SAMS USER FAQS

What is the SAMS Partner Portal?
SAMS is a web site that allows public health partners and providers to access information and computer applications operated by the U.S. Centers for Disease Control and Prevention (CDC).

Why do I need a SAMS Partner Portal account?
Some of the applications or information made available to you through SAMS may be sensitive or non-public. For example, information might be displayed that could jeopardize a patient's privacy. The SAMS Partner Portal is one of the ways CDC controls and protects this information.

How do I get a SAMS Partner Portal account?
You must register online and be approved by a CDC program administrator. In cases where you might be exposed to non-public information, you may also be required to provide proof of your identity as part of your registration.

What do I need to register with the SAMS Partner Portal?
SAMS will ask you to verify that your name is correct and to provide the following:
• Your home address
• Your organization / employer and their address
• Your telephone number

How do I register with the SAMS Partner Portal?
The registration process consists of several steps:
1. **Receive an Invitation:** You will receive an invitation to register and instructions in your email.
2. **Go Register:** You will go online and register with the SAMS Portal.
3. **Get Identity Verification:** *If necessary*, you will receive a second email with instructions and a request to provide proof of your identity.
4. **Receive Access Approval:** Following registration and identity verification (if required) your information will be forwarded to a CDC administrator for approval.

How is my registration information used?
The information you supply during registration is used in the following ways:
1. To assist CDC and its programs in determining the kinds of applications and information that most directly relate to your role in public health.
2. To provide CDC and its programs with appropriate contact information.
3. To provide customization for your user experience with the SAMS Partner Portal and various applications. This could be as simple as greeting you by name or as complex as establishing the kinds of information or jurisdictions that are meaningful to you and your work.
4. To assist in the identity verification process.

Is there a charge for a SAMS Partner Portal account?
No. SAMS is part of CDC's partner-facing web applications and is completely free to use.

I'm supposed to be given access to a public health computer application run by one of CDC's Programs. How does this relate to the SAMS Partner Portal?

Many CDC Programs use the SAMS portal as their entry point for partner-only information and applications. Once your SAMS portal access has been approved, you will be able to start working with your application(s).

Once I get my SAMS Partner Portal account, will I also have to register with CDC public health application(s)?
CDC programs receive some basic information about you from the SAMS Partner Portal registration process. Since this information is very basic, some programs may require additional details related to your specific needs. These programs may request that you work with them directly to provide this information.

How do I get my invitation to register with the SAMS Partner Portal?
Invitations are created and sent by CDC's public health program administrators.
You will receive your invitation in email from sams-no-reply@cdc.gov with the subject "U.S. Centers for Disease Control: SAMS Partner Portal - Invitation to Register."

How long does it take to register with the SAMS Partner Portal?
SAMS Partner Portal registration can be completed in as little as ten (10) minutes.
If you are interrupted during the process, it is easy to start again at another time.

How long will it take to get a SAMS Partner Portal account?
Once a SAMS portal invitation arrives in your email, you will have thirty (30) days to register. Following online registration, some users may also need to provide proof of their identity. Once these steps are complete, a CDC application administrator will review your information and approve your access. Although specific situations vary, access approval is usually completed within a few business days.

What is identity verification?
Identity verification is process required by the U.S. federal government to help ensure that the person registering for access to non-public information is who they claim to be. The verification process protects individuals and the public at large by helping to ensure that only trusted persons are allowed access to non-public data. Verification also protects you (the person registering for access) by helping to prevent someone from attempting to impersonate you and take actions in your name.

Is the identity verification 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.

How does the identity verification process work?
If you are asked to provide proof of your identity, the CDC Proofing Authority will send you a brief form and instructions via email. You must do the following:
1. Read and complete the form (5 minutes)
2. Take the form and your ID to a Proofing Agent for their signature
3. Photocopy your ID documents and send them, along with the completed and signed form, back to the CDC

How long does identity verification take?
Assuming that you have ready access to a Proofing Agent, your side of the verification process can be completed in about 10 minutes.

Once your materials arrive at CDC, they will be processed on a first come, first served basis that is expected to take 1 or 2 business days.

What is a Proofing Agent and how do I find one?
CDC currently accepts identity verification forms that have been signed by a
Notary Public. In addition, the CDC program you are working with may have other designated agents available in your area. Please contact your CDC program directly or the SAMS Help Desk for more information.

Will I need any special documents to complete identity verification?
No. Most people can complete the identity verification form with the information they carry with them every day. In some cases, such as a recent move or name change, you may need to provide an additional supporting document such as a utility bill.

Will the SAMS Partner Portal share my registration information with anyone outside of CDC?
No. The SAMS Partner Portal will not share your registration information with anyone except as listed below:
• The SAMS Partner Portal will share your name and business contact information with CDC programs.
• The SAMS Partner Portal will share you full registration information with the CDC Proofing Authority (if you are required to provide proof of your identity)

Will the SAMS Partner Portal share my email address outside of the CDC or send me SPAM?
No. The SAMS Partner Portal will not distribute your email address to anyone outside of CDC.
The SAMS Partner Portal will only send you email communications in reference to your portal account. All emails will begin with the following subject line: "U.S. Centers for Disease Control: SAMS Partner Portal."

How do I get help / contact the SAMS Help Desk?
You can reach 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:
Local: 404-498-6065
Toll Free: 877-681-2901
Email: samshelp@cdc.gov