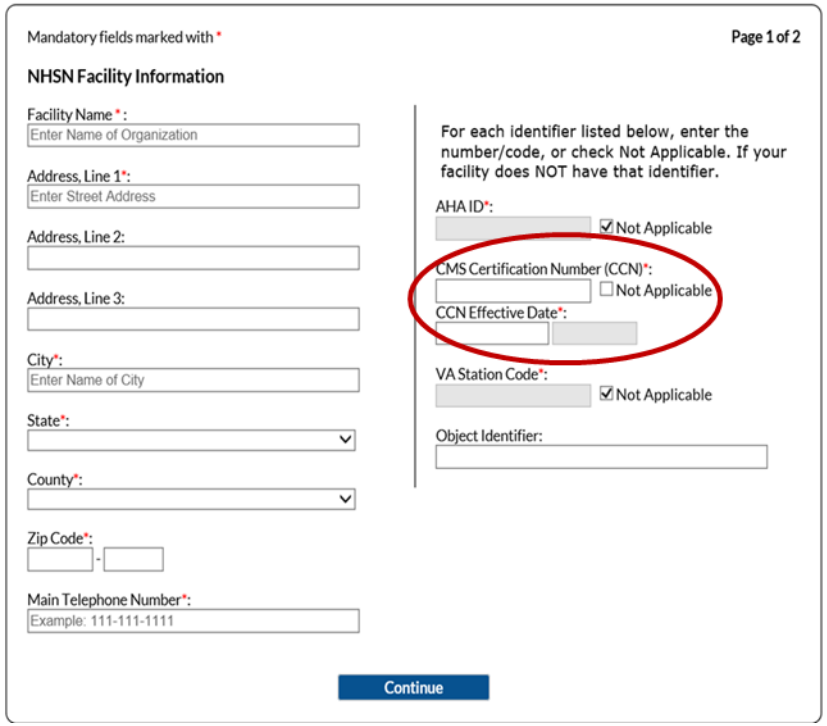
Step 3 – Complete NHSN LTC Enrollment :
NSHN Facility Information Screen

- Enter required (*) information
- Input your CCN/CMS Certification Number (CMS) and Effective date.

If you do not know your CCN, use this link to find it:
https://qcor.cms.gov/main.jsp

- Check "*not applicable*" box next to the AHA ID # and the VA Station Code.

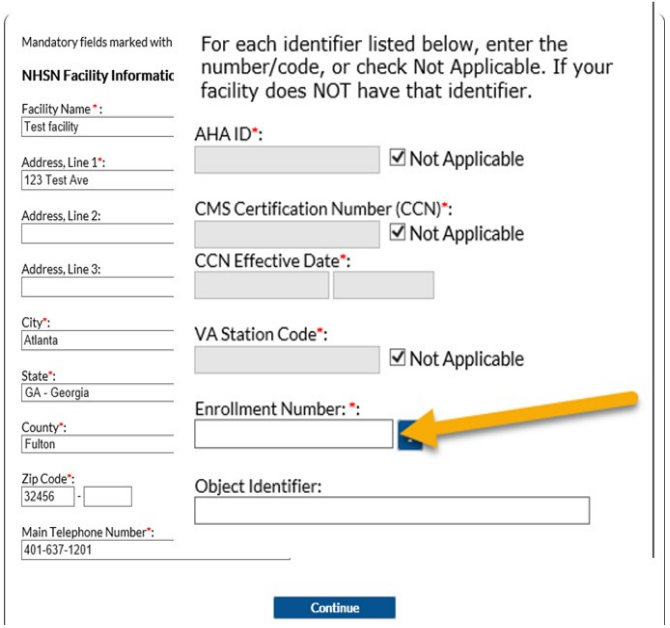
Note: Facilities within the Department of Veterans Affairs (VA) Healthcare System, may have a VA station code instead of a CCN.



Step 3 – Complete NHSN LTC Enrollment : NSHN Facility Information Screen

If you received a Temporary CDC Registration ID# from NHSN

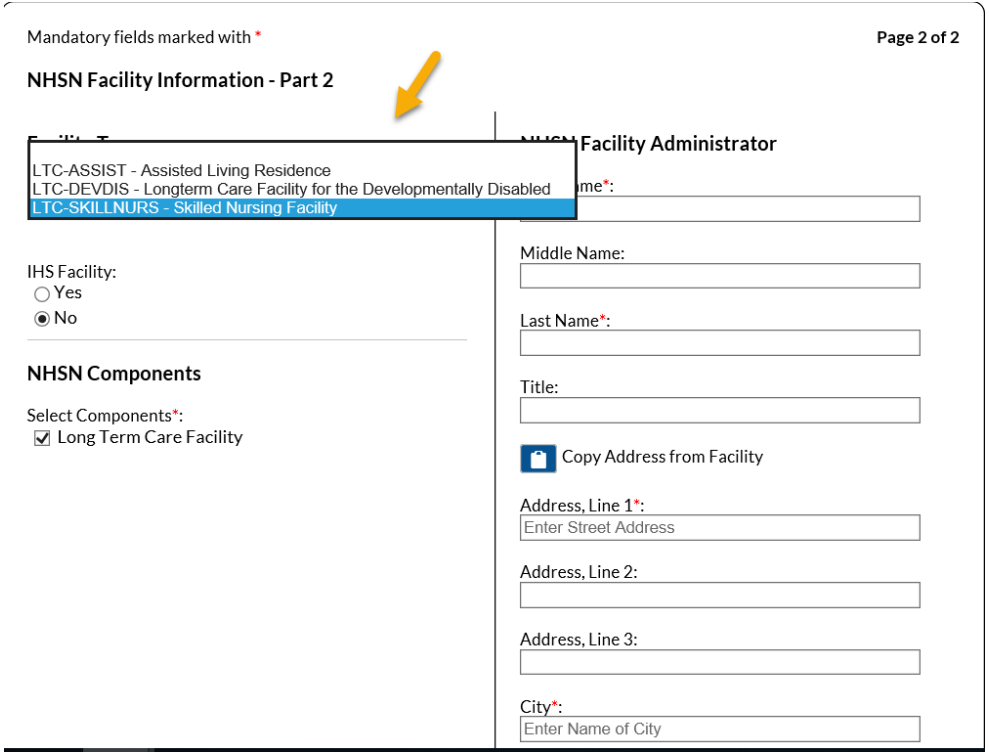
- Enter required (*) information
- Check “not applicable” box next to the AHA ID #, CMS Certification Number (CCN), and the VA Station Code.
- Input the temporary CDC Registration ID# that was provided by NHSN
  - The temporary enrollment number is only valid for 30 days.
  - Discard number after initial use
- Click “**continue**”



Step 3 – Complete NHSN LTC Enrollment: NHSN Facility Information *cont'd*

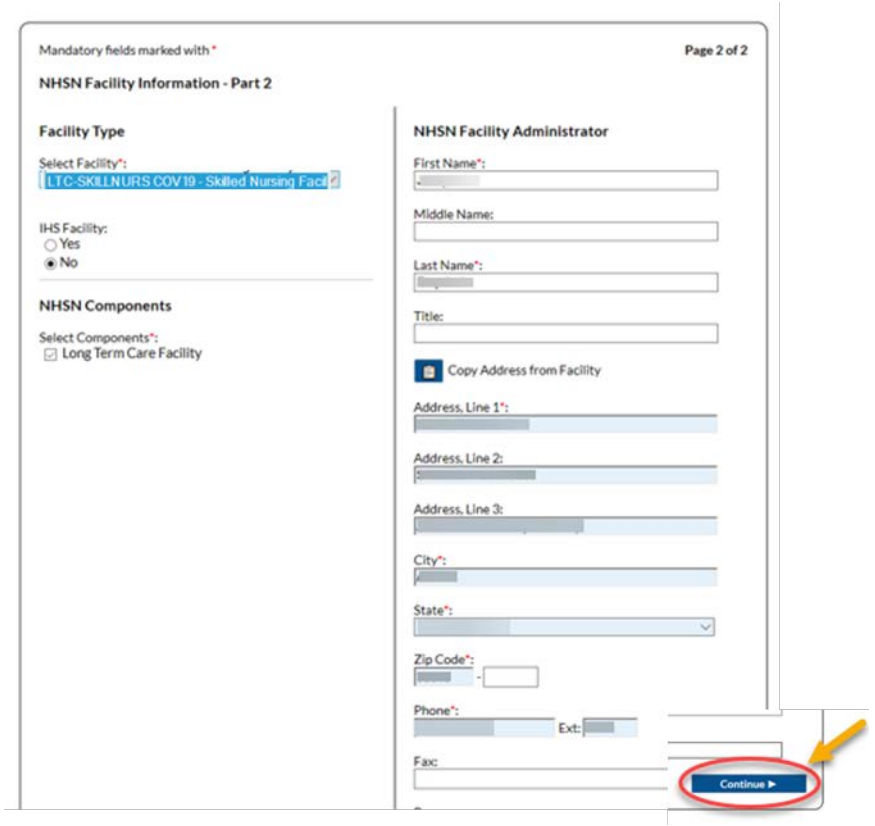
- Select the Facility Type

Please note: The COVID-19 facility types are not reflected during the enrollment section. This will not impact the enrollment process. Once the facility is completed enrolled and activated in NHSN, the COVID-19 Module will be added in the application.



Step 3 – Complete NHSN LTC Enrollment:
NHSN Facility Information *cont'd*

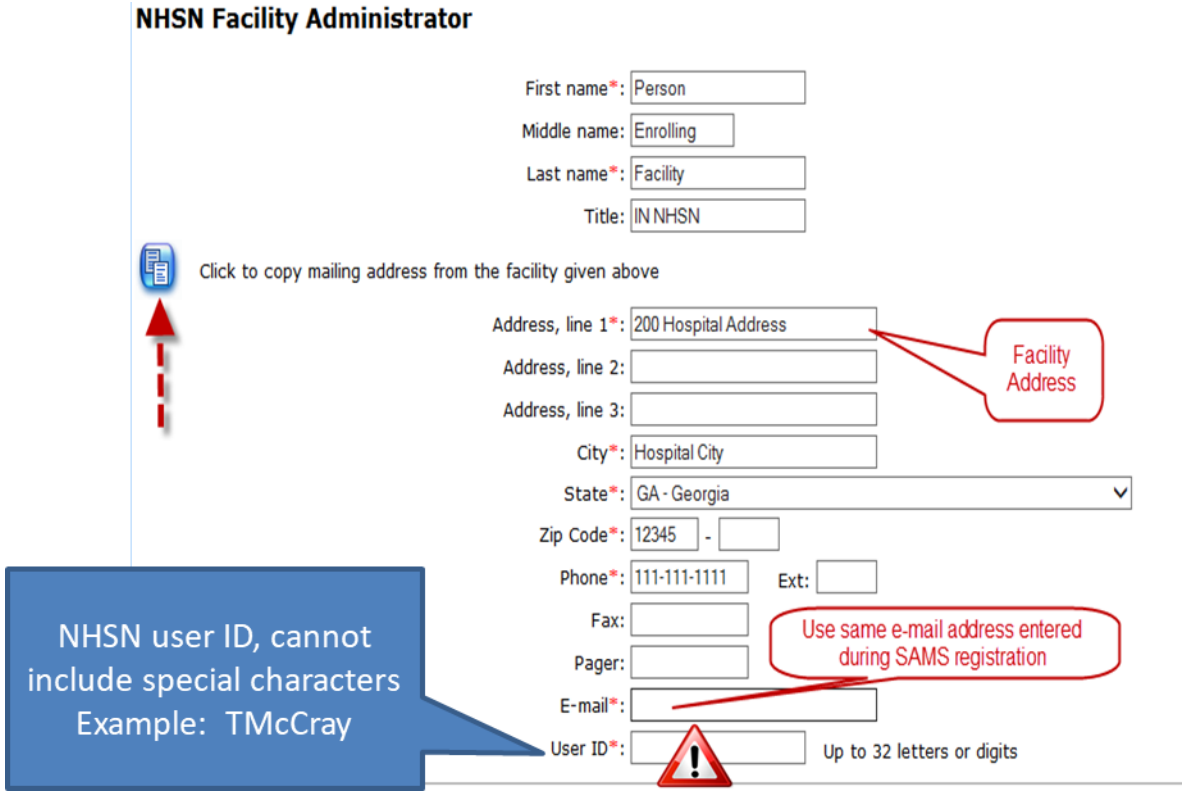
- Select "**Yes**" or "**No**" if your facility is a Indian Health Service (HIS) Facility
- The LTCF component is automatically checked and cannot be unchecked.
- Enter Facility Administrator designated to report COVID-19 data here
- Complete the Facility Contact Information Form in its entirety and click "**Continue**"



Important Message

Important Tips to Remember when Creating the User ID

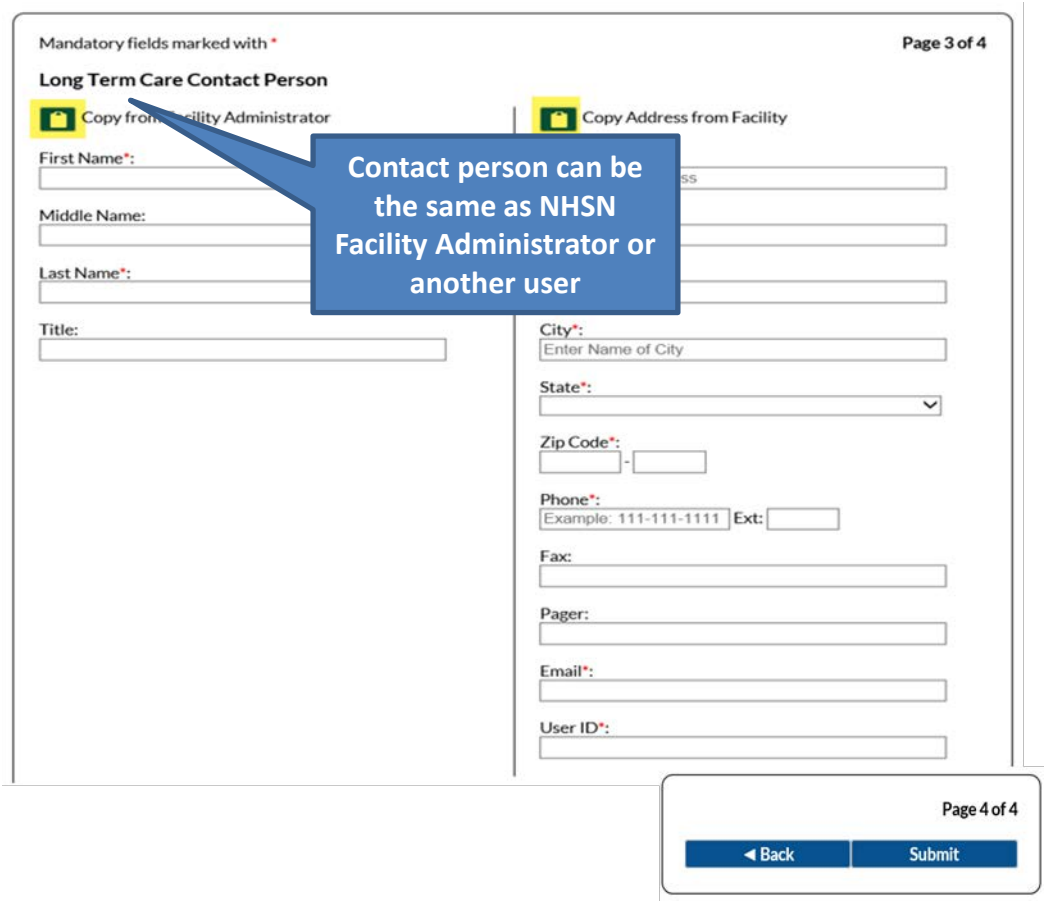
- Up to 32 letters or digits
  - Ex. TMcCray123
- No special characters
  - Ex. TMcCray*&%$



Step 3 – Complete NHSN LTC Enrollment:

LTC Contact Person Screen

- Each facility must have a listed contact person either the Facility Administrator or another user to be a back-up
- Enter Contact Person designated to report COVID-19 data here
  ***Click the blue folder icon to copy previously entered information if Contact Person is the same.**
- Complete the Facility Contact Information Form in its entirety and click "**submit**"

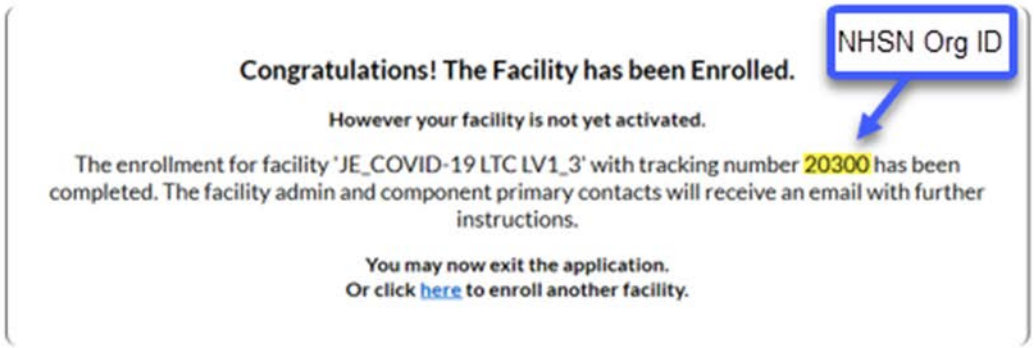


Step 3 – Complete NHSN LTC Enrollment:
Enrollment Confirmation

- Shortly after successfully completing enrollment, the NHSN Facility Administrator and Component Primary Contact (***if different***) will receive an NHSN email with instructions on how to electronically accept the *NHSN Agreement to Participate and Consent*.

The consent form must be accepted by either the NHSN Facility Administer or the NHSN Primary Contact immediately to expedite access to NHSN for LTC reporting.

Please note the tracking number issued after submitting is your NHSN Org ID



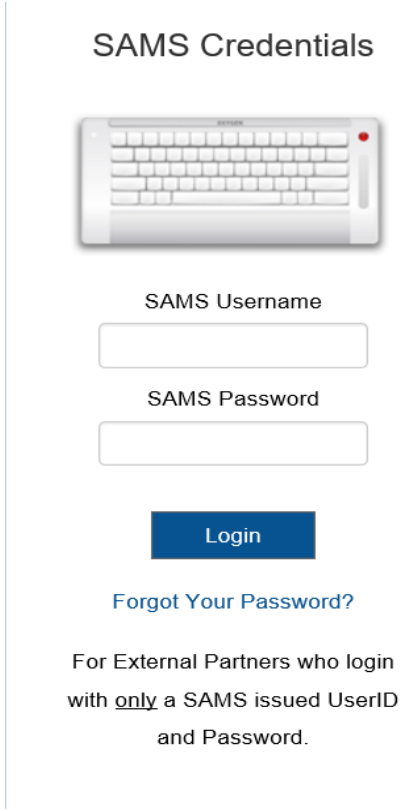
STEP 4:

NHSN Agreement to Participate & Consent

Electronically Accept the NHSN Agreement to Participate and Consent

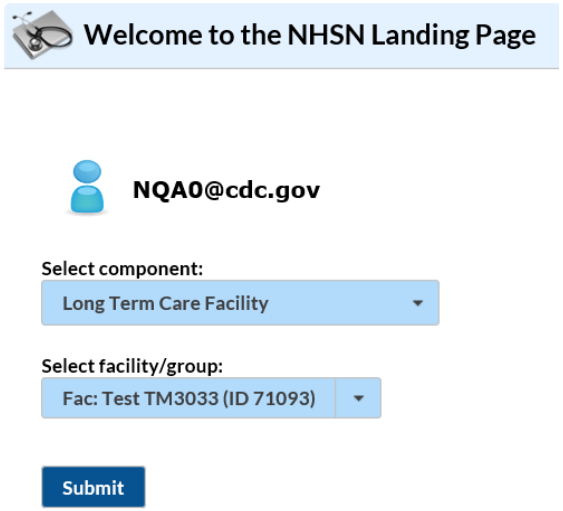
Step 4 – Electronically Accept the NHSN Agreement to Participate and Consent

- After receiving the email from NHSN, users will need to log in to https://sams.cdc.gov and follow the instructions to complete the NHSN **Agreement to Participate and Consent.**



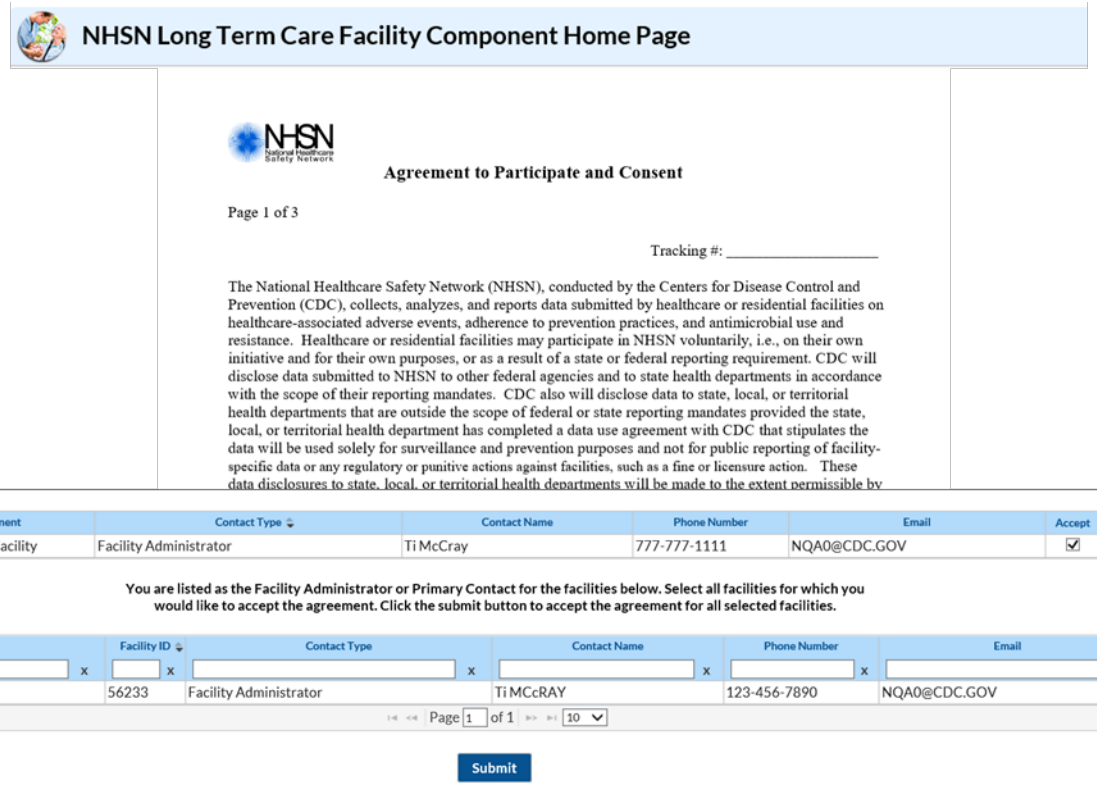
Step 4 – Electronically Accept the NHSN Agreement to Participate and Consent (*New Facility Only*)

- After successful log-in you will be directed the NHSN Landing Page
- Select Long-term Care Facility Component in the drop down
- Select your Facility/Group
- Click "**submit**" to be directed to the facility homepage



Step 4 – Electronically Accept NHSN Agreement to Participate and Consent

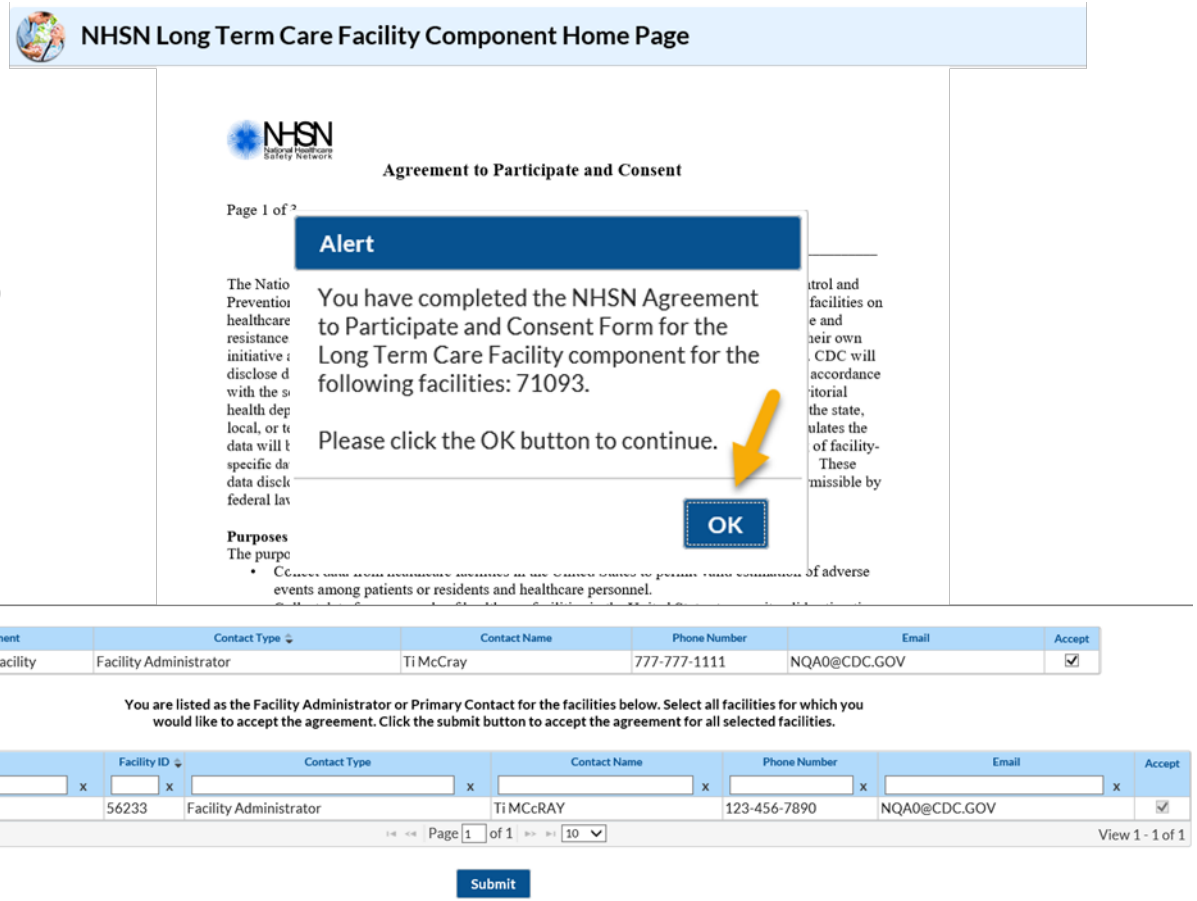
- Once you have logged in successfully you will see the **Agreement to Participate and Consent** form.
- Check the box to 'Accept' next to the appropriate contact name and then '**Submit**'.



Please note: If you are the NHSN Facility Administrator for multiple facilities, you will also see those facilities listed. You can accept all agreements for all selected facilities.

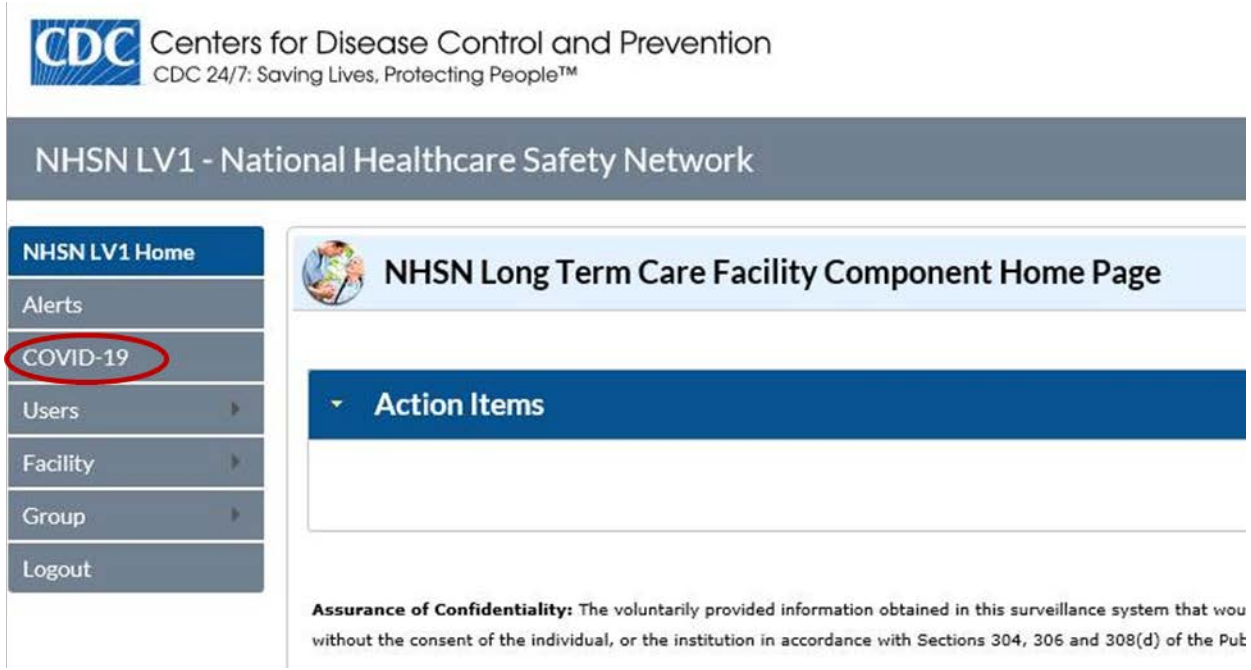
Step 4 – Electronically Accept NHSN Agreement to Participate and Consent

- As the NHSN Primary Contact or Facility Administrator has accepted, an alert will pop-up confirming this action
- Click "**OK**"



Step 4 – Electronically Accept NHSN Agreement to Participate and Consent

- After selecting "**OK**" the LTC Home Page will be displayed
- Click on "**COVID-19**" to begin reporting



Enrollment is Complete

Congratulations!!

You have completed the enrollment.

You can begin LTC Reporting in the COVID-19 Module.

Important Notes:

- COVID-19 level access does not enable full NHSN reporting capability for HAIs
- Each facility should designate **one** person to serve in the role of NHSN Facility Administrator.
- NHSN Facility Administrator is responsible for NHSN enrollment for the LTCF and coordination of NHSN tasks and users.
- To ensure that information sent by email is not blocked by your organization's anti-spam program, set-up your computer to allow sams-no-reply@cdc.gov and nhsn@cdc.gov to get through.

Important Notes:

- The same e-mail address must be used throughout the SAMS and NHSN enrollment process.
- If a temporary ID was used to complete NHSN enrollment, the facility must remember to enter the facility CCN into NHSN once full enrollment is complete. Guidance for making edits to facility information, including updating/changing the CCN, can be found here- https://www.cdc.gov/nhsn/pdfs/ltc/ccn-guidance-508.pdf
- If you are a certified CMS facility and do not know your CCN – use this link to find it: https://qcor.cms.gov/main.jsp
- Contact nhsn@cdc.gov or sams-no-reply@cdc.gov with questions.

Where Can I Find More Information?

- To email questions to the NHSN Helpdesk: **nhsn@cdc.gov** with LTC COVID-19 in the subject line
- LTCF specific enrollment and reporting resources **https://www.cdc.gov/nhsn/covid19/index.html**
- LTC Reporting Guide can be accessed here: **(LTC Enrollment Guidance)**
- If you need assistance with SAMS: **samshelp@cdc.gov**
- If you have questions regarding CMS' enforcement of the new COVID-19 reporting requirement on nursing homes: **DNH_Enforcement@cms.hhs.gov.**

Questions?

Troubleshooting Tips during LTC Enrollment

Common Errors/Question	Solution
I am not receiving any communication from NHSN.	This may occur if there is a compatibility issue with email or internet settings. You may need to change your email and internet security settings to receive communications from NHSN during the enrollment process: ❖ Change spam-blocker settings to allow all email from: ‣ nhsn@cdc.gov and SAMS-NO-REPLY@cdc.gov ‣ Add https://*.cdc.gov and https://*.verisign.com to trusted sites list and allow pop-ups ❖ In Internet Explorer, open "Tools" menu, select "Internet Options" ‣ Add trusted sites on the "Security" tab ‣ Allow pop-ups on the "Privacy" tab These changes may require assistance from your IT manager or department.
I have registered my facility and did not receive my invitation to join SAMS.	Accepting the Rules of Behavior triggers the SAMS invite process. If you have accepted the Rules of Behavior and have not received a SAMS invite, please contact the NHSN helpdesk at nhsn@cdc.gov to request one. SAMS invites are auto-generated from the email address the user enters when agreeing to the NHSN Rules of Behavior, if the email was entered incorrectly in any way, the user will not receive the welcome emails. ***User email addresses must be the exact same in SAMS and NHSN.***

Troubleshooting Tips during LTC Enrollment

Common Errors/Question	Solution
NHSN facility administrator verses a long-term care facility administrator.	The NHSN facility administrator is the point of contact for NHSN communication and is responsible for enrollment and set-up for the LTCF. This representative does not have to be the organization's facility administrator or part of the executive leadership. Often, this person oversees infection prevention program activities, and may be the infection preventionist, director of nursing, assistant director of nursing, staff educator, or MDS coordinator. Although only one person in the facility will have the role of NHSN Facility administrator, the facility should train a second person as an alternate and assign him/her as a NHSN user with administrative rights.
The NHSN facility administrator resigned before reassigning the role of NHSN facility administrator, do I need to re-enroll?	**No.** If the role of NHSN facility administrator cannot be re-assigned by the outgoing NHSN facility administrator, the facility must request NHSN to manually re-assign the role. This request can now be made electronically by using the link https://www.cdc.gov/nhsn/facadmin/index.html.

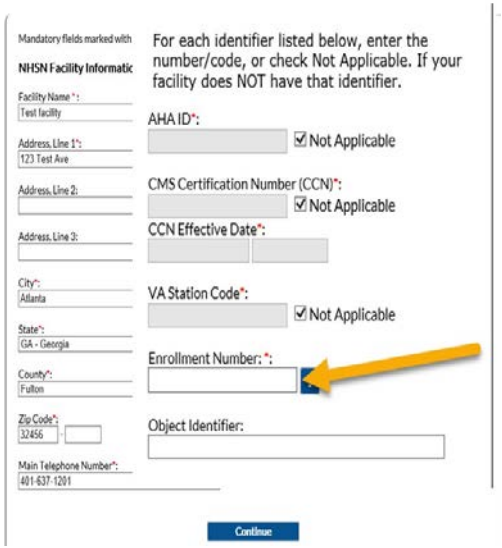
Troubleshooting Tips during LTC Enrollment

Common Errors/Question	Solution
I do not have my CCN number.	If you need assistance with identifying your CMS Certification Number [CCN] please use this link: https://qcor.cms.gov/main.jsp 1. Select "***Tool*** > **basic search**" 2. Enter your facility name * The Participation date is the CCN Effective Date needed for enrollment*
My CCN number will not validate. NHSN is not accepting the CCN entered during enrollment, preventing the completion of the enrollment process.	In the unlikely event that NHSN does not accept your AHA ID, CCN, or VA Station Code, should immediately contact the NHSN help desk at nhsn@cdc.gov and request a temporary enrollment number. This number is for enrollment purposes only and will expire in 30 days if not used. **Note**: If a temporary ID was used to complete NHSN enrollment, the facility must remember to enter the facility CCN into NHSN once full enrollment is complete. Guidance for making edits to facility information, including updating/changing the CCN, can be found here- http://www.cdc.gov/nhsn/pdfs/cms/changing-ccn-within-nhsn.

Troubleshooting Tips during LTC Enrollment

Common Errors/Question	Solution
How do I accept the Agreement to Participate and Consent.	To complete the enrollment process and accept the **"**Agreement to Participate and Consent", please follow the steps below: 1. Log-in to SAMS. 2. Select Long-term Care Facility Component and your facility/group name. 3. Click "Submit" to review the "Agreement to Participate and Consent". 4. Click 'Accept' next to the appropriate contact name. 5. Click "Submit". A pop-up notification will appear confirming this action. 6. Click "ok" to acknowledge the notification.
My facility has been enrolled twice. What must I do?	The newly enrolled facility must be withdrawn from NHSN and NHSN Facility Administrator of the newly enrolled facility must be added as a user in the eldest facility. 1. Log into the newly enrolled facility in NHSN 2. On the left navigation panel, select facility>facility info>> 3. Scroll down to the component itemization and deselect the component that is a duplicate 4. Accept the alert indicating that you've deselected 5. Select update to reflect changes.

Troubleshooting Tips during LTC Enrollment

Common Errors/Question	Solution
I received a temporary enrollment number. What do I do? 	After facility receives their temporary enrollment number, facilities may log-into NHSN and complete the enrollment process. 1. Log into SAMS 2. On the SAMS homepage click **NHSN LTC Enrollment Application** link to go to NHSN Enrollment page 3. Click on the **Enroll a Facility** option 4. Click “OK” 5. On Facility Contact Form please enter all required data and click the **Not Applicable** button for AHA ID, CCN, and VA Station Code. 6. A new box will appear, titled **Enrollment Number** - Enter the provided temporary enrollment number 7. Click **Continue**

Troubleshooting Tips during LTC Enrollment

Common Errors/Question	Solution
How do I add a user to my facility?	After facility enrollment is complete, the NHSN Facility Administrator may add users to the account. 1. Log into SAMS 2. Select NHSN Reporting 3. On left-side Navigation Bar, **select *Users* > *Add*** to open selections 4. Complete the required fields and click “Save” 5. You will then be prompted to assign the new user rights 6. Click on “Save” *Please check to ensure that you have made them an Active User. (**If they don’t have SAMS yet**) Shortly after being added, they should receive an email confirmation, also asking your new user to click on the corresponding link, to agree to the Rules of Behavior. Once they agree to the Rules of Behavior, our system gets prompted automatically to submit an invite to your user for SAMS.

Troubleshooting Tips during LTC Enrollment

Common Errors/Question	Solution
I accidentally selected the wrong facility type when I enrolled my facility.	After facility enrollment is complete, facilities may log-into NHSN and make edits to facility information, if needed. To edit ***Facility Type***: 1. Log into SAMS 2. Select NHSN Reporting 3. On left-side Navigation Bar, **select *Facility*** to open selections **4. Select *Facility Info*** 5. Under Facility Information, Facility Type, **select** type from drop-down menu Don't forget to click ***Update*** to save your edits

Troubleshooting Tips during LTC Enrollment

Common Errors/Question	Solution
I'm not sure who to contact when I have issues or a question.	Contact SAMS at sams-no-reply@cdc.gov for: • SAMS registration questions • Check your SAMS specific registration status • SAMS log in trouble • Forgot your SAMS log in • Identify proofing questions or concerns • Grid card status Contact NHSN at nhsn@cdc.gov for: • NHSN facility enrollment & reporting questions • SAMS invitation requests • User additions to an existing NHSN facility account • Facility enrollment status • Guidance for changing your email in NHSN or SAMS • Facility administrator re-assignments • NHSN application alerts