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

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 on-boarding 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 in 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)

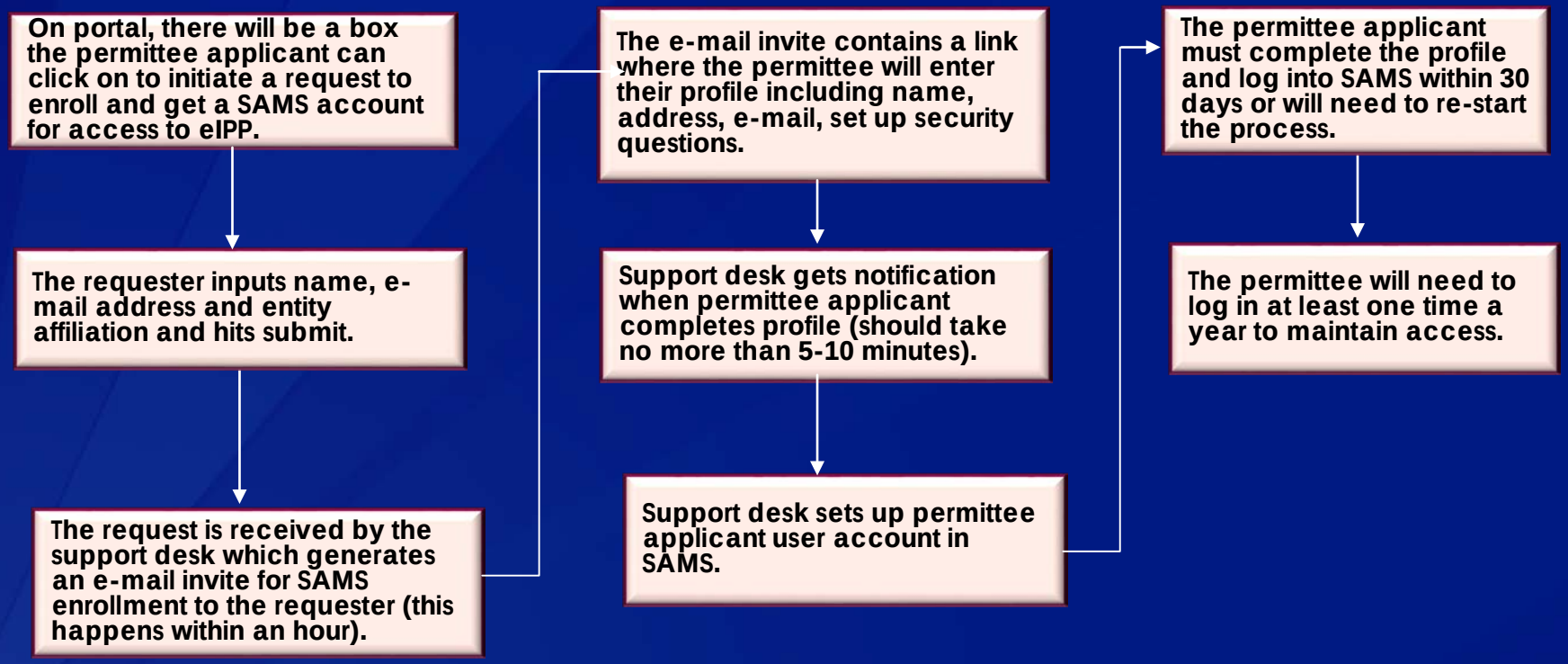
Candidate is someone who has been invited to SAMS but has not yet registered.

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.

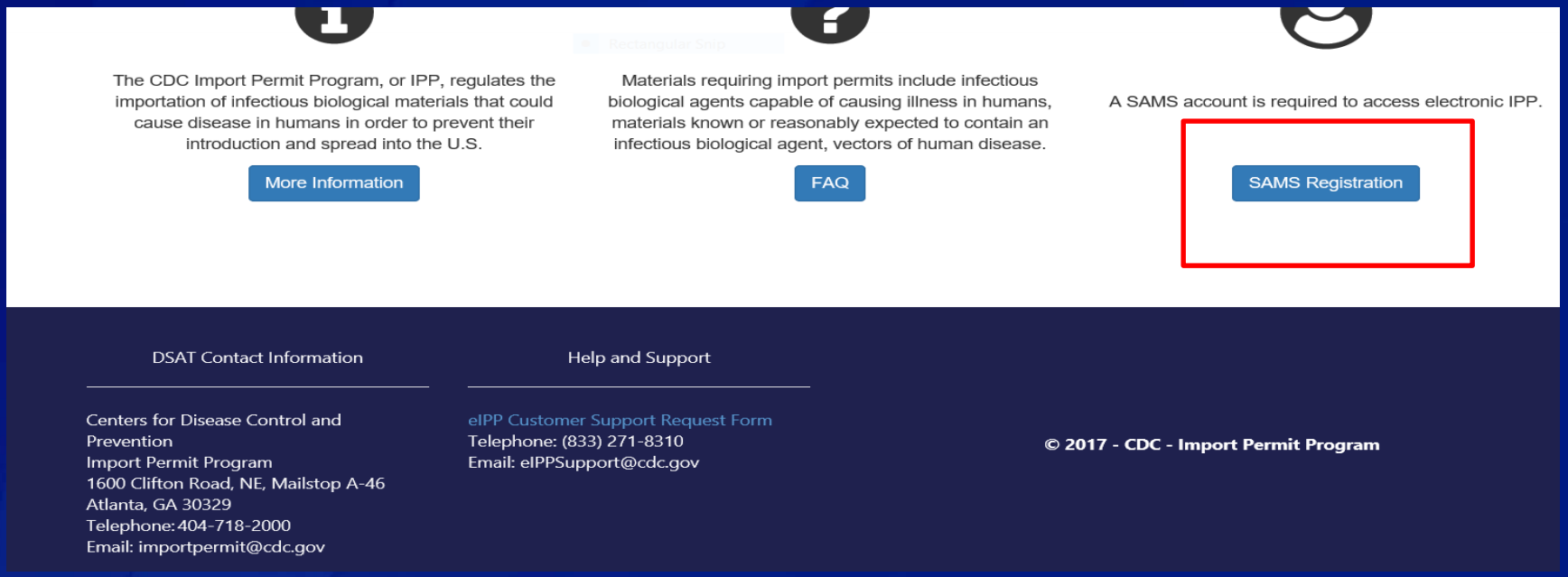
Application Administrator (AA) is the CDC person who invites and authorizes a user for access to eIPP after a user has been successfully identity proofed. AAs are staffed by people who are part of the eIPP program.

SAMS Registration Process



SAMS New User Registration Process and Access to eIPP

SAMS New User Registration Process



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:

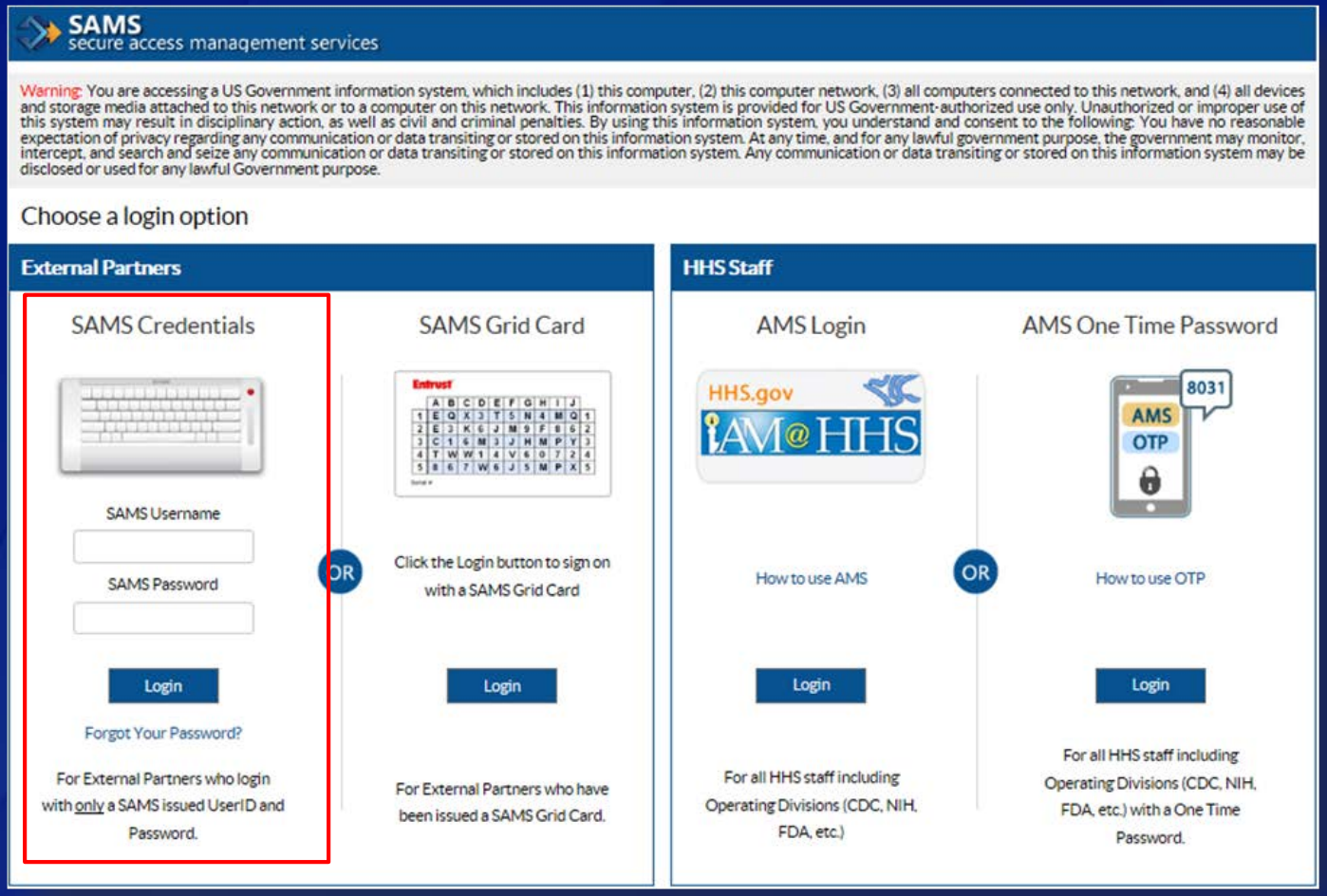
https://im.cdc.gov/iam/im/SAMS3/ui/index.jsp?task.tag=SAMSRegistration

When prompted, please enter:

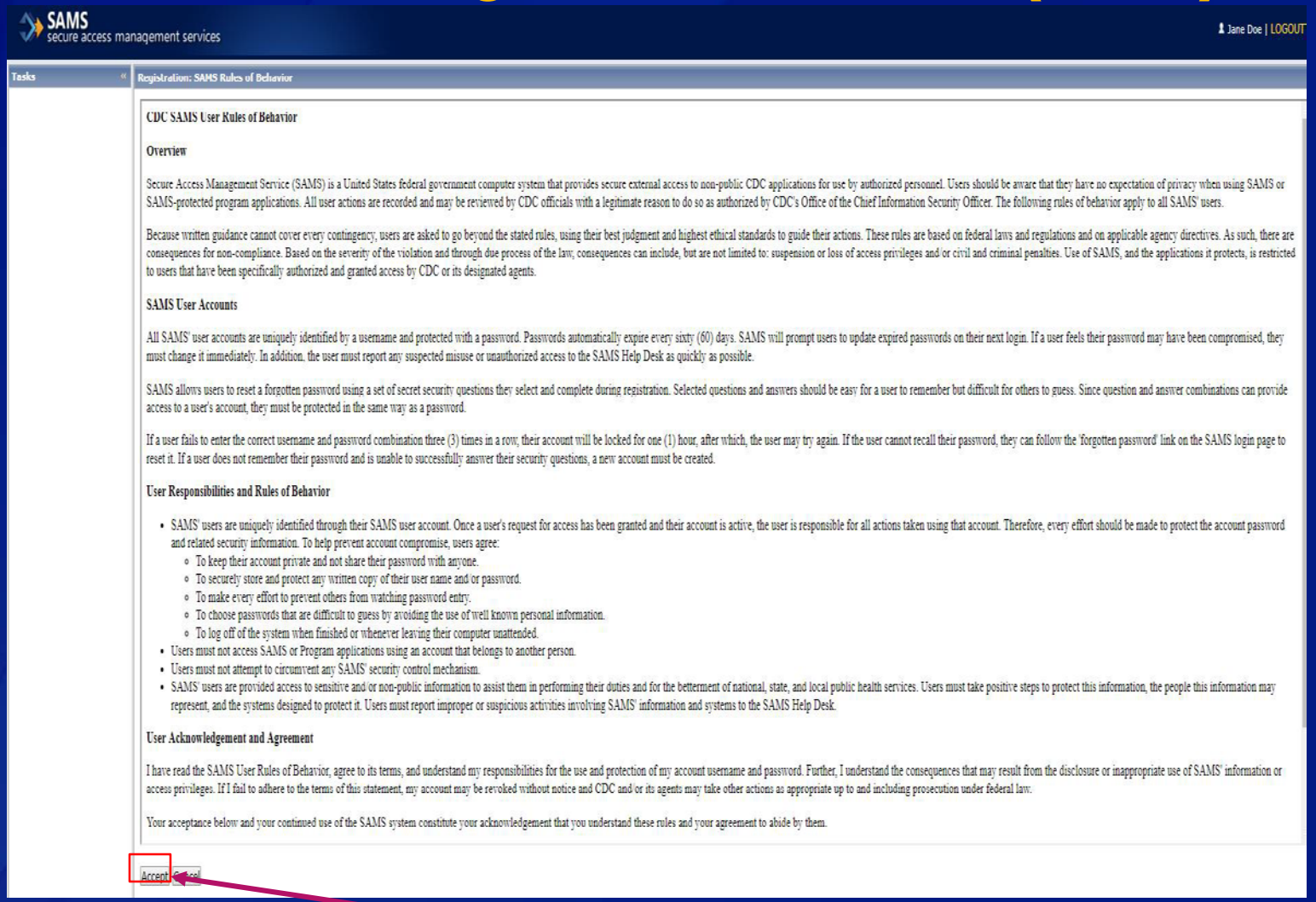
- Your Email/User Name: JohnDoe@Business.com
- Temporary Password : **O8_6z)Xe**

(Ctrl)

SAMS User Registration Process (cont.)

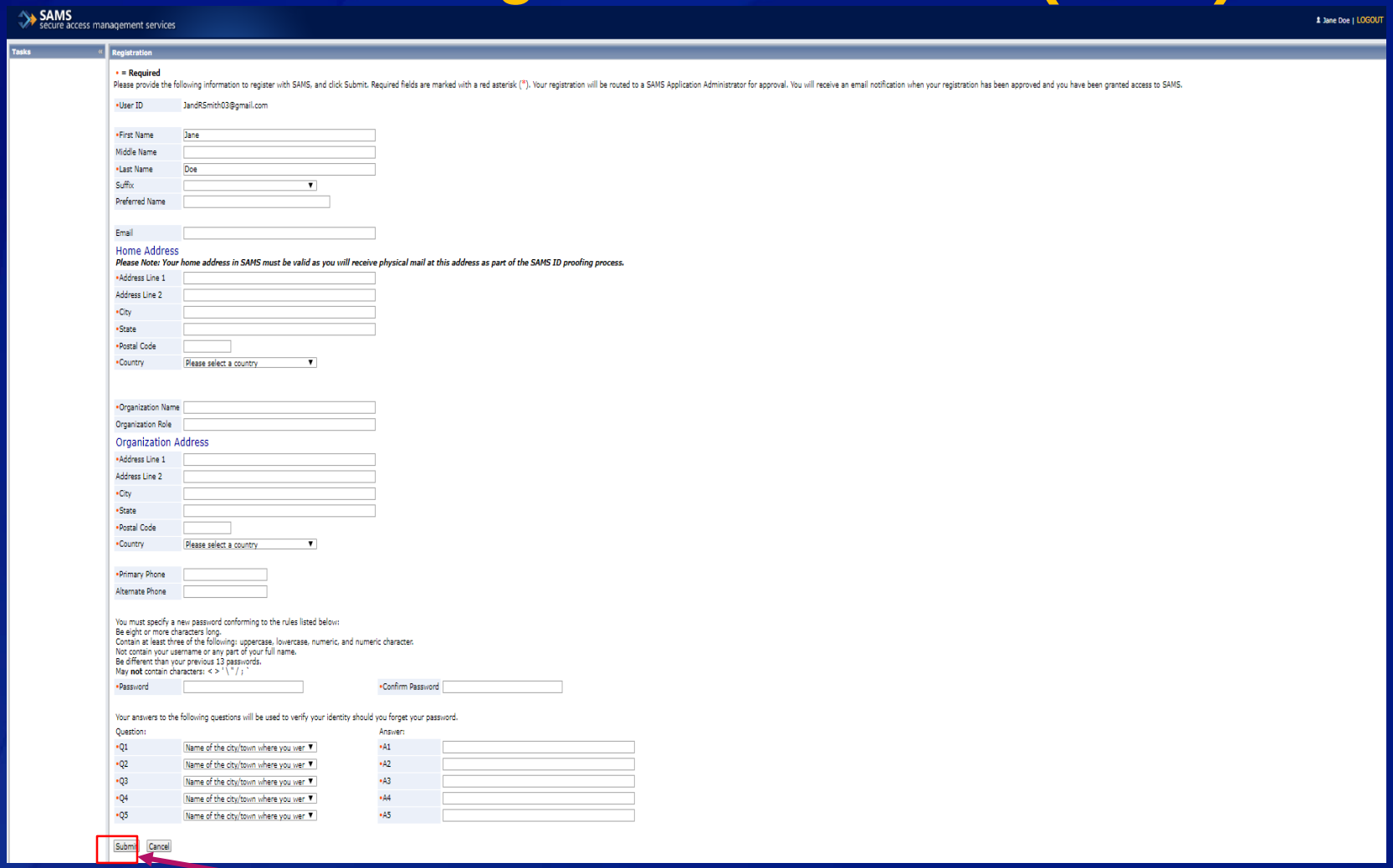


SAMS User Registration Process (cont.)



Read and accept rules of behavior.

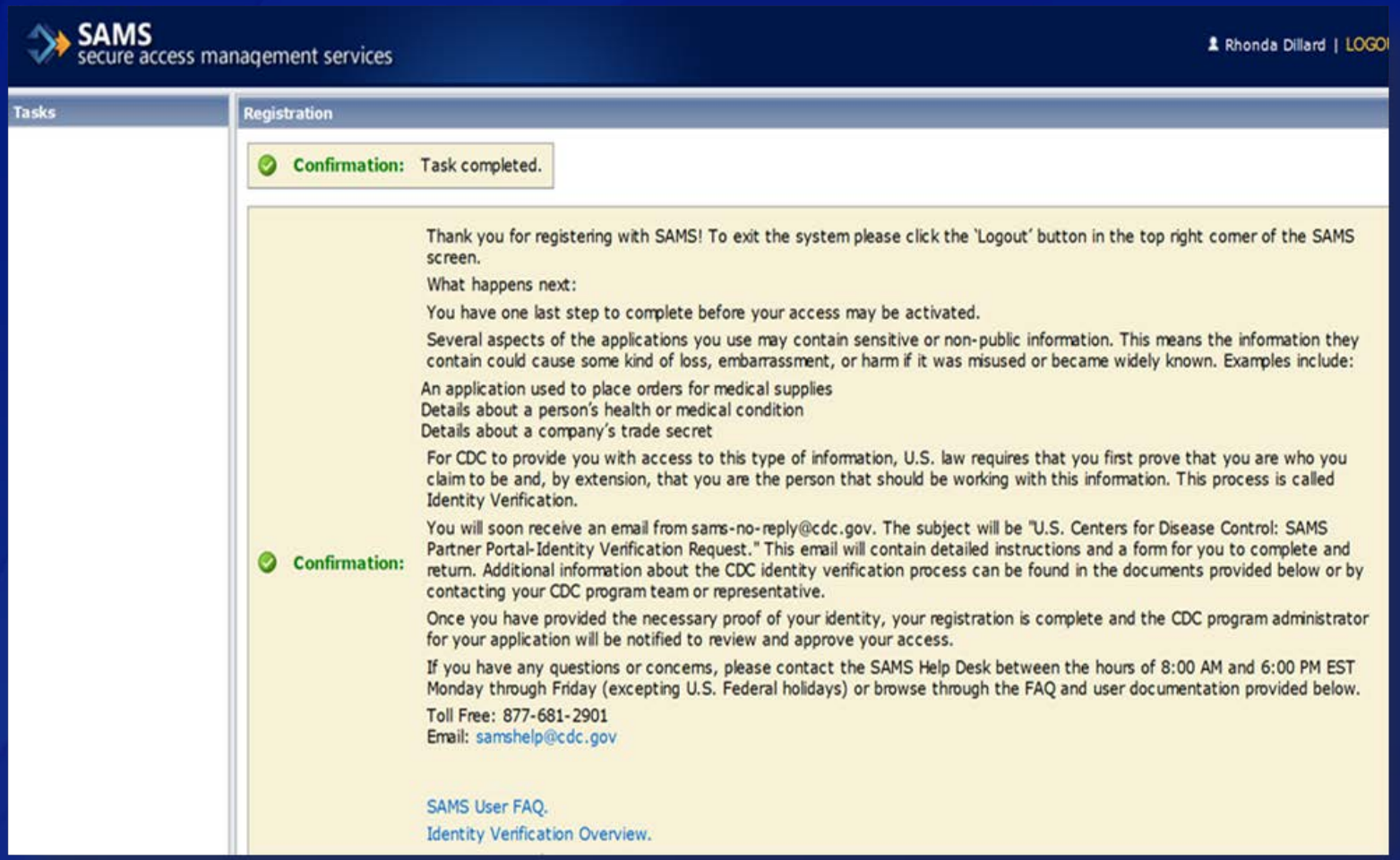
SAMS User Registration Process (cont.)



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.

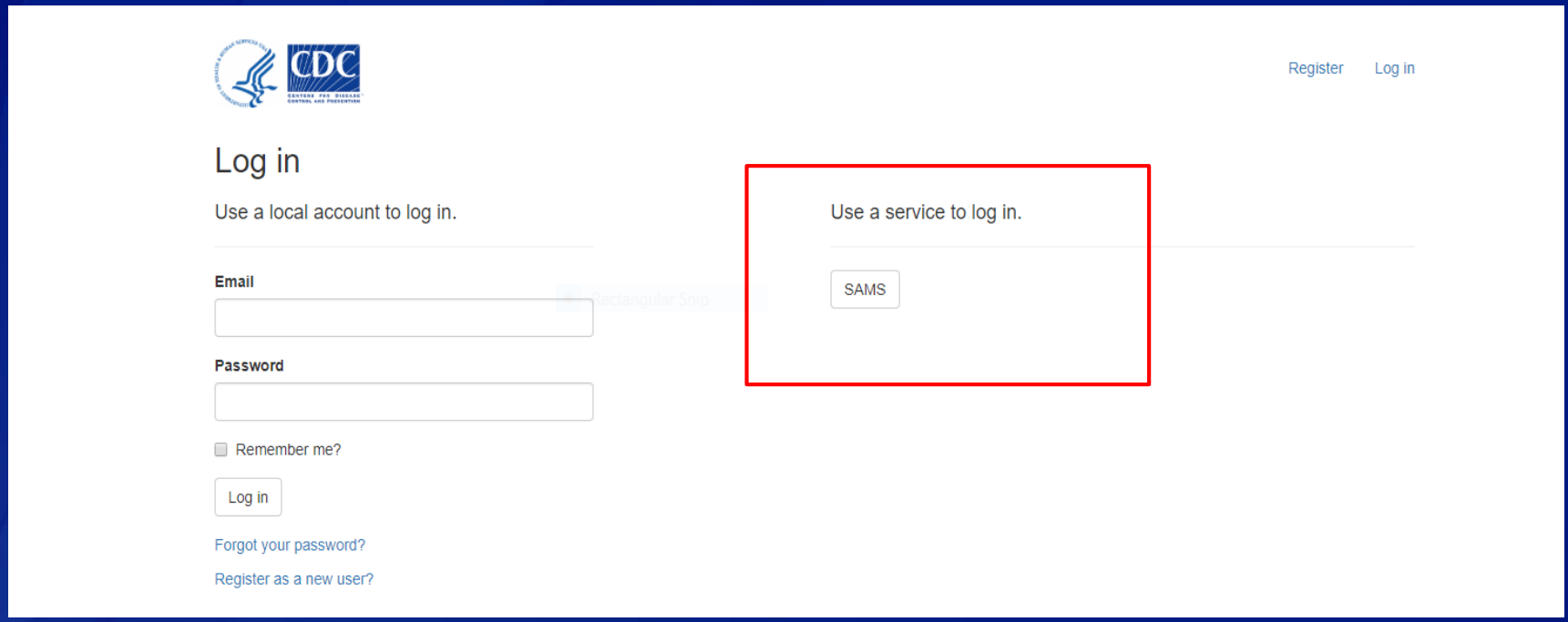


SAMS User Registration Process (cont.)

- 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.)

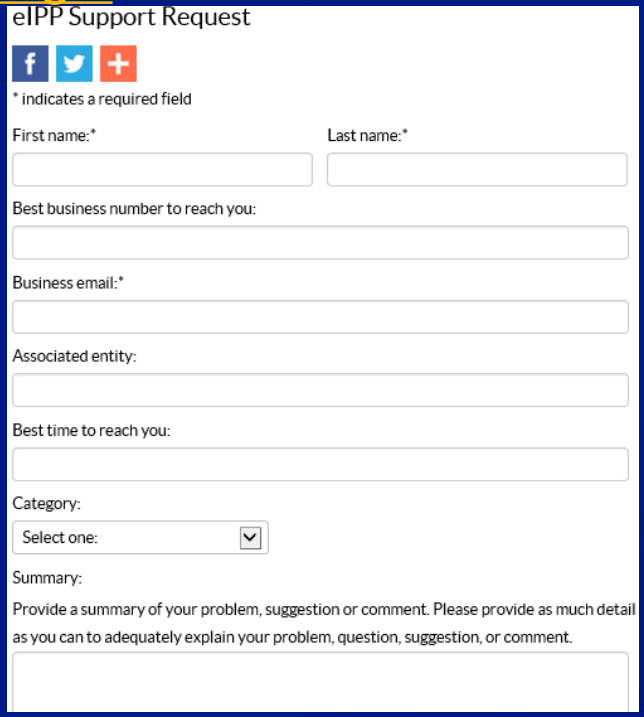
User can now access the system by direct link or by logging into SAMS and clicking on the system link from the landing page.



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.



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
- 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