ONE CDC DATA PLATFORM (1CDP) TRAINING RESOURCE

1CDP Access Request Process and Timeline Overview

Platform Access Overview

This document outlines the necessary steps and timelines associated with the One CDC Data Platform (1CDP) access request process. Once requests are approved, users will be granted access to a specific project, application, or other platform functionality needed for their work. **The process differs based on whether you are a user *with* existing platform access, or you are a designated sponsor submitting a request on behalf of an external partner *without* existing platform access** (Figure 1).

Because 1CDP houses sensitive public health data, gaining access to the platform is subject to strict government security protocols. This process can be completed quickly but is **dependent on the speed in which the requested information is submitted and the ability to verify your identity via the expedited proofing process.**

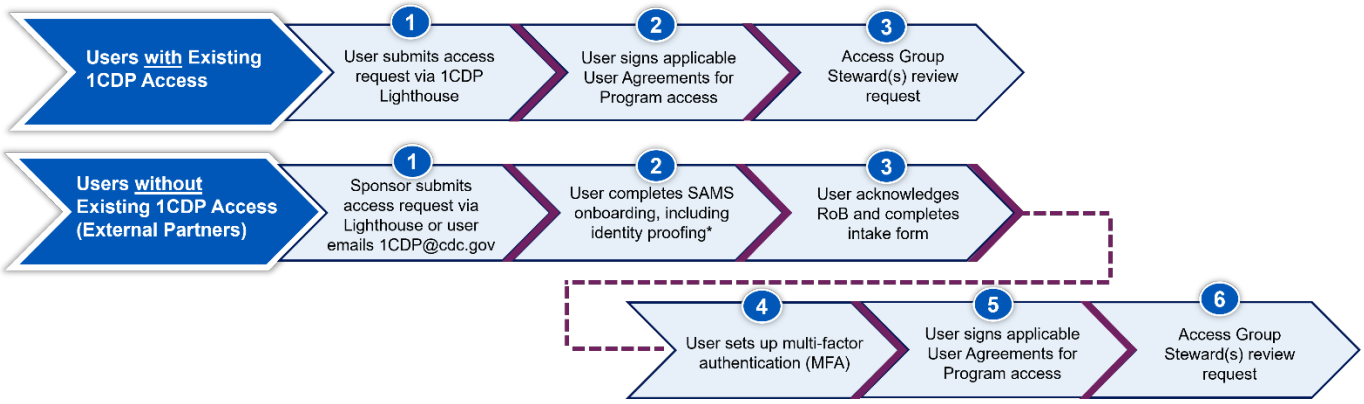


Figure 1: 1CDP Access Request Workflows

Note, the estimated total time for the above process may vary (from 1.5 days up to 1 month) based on support team response time as well as the user's responsiveness in completing and submitting requested forms/information.

Process for Users with Existing 1CDP Access

1. User submits access request via 1CDP Lighthouse

From the Lighthouse landing page, select “Create New Access Request” within the “Request Access” tile. You will be prompted to search for and select the appropriate user group(s) and then provide rationale for your request. Indicate who the request is for (yourself) and submit the request. You will **immediately** receive a confirmation email, and a pop-up window will appear with a ticket number.

2. User signs applicable User Agreements for Program access

The pop-up window may indicate “Agreement Signing Required” if a user group requires you to sign a User Agreement prior to gaining access to their data and resources. If this is the case, select “Go to Ticket” to view and acknowledge any outstanding User Agreements, which may take **up to 1 hour**.

3. Access Group Steward(s) review request

Once the request is submitted, it will be reviewed by an Access Group Steward and either approved or denied within **2 days**. If approved, you should be able to access the group’s data and resources immediately. If denied, you will receive an email detailing the justification. To view all pending and approved requests, select “View My Requests” within the “Request Access” tile on the Lighthouse landing page.

Process for External Users without Existing 1CDP Access

1. Sponsor submits access request via Lighthouse or user emails 1CDP@cdc.gov

Your designated sponsor (assigned by your Project or Program) submits an access request via Lighthouse, using the "Create New Access Request" button within the "Request Access" tile, or e-mails the 1CDP Support Team at 1CDP@cdc.gov (**NOTE: Lighthouse is the preferred method**). If emailing, you (and your sponsor, if applicable) should expect a response from the 1CDP Support Team, with instructions for submitting your access request, within **2 – 6 hours**.

2. User completes SAMS onboarding, including identity proofing

Once the initial access request is submitted, users without existing platform access will be prompted to complete Secure Access Management Services (SAMS) onboarding. You will receive an invitation to complete SAMS Identity Proofing (see **"A Closer Look at SAMS" section**). If you're unable to verify your identity in **real-time via Experian**, you may need to manually complete the necessary forms with a notary and submit via mail or fax, which can take **up to 1 month**.

3. User acknowledges RoB and completes intake form

Within **30 min – 1 hour** of SAMS Identity Proofing completion, you will be prompted to access the platform to acknowledge the 1CDP Rules of Behavior (RoB) and complete a one-time Jurisdiction Intake Form. This form will be used to populate your user profile and maintain access group permissions across 1CDP (see **"A Closer Look at the Jurisdiction Intake Form" section**). Once submitted, the form will be reviewed by the 1CDP Helpdesk Team within **5 days**.

4. User sets up multi-factor authentication (MFA)

Immediately after completing the Jurisdiction Intake Form, you can continue to 1CDP by selecting the "Open Platform" button. You will receive a sign in error indicating that a second method of authentication is required. You must install the Google Authenticator app on your Smartphone to log into the platform as an added layer of security (see **"A Closer Look at MFA" section**).

Note, each time you log into 1CDP, you will use this app to enter a new code and verify your identity.

5. User signs applicable User Agreements for Program access

At this point, you may be asked to sign a User Agreement(s) prior to gaining access to additional data and resources. If this is the case, view and acknowledge any outstanding User Agreements, which may take **up to 1 hour**. To view tickets pending User Agreement signing, select "View My Requests" within the "Request Access" tile on the Lighthouse landing page. For step-by-step instructions on how to complete User Agreements, please reference the *User Agreement Signing Job Aid*.

6. Access Group Steward(s) review request

An Access Group Steward will review and either approve or deny your user group access request within **2 days**. If approved, you should be able to access the group's data and resources immediately. If denied, you will receive an email detailing the justification. To view all pending and approved requests, select "View My Requests" within the "Request Access" tile on the Lighthouse landing page.

A Closer Look at SAMS

What is SAMS? SAMS, which stands for **'Secure Access Management Services', is CDC's largest Electronic Authentication provider for external partners**. SAMS **protects integrated applications and their data** by requiring new users to verify their identity and enter a user ID and password, or other secure credentials, before being allowed access.

How Does SAMS Identity Proofing Work, and Why is the Timeframe Variable? Identity proofing is the process of validating your identity against your credit information or government-issued IDs. You may either **complete the identity verification process via Experian (near real-time) or by submitting documents to verify your identity (up to a month).**

We strongly encourage you to use the *Experian Precise ID Check*, as this method is completed in less than a day. This method involves a soft credit check, which does not impact your credit in any way, and can be used even if your credit is currently frozen. While most people will be able to successfully complete the *Experian Precise ID Check*, **you may be unable to complete this process if:**

- You do not have any credit history
- Experian is unable to verify your identity after three attempts
- You exceed the allotted five minutes (**Note:** If you do not answer questions within the five-minute time limit, the secure session times out and you must start over.)

If for any reason you are unable to validate your identity through the *Experian Precise ID Check* after three attempts, the manual documents submission process will be required, which may take up to 1 month.

If you have any questions regarding SAMS or the SAMS identity proofing process, contact the SAMS Help Desk by email at samshelp@cdc.gov or by phone at 877-681-2901. For additional information about the SAMS identity proofing process, please reference the *SAMS Account Creation Process Job Aid*.

A Closer Look at the Jurisdiction Intake Form

Why is the Jurisdiction Intake Form Necessary? All new non-CDC users to 1CDP are required to complete a Jurisdiction Intake Form following completion of the SAMS Identity Proofing process. This information is added to your 1CDP user profile and allows 1CDP to maintain jurisdiction access groups used for permissions across the platform. This information is not shared outside of 1CDP and is strictly used for jurisdiction access group management.

Completing the Jurisdiction Intake Form. Following the SAMS Identity Proofing process, you will be prompted to access the platform and complete a one-time Jurisdiction Intake Form. Once inside the platform, you will see a welcome screen indicating that you have a required submission (STLT Jurisdiction Intake Form). After completing and submitting the form it will be reviewed by the 1CDP Helpdesk within five days of submission. You can continue to 1CDP by selecting the "Open Platform" button, and will then be prompted to complete multi-factor authentication to sign in.

Note: Users do not need to complete the form again (unless they change jurisdictions, in which case they would need to complete the SAMS, Intake Form, and MFA process again).

For step-by-step instructions on how to complete the Jurisdiction Intake Form, please reference the *Jurisdiction Intake Form Job Aid*.

Questions About the Jurisdiction Intake Form? Please submit a technical support ticket via Lighthouse or email 1CDP@cdc.gov for assistance (if you cannot access the platform).

A Closer Look at MFA

Why is MFA Necessary? As an additional security measure, 1CDP requires multi-factor authentication to access the platform. This added layer of security further protects 1CDP data by verifying the identity of those trying to access the system.

Setting Up Google Authenticator. After you complete the SAMS onboarding process and submit the Jurisdiction Intake Form, you will be prompted to continue to the platform. At this point, you may receive a sign in error indicating that a second method of authentication is required. Install the Google Authenticator application on your Smartphone and instructions will appear on your screen to walk through the MFA process.

For step-by-step instructions on how to set up Google Authenticator, please reference the *Multi-Factor Authentication Job Aid*.

Questions about Google Authenticator? If an external user needs to reset their two-factor authentication for any reason (new phone, etc.), please submit a technical support ticket via Lighthouse, 1CDP's virtual helpdesk tool or email 1CDP@cdc.gov for assistance (if you are unable to access the platform).

Support

Users with platform access should submit general support requests through Lighthouse, while users without platform access should contact the 1CDP Support Team at 1CDP@cdc.gov.