



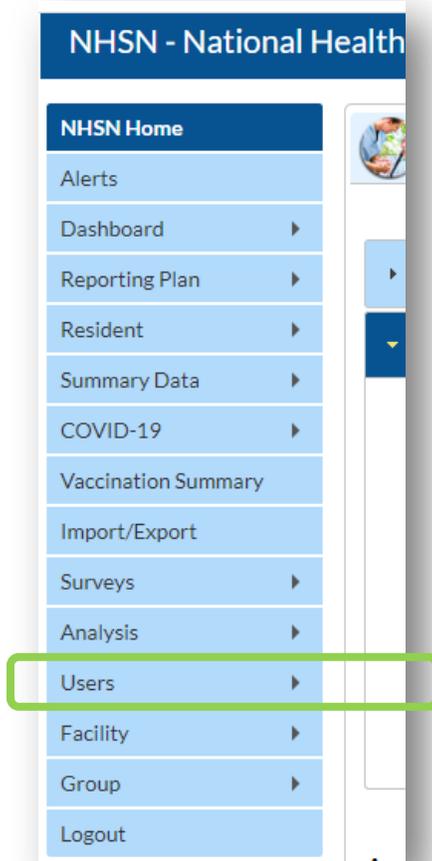
How to Change Your Email Address in SAMS and NHSN

We recommend using a personal email address for NHSN (National Healthcare Safety Network) as this can eliminate future need to change it. Emails that transfer, such as “administrator@xyzhome.com” cannot be used more than once.

Before you do this, make sure you have a backup user for your facility. Changing your email address could, at minimum, take a few days to process.

The SAMS (Secure Access Management Services) system and the NHSN system are two separate systems run by two separate entities. **You must change your email address in BOTH systems to maintain access.**

If you or someone at your facility has access to the USERS tab, follow the directions below. If no one at your facility has this tab, please contact us at nursinghome@telligen.com.



Changing Email in NHSN

1. Click on Users, then select Find
2. On the next page, leave all search fields blank and click *Find* again, this will bring up the full list of users for your facility
3. Locate your name in the list and click on your name to open your record
4. Click on the Edit button, located near the bottom, which will “unlock” the page allowing you to edit your email address
5. Save



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Once you have changed your email address in NHSN, then you can go ahead and change your email address in the SAMS system.

Changing Email in SAMS

1. On your SAMS landing page, click on My Profile
2. A small menu will appear on the next page, click on Change My Email
3. Change your email address in the bottom field and then click on Submit

After completing the above steps, you will receive a confirmation email from SAMS with a web link. You should receive this immediately. Click on the provided link.

The SAMS email address change may take approximately 48 hours to update in their system. Once updated, you should have access to your facility and your email address will be successfully changed.