

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. Do not use general organizational emails.



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 Username

SAMS Password

Login

Forgot Your Password?

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

SAMS Grid Card



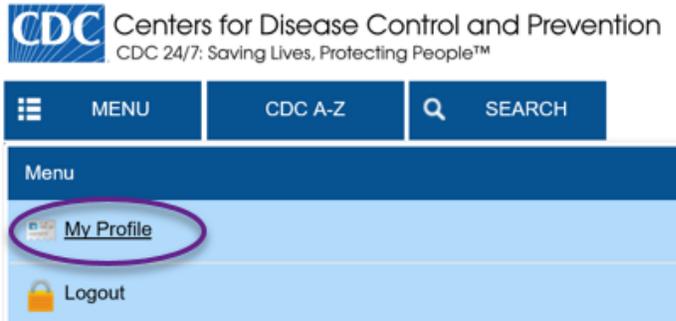
Click the Login button to sign on with a SAMS Grid Card

Login

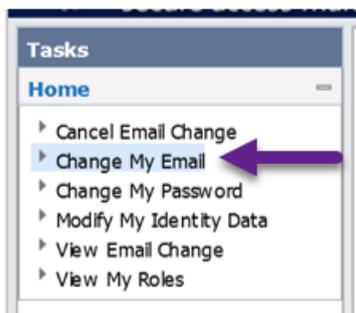
For External Partners who have been issued a SAMS Grid Card.

OR

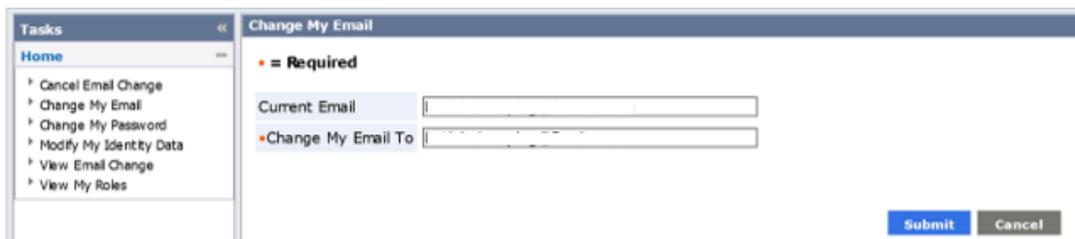
3. Click on My Profile in the upper right corner.



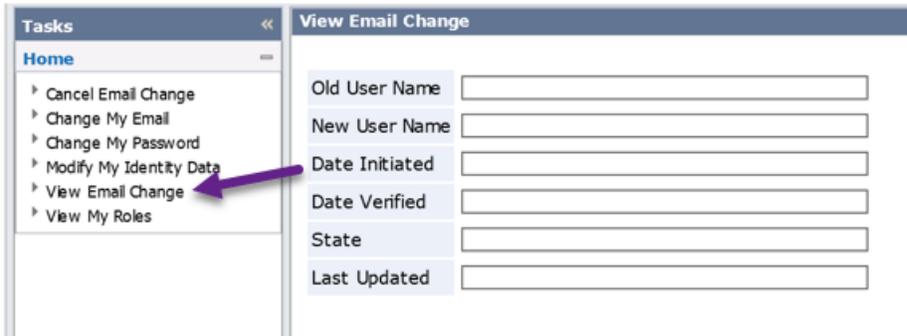
4. From the menu on the left select "Change My Email."



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.



The screenshot shows a web application interface. On the left, a 'Tasks' sidebar menu is visible with the following items: 'Home', 'Cancel Email Change', 'Change My Email', 'Change My Password', 'Modify My Identity Data', 'View Email Change', and 'View My Roles'. A purple arrow points to the 'View Email Change' option. The main content area is titled 'View Email Change' and contains a form with the following fields: 'Old User Name', 'New User Name', 'Date Initiated', 'Date Verified', 'State', and 'Last Updated'. Each field has a corresponding text input box.

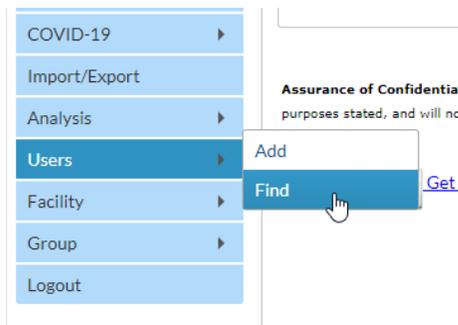
7. You’ll have to click on the verification link you will receive at your new email address to complete the update.

Please note: It does takes about 48 hours for SAMS to process the request. (They will send you an email once completed).

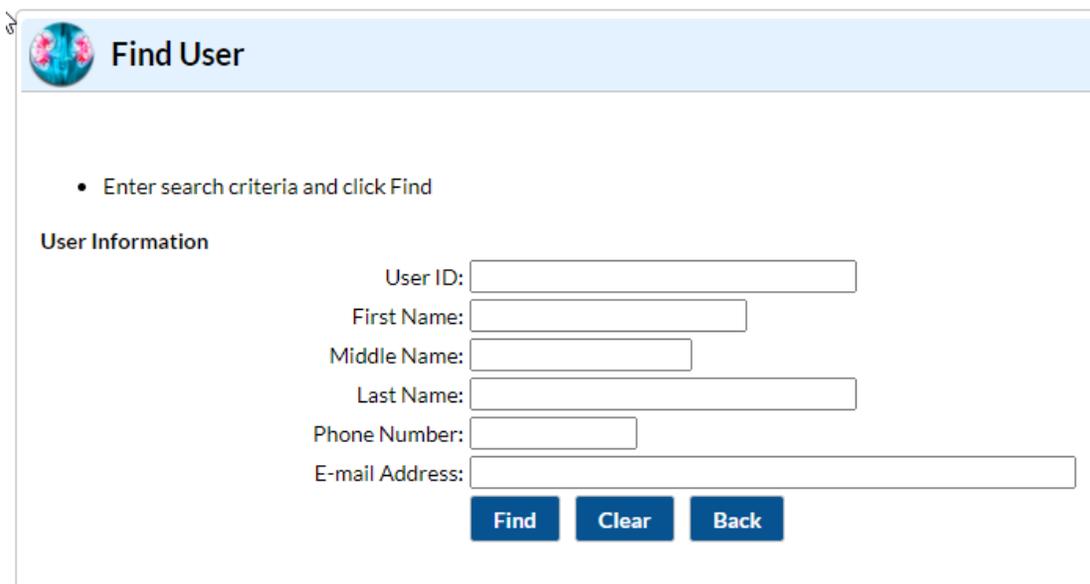
Important: As a reminder, the email address in SAMS and the NHSN facility must be identical for a user to access the facility. If you have changed your email address in SAMS, it will need to be updated by the Facility Administrator in your NHSN facility as well.

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.



The screenshot shows the 'Find User' page. At the top left is a globe icon. The page title is 'Find User'. Below the title is a bullet point: 'Enter search criteria and click Find'. Under the heading 'User Information', there are several input fields: User ID, First Name, Middle Name, Last Name, Phone Number, and E-mail Address. At the bottom of the form are three buttons: 'Find', 'Clear', and 'Back'.

- On the **View User** page, select “Edit” at the bottom.

 **View User**

Mandatory fields marked with *

User ID *: WITTE Up to 32 letters and/or numbers, no spaces or

Prefix:

First Name *: Emily

Middle Name:

Last Name *: Witt

Title:

User Active: Y - Yes

User Type:

Phone Number *:

Fax Number:

E-mail Address *:

Address, line 1:

Address, line 2:

Address, line 3:

City:

State:

County:

Zip Code:

Home Phone Number:

Beeper:

User Group/Facility:

User Roles:

Edit
Effective Rights
Back

- Change the E-Mail Address field to the new/accurate email and select “Save” at the bottom of the page.

 **Edit User**

Mandatory fields marked with *

User ID *: WITTE Up to 32 letters and/or numbers, no spaces or special cha

Prefix:

First Name *: Emily

Middle Name:

Last Name *: Witt

Title:

User Active: Y - Yes

User Type:

Phone Number *: 999-999-9999

Fax Number:

E-mail Address *: NEWEMAIL@CDC.GOV

Address, line 1:

Address, line 2:

Address, line 3:

City:

State: CO - Colorado

County:

Zip Code:

Home Phone Number:

Beeper:

Save
Deactivate
Edit Rights
Effective Rights
Back

NHSN Help Desk Guidance

HOW TO EDIT EMAIL ADDRESSES IN SAMS AND NHSN FACILITIES

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.