Program Evaluation Branch (PEB) Electronic Authentication Process Frequently Asked Questions

1. What is Electronic Authentication?

Electronic Authentication (E-Authentication) is CDC's web-based identity proofing process to secure access to EvaluationWeb® and PartnerServicesWeb®. The purpose is to give authorized personnel access to CDC's sensitive non-public applications.

2. Who should be E-Authenticated?

Potential users that will need access to CDC's non-public application which include EvaluationWeb® and PartnerServicesWeb®.

3. How am I invited to become E-Authenticated?

SAMS sends an email invitation to the requester found on a jurisdiction list provided to CDC. As the Requester, you must reply to SAMS email invitation to begin the E-Authentication process. You may also contact Lourdes Gordillo for assistance.

4. What is SAMS?

SAMS is CDC's Secure Access Management System used to manage E-Authentication proofing processes.

5. How long does the E-Authentication process take?

E-Authentication process can take up to seven days once the verification form is submitted to SAMS. It also depends on the amount of verification paperwork to be processed.

6. Will my invitation expire if I do not respond?

Yes! You have 30 days to respond to the invitation. After 30 days, SAMS will automatically re-invite candidates up to three times.

7. When should I complete the E-Authentication verification form?

The E-Authentication verification form should be completed within 60 days of being contacted (via email) to begin the process.

8. Why do I need to present identification to a Designated Proofing Agent (DPA) or Notary?

In order to provide individuals with access to external-facing sensitive non-public application such as EvaluationWeb® and Partner Services Web®, U.S. law requires the identity of potential users to be verified. The process requirement followed by CDC have been defined by the National Institute of Standards and Technology and are required for access to all CDC non-public applications.

9. Who is my Designated Proofing Agent?
A Designated Proofing Agent (DPA) is a person within the agency working with a CDC funded program authorized to notarize and proof identity verification forms. Contact your agency Point of Contact (POC) or supervisor to locate your DPA. If an agency wishes to add staff as DPA to please contact Lourdes Gordillo.

10. What type of IDs are necessary for applicants to provide for identity proofing?
For Level 2 activity (EvaluationWeb®), one of the following:
- **State-issued photo ID card (i.e., Driver's license)**
- **U.S. passport or passport card**
- **U.S. Military ID**
For Level 3 activity (PartnerServices Web®), two of the above mentioned, also a photo work ID can be used in conjunction with one of the above.

11. The name and address I entered on the SAMS registration form does not match my photo ID. What should I do?
The name entered on your SAMS registration form must match your name as it appears on your photo ID. Provide a legal change-of-name certification or marriage certificate if the name is different.
Provide a copy of a lease or utility statement (i.e., electric bill) if your address is different. If the names do not match, SAMS will delete the invitation, and will require a new invitation.

12. Is the Identity proofing process similar to a background check?
No, identity verification is only used to confirm that you have registered using your true identity and that no one else is attempting to impersonate you. Only E-Authenticated users are permitted access to sensitive non-public information or applications. No one else should be using an E-Authenticated user's credentials, as this will create a security breach.

13. Is E-Authentication an annual process for EvaluationWeb®?
No, it is a one-time process for EvaluationWeb® users. Users do not have to be identity-proofed again at any time for access to EvaluationWeb®.

14. Can I be deactivated in EvaluationWeb®?
Once you have completed E-Authentication, your EvaluationWeb® account is setup and managed by Luther Consulting, LLC, not through the SAMS portal. Refer to the EvaluationWeb help page for information on keeping your account active. If you no longer need access to EvaluationWeb® or you are leaving the agency, contact Lourdes.

15. Can I be deactivated in SAMS?
Yes. Failure to log in to SAMS for over 365 days from the last successful login will result in your SAMS account being terminated.

16. I registered with SAMS a week ago but have not received an email containing the identity verification form. What should I do?
Check your "Junk Mail" or "Spam" folder! Your email settings may have blocked the email and flagged it as spam. If this is the case, modify your settings or consult your with your IT systems administrator for assistance. After 30 days, your invite will expire. If you have not received the identity verification email, request that it be re-sent to you by contacting Lourdes Gordillo.

17. How do I obtain access to EvaluationWeb®?
For access to EvaluationWeb®, you should contact Luther Consulting, LLC only after you have been notified by Lourdes Gordillo that you have been approved for access.

18. I have been using EvaluationWeb®, but have not used it in a while, and now I can't log on. Who do I contact for help?
Contact Luther Consulting help desk to reset your account.

19. Who should I contact for SAMS-related questions or technical assistance?
Contact the SAMS Help Desk.

20. Who should I contact for general E-authentication related questions?
Please contact Lourdes Gordillo with any questions related to E-Authentication.

21. Who do I need to contact if I no longer require access to EvaluationWeb® or PartnerServicesWeb®.
Please contact Lourdes Gordillo if you leave your agency or no longer need access to EvaluationWeb® or PartnerServicesWeb®.

Contact info:

Lourdes Gordillo	**Luther Consulting, LLC**	**SAMS Help Desk**
(404) 639-1937	(866) 517-6570, select "option 1"	(877) 681-2901
HKQ7@cdc.gov OR PEBEauthentication@cdc.gov	help@lutherconsulting.com	samshelp@cdc.gov