



Import Permit Program: Setting Up a SAMS Account

Division of Regulatory Science and Compliance

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SECURE ACCESS MANAGEMENT SERVICES (SAMS) USER REGISTRATION OVERVIEW

SAMS Definition

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

SAMS Explained

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 onboarding process.

The Import Permit Program uses SAMS to ensure that only authorized users have access to the system. IPP issues import permits to the individual holding the SAMS account to ensure responsibility and maintain public health.

Relationship between SAMS and eIPP

What is Secure Access Management Services (SAMS)?

SAMS is **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 to apply for an import permit. Your SAMS account must be associated with your user account in eIPP.

*If you already have a SAMS account for another group at CDC, that SAMS account **must** also be linked to eIPP. Please reach out to eIPP support if you already have a SAMS account for another group at CDC.*

SAMS Terminology

Secure Access Management Services (SAMS)

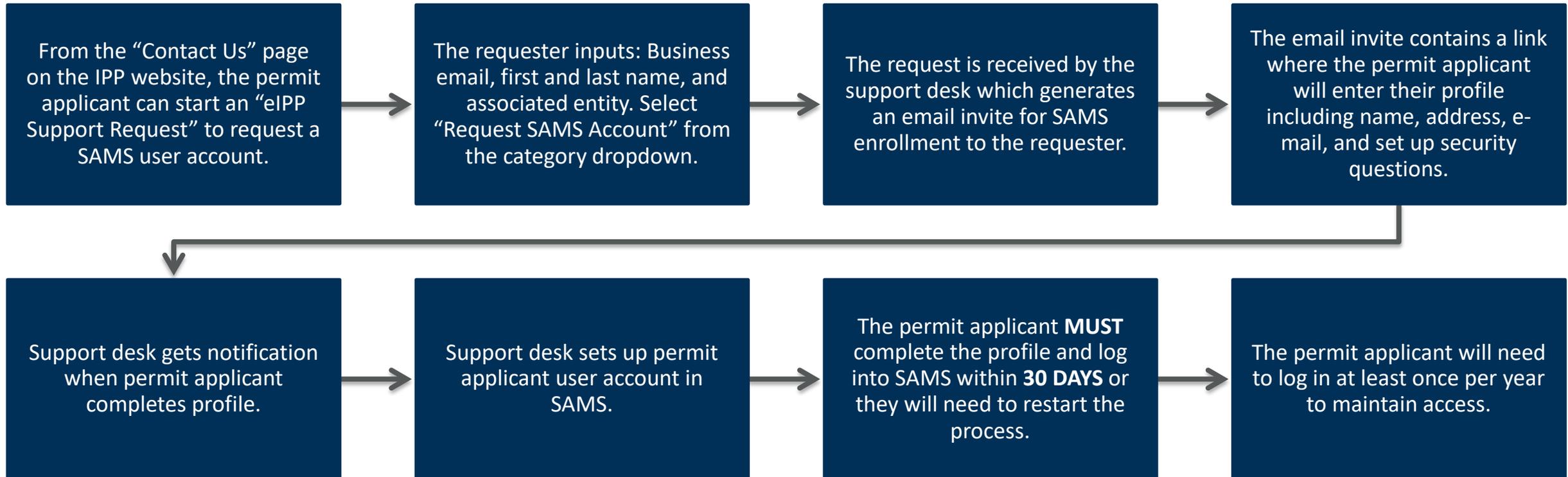
Candidate is someone who has been invited to SAMS but has not yet registered.

Applicant is someone who is registered in SAMS but has not yet been approved for access to their requested activity, such as applying for an import permit in eIPP.

User is someone who has completed their 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 eIPP after a user has been successfully identity proofed. AAs are staffed by people who are part of the Import Permit Program.

SAMS New User Registration Process Explained



**SAMS NEW USER REGISTRATION PROCESS AND ACCESS
TO eIPP
STEP-BY-STEP GUIDE WITH SCREENSHOTS**

SAMS New User Registration Process: Step 1

Step 1: On the IPP homepage, scroll down and click the “Contact Us” link to open the page, then click “eIPP Support Request”.

https://www.cdc.gov/import-permit-program/php/index.html

Import Permit Program

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About
About the Import Permit Program

Regulations and Standard Interpretations
Import permit regulations and standard interpretations

Resources

Apply for an Import Permit

eIPP Log On

Additional Requirements

Contact Us

Import Permit Program

EXPLORE TOPICS

Q SEARCH

NOVEMBER 4, 2024

Contact Us

PURPOSE
Contact information for general questions related to the Import Permit Program, or technical help with using the eIPP system.

For general questions related to the Import Permit Program

Contact IPP directly for help determining whether an import permit is needed or filling out an application.

Please contact us via phone at 404-718-2077 or email at importpermit@cdc.gov.

For technical help with using the eIPP system

New or current eIPP users can reach the eIPP Help Desk for assistance with registering for a SAMS account, requesting access to eIPP, linking SAMS account with eIPP, as well as other technical support.

- Fill out the online Customer Support Request Form
- Email us at eIPPsupport@cdc.gov
- Call us at 404-718-2077

Note for new users

All potential applicants are required to have a SAMS (Secure Access Management Services) account – which protects the security of the information by requiring users to enter a user ID and password, or other secure credentials, before providing access to the system – in order to access the eIPP system to apply for a permit. If you do not yet

RELATED PAGES

- Apply for an Import Permit
- What is eIPP?
- Using eIPP
- eIPP Support Request
- eIPP Log On

VIEW ALL
Import Permit Program

Step 2

Step 2: Fill out the “eIPP Support Request” form with the required components:

- First Name
 - Last Name
 - Business email
 - Associated entity (Your organization)
- While “Category” is not a required field, please open the dropdown menu and select “Request SAMS account”.

Category (optional)

Select one: ▼

- Select one:
- Do I Need An Import Permit?
- Permit Application Question
- Status of a Pending Application
- Import Being Held By Customs
- Inspection Question
- System Error
- Request SAMS Account**
- General Question
- Report Request

eIPP Support Request

[Print](#)

First name: *

Last name: *

Business email: *

Best business number to reach you: (optional)

Best time to reach you: (optional)

Preferred contact method: (optional)

Select one: ▼

Associated entity: *

Category (optional)

Select one: ▼

Summary: (optional)

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.

Steps 3 and 4

The eIPP helpdesk receives the request and initiates a SAMS invitation. The applicant receives an e-mail from SAMS-NO-REPLY with a link and initial account information to the SAMS enrollment page.

Step 3: Click the link to register with the SAMS Partner Portal.

Step 4: Use your email and temporary password to login.

From: <sams-no-reply@cdc.gov>
Date: Fri, Feb 2, 2024 at 8:24 AM
Subject: U.S. Centers for Disease Control: SAMS Partner Portal - Invitation to Register
To: <user@org.com>

Hello

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: user@org.com
- Temporary Password:

and click the Login button.

*****Note:** In order to access the SAMS Partner Portal, your browser **must** be configured to use TLS 1.2 encryption. If your computer is not configured for TLS, or if you are unsure, please contact your local IT System Administrator for assistance.

For more information and assistance, please see the SAMS FAQ located [here](#), or contact the SAMS Help Desk between the hours of 8:00 AM and 6:00 PM EST Monday through Friday (excluding U.S. Federal holidays) at the following:

Toll Free: (877) 681-2901
Email: samshelp@cdc.gov

*****Note:** This email has been sent from an unmonitored mailbox. DO NOT REPLY TO THIS EMAIL. Please direct all inquiries to the Help Desk as listed above.

Step 5

CDC SAMS User Rules of Behavior

Overview

Secure Access Management Service (SAMS) is a United States federal government computer system that provides secure external access to non-public CDC applications for use by authorized personnel. Users should be aware that they have no expectation of privacy when using SAMS or SAMS-protected program applications. All user actions are recorded and may be reviewed by CDC officials with a legitimate reason to do so as authorized by CDC's Office of the Chief Information Security Officer. The following rules of behavior apply to all SAMS' users.

Because written guidance cannot cover every contingency, users are asked to go beyond the stated rules, using their best judgment and highest ethical standards to guide their actions. These rules are based on federal laws and regulations and on applicable agency directives. As such, there are consequences for non-compliance. Based on the severity of the violation and through due process of the law, consequences can include, but are not limited to: suspension or loss of access privileges and/or civil and criminal penalties. Use of SAMS, and the applications it protects, is restricted to users that have been specifically authorized and granted access by CDC or its designated agents.

SAMS User Accounts

All SAMS' user accounts are uniquely identified by a username and protected with a password. Passwords automatically expire every sixty (60) days. SAMS will prompt users to update expired passwords on their next login. If a user feels their password may have been compromised, they must change it immediately. In addition, the user must report any suspected misuse or unauthorized access to the SAMS Help Desk as quickly as possible.

SAMS allows users to reset a forgotten password using a set of secret security questions they select and complete during registration. Selected questions and answers should be easy for a user to remember but difficult for others to guess. Since question and answer combinations can provide access to a user's account, they must be protected in the same way as a password.

If a user fails to enter the correct username and password combination three (3) times in a row, their account will be locked for one (1) hour, after which, the user may try again. If the user cannot recall their password, they can follow the 'forgotten password' link on the SAMS login page to reset it. If a user does not remember their password and is unable to successfully answer their security questions, a new account must be created.

User Responsibilities and Rules of Behavior

- SAMS' users are uniquely identified through their SAMS user account. Once a user's request for access has been granted and their account is active, the user is responsible for all actions taken using that account. Therefore, every effort should be made to protect the account password and related security information. To help prevent account compromise, users agree:
 - To keep their account private and not share their password with anyone.
 - To securely store and protect any written copy of their user name and/or password.
 - To make every effort to prevent others from watching password entry.
 - To choose passwords that are difficult to guess by avoiding the use of well known personal information.
 - To log off of the system when finished or whenever leaving their computer unattended.
- Users must not access SAMS or Program applications using an account that belongs to another person.
- Users must not attempt to circumvent any SAMS' security control mechanism.
- SAMS' users are provided access to sensitive and/or non-public information to assist them in performing their duties and for the betterment of national, state, and local public health services. Users must take positive steps to protect this information, the people this information may represent, and the systems designed to protect it. Users must report improper

Step 5: Review and accept the Rules of Behavior.

Step 6

 **SAMS**
secure access management services

Registration

*** = Required**
Please provide the following information to register with SAMS, and click Submit. Required fields are marked with a red asterisk (*). Your registration will be routed to a SAMS Application Administrator for approval. You will receive an email notification when your registration has been approved and you have been granted access to SAMS.

***User ID**

***First Name**
Middle Name
***Last Name**
Suffix
Preferred Name

Email

Home Address
Please Note: Your home address in SAMS must be valid as you will receive physical mail at this address as part of the SAMS ID proofing process.

***Address Line 1**
Address Line 2
***City**
***State**
***Postal Code**
***Country**

***Organization Name**
Organization Role

Organization Address

***Address Line 1**
Address Line 2
***City**
***State**
***Postal Code**
***Country**

***Primary Phone**
Alternate Phone

You must specify a new password conforming to the rules listed below:
Be eight or more characters long.
Contain at least three of the following: uppercase, lowercase, numeric, and numeric character.
Not contain your username or any part of your full name.
Be different than your previous 13 passwords.
May **not** contain characters: < > ' \ " / ; `

***Password** ***Confirm Password**

Your answers to the following questions will be used to verify your identity should you forget your password.

Question:

***Q1**
***Q2**
***Q3**
***Q4**
***Q5**

Answer:

***A1**
***A2**
***A3**
***A4**
***A5**

Step 6: Complete your personal profile, which includes location, setting a new strong password, and security questions.

Confirmation Screen

Once you have saved and submitted your personal profile information, a confirmation screen will pop up.

Thank you for registering with SAMS! To exit the system please click the 'Logout' button in the top right corner of the SAMS screen.

What happens next:

Now that your registration with the SAMS Partner Portal is finished, the CDC program administrator for your application will be notified to review and approve your access. Approval can take as little as a few hours or as long as a few days based on how many applications need to be processed.

When the administrator receives your registration, he or she will review it to ensure that all information is complete and then grant you permission to use the application(s) specific to your role in public health. You will receive your approval by email from sams-no-reply@cdc.gov. The subject will be "U.S. Centers for Disease Control: SAMS Partner Portal-SAMS Activity Authorization." This email will contain web links to the SAMS Partner Portal and to the application. If you are approved for two or more applications, you will receive a separate email for each application. You will also receive a welcome email confirming the activation of your SAMS Partner Portal account.

If you have any questions or concerns, please contact the SAMS Help Desk between the hours of 8:00 AM and 6:00 PM EST Monday through Friday (excepting U.S. Federal holidays) or browse through the FAQ and user documentation provided below.

Toll Free: 877-681-2901

Email: samshelp@cdc.gov

[SAMS User FAQ.](#)

[SAMS User Guide.](#)

To exit the system please click the 'Logout' button in the top right corner of the SAMS screen.

Final Steps

- SAMS Support Desk validates the account and notifies the eIPP Support Team.
- eIPP Support Team associates applicant's new SAMS account with the eIPP user account and applicant's entity/business profile.
- Email from SAMS-NO-REPLY is sent to applicant and link provided to eIPP.

SAMS Process Complete

A confirmation email explains successful completion of SAMS account registration and approved access to eIPP.

Click the link provided in email **OR** login from the eIPP Resource Center to login to eIPP for the first time.

From: <sams-no-reply@cdc.gov>
Date: Fri, Feb 2, 2024 at 9:46 AM
Subject: U.S. Centers for Disease Control: SAMS Partner Portal - SAMS Account Activation
To: <User@org.com>

Welcome!

Your access to the SAMS Partner Portal has been approved. Inside this site you'll find links that provide access to applications and information designed to assist you in the performance of your role in Public Health.

The SAMS Partner Portal may be reached by clicking [here](#).

Using the 'SAMS Credentials' option under the 'External Partner' heading please enter:

Your Email/User Name: (User@org.com) and the password you chose during registration. Then click the Login button.

If you've forgotten your password, you may reset it by following the 'Forgot Your Password' link on the SAMS log in page.

Thank you,

The SAMS Team

*****Note:** In order to access the SAMS Partner Portal, your browser must be configured to use TLS 1.2 encryption. If your computer is not configured for TLS, or if you are unsure, please contact your local IT System Administrator for assistance.

For more information and assistance, please see the SAMS FAQ located [here](#), or contact the SAMS Help Desk between the hours of 8:00 AM and 6:00 PM EST Monday through Friday (excluding U.S. Federal holidays) at the following:

Toll Free: (877) 681-2901
Email: samshelp@cdc.gov

*****Note:** This email has been sent from an unmonitored mailbox. DO NOT REPLY TO THIS EMAIL. Please direct all inquiries to the Help Desk as listed above.

eIPP Account Registration: Logging in to eIPP for the First Time

Click the link in the welcome email to go to the sign in page. Complete personal profile registration as prompted on first sign in to eIPP.

*Note: Make sure you enter your first and last name how you want it to appear in the registration. This is crucial as changing later can have implications with your account and permits.

The screenshot shows the CDC SAMS (secure access management services) login page. At the top, there is the CDC logo and the text "Centers for Disease Control and Prevention" with the tagline "CDC 24/7: Saving Lives. Protecting People™". A search bar is located in the top right corner. Below the CDC header is a blue banner with the SAMS logo and the text "secure access management services". A warning banner follows, stating: "Warning: This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes all devices/storage media attached to this system. This system is provided for Government-authorized use only. Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties. At any time, and for any lawful Government purpose, the government may monitor, record, and audit your system usage and/or intercept, search and seize any communication or data transiting or stored on this system. Therefore, you have no reasonable expectation of privacy. Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose." Below the warning is the heading "Choose a login option". The page is divided into two main sections: "External Partners" and "HHS Staff". Under "External Partners", there are two options: "SAMS Credentials" and "SAMS Multi-factor Login". The "SAMS Credentials" option shows a keyboard icon and a form with fields for "SAMS Username" and "SAMS Password", a "Login" button, and a "Forgot Your Password?" link. Below this is the text: "For External Partners who login with only a SAMS issued UserID and Password." The "SAMS Multi-factor Login" option shows a grid card and a mobile phone icon, with the text: "Sign on with a SAMS Grid Card or Mobile Soft Token", a "Login" button, and the text: "For External Partners who have been issued a SAMS Multi-factor token(s)". Under "HHS Staff", there are two options: "AMS Login" and "AMS One Time Password". The "AMS Login" option shows the "HHS.gov I AM @ HHS" logo, a "How to use AMS" link, a "Login" button, and the text: "For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.)". The "AMS One Time Password" option shows a smartphone icon displaying "AMS OTP" and the number "8031", a "How to use OTP" link, a "Login" button, and the text: "For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.) with a One Time Password." A blue "OR" button is placed between the two options in each section.

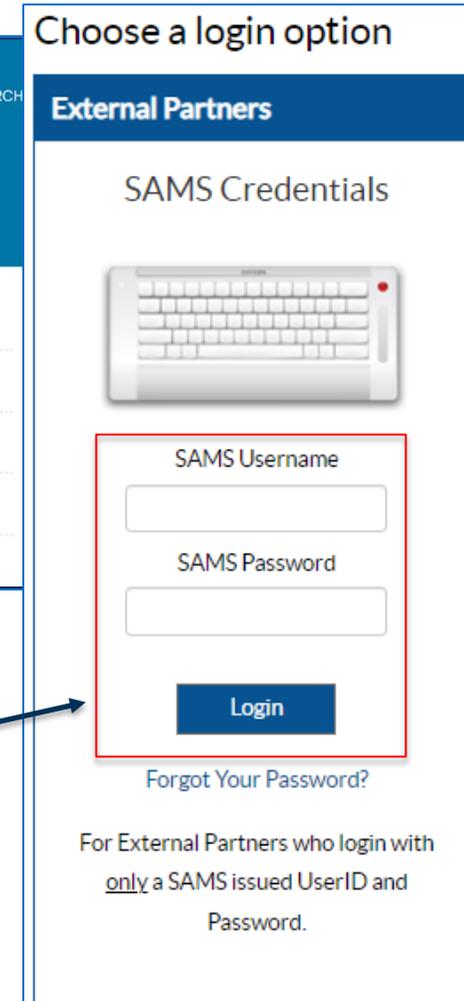
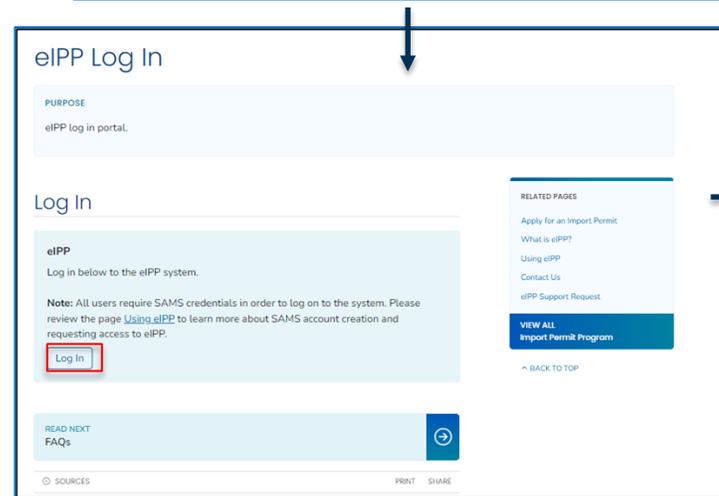
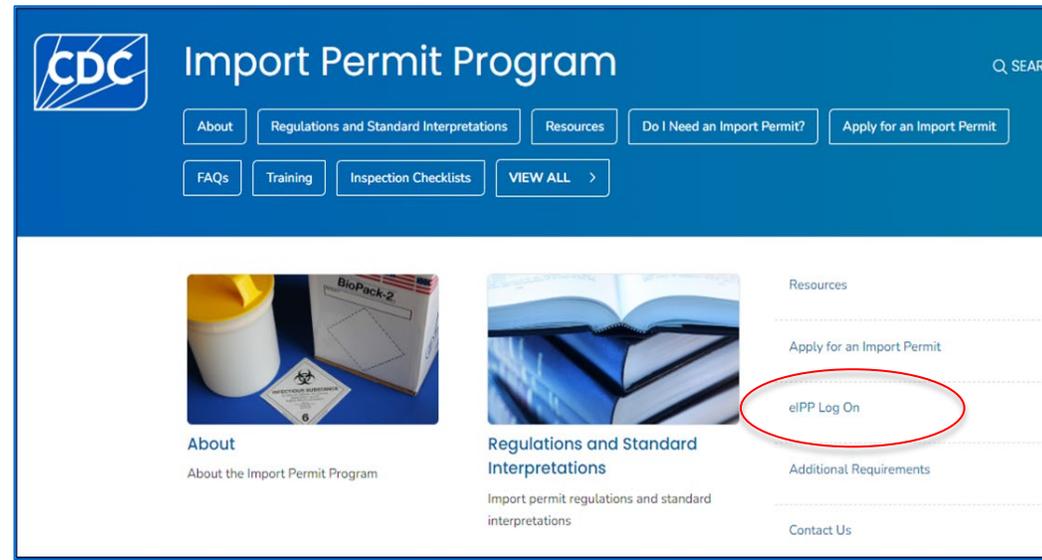
How to Login to eIPP from the IPP Homepage

Step 1: Click “eIPP Log On”

Step 2: Click “Log in”

Step 3: Click the “SAMS” button

Step 4: Log in using your SAMS credentials



SAMS Existing User Registration Process

Already have an active SAMS account? No problem! Submit an eIPP Support Request or email eippsupport@cdc.gov to gain access to eIPP.

- Include the applicant's full name and the current e-mail address associated with the existing SAMS account.

The Support Desk will use the existing SAMS account information to create the eIPP account.

FREQUENTLY ASKED QUESTIONS (FAQs)

FAQ #1

How long does it take to get a SAMS account?

- The entire process typically takes no more than 1-2 business days. If you do not receive an email with further instructions within 3-5 business days, please message: eippsupport@cdc.gov.

FAQ #2

Can I share my SAMS/eIPP account with a colleague at my facility?

- No. Both SAMS and eIPP accounts are set up to only be used by a single individual. That individual is responsible for all actions performed in both SAMS and eIPP. If there is a security incident or issue, the sole responsibility would be on the individual assigned to the account. In addition, permits are issued to an individual and not to a group or organization. So, it is imperative that the accounts in SAMS and eIPP are only assigned to the actual permittee.

FAQ #3

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.

FAQ #4

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.

FAQ #5

Can I make changes to my SAMS account if my information changes?

Yes, you can update most of your personal information, except your legal name. For name changes, submit a request to SAMShelp@cdc.gov

- If you need to change your email:

1. Login to SAMS.CDC.GOV.

2. Click on “My Profile” on the left-hand menu.

3. Click “Change My Email” from the left-hand menu.

4. Email eippsupport@cdc.gov and inform them of your previous email and your new email so they may link your eIPP account with your SAMS account.

**This change is not instantaneous and may occur over a 48 to 72-hour period.*

- If you moved to a new organization and are no longer affiliated with the prior organization, you need to update your address in SAMS before you do any new applications. Follow steps 1 and 2 above. Click “Modify My Identity Data” and update your home and organization address as needed.

FAQ #6

Can I re-activate my old account that I did not use for over one year?

- No. If you have not logged in to SAMS in over one year, your account will automatically be terminated. You must re-sign up for a SAMS account, but you can still use the same email address as before.

- If you are reusing the same email address as before:

Once you have completely re-registered for a SAMS account, please send an email to eIPPSupport@cdc.gov requesting to sync the new SAMS account with the existing eIPP account.

- If you are signing up with a new email:

You will **NOT** have access to any previous eIPP account information, applications, and permits that were associated with the original SAMS account.

FAQ #7

Will my password ever expire?

- Yes. There are a few instances where your password could “expire”.
 - During the initial registration process you must log in within 30 days to complete your account, or you will have to restart the entire process.
 - If you do not log in to your SAMS account at least once per year, your account will get terminated. You will need to re-sign up for a SAMS account. SAMS will also send email notifications alerting you that your account is about to expire.

FAQ #8

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, 8:00 AM to 6:00 PM EST

Excluding U.S. Federal Holidays

877-681-2901

samshelp@cdc.gov

For issues with eIPP, contact:

eIPP Support Desk

Monday-Friday, 7:00 AM to 7:00 PM EST

Excluding U.S. Federal Holidays

833-271-8310

eippsupport@cdc.gov