Centers for Disease Control and Prevention

IMPORT PERMIT PROGRAM
Secure Access Management Services (SAMS)
User Registration Overview
User Registration Overview

Definition

What is Secure Access Management Services (SAMS)?

The Secure Access Management Services (SAMS) is the CDC's largest Electronic Authentication (E-Auth) provider for external partners. SAMS currently supports over 40,000 partners accessing 100+ CDC applications.

The primary functions of SAMS are:
- Application access for external partners
- Secure exchange of electronic files between the CDC and partner organizations
What is Secure Access Management Services (SAMS)?

- SAMS protects integrated applications by requiring users to enter a user ID and password, or other secure credentials, before being allowed access.
- For applications with higher security requirements, external partners must submit identification documents, such as passports and drivers’ licenses, as part of the SAMS on-boarding process.

The Import Permit Program is using SAMS to ensure that only authorized users have access to the system.
What is Secure Access Management Services (SAMS)?

SAMS is NOT a direct portal into the electronic Import Permit Program (eIPP) information system. SAMS functions as an access point into the CDC external access system. There are multiple other groups at CDC using SAMS. A SAMS account is only the first step. Your SAMS account still has to be associated with your user account in the eIPP system.

If you already have a SAMS account for another group at CDC, that SAMS account must also be linked to the eIPP system.
Secure Access Management Services (SAMS)

**Candidate** is someone who has been invited to SAMS but has not yet registered.

**Applicant** is someone who is registered in SAMS but has not yet been approved for access to their requested activity, such as eIPP.

**User** is someone who has completed identity verification and has been approved for their requested activity by the respective Activity Administrator.

**Application Administrator (AA)** is the CDC person who invites and authorizes a user for access to eIPP after a user has been successfully identity proofed. AAs are staffed by people who are part of the eIPP program.
SAMS Registration Process

1. On portal, there will be a box the permittee applicant can click on to initiate a request to enroll and get a SAMS account for access to eIPP.

2. The requester inputs name, e-mail address and entity affiliation and hits submit.

3. The request is received by the support desk which generates an e-mail invite for SAMS enrollment to the requester (this happens within an hour).

4. The e-mail invite contains a link where the permittee will enter their profile including name, address, e-mail, set up security questions.

5. Support desk gets notification when permittee applicant completes profile (should take no more than 5-10 minutes).

6. Support desk sets up permittee applicant user account in SAMS.

7. The permittee applicant must complete the profile and log into SAMS within 30 days or will need to re-start the process.

8. The permittee will need to log in at least one time a year to maintain access.
SAMS New User Registration Process and Access to eIPP
SAMS New User Registration Process

Two ways to request SAMS account:

1. From the eIPP log on page, click **SAMS registration**.
   a. Select Category Request SAMS Account
   b. Provide requested information and click **Submit**

2. Emailed request: Request SAMS account by e-mailing eIPPSupport@cdc.gov. Include:
   a. First and Last Name
   b. E-mail account to be associated with SAMS
   c. Your organization
SAMS User Registration Process

The eIPP helpdesk will receive the request and initiate a SAMS invitation. Applicant will receive an e-mail from SAMS-NO-REPLY with link and initial account information to the SAMS enrollment page.

From: <sams-no-reply@cdc.gov>
Date: Mon, Aug 6, 2018 at 11:30 AM
Subject: U.S. Centers for Disease Control: SAMS Partner Portal - Invitation to Register
To: <JohnDoe@Business.com>

Hello John Doe,

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):

- DSAT: Import Permit Program

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

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


When prompted, please enter:

- Your Email/User Name: JohnDoe@Business.com
- Temporary Password: Of_6aXe

(Ctrl)
SAMS User Registration Process (cont.)

Choose a login option

**External Partners**

- **SAMS Credentials**
  - SAMS Username
  - SAMS Password
  - Click the Login button to sign on with a SAMS Grid Card
  - Login
  - Forgot Your Password?
  - For External Partners who login with only a SAMS issued UserID and Password.

- **SAMS Grid Card**
  - Click the Login button to sign on with a SAMS Grid Card
  - Login

**HHS Staff**

- **AMS Login**
  - How to use AMS
  - Login
  - For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.) with a One Time Password.

- **AMS One Time Password**
  - How to use OTP
  - Login

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 transferring 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 transferring or stored on this information system. Any communication or data transferring or stored on this information system may be disclosed or used for any lawful Government purpose.
Read and accept rules of behavior.
To complete registration—fill out all required fields and click Submit.
A confirmation screen will display once you have successfully submitted your information.
SAMS User Registration Process (cont.)

- SAMS support desk will validate your account and notify the eIPP support team the applicant account is ready.
- eIPP support team will associate applicant’s new SAMS account with the eIPP system user account and applicant’s entity/business profile.
- Once user account has been established, you will receive an e-mail from SAMS-No-Reply verifying account setup is complete and provide the link to the eIPP system.
User can now access the system by direct link or by logging into SAMS and clicking on the system link from the landing page.
SAMS Existing User Registration Process

Already have a SAMS account? No problem! Let the eIPP Support Desk know the applicant’s full name and the current e-mail address associated with the existing SAMS account. Notify options:

1. Submit a eIPP Support Desk request at: [eIPP Support Desk](#).
2. Send an e-mail request to [eIPPsupport@cdc.gov](mailto:eIPPsupport@cdc.gov).

![eIPP Support Request Form](image-url)
Frequently Asked Questions (FAQs)
Can I access multiple applications protected by SAMS without having to re-register/proof?

- SAMS users who have registered and been proofed can, if granted, have access to multiple applications via a single SAMS account.

- If a user requires access to an application with a greater security rating than their currently approved SAMS security access level, they will be required to re-register.
How long do I have to begin the registration process?

• After you receive the initial invitation, you’ll have 30 days to complete the process. If you do not complete it within 30 days, you will need to submit a request to the eIPP Support Desk to have a new invitation sent.
Will my password ever expire?

• Yes, if you do not log in to the account within one year, your account password will expire and you will need to contact the SAMS Support Desk to have it reset. SAMS will also send e-mail notifications alerting you that your account is about to expire.
What is the CDC address that I should add to my Trust List within my email?

- SAMS-NO-REPLY@CDC.GOV
- eIPPSupport@cdc.gov
Points of Contact

For issues with the SAMS registration process, contact:

SAMS Support Desk
Monday-Friday, 8:00AM to 6:00PM EST
Excluding U.S. Federal Holidays
877-681-2901
samshelp@cdc.gov

For issues with the eIPP system, contact:

eIPP Support Desk
Monday-Friday, 7:00AM to 7:00PM EST
Excluding U.S. Federal Holidays
833-271-8310
eippsupport@cdc.gov

Questions related to this training can be directed to: dsatsamshelp@cdc.gov