Purpose of Document:

The purpose of this guidance document is to assist facilities with editing their email address in SAMS or in the NHSN facility. Two scenarios below how to update/ edit an email address in the Secure Access Management System (SAMS) and the NHSN Facility.

Important Notes:

- Email addresses used in SAMS and NHSN must be identical. If your address has been changed in NHSN and not in SAMS, or is incorrect in any way (for example, a typo), you will not have access to NHSN.

- Please use your own unique email address in SAMS and in your NHSN facility. <u>Do not</u> use general organizational emails.

❌ DON@NHSNFacility.com

✔️ John.Smith@NHSNFacility.com
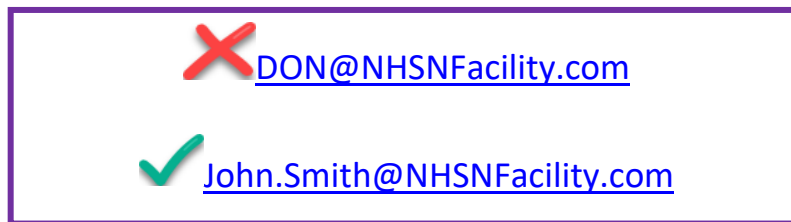
Scenario: I need to update/ change my email address in SAMS.

1. Go to https://sams.cdc.gov

2. Log in with your current SAMS Credentials.

Choose a login option

External Partners

SAMS Credentials

SAMS Grid Card

SAMS Username

SAMS Password

Login

Forgot Your Password?

For External Partners who login with <u>only</u> a SAMS issued UserID and Password.
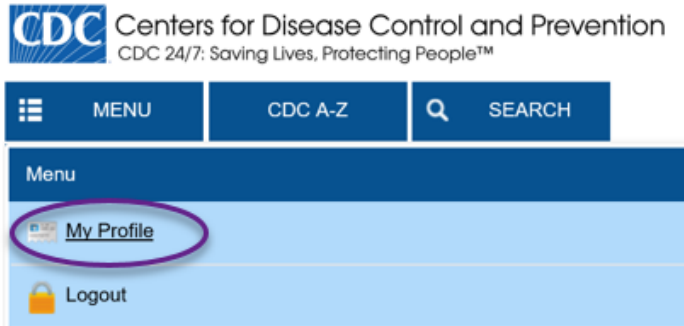
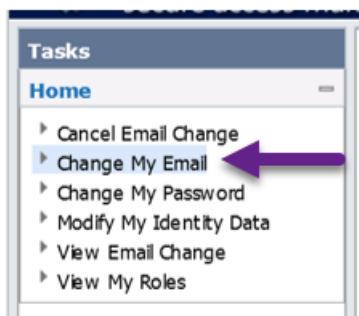Click the Login button to sign on with a SAMS Grid Card

OR

Login

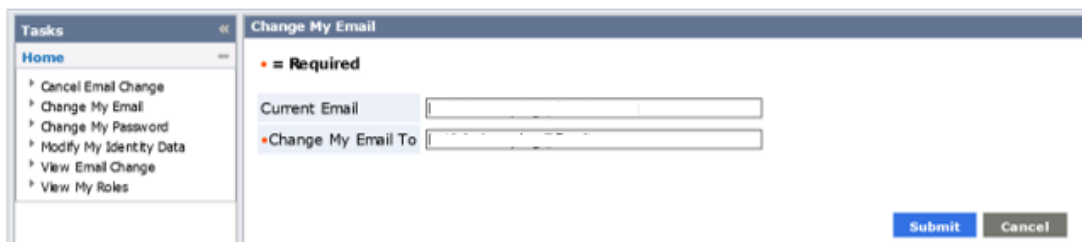For External Partners who have been issued a SAMS Grid Card.
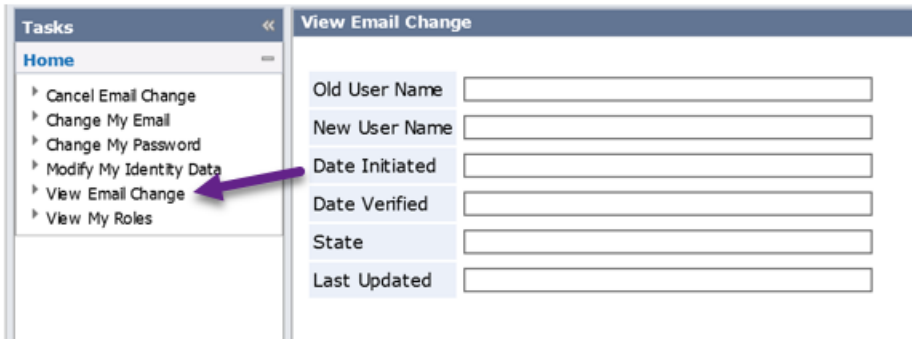
3. Click on My Profile in the upper right corner.

4. From the menu on the left select "Change My Email."

5. Your current email will be pre-populated. Make the change in the in the "Change My Email To" field and then select "Submit."

6. You can view the updated email by selecting "View Email Change" to ensure that it was entered correctly.


7. You'll have to click on the verification link you will receive at your new email address to complete the update.

Please note: It does takes about 48 hours for SAMS to process the request. (They will send you an email once completed).
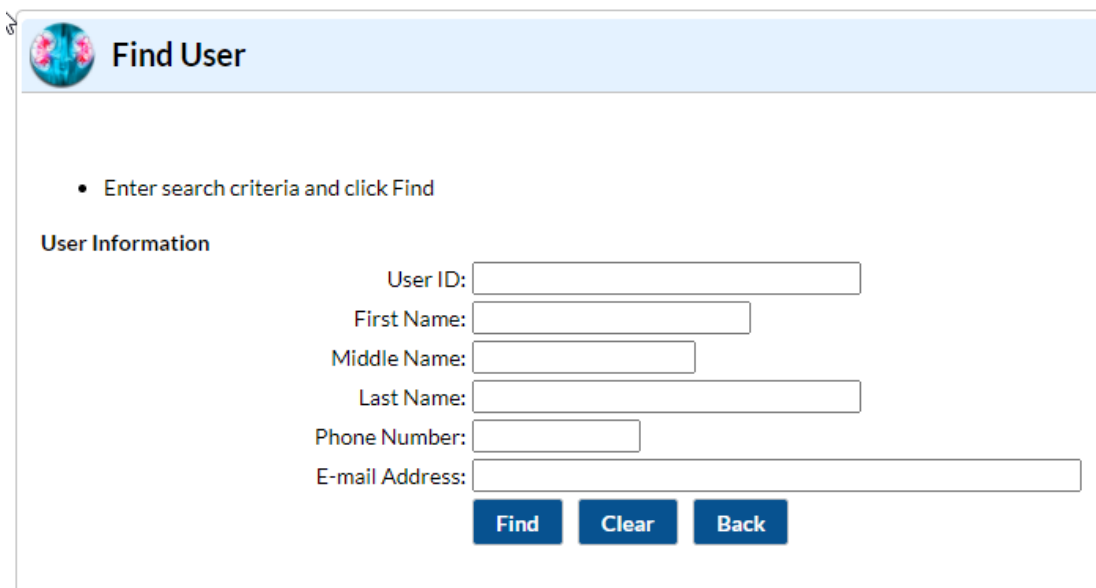
Important: As a reminder, the email address in SAMS and the NHSN facility must be identical for a user to access the facility. If you have changed your email address in SAMS, it will need to be updated by the Facility Administrator in your NHSN facility as well.

Scenario: I need to update/ change my email address in the NHSN Facility.

1. You NHSN Facility Administrator or Group Administrator will complete the email change in NHSN.

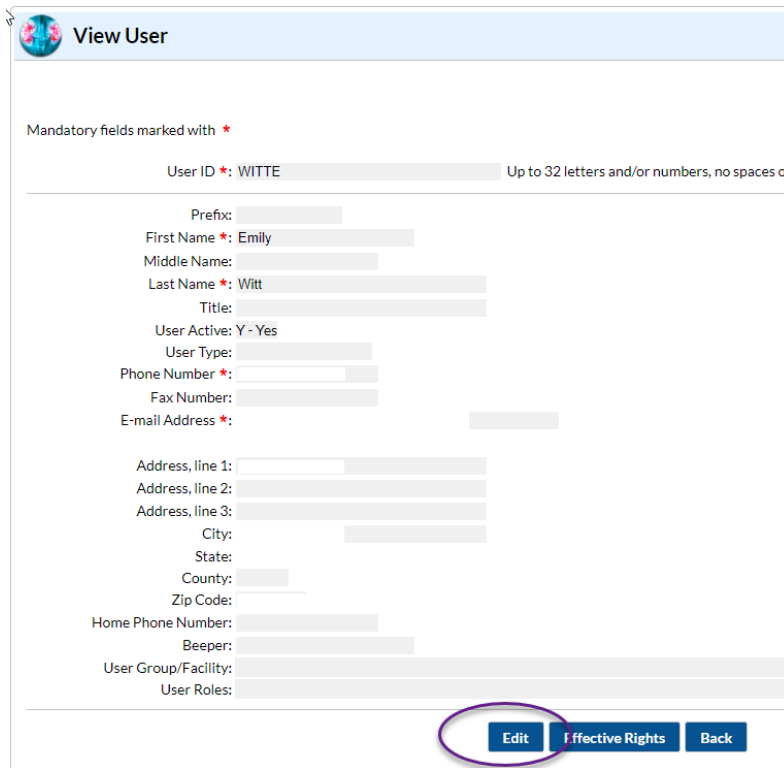2. Log into the facility and select "Users" and "Find" in the left navigation bar.
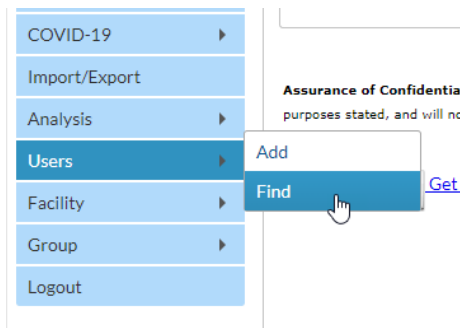
3. On the **Find User** page, use the fields to search for the user who needs their email changed, and select the Find button.

4. On the **View User** page, select "Edit" at the bottom.
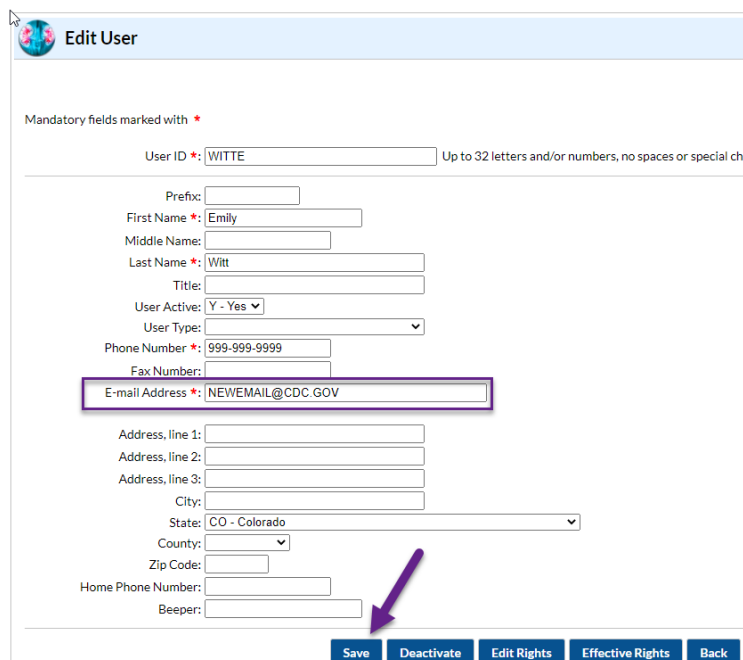
5. Change the E-Mail Address field to the new/accurate email and select "Save" at the bottom of the page.

Important: When editing an email, the email address in NHSN needs to be updated **first.** If the email in the NHSN facility is changed first, and a user will then need to change the email address in SAMS: please follow the instructions in the above scenario "**Change My Email Address in SAMS** "
Remember! The email in SAMS and the NHSN facility must be identical for a user to access the facility.

If your facility is without an NHSN Facility Administrator or any NHSN users, please visit https://www.cdc.gov/nhsn/facadmin/index.html to reassign the role to a different user.

Please contact NHSN@cdc.gov with any questions.