NHSN Helpdesk: nhsn@cdc.gov



These instructions are for existing NHSN users who need guidance updating their e-mail address in NHSN. Follow the instructions in this guide to avoid registering with NHSN or SAMS a second time when you experience a change of e-mail address due to any of the following situations:

- 1. a change of facility ownership
- 2. leaving one facility/organization to work at another facility/organization
- 3. a change in first name or last name

When updating your email address in NHSN, it must also be updated in the Secure Access Management Services (SAMS), the secure system you use to access NHSN. Update your e-mail address in NHSN *first*, and then update the address in SAMS.

Step 1 — Update your e-mail address in NHSN:

- 1. Login to your NHSN facility or group and click the green profile link in the upper right corner.
- 2. Click the "My Info" link on the green drop-down menu.
- 3. Click the "Edit" button at the bottom of the "View User" screen.
- 4. Enter the correct e-mail address in the field titled "E-mail Address."
- **5.** Click the "Save" button at the bottom of the screen.
- **6.** Receive a "User saved successfully" notification at the top of the screen.
- 7. Repeat this process for each NHSN facility (even test facilities) or group that you have access to by selecting "Home," returning to the Landing Page, and selecting each orgID from the Facility/Group dropdown menu.

Step 2 — Update your e-mail address in SAMS:

- 1. Login to SAMS using your password and grid card at https://sams.cdc.gov.
- 2. Click the "My Profile" link on the left navigation bar.
- 3. Click the "Home" link on the left navigation bar.
- 4. Click the "Change My Email" link on the left navigation bar.
- **5.** Enter your new email address in the "Change my email to" field.
- 6. Click the "Submit" button.
- **7.** Log out of SAMS.

Note: Updating your email address in one system and not the other will prevent you from accessing NHSN. Therefore, it is essential that the same email address is entered in both NHSN and SAMS. The process of changing your email address in SAMS can take up 48 hours to complete. Until the change is complete, use the old email address to access the system.

National Center for Emerging and Zoonotic Infectious Diseases

Division of Healthcare Quality Promotion