

National Healthcare Safety Network & Secure Access Management Services (SAMS)

Beta Pilot Kick-Off Meeting

NHSN SAMS Team

June 26, 2013



Agenda

- ❑ **The purpose of this meeting is to:**
 - Provide an overview of the Secure Access Management Services (SAMS) process
 - Discuss requirements for Beta Pilot participation and migration to SAMS from SDN
 - Address any outstanding questions or concerns

NHSN SAMS Project Overview

SAMS Project Purpose

- Started in 2010 as a way to migrate all NHSN users from the secure data network (SDN) to the secure access management services (SAMS). This effort will:
 - eliminate the need for digital certificates
 - streamline the gateway to the NHSN application, and
 - make the program compliant with CDC security requirements

Project Goals

- Put an infrastructure in place to support user migration and anticipated onboarding users
- Modify internal processes and workflows, where appropriate
- Ensure delivery of consistent messaging to the NHSN user community
- Conduct pilot studies to determine velocity
- Successfully migrate NHSN user community

Beta Pilot Success Factors

- All pilot participants have completed the migration process, including participation in the post mortem activity
- If you're asked a question about the pilot** that we didn't cover today, please direct questions to the NHSN Help Desk, subject '**SAMS Beta Pilot**'

Communications Strategy

- For the pilot, all communications should continue to go to the NHSN Help Desk, **subject 'SAMS Beta Pilot'**
- This includes, but is not limited to, issues questions about process, etc.
- All feedback will be used to improve the onboarding process

What is SAMS?

- ❑ Secure Access Management Services (SAMS) is a United States federal government IT system that provides secure external access to non-public CDC applications for use by authorized personnel for public health use
- ❑ Simply stated, it is a gateway by which CDC applications can be accessed
- ❑ Modifications to your computers are *not* necessary to access SAMS

SAMS
secure access management services

CDC

Warning: You are accessing a US Government information system, which includes (i) this computer, (ii) the computer network, (iii) all computers connected to this network, and (iv) 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 transmitted 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 transmitted or stored on this information system. Any communication or data transmitted or stored on this information system, may be disclosed or used for any lawful Government purpose.

Login Options
Choose one of the three login options:

SAMS Credentials
SAMS Username: _____
SAMS Password: _____
Login
[Forgot SAMS Password?](#)
For users who login with [only a SAMS-issued Username and Password](#)

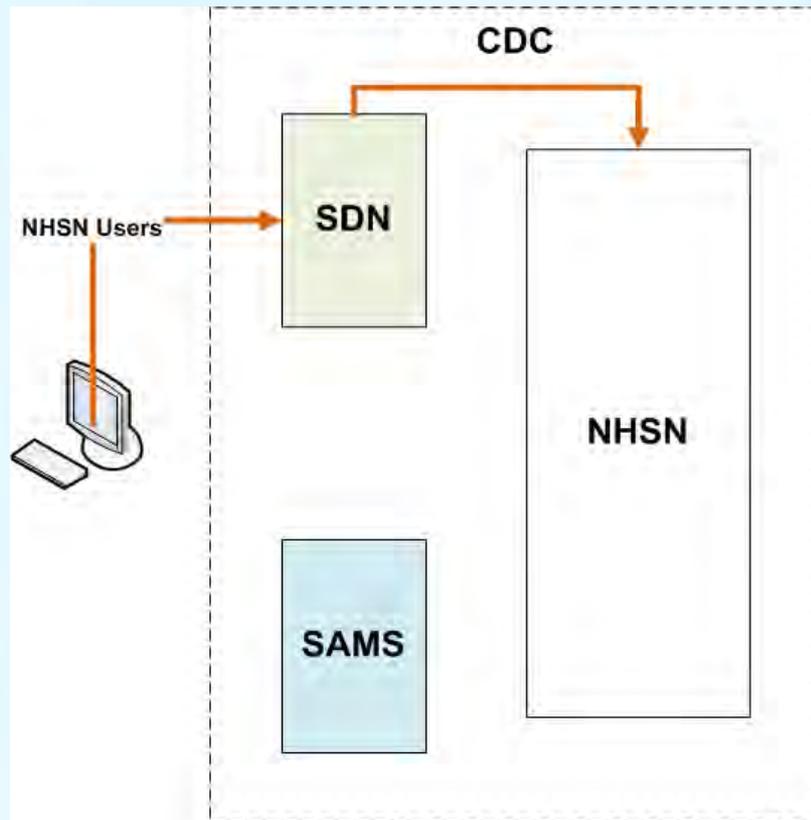
SAMS Grid Card Credentials
OR
Click Sign below to login with SAMS Grid Card.
Login
For users who have been issued a SAMS Grid Card

HHS PIV Card
OR
Insert your PIV card to your smart card reader before you try to login.
Login
For users who are CDC staff and have been issued a PIV card.

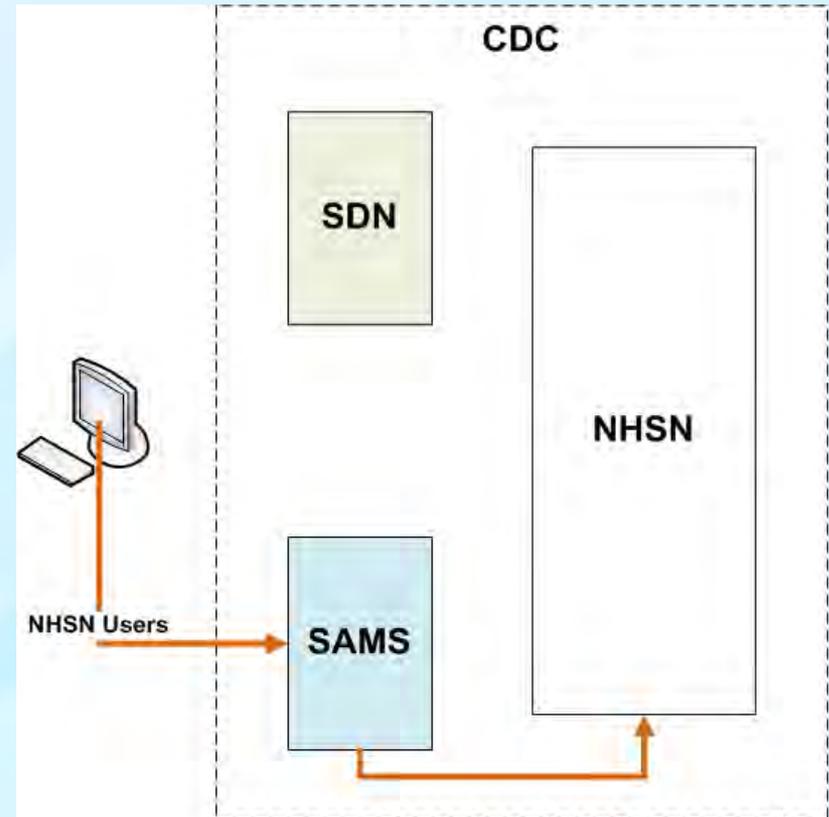
SAMS Help: For more information and/or assistance, please contact the SAMS Help Desk between the hours of 8:00 AM and 6:00 PM EST Monday through Friday (excluding U.S. Federal holidays) at the following Toll Free 877-682-2801, Email: samshelp@cdc.gov.

SAMS Gateway

SAMS should be considered *the* method by which NHSN is accessed.



Current State for NHSN

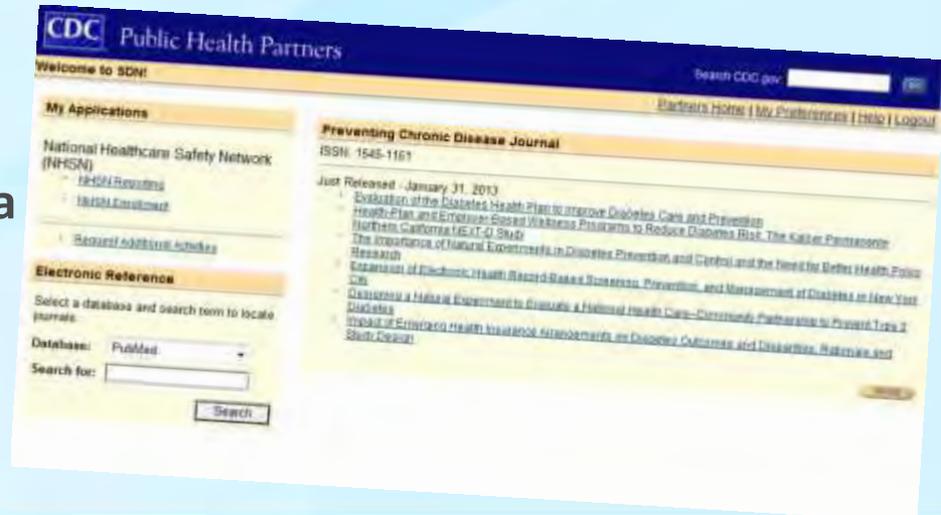


Future State for NHSN

Once migrated to SAMS, it is the only way to access NHSN.

SDN's New Role

- ❑ Currently, the Secure Data Network (SDN) is used to access CDC applications
- ❑ Once migration to SAMS is complete, SDN can no longer be used to access the NHSN application
- ❑ SDN, however, can still be used to access other CDC applications e.g., Epi-Info, etc.
- ❑ For the sake of the pilot, you will retain access to NHSN via SDN during the migration period



What migration is not...

- ❑ Your access within the NHSN application will not change, which means:
 - NO impact to settings and your role
 - NO impact to conferred rights
 - NO impact to data sharing
 - NO impact to CDA
 - NO impact to *how* you navigate within the application



Like SDN, SAMS is a 'separate' application its only function is to connect you to the NHSN application.

What migration really means...

- ❑ **Accessing the NHSN application via SAMS is different from SDN as such you will:**
 - Receive an invitation by email to start the registration process
 - Need to verify your identity – this is not a background check
 - Receive several email correspondences from SAMS to get you started
 - Be issued a SAMS grid card that will be mailed to your home address
 - Be expected to maintain a password



Once you've registered and have verified your identity, getting into the NHSN is relatively straightforward.

The SAMS Registration Process

GETTING 'SAMIFIED'

SAMS Registration Process

- Receive an email invitation from SAMS inviting you to register
- Log in SAMS with your username (email address) and the temporary password that was provided in the SAMS invitation email
- Accept the SAMS Rules of Behavior, enter registration data, define a new password, and create 5 security questions
- Receive email confirming your registration with SAMS
- Print out the identity verification form and take it to a notary public with an appropriate form of ID for verification
- Mail or fax the endorsed identity verification form, copy of identification provided (e.g., drivers license), and copies of any supporting documentation to CDC proofing authority
- Receive notification from CDC proofing authority that documentation was received
- Receive from CDC proofing authority via US Postal Service that review of identity form was completed
- Receive welcome emails from SAMS
- Receive SAMS grid card delivered to your home address

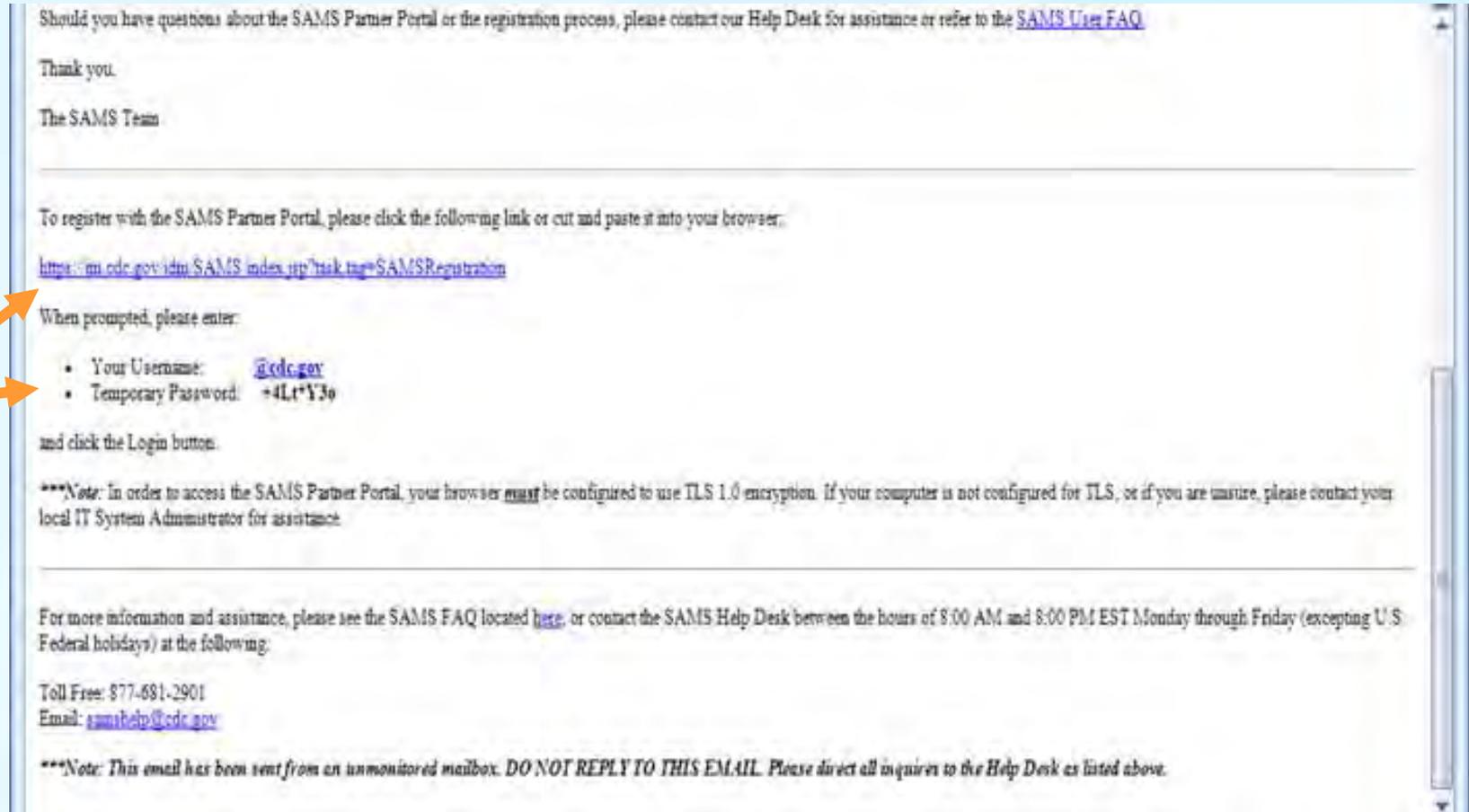
Receive Invitation by SAMS (Step 1)

- The email you receive from “Sams-No-Reply (CDC)” contains a link to the SAMS website where you will register for access
- This email will provide you with a username and temporary password to start the registration process



Step 1 Ctd - SAMS Invitation Email

- Scroll down the email and you'll find the link for registration, your username and a temporary password



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:

https://m.cdc.gov/idm/SAMS/index.jsp?task=reg*SAMSRegistration

When prompted, please enter:

- Your Username: [@cdc.gov](#)
- Temporary Password: +4Lt*Y3o

and click the Login button.

***Note: In order to access the SAMS Partner Portal, 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.

For more information and assistance, please see the SAMS FAQ located [here](#), or contact the SAMS Help Desk between the hours of 8:00 AM and 8:00 PM EST Monday through Friday (excepting U.S. Federal holidays) at the following:

Toll Free: 877-631-2901
Email: samshelp@cdc.gov

***Note: This email has been sent from an unmonitored mailbox. DO NOT REPLY TO THIS EMAIL. Please direct all inquiries to the Help Desk as listed above.

Step 1 – Key Points To Remember

- ❑ Email is sent from **SAMS-No-Reply (CDC)**. This is a valid and official email from CDC. Please do not delete thinking this is spam.
- ❑ Please check your spam email folder if you haven't received the email invitation.
- ❑ For typical users, there is a **30-day** SAMS registration window. A reminder is sent on the 15th and the 25th day.
- ❑ For typical users, after **30 days** you will be removed and will have to be invited again.



Log in SAMS (Step 2)

- Enter the username and password from the email to access SAMS

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Login Options

Choose one of the three login options.

SAMS Credentials



SAMS Username:

SAMS Password:

[Login](#)

[Forgot SAMS Password?](#)

For users who login with only a SAMS issued UserID and Password.

OR

SAMS Grid Card Credentials



Click login below to login with SAMS Grid Card.

[Login](#)

For users who have been issued a SAMS Grid Card.

OR

HHS PIV Card



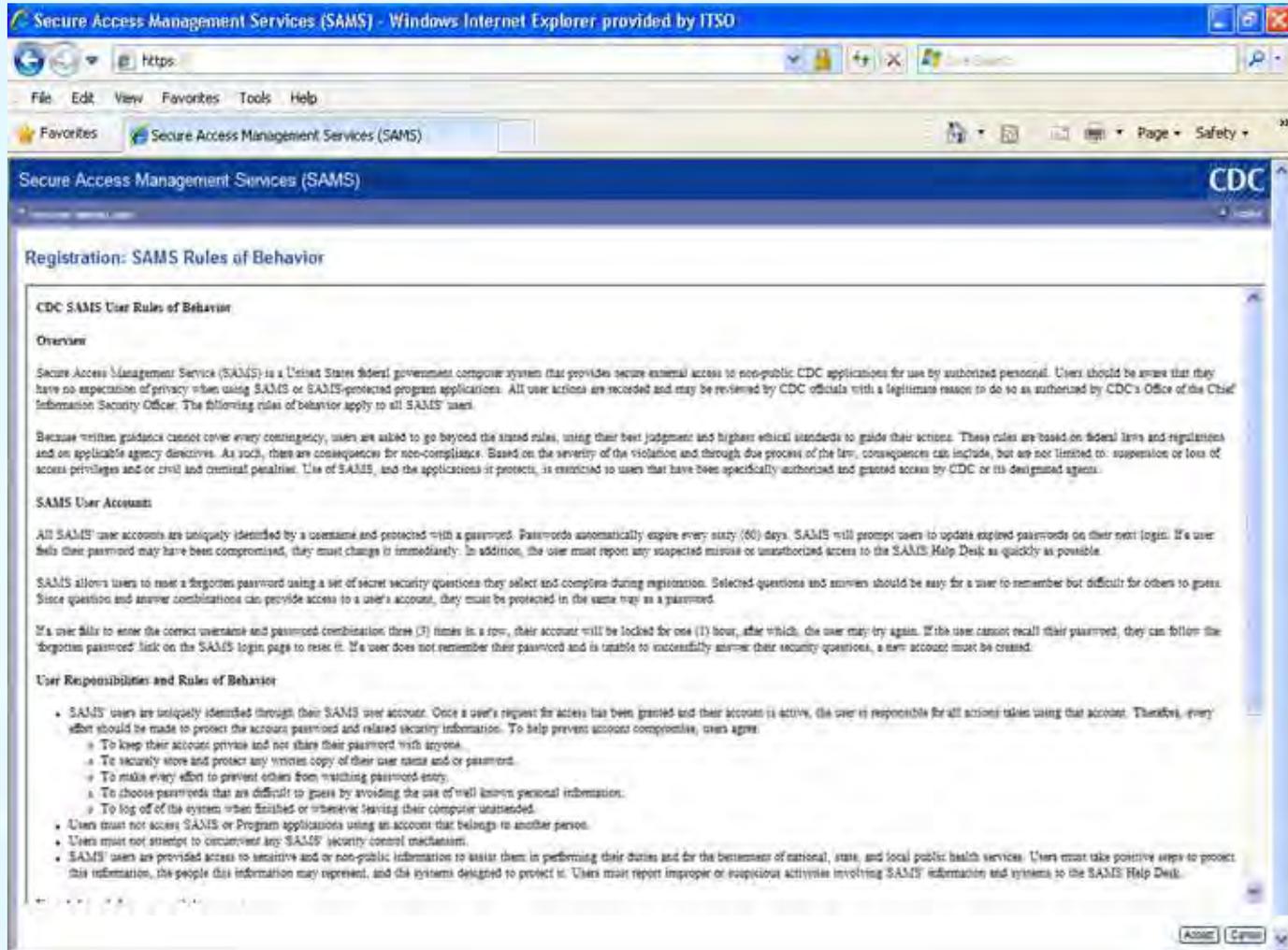
Insert your PIV card in your smart card reader before you try to login.

[Login](#)

For users who are CDC staff and have been issued a PIV card.

Accept Rules of Behavior (Step 3)

- Read and accept the SAMS Rules of Behavior



The screenshot shows a Windows Internet Explorer browser window displaying the "Secure Access Management Services (SAMS) - Windows Internet Explorer provided by ITSO" page. The address bar shows "https://". The page title is "Secure Access Management Services (SAMS)" and the CDC logo is visible in the top right corner. The main content area is titled "Registration: SAMS Rules of Behavior" and contains the following text:

CDC SAMS User Rules of Behavior

Overview

Secure Access Management Services (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 higher 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.

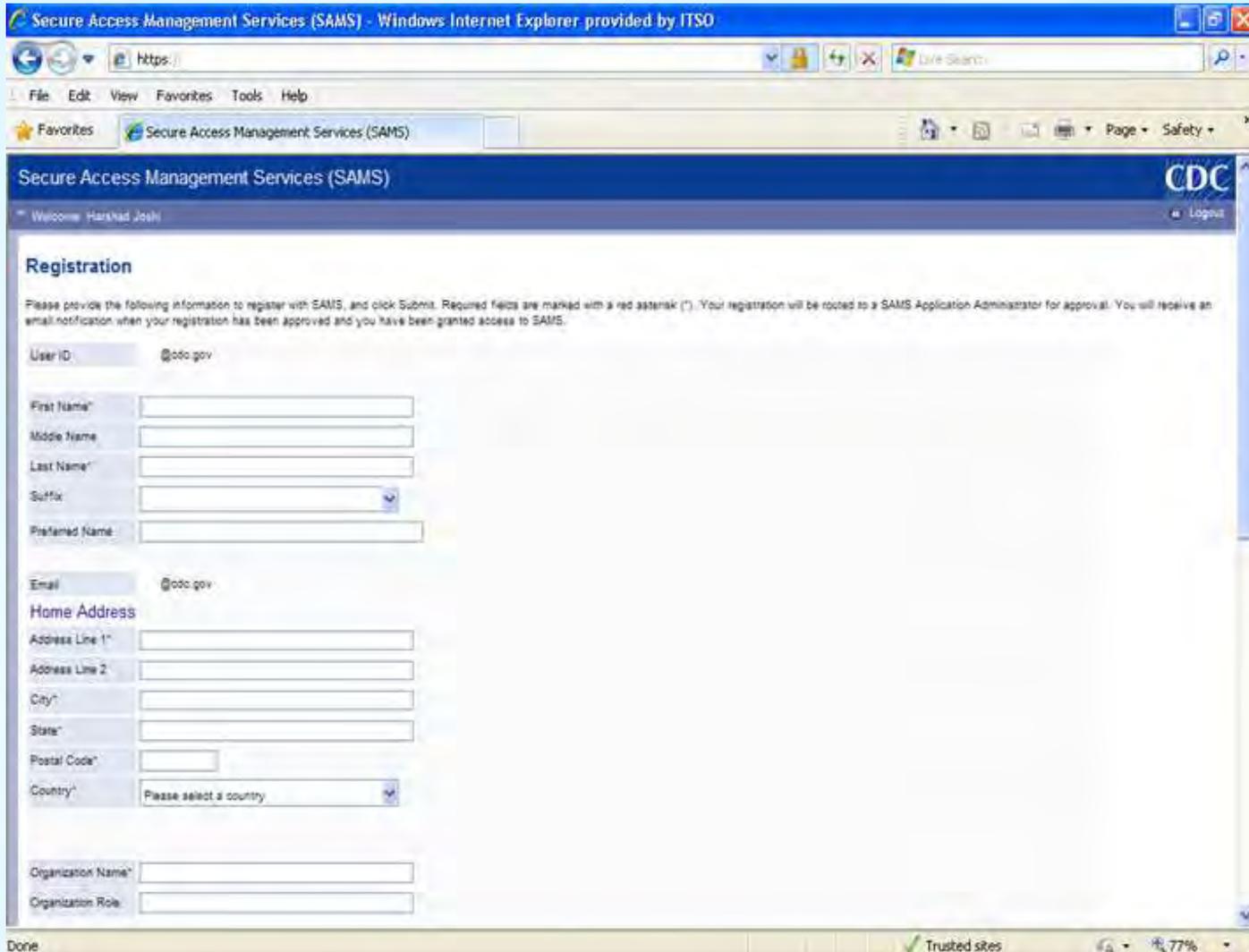
User Responsibilities and Rules of Behavior

- 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 otherwise 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.

At the bottom right of the page, there are "Accept" and "Cancel" buttons.

Step 3 Ctd – Complete Registration

- Complete the registration form



The screenshot shows a web browser window titled "Secure Access Management Services (SAMS) - Windows Internet Explorer provided by ITSO". The address bar shows "https://". The page content includes a header for "Secure Access Management Services (SAMS)" with the CDC logo and a "Logout" link. Below the header, a "Welcome Harkhad Joshi" message is displayed. The main section is titled "Registration" and contains the following instructions: "Please provide the following information to register with SAMS, and click Submit. Required fields are marked with a red asterisk (*). Your registration will be routed to a SAMS Application Administrator for approval. You will receive an email notification when your registration has been approved and you have been granted access to SAMS."

The registration form includes the following fields:

- User ID: @cdc.gov
- First Name*
- Middle Name
- Last Name*
- Suffix
- Preferred Name
- Email: @cdc.gov
- Home Address:
 - Address Line 1*
 - Address Line 2
 - City*
 - State*
 - Postal Code*
 - Country* (Please select a country)
- Organization Name*
- Organization Role

The browser's status bar at the bottom shows "Done", "Trusted sites", and a zoom level of "77%".

Step 3 Ctd – Complete Registration

- Within the form you create your own password

Secure Access Management Services (SAMS) - Windows Internet Explorer provided by ITSO

https://

File Edit View Favorites Tools Help

Favorites Secure Access Management Services (SAMS)

Page Safety

Organization Address

Address Line 1*

Address Line 2*

City*

State*

Postal Code*

Country*

Primary Phone*

Alternate Phone

You must specify a new password. Your password must:

- Be eight or more characters long
- Contain at least three of the following: uppercase, lowercase, numeric, and numeric character.
- Not contain your username or any part of your full name.
- Be different than your previous 13 passwords.

Password* Confirm Password*

Your answers to the following questions will be used to verify your identity should you forget your password.

Question	Answer
Q1* <input type="text" value="Name of the city/town where you were born"/>	A1* <input type="text"/>
Q2* <input type="text" value="Name of the city/town where you were born"/>	A2* <input type="text"/>
Q3* <input type="text" value="Name of the city/town where you were born"/>	A3* <input type="text"/>
Q4* <input type="text" value="Name of the city/town where you were born"/>	A4* <input type="text"/>
Q5* <input type="text" value="Name of the city/town where you were born"/>	A5* <input type="text"/>

Submit Cancel

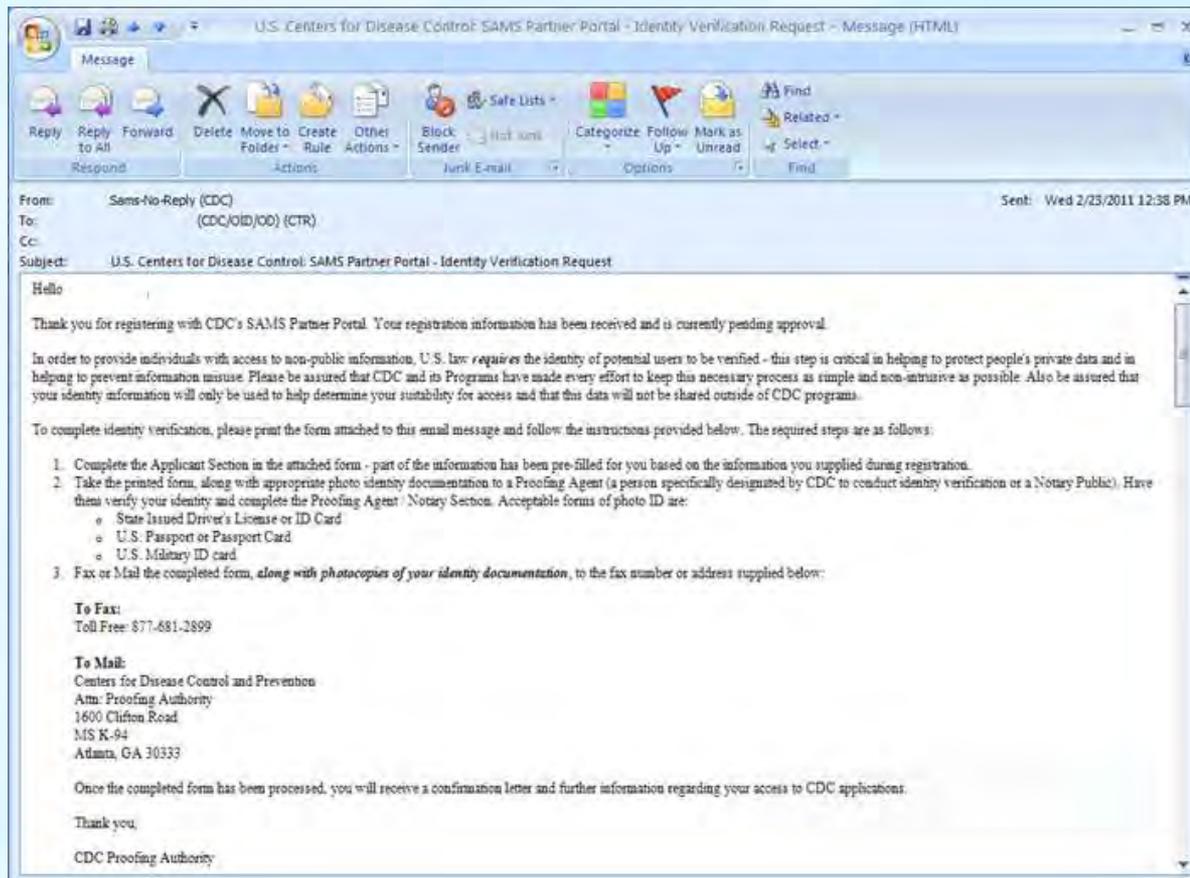
Step 3 – Key Points To Remember

- ❑ It is very important to complete the SAMS registration fields **exactly** as the information appears on the form of ID you intend to use
- ❑ **Failure to do so may result in:**
 - Requests for more information or clarification
 - Approval not being granted



Receive confirmation email (Step 4)

- You will receive a confirmation email to fulfill the identity verification requirement
- You will print the confirmation email and the attachment at the bottom and take to a notary public



Step 4 – Key Points To Remember

- ❑ Notary should endorse using their commission/stamp
- ❑ Typical users will have **60 days** to complete ID verification and send all required identity verification documents to the CDC



Send Documentation to CDC (Step 5)

- ❑ Mail or fax the endorsed identity verification form, copy of identification provided (e.g., drivers license), and copies of any supporting documentation to CDC proofing authority

Fax:

Toll Free Fax Number: 877-681-2899

Mail:

Centers for Disease Control
 Attn: Proofing Authority
 1600 Clifton Road N.E.
 Mailstop K-94
 Atlanta, GA 30333

- ❑ When sending the form to CDC, two forms of ID must be presented; one **unexpired** document from **List A** and one additional unexpired document from **List B**

List A - Primary Photo ID	List B - Secondary ID
Driver's license or ID card issued by a state or outlying possession of the US	Driver's license or ID card issued by a state or outlying possession of the US
U.S. Passport or U.S. Passport Card	U.S. Passport or U.S. Passport Card
U.S. Military ID	U.S. Military ID
U.S. Permanent Resident Card	U.S. Permanent Resident Card
U.S. Employment Authorization Card	U.S. Employment Authorization Card
	Employee ID Card issued by your organization that includes: - Your name - Your organization name - Your photo
	State-issued Voter ID or Registration Card
	Certification of Birth Abroad issued by the U.S. Department of State
	Original or Certified copy of birth certificate issued by state, county, municipal authority, or territory of the U.S. bearing an official seal
	U.S. Social Security Account Number Card

Confirmation Documents Received (Step 6)

- Once the completed form has been processed, you will receive a confirmation email and further information
- Please note that the email confirmation do not come from SAMS-No-Reply, instead it is from CDC NCPHI Service Center Mailbox

-----Original Message-----

From: CDC NCPHI Service Center Mailbox

Sent: Tuesday, January 12, 2013 12:22 PM

To: APPLICANT

Subject: CDC - PHIN SAMS Ticket # SD77429 has been Opened

CDC - PHIN SAMS Ticket # SD77429 has been Opened

Please DO NOT reply to this email, as it is an automated system-generated message.

Thank you for contacting the PHIN Service Desk. Ticket # SD77429 has been created for your issue. The Service Desk will manage your ticket through to resolution.

Please, contact the PHIN Service Desk with any questions about your ticket, referring to the ticket number on the email's subject line.

Thank You,

PHIN Service Desk

(800) 532-9929

Email: PHINTech@cdc.gov

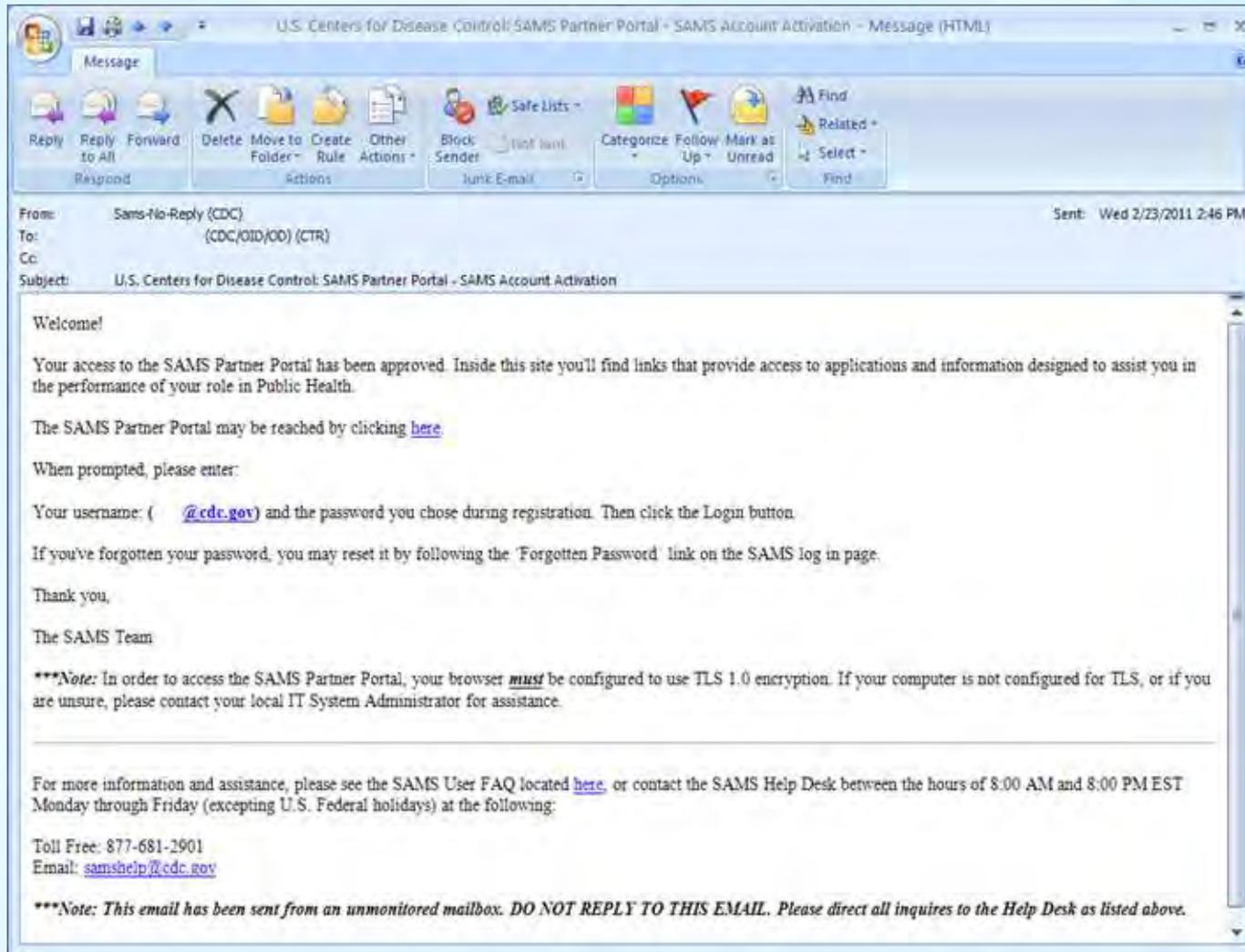
Description: ID Proofing paperwork received, review in process

CDC Approves (Step 7)

- You will receive notification via US Postal Service that your identity has been successfully reviewed (success or failure).
- You will not receive a notification if you are removed in 60 days and do not complete this step.
- Many times notification is received after the user account has already been activated.
- You will receive two emails upon approval:
 - Welcome to SAMS portal
 - Welcome to NHSN (activity)

Step 7 Ctd – CDC Approves

- SAMS approval means that you have access to SAMS



U.S. Centers for Disease Control: SAMS Partner Portal - SAMS Account Activation - Message (HTML)

Message

Reply Reply Forward Delete Move to Create Other Block Safe Lists Categorize Follow Mark as Find
to All Respond Folder Rule Actions Sender Junk E-mail Options Up Unread Related Select Find

From: Sams-No-Reply (CDC) Sent: Wed 2/23/2011 2:46 PM
To: (CDC/OID/OD) (CTR)
Cc:
Subject: U.S. Centers for Disease Control: SAMS Partner Portal - SAMS Account Activation

Welcome!

Your access to the SAMS Partner Portal has been approved. Inside this site you'll find links that provide access to applications and information designed to assist you in the performance of your role in Public Health.

The SAMS Partner Portal may be reached by clicking [here](#).

When prompted, please enter:

Your username: ([@cdc.gov](#)) and the password you chose during registration. Then click the Login button.

If you've forgotten your password, you may reset it by following the 'Forgotten Password' link on the SAMS log in page.

Thank you,

The SAMS Team

***Note: In order to access the SAMS Partner Portal, 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.

For more information and assistance, please see the SAMS User FAQ located [here](#), or contact the SAMS Help Desk between the hours of 8:00 AM and 8:00 PM EST Monday through Friday (excepting U.S. Federal holidays) at the following:

Toll Free: 877-681-2901
Email: samshelp@cdc.gov

***Note: This email has been sent from an unmonitored mailbox. DO NOT REPLY TO THIS EMAIL. Please direct all inquires to the Help Desk as listed above.

Step 7 Ctd – CDC Approves

- NHSN approval means that you can access NHSN through the SAMS portal

U.S. Centers for Disease Control: SAMS Partner Portal - SAMS Activity authorization - Message (HTML)

Message

From: Sams-No-Reply (CDC) Sent: Wed 2/23/2011 2:46 PM
To: (CDC/OID/OD) (CTR)
Cc:
Subject: U.S. Centers for Disease Control: SAMS Partner Portal - SAMS Activity Authorization

Welcome!

You have been authorized for access to: **National Healthcare Safety Network: NHSN Reporting**

- **Evaluation Web: Evaluation Web Level 2**

You can reach the activity home page directly by clicking www.xpems.com.

You may also access this activity through the SAMS Partner Portal pages by clicking [here](#).

When prompted, please enter your SAMS' account Username and Password. Then click the Login button.

If you've forgotten your password, you may reset it by following the 'Forgotten Password' link on the SAMS Portal log in page.

Thank you,

The SAMS Team

***Note: In order to access the SAMS Partner Portal, 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.

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Issued a SAMS Grid Card (Step 8)

- To support authentication a physical card is mailed to each NHSN user
- The card is mailed to your home address so what's provided during registration must be accurate.
- Despite receiving the 'Welcome email' you cannot access NHSN until you receive the card. Access to the SAMS portal is possible with just username/password
- Grid cards are typically issued one to two business days after activation. Mail varies but it usually takes a maximum of 5 days for most locations
- Grid cards are already activated when received. No additional steps are required before use.
- For questions or help about the grid card contact: samshelp@cdc.gov

Step 8 Ctd – Issues a SAMS grid card

Front



Back

Entrust

	A	B	C	D	E	F	G	H	I	J	
1	6	C	M	3	4	T	N	M	8	K	1
2	E	0	4	6	W	N	N	K	0	J	2
3	4	V	1	K	P	H	T	V	0	E	3
4	0	8	4	1	M	Q	W	H	X	D	4
5	5	8	K	2	T	P	E	2	7	5	5

Serial #

Step 8 Ctd – Issues a SAMS grid card

- Now, you'll use the the SAMS Grid Card Credentials entry for access

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Login Options

Choose one of the three login options.

SAMS Credentials



SAMS Username: _____
SAMS Password: _____

Login

[Forgot SAMS Password?](#)

For users who login with only a SAMS issued UserID and Password.

SAMS Grid Card Credentials



Click login below to login with SAMS Grid Card.

Login

For users who have been issued a SAMS Grid Card.

HHS PIV Card



Insert your PIV card in your smart card reader before you try to login.

Login

For users who are CDC staff and have been issued a PIV card.

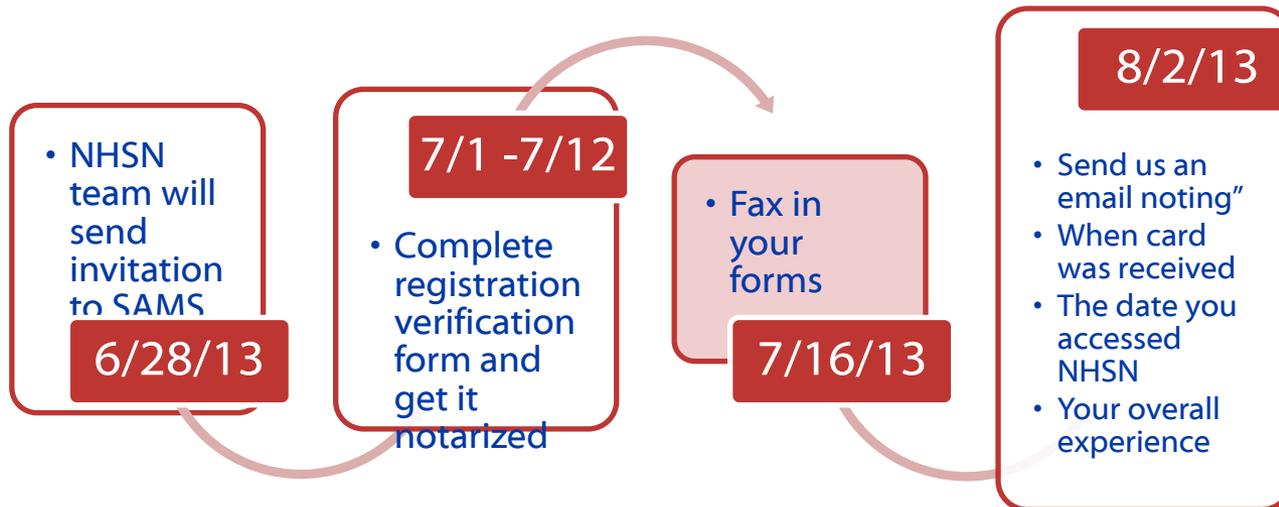
Where the rubber meets the road

BETA PILOT

NHSN SAMS Beta Pilot

□ The Beta Pilot:

- Unpaid, voluntary opportunity
- Will migrate select facilities
- Allows us to determine velocity
- Gather external feedback about migration for process improvement
- Actual involvement is less than a day
- The following activities should occur on these days:



NHSN SAMS Beta Pilot

- ❑ During the Beta Pilot, and even beyond for a limited time, **you will retain access to NHSN via SDN, especially during the next CMS deadline.**
- ❑ You will be notified **after 8/30** that your SDN access for NHSN has been removed.
- ❑ If your **digital certificates** come up for renewal during this period, **renew them.**
- ❑ For any issues, questions or suggestions, please send correspondences to the NHSN Help Desk email box with the subject line, 'SAMS Beta Pilot' nhsn@cdc.gov

Questions?

For more information please contact Centers for Disease Control and Prevention

1600 Clifton Road NE, Atlanta, GA 30333

Telephone, 1-800-CDC-INFO (232-4636)/TTY: 1-888-232-6348

E-mail: cdcinfo@cdc.gov Web: www.cdc.gov

