# NHSN Access Level Guide

## Changing from SAMS Level 1 Access to SAMS Level 3 Access

SAMS Level 1 Access does not require proof of identity or any extra security. Level 1 access was meant for quick COVID-19 reporting during the start of the pandemic. The only thing needed for login is your username and password.

SAMS Level 3 Access requires proof of identity and the use of a Mobile Soft Token app. Level 3 access provides options to report on required COVID-19 reporting (including SARS-CoV-2 point-of-care antigen test data, and other on-site COVID-19 laboratory testing data) UTIs, MRDOs (including CDI), and PPE Use. Your Mobile Soft Token is registered to you, not your facility. You can change your email address and facility access. You need to log in at least once in 365 days to keep your access.

| 1. Prepare |
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Before you request your SAMS Level 3 Access, be sure that you have at least one other user who can enter data for your facility. Confirm they can log in and enter with their own username/password. Getting SAMS Level 3 Access could take up to 4 weeks. NHSN has said you will maintain access but it is best practice to have at least one back-up user at all times.

| 2. Email NHSN* |
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*You may skip this step (Proceed to Step 3) if NHSN has already reached out to you to start this process.

> To: nhsn@cdc.gov
>
> Subject: LTCF Enhancing Security
>
>
> Hello,
>
> My name is [NAME] and I am with [FACILITY NAME] (FacID: [5 Digit Facility ID]). I would like to get Level 3 SAMS access and would like to request the identity proofing email be sent to me.
>
> [INSERT SIGNATURE]

## 3.  SAMS Identity Proofing Email

You  will receive the identity proofing email (Subject: CDC: SAMS Partner Portal – Identity Verification Request) from SAMS (sams-no-reply@cdc.gov), usually within a few days from request. Busy times could mean it may take a little longer. Be sure to keep an eye on your spam/junk folder too.

There are now options to verify your identity and obtain secure access. In the email identity verification email that you receive, it will be quickest to verify your identity with the Experian Precise ID Check. Once your ID is verified then you will receive another email about how you can securely log in. If for some reason you wish to provide identity paperwork and have it notarized (or Experian validation does not work), please see our other guidance document on the previous process.

In the past, SAMS had mailed plastic grid cards to verified users, but more recently, they are using the Entrust Mobile Soft Token app. When they give approval, you will put the app on your Smartphone and when you log in you will receive a unique code to enter. Until you get approval the app will not work to log in.