Federal Select Agent Program Training

Agriculture Select Agent Services (USDA/APHIS)
Division of Select Agents and Toxins (HHS/CDC)
Bioterrorism Risk Assessment Group (FBI/CJIS)
Secure Access Management Service (SAMS)
User Registration Overview
User Registration Overview

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.
User Registration Overview

Definition

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 driver’s licenses, as part of the SAMS on-boarding process. The ID proofing process is designed to verify their identity.

The Federal Select Agent Program is using the SAMS to ensure that only authorized users have access to the system.
Secure Access Management Services (SAMS)

Identity verification (Identity proofing / ID proofing) is required by U.S. law for federal government agencies like CDC to perform an identity verification (identity proofing) on each person before giving them access to secure information. This check helps to protect you and your entity data.

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 eFSAP.

User is someone who has completed 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 to e-FSAP after a user has been successfully identity proofed. AA’s are staffed by people who are part of the e-FSAP program.

Proofing Agent is an individual authorized to conduct in-person identity verification (proofing) for applicants to SAMS and/or program activities. At this time, authorized proofing agents are limited to notaries.

CDC Proofing Authority is a group within the CDC that checks your identification verification form and any supporting documentation for completeness and accuracy with respect to the actual ID that was used for verification by the proofing agent.
SAMS REGISTRATION PROCESS

CDC Identifies potential eFSAP User

SAMS generates and sends a personalized email invitation to applicant.

Applicant submits registration information and creates password.

Applicant prints the identity verification request form and takes the document to a convenient Proofing Agent.

Applicant signs the request form in the presence of the proofing agent and supplies their date of birth.

Applicant photocopies both ID documents and any required supporting materials and sends via secure upload, RightFax or regular mail.

Proofing Authority verifies documentation is correct and complete and marks user as proofed.

SAMS notifies waiting program AAs that an applicant is ready for access adjudication.

SAMS generates email notifications to the user informing them of their SAMS account activation and activity access authorization(s).
SAMS User Registration Process and Access to e-FSAP
1. **ONCE A SAMS APPLICATION ADMINISTRATOR INITIATES YOUR REGISTRATION, YOU WILL RECEIVE AN EMAIL WITH A LINK, USERNAME, AND TEMPORARY PASSWORD TO START THE REGISTRATION PROCE.
SAMS User Registration Process (cont.)

2. USE THE USERNAME AND PASSWORD PROVIDED IN YOUR INVITATION EMAIL AND ENTER INTO THE SAMS CREDENTIALS LOGIN BOX.
SAMS User Registration Process (cont.)

3. **READ AND ACCEPT THE RULES OF BEHAVIOR**

In the image, there is a webpage showing the User Rules of Behavior for SAMS. The text on the page reads:

**User Rules of Behavior**

**CDC SAMS User Rules or Behavior**

**Overview**

Secure Access Management Service (SAMS) is a U.S. federal government computer system that provides secure, remote access to one public CDC application for use by authorized personnel. Users should ensure that they have no expectation of privacy as defined by the Computer Fraud and Abuse Act, and should not use the system for any purpose other than those for which it is intended. SAMS users must agree to the following rules of behavior:

**User Responsibilities and Rules of Behavior**

- **SAMS users are required to:***
  - Keep their account private and not share it with others.
  - Safeguard their password and any other secure information.
  - Make sure their account is not left open or unattended.
  - Change their password at regular intervals.
  - Not use their account for any unauthorized purposes.
  - Use the system only for official business.
  - Not use the system for personal gain or benefit.
  - Not disclose their password or any other secure information.
  - Not use the system for any illegal or unauthorized purposes.

**User Acknowledgement and Agreement**

I have read and understand the SAMS User Rules of Behavior and agree to abide by them. I acknowledge that any use of the system is subject to federal, state, and local laws, and that any unauthorized use may result in legal actions.

For questions or concerns, please contact the SAMS Help Desk between the hours of 8:00 AM and 5:00 PM EST Monday through Friday (excluding U.S. federal holidays) at the following...
SAMS User Registration Process (cont.)

4. REGISTRATION

[Image of SAMS registration form]

- User ID
- First name
- Last name
- Middle name
- Email
- Home Address
- Organization Name
- Organization Address
- Primary Phone
- Alternate Phone

- Password
- Confirm Password
- Question:
  - Q1
  - Q2
  - Q3
  - Q4
  - Q5
- Answer:
  - A1
  - A2
  - A3
  - A4
  - A5
SAMS User Registration Process (cont.)

5. A CONFIRMATION SCREEN WILL DISPLAY ONCE YOU HAVE COMPLETED ALL THE REQUIRED FIELDS AND SUBMITTED.
SAMS User Registration Process (cont.)

6. **WITHIN AN HOUR YOU SHOULD RECEIVE AN EMAIL FROM SAMS-NO-REPLY(CDC) WITH THE SUBJECT OF CDC: SAMS PARTNER PORTAL - IDENTITY VERIFICATION REQUEST FORM.**

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**CDC User Identity Verification Request Form**

*Version 2.0*

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**Applicant**

Name:

Primary Phone:

Alternate Phone:

Identification Number:

**Applicant to complete:**

Printed Name: __________________________

Date of Birth: __________________________

Signature: ______________________________

Today's Date: __________________________

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**Proofing Agent - Notary**

**Proofing Agent - Notary Instructions:**

The individual presenting this form is requesting access to potentially sensitive Public Health information and information systems operated by the U. S. Centers for Disease Control and Prevention. Federal law requires such requests to be verified prior to granting access authorization.

You are being asked to assist in this important verification process.

- **Step 1:** Please examine the Primary Photo Identification document listed below as presented by the requester. If the ID is unexpired and, in your opinion, appears legitimate, please compare the photo to the individual in front of you. If, in your opinion, the photo matches the person, please check the identity document type and record the document number.

- **Step 2:** Please examine the Secondary Identification document listed below as presented by the requester. If the document is unexpired and, in your opinion, supports the Primary Photo Identification and appears legitimate, please check the identity document type and record the document number.

- **Step 3:** If you are a Notary Public, please also include your stamp/seal. If you are a designated CDC Proofing Agent, please provide your CDC email address or SAMS ID.

**Applicant's Primary Photo Identification Document from List A (please choose only one):**

- State Issued Driver's License - ID Card Number: __________________________
- Passport - Passport Card Number: __________________________
- U.S. Military ID Card Number: __________________________
- U.S. Employment Authorization Card Number: __________________________
- Certificate of Birth Abroad Number: __________________________

**Applicant's Secondary Identification Document from List B - must be different than the Primary Photo ID listed above (please choose only one):**

- State Issued Driver's License - ID Card Number: __________________________
- Passport - Passport Card Number: __________________________
- U.S. Military ID Card Number: __________________________
- U.S. Employment Authorization Card Number: __________________________
- Certificate of Birth Abroad Number: __________________________
- **Certified U.S. Birth Certificate Number:** __________________________

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**Photocopy of IDs:**

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**Proofing Agent - Notary Printed Name:** __________________________

**Proofing Agent - Notary Signature:** __________________________

**CDC Email Address or SAMS ID (if applicable):** __________________________

Today's Date: __________________________
7. PRINT THE EMAIL/FORM AND FOLLOW INSTRUCTIONS PROVIDED

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**Proofing Agent - Notary to complete:**

Applicant's Photo Identity Document (please choose only one):

- State Issued Driver's License - ID Card Number

- U.S. Passport or Passport Card Number

- U.S. Military ID Card Number

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**Photocopy of ID:**

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**Proofing Agent - Notary Printed Name:**

**Proofing Agent Notary Signature:**

CDC Email Address or SAMS ID (if applicable):

**Today's Date:**

**For Notaries Only:**

- Notary Commission Expiration Date:

- Notary Stamp - Seal (required):

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**Proofing Agent:**

**Notary:**

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**Proofing Agent Instructions:**

The individual presenting this form is requesting access to potentially sensitive Public Health information and/or information systems operated by the U.S. Centers for Disease Control and Prevention. Federal law requires each requestor's identity to be verified prior to receiving authorization for access. You are being asked to assist in this important verification process.

- **Step 1:** Please examine one of the photo identification types listed below as presented by the requestor. If the ID is unexpired and, in your opinion, appears legitimate, please compare the photo to the individual in front of you. If in your opinion, the photo matches the person, please check the identity document type and record the document number. Please then sign and date this document as indicated below.

- **Step 2:** (If you are a Notary Public, please also include your stamp/seal. If you are a designated CDC Proofing Agent, please provide your CDC email address or SAMS ID.)
SAMS User Registration Process (cont.)

8. PRIOR TO COMPLETING THE NEXT STEPS, PLEASE BE SURE TO READ ENTIRE DOCUMENT AND ALL INSTRUCTIONS BEFORE TAKING ACTION.

9. COMPLETE THE APPLICANT SECTION IN THE INCLUDED FORM.

10. TAKE THE PRINTED FORM, ALONG WITH APPROPRIATE PHOTO IDENTITY DOCUMENTATION TO A PROOFING AGENT (A NOTARY PUBLIC OR CDC EMPLOYEE). HAVE THEM VERIFY YOUR IDENTITY AND COMPLETE THE 'PROOFING AGENT - NOTARY' SECTION. THE CDC PROOFING AUTHORITY WILL REQUIRE YOU TO PROVIDE A PHOTO ID WITH YOUR CORRECT HOME ADDRESS TO COMPLETE THEIR VALIDATION.

11. IF THE ADDRESS DOES NOT MATCH, FOR EXAMPLE BECAUSE YOU RECENTLY MOVED, PLEASE SUBMIT A PHOTOCOPY OF A UTILITY BILL, PAY Stub, VOTER REGISTRATION CARD OR OTHER DOCUMENT WHICH DISPLAYS YOUR CURRENT HOME ADDRESS AND CAN BE USED FOR VALIDATION.  YOUR LEGAL NAME ON YOUR IDENTIFICATION MUST ALSO MATCH WHAT WAS PROVIDED IN SAMS.

12. A COPY OF THE PHOTO ID USED FOR THE PROOFING AGENT MUST BE SUBMITTED WITH YOUR APPLICATION PACKET.
12. SUBMIT THE COMPLETED FORM AND ALL REQUIRED SUPPLEMENTAL DOCUMENTS TO SAMS BY FOLLOWING INSTRUCTIONS PROVIDED IN EMAIL.

ACCEPTABLE MECHANISMS FOR SUBMISSION ARE:

Upload a single PDF that includes all of your proofing documentation (form, scan(s) of identification, notary stamp, supplemental documentation, etc.) *Preferred Method

Fax: Toll Free: 877-681-2899

Mail: Centers for Disease Control and Prevention
Attn: Proofing Authority
1600 Clifton Road
MS K-94
Atlanta, GA 30329
13. IF YOU UPLOAD YOUR DOCUMENTATION YOU WILL RECEIVE AN EMAIL NOTIFICATION WHEN YOUR DOCUMENTATION HAS BEEN SUCCESSFULLY DELIVERED TO THE CDC PROOFING AUTHORITY. OTHERWISE YOU WILL NOT RECEIVE A NOTIFICATION UNTIL YOUR DOCUMENTATION IS REVIEWED.

14. ONCE SUBMITTED THE CDC PROOFING AUTHORITY WILL PROCESS YOUR APPLICATION. THIS PROCESS COULD TAKE UP TO TWO WEEKS. UPON APPROVAL THE FEDERAL SELECT AGENT PROGRAM WILL BE NOTIFIED THAT YOUR APPLICATION WAS COMPLETED AND ACCEPTED ALLOWING SYSTEM ACCESS TO BE GRANTED. IF THERE IS AN ISSUE WITH YOUR SUBMISSION YOU WILL RECEIVE AN EMAIL WITH DETAILS OF THE ISSUE.

15. ONCE SYSTEM ACCESS HAS BEEN COMPLETED YOU WILL RECEIVE AN E-MAIL WITH INSTRUCTIONS TO ACCESS THE SYSTEM.
ID Proofing Best Practices

1. Complete the Applicant Section in the attached form - part of the information has been pre-filled for you based on the information you supplied during registration.

2. Take the printed form, along with appropriate photo identity documentation to a Proofing Agent: a Notary Public or person specifically designated by CDC to conduct identity verification, or a CDC employee. Have them verify your identity and complete the 'Proofing Agent - Notary' Section. Acceptable forms of identification are listed in the table below:

*You must provide one (1) unexpired document from List A and one (1) additional unexpired document from List B. A copy of each ID must be included in your submission.

<table>
<thead>
<tr>
<th>List A - Primary Photo ID</th>
<th>List B - Secondary ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver’s license or ID card issued by a state or outlying possession of the US</td>
<td>Driver’s license or ID card issued by a state or outlying possession of the US</td>
</tr>
<tr>
<td>U.S. Passport or U.S. Passport Card</td>
<td>U.S. Passport or U.S. Passport Card</td>
</tr>
<tr>
<td>U.S. Military ID</td>
<td>U.S. Military ID</td>
</tr>
<tr>
<td>U.S. Permanent Resident Card</td>
<td>U.S. Permanent Resident Card</td>
</tr>
<tr>
<td>Employee ID Card issued by your organization that includes: Your name, Your organization name, Your photo</td>
<td>State-issued Voter ID or Registration Card</td>
</tr>
<tr>
<td>State-issued Voter ID or Registration Card</td>
<td>Certification of Birth Abroad issued by the U.S. Department of State</td>
</tr>
</tbody>
</table>
3. Confirm the photo ID being submitted contains your home address information. If the photo ID being used does not include your home address, for example if a U.S. Passport is used, please submit a photocopy of a utility bill, pay stub, voter registration card or other document which displays your current home address and can be used for validation.

4. Confirm the home address information on your photo ID, or other supplemental documentation, matches the home address you provided when you registered with SAMS. If the address does not match, for example because you recently moved, please submit a photocopy of a utility bill, pay stub, voter registration card or other document which displays your current home address and can be used for validation.

5. Submit the completed form via Upload or Fax, along with photocopies of your identity documentation and any supplemental documentation needed, to SAMS by following the instructions below.
Helpful Tips for Proofing Process

Consistency Counts
The purpose of Identity Verification is to establish that you are who you claim to be. In order to complete this process, the information you provide must be accurate and consistent. Here are some ways to make the process run smoothly:

- Upload your documentation via the SAMS website. For step-by-step instructions on how to upload a document, please reference this guide. Submissions via fax or standard mail take much longer to process.
- If the name on your ID does not match the name you used during registration (you got married; you had a legal name change; etc.), you'll need to provide supporting documentation with your request form - for example: a copy of your marriage license or order of legal name change. Your name in SAMS must reflect your current legal name.
- If the address on your ID does not match the address you used during registration (you moved), you'll need to provide supporting documentation with your request form - for example: a copy of your voter registration card or a utility bill in your name that shows the new address. Your address in SAMS must reflect your current home address.

If you have any questions about what is required, please contact the CDC Proofing Authority at the SAMS Help Desk using the information provided below.
Helpful Tips for Proofing Process (cont.)

Make Legible Photocopies
In order to speed you through the Identity Verification process, please ensure that your documents copy, scan, and fax cleanly. Specific things you can do include:

• Select the 'Enlarge' option when photocopying your ID - 50 or 100 percent enlargements help make your documents more legible.
• Ensure good contrast and clarity on your original photocopy before you fax.
• Set your scanner or fax to a high dpi or 'fineness' setting - the bigger the better.
• If an embossed notary stamp is used, please darken the impression with a pencil so it will be clearly visible when scanned.

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
Frequently Asked Questions? (FAQs)
Why do I need to present identity documents to a Notary Public?

• In order to provide individuals with access to non-public information, U.S. law requires the identity of potential users to be verified.

• The process requirements followed by CDC have been defined by the National Institute of Standards and Technology and are required for access to all CDC non-public applications.
Is the identity verification process similar to a background check?

• No, identity verification is only used to confirm that you have registered using your true identity and that no one else is attempting to impersonate you.
The name I entered on the SAMS registration form does not match my photo ID. What do I do?

• If the name on your photo ID does not match the name used during registration (i.e. if you were recently married or divorced), you must supply, as appropriate, a legal change of name certification, marriage certificate, etc.

• If a birth certificate is provided as documentation the name on the certificate must match the name provided in SAMS or additional documentation, marriage or divorce certificate, must be provided to explain the discrepancy.

• Please photocopy all required supporting materials along with your photo ID and send them with your completed form.

• Questions regarding acceptable supporting documentation may be directed to CDC’s Proofing Authority Help Desk – samshelp@cdc.gov
The address I entered on the SAMS registration form does not match my photo ID (or photo ID doesn’t contain address). What do I do?

• If the address on your photo ID does not match the address used during registration (i.e. if you recently moved) or if your photo ID does not contain an address, you must supply additional supporting documentation in your name such as a utility bill or voter registration card.

• Your address entered in SAMS must be a valid home address as important mail will be sent to you as part of the SAMS onboarding process.

• Please photocopy all required supporting materials along with your photo ID and send them with your completed form.

• Questions regarding acceptable supporting documentation may be directed to CDC’s Proofing Authority Help Desk – samshelp@cdc.gov
I registered with SAMS a week ago but have not received an email containing the identity verification form. Why not?

- Your SPAM filter may have blocked the email. Check your spam folder and/or speak with your organizations IT administrator.
- If you have not received the identity verification email, request it be resent to you by contacting the SAMS Help Desk at Phone: (877) 681-2901 SAMS or email: samshelp@cdc.gov.
FAQs

Can I access multiple applications protected by SAMS without having to reregister/proof?

- SAMS users who have registered and have 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.
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 SAMS Help Desk to have your account reactivated.
Will my password ever expire?

- Yes, if you do not login to the account within one year, your account password will expire and you will need to contact the SAMS Help Desk to have it reset.
What is the CDC address that I should add to my Trust List within my email?

- SAMS@CDC.GOV
Points of Contact

For issues with the registration process contact:
SAMS Help Desk
Monday-Friday, 8:00AM to 6:00PM EST
Excluding U.S. Federal Holidays
877-681-2901
samshelp@cdc.gov

Questions related to this training can be directed to
dsatsamshelp@cdc.gov.
Q & A
Federal Select Agent Program Training

For more information, please contact the Federal Select Agent Program

Telephone: 301-851-3300 Option 3 (USDA) or 404-718-2000 (CDC)
E-mail: AgSAS@aphis.usda.gov (USDA) or lrsat@cdc.gov (CDC)
Web: http://www.selectagents.gov