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Centers for Disease Control and Prevention

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# IMPORT PERMIT PROGRAM

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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

# User Registration Overview

## 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 onboarding process.

The Import Permit Program is using SAMS to ensure that only authorized users have access to the system.

# User Registration Overview

## **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.

# SAMS Terminology

## Secure Access Management Services (SAMS)

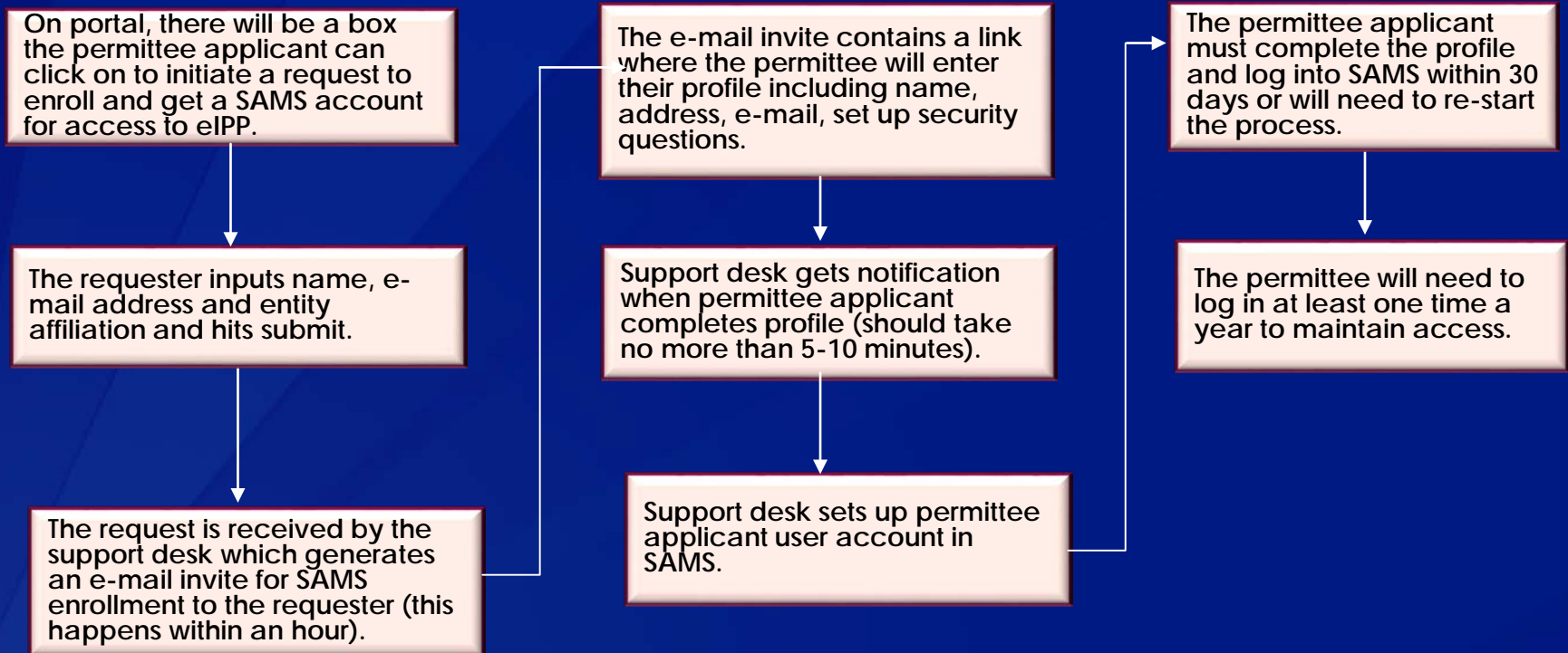
**Candidate** is someone who has been invited to SAMS but has not yet registered.

**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



# **SAMS New User Registration Process and Access to eIPP**



# SAMS New User Registration Process

1

The CDC Import Permit Program, or IPP, regulates the importation of infectious biological materials that could cause disease in humans in order to prevent their introduction and spread into the U.S.

[More Information](#)

2 Rectangular Ship

Materials requiring import permits include infectious biological agents capable of causing illness in humans, materials known or reasonably expected to contain an infectious biological agent, vectors of human disease.

[FAQ](#)

A SAMS account is required to access electronic IPP.

[SAMS Registration](#)

## DSAT Contact Information

Centers for Disease Control and Prevention  
Import Permit Program  
1600 Clifton Road, NE, Mailstop A-46  
Atlanta, GA 30329  
Telephone: 404-718-2000  
Email: [importpermit@cdc.gov](mailto:importpermit@cdc.gov)

## Help and Support

[eIPP Customer Support Request Form](#)  
Telephone: (833) 271-8310  
Email: [eIPPSupport@cdc.gov](mailto:eIPPSupport@cdc.gov)

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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](mailto: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](mailto: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](mailto: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

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

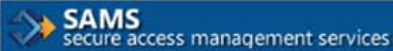
<https://im.cdc.gov/iam/im/SAMS3/ui/index.jsp?task.tag=SAMSRegistration>

When prompted, please enter:

- Your Email/User Name: [JohnDoe@Business.com](mailto:JohnDoe@Business.com)
- Temporary Password: **08\_6z)Xe**



# SAMS User Registration Process (cont.)



**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 transiting 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 transiting or stored on this information system. Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

Choose a login option

## External Partners

### SAMS Credentials



SAMS Username

SAMS Password

Login

[Forgot Your Password?](#)

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

### SAMS Grid Card



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

Login

For External Partners who have been issued a SAMS Grid Card.

## HHS Staff

### AMS Login



[How to use AMS](#)

Login

For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.)

### AMS One Time Password



OR  
[How to use OTP](#)

Login

For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.) with a One Time Password.

# SAMS User Registration Process (cont.)

Tasks « 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.

#### User Acknowledgement and Agreement

I have read the SAMS User Rules of Behavior, agree to its terms, and understand my responsibilities for the use and protection of my account username and password. Further, I understand the consequences that may result from the disclosure or inappropriate use of SAMS' information or access privileges. If I fail to adhere to the terms of this statement, my account may be revoked without notice and CDC and/or its agents may take other actions as appropriate up to and including prosecution under federal law.

Your acceptance below and your continued use of the SAMS system constitute your acknowledgement that you understand these rules and your agreement to abide by them.

Accept  Cancel

Read and accept rules of behavior.

# SAMS User Registration Process (cont.)

**SAMS**  
secure access management services

Jane Doe | LOGOUT

Tasks

## Registration

**\* Required**  
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.

\*User ID

\*First Name   
Middle Name   
\*Last Name   
Suffix   
Preferred Name

Email

### Home Address

*Please Note: Your home address in SAMS must be valid as you will receive physical mail at this address as part of the SAMS ID proofing process.*

\*Address Line 1   
Address Line 2   
\*City   
\*State   
\*Postal Code   
\*Country

\*Organization Name   
Organization Role

### Organization Address

\*Address Line 1   
Address Line 2   
\*City   
\*State   
\*Postal Code   
\*Country

\*Primary Phone   
Alternate Phone

You must specify a new password conforming to the rules listed below:  
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.  
May not contain characters: < > ^ / ; ' \*

\*Password  \*Confirm Password

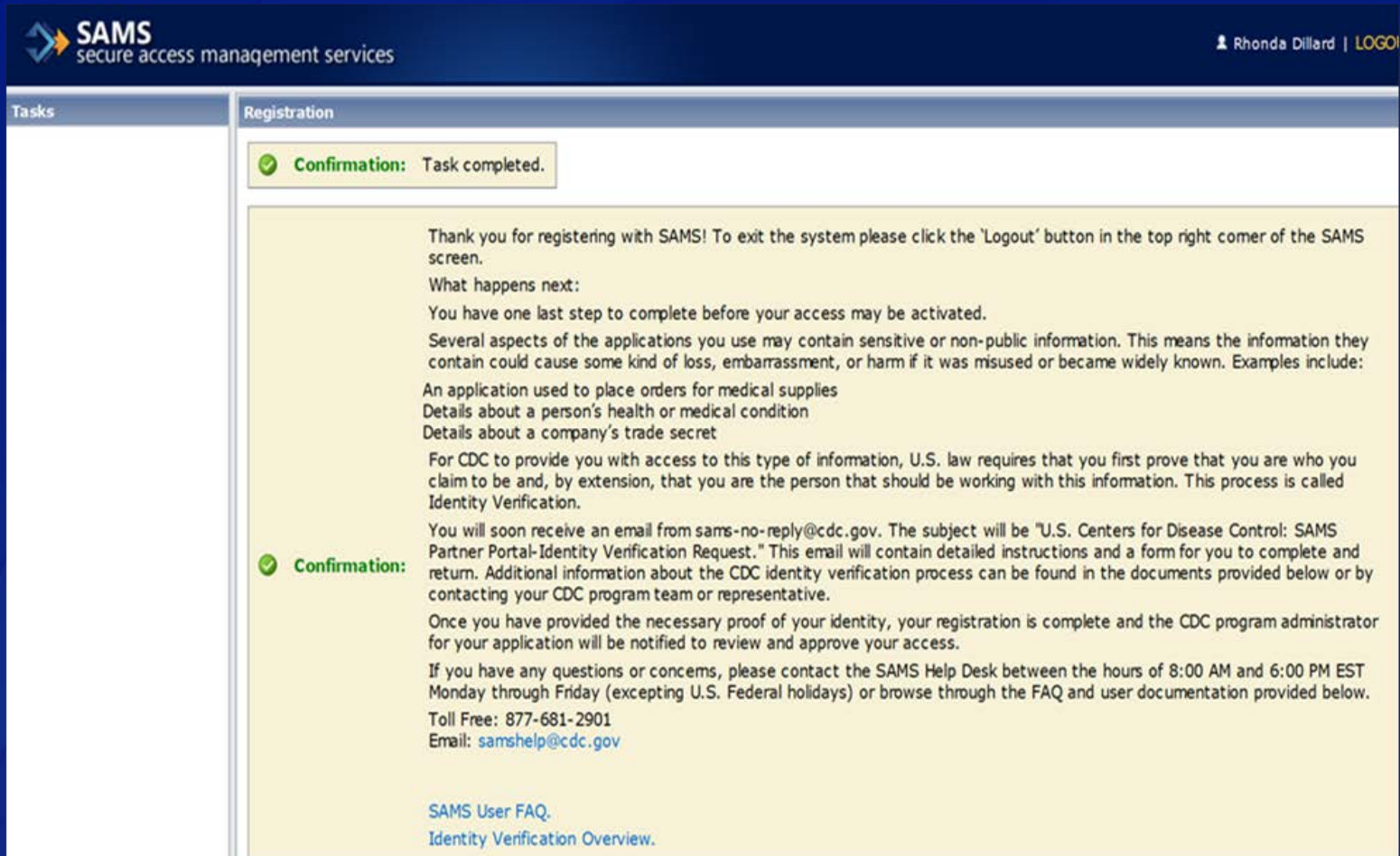
Your answers to the following questions will be used to verify your identity should you forget your password.

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"/>

To complete registration—fill out all required fields and click Submit.

# SAMS User Registration Process (cont.)

A confirmation screen will display once you have successfully submitted your information.



The screenshot shows the SAMS (Secure Access Management Services) interface. The top navigation bar includes the SAMS logo and the text "secure access management services" on the left, and the user name "Rhonda Dillard" and a "LOGOUT" button on the right. Below the navigation bar, there is a "Tasks" sidebar on the left and a main content area titled "Registration".

**Confirmation:** Task completed.

Thank you for registering with SAMS! To exit the system please click the 'Logout' button in the top right corner of the SAMS screen.

**What happens next:**

You have one last step to complete before your access may be activated.

Several aspects of the applications you use may contain sensitive or non-public information. This means the information they contain could cause some kind of loss, embarrassment, or harm if it was misused or became widely known. Examples include:

- An application used to place orders for medical supplies
- Details about a person's health or medical condition
- Details about a company's trade secret

For CDC to provide you with access to this type of information, U.S. law requires that you first prove that you are who you claim to be and, by extension, that you are the person that should be working with this information. This process is called Identity Verification.

**Confirmation:** You will soon receive an email from [sams-no-reply@cdc.gov](mailto:sams-no-reply@cdc.gov). The subject will be "U.S. Centers for Disease Control: SAMS Partner Portal-Identity Verification Request." This email will contain detailed instructions and a form for you to complete and return. Additional information about the CDC identity verification process can be found in the documents provided below or by contacting your CDC program team or representative.

Once you have provided the necessary proof of your identity, your registration is complete and the CDC program administrator for your application will be notified to review and approve your access.

If you have any questions or concerns, please contact the SAMS Help Desk between the hours of 8:00 AM and 6:00 PM EST Monday through Friday (excepting U.S. Federal holidays) or browse through the FAQ and user documentation provided below.

Toll Free: 877-681-2901  
Email: [samshelp@cdc.gov](mailto:samshelp@cdc.gov)

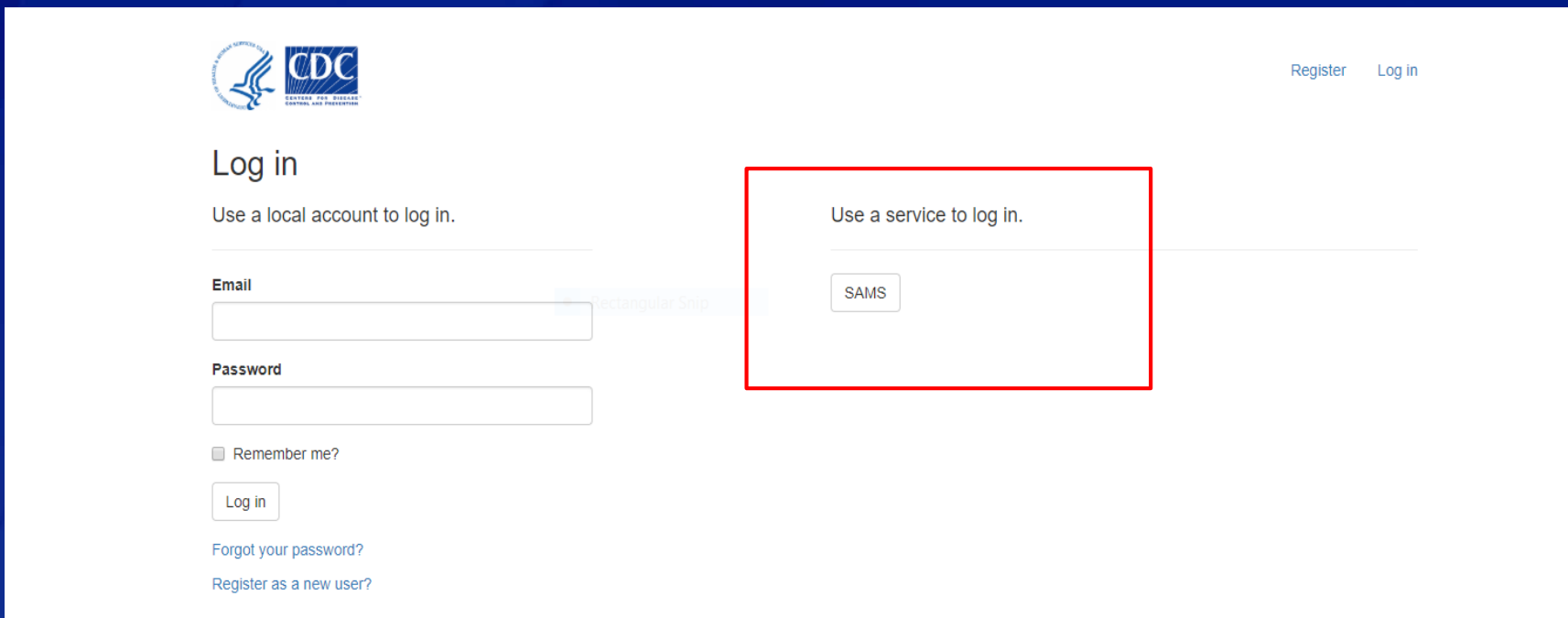
[SAMS User FAQ.](#)  
[Identity Verification Overview.](#)

## 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.

# SAMS User Registration Process (cont.)

User can now access the system by direct link or by logging into SAMS and clicking on the system link from the landing page.



The screenshot displays the SAMS user registration process. At the top left is the CDC logo (Centers for Disease Control and Prevention). At the top right are links for "Register" and "Log in". The main heading is "Log in". Below this, there are two options for logging in: "Use a local account to log in." and "Use a service to log in.". The "Use a local account to log in." option includes fields for "Email" and "Password", a "Remember me?" checkbox, and a "Log in" button. The "Use a service to log in." option is highlighted with a red rectangular box and includes a "SAMS" button. At the bottom, there are links for "Forgot your password?" and "Register as a new user?".

Register Log in

## Log in

Use a local account to log in.

**Email**

**Password**

Remember me?

Log in

[Forgot your password?](#)

[Register as a new user?](#)

Use a service to log in.

SAMS






# 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

\* indicates a required field


First name:\*  Last name:\*

Best business number to reach you:

Business email:\*

Associated entity:

Best time to reach you:

Category:  
Select one:  

Summary:  
Provide a summary of your problem, suggestion or comment. Please provide as much detail as you can to adequately explain your problem, question, suggestion, or comment.

# **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](mailto:SAMS-NO-REPLY@CDC.GOV)
- [eIPPSupport@cdc.gov](mailto: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](mailto: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](mailto:eippsupport@cdc.gov)

Questions related to this training can be directed to: [dsatsamshelp@cdc.gov](mailto:dsatsamshelp@cdc.gov)