



SAMS

Quick Reference Guide - What is AMS and how to use it

The 'AMS Login' feature can only be used by employees and contractors of the U.S. Department of Health and Human Services (HHS) or one of its offices or agencies (example CDC, NIH, OIG etc.) who have a valid and active HHS AMS account. AMS cannot be used by external partners (non-government users) to access CDC protected applications.

1.0

This guide has been designed to provide HHS users accessing SAMS with a high level overview of the 'AMS Login' feature.

This Guide Covered:

- 1.0 – AMS/SAMS Overview FAQs
- 2.0 – AMS Login for SAMS e-Auth Level 1 & 2 rated applications
- 3.0 – AMS Login for SAMS e-Auth Level 3 rated applications
- 4.0 – AMS Login for SAMS step-up authentication
- 5.0 – Common Issues/Error messages

Please note: This document was designed as a quick reference guide to help users login to AMS and access a SAMS protected CDC application. For more detailed information about AMS please visit <https://ams.hhs.gov/amsApp/help/AMSHelp.html>. For additional information about SAMS please visit <https://sams.cdc.gov> and login to access the 'Links' section on the SAMS Partner Portal.

1. AMS Overview/Introduction

What is AMS?

The Access Management System (AMS) is the primary user authentication portal used to access computer systems and software applications at the U.S. Department of Health and Human Services (HHS). Very similar to how SAMS protects applications at the CDC, AMS protects applications at HHS. Unlike SAMS however, which only protects CDC applications, AMS also protects many applications that are owned and managed by agencies and offices considered part of the HHS family.

What are the benefit of a SAMS integration with AMS?

- Removes ID proofing requirement for all employees which are part of the HHS family of agencies and offices.

- Allows SAMS Activity Administrators (AA) to easily select and assign SAMS activities to any employee within the HHS agency family. This can easily be done directly through the SAMS console
- Allows employees to login to AMS using their HSPD-12 Access Card (PIV), AMS credentials or, if integrated, the network credentials of the employee's agency.
- Allows SAMS to easily protect CDC applications that have only external users, only internal users, or a mixture of both populations.

How does the SAMS integration with AMS work?

The SAMS integration with AMS works through the setup of a trusted relationship, called Federation, between the two systems and applies only to HHS employees who need access in SAMS. When you visit a SAMS protected application SAMS will challenge you to authenticate (or prove you are who you claim to be). HHS employees will select the option to authenticate using AMS. This will take them to the AMS site (<https://iam.cdc.gov>) where they will successfully authenticate using one of the three options listed. After a successful authentication the trusted relationship between SAMS and AMS will redirect the user back to the SAMS protected application they need to access or the SAMS Partner Portal, based on what the user was originally attempting to access.

What are the requirements necessary for me to use AMS for access to SAMS?

By integrating with AMS, SAMS is no longer involved in the authentication process for HHS staff. As a result all AMS login requirements for HHS staff apply when trying to access SAMS. At a high level these rules include:

- HHS staff must be active within the HHS AMS system and have been issued an HSPD-12 PIV card that has been inducted into the HHS AMS system.
- For access to e-Auth level two rated SAMS protected applications HHS staff must access AMS using their HSPD-12 PIV card, their AMS credentials, or their OpDiv AD credentials (if setup). AMS credentials or OpDiv AD credentials can be used but not both.
- For access to e-Auth level three rated SAMS protected applications HHS staff must access AMS using their HSPD-12 PIV card. This requires the user have their PIV card in their possession and know the associated PIN. The AMS One-time-Password (OTP) option found on the SAMS home page can also be used assuming it has been setup.

Please note: For more information on the setup of the AMS One-Time-Password (OTP) please read the related guide found on the SAMS login page associated with the OTP login option.

Is SAMS still protected my application now that I authenticate against AMS?

Yes. Although it may seem that SAMS is less involved now that AMS handles the authentication of HHS staff, SAMS is still protecting your CDC applications. There is no change to how your SAMS protected application technically interact with SAMS. This is possible through the trusted

relationship called Federation that has been setup between AMS and SAMS and the existing setup between SAMS and the CDC application you need access to.

2.0 Using AMS to access a SAMS protected application - e-Auth Level 1 & 2

Good To Know...

Electronic Authentication, or e-Auth, refers to the process of establishing a confidence in a electronic user's identity. As the e-Auth level assigned to an application increases, for example between e-Auth Level 1 and 2, the need to trust the user who is accessing the application also increases. This is important because it dictates the credentials that a user must use to login and gain access.

As a general rule you can always use a high credential to access a lower e-Auth rated application. The reverse is not true.

Minimum options to authenticate and access an e-Auth Level 1 or 2 rated SAMS protected application via AMS are:

- **AMS credentials** (username/password)
- **OpDiv Active Directory (AD) credentials** (if configured)

1. Visit SAMS at <https://sams.cdc.gov> or go directly to your application using the published application specific URL. Regardless of the option you use, the SAMS main login page will be displayed.

The screenshot displays the SAMS login interface. At the top, there is a CDC logo and navigation links. A search bar is located in the upper right. Below the header, a warning message is present. The main content area is titled "Choose a login option" and is divided into two columns: "External Partners" and "HHS Staff".

External Partners:

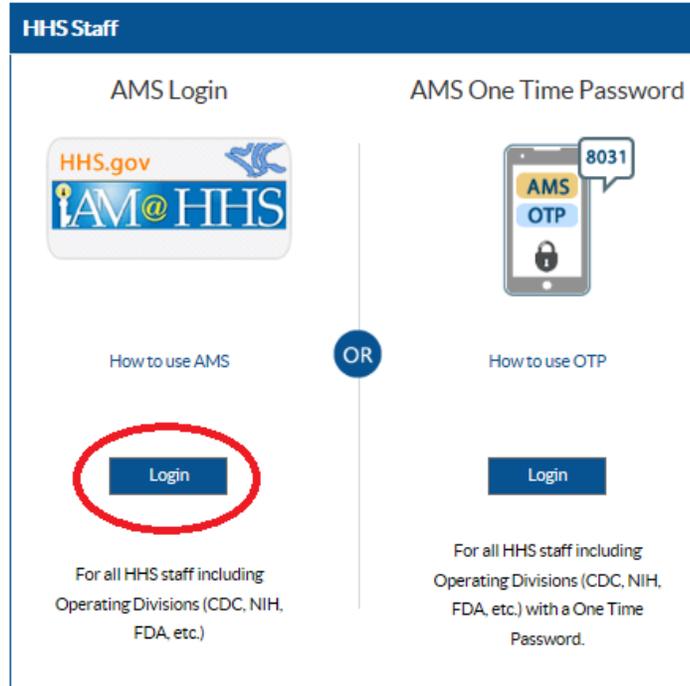
- SAMS Credentials:** Includes fields for "SAMS Username" and "SAMS Password", a "Login" button, and a "Forgot Your Password?" link. A note specifies: "For External Partners who login with only a SAMS issued UserID and Password."
- SAMS Grid Card:** Includes a "Login" button and a note: "Click the Login button to sign on with a SAMS Grid Card." A note specifies: "For External Partners who have been issued a SAMS Grid Card."

HHS Staff:

- AMS Login:** Includes a "Login" button and a note: "For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.)"
- AMS One Time Password:** Includes a "Login" button and a note: "For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.) with a One Time Password."

At the bottom of the page, there are links for "SAMS User Guide / Frequently Asked Questions / Identity Verification Overview", social media icons, and footer information including "SAMS Help Desk" contact details and "U.S. Department of Health & Human Services" information.

- As an employee of HHS or one of its agencies (for example the CDC) select the AMS Login option under the heading of HHS Staff.



Please note: For more information on the setup and use of the AMS One-Time-Password (OTP) option please read the related guide found on the SAMS login page associated with the OTP login.

- The AMS login page will be displayed with three option available for use.

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4. To access a SAMS e-Auth level 1 or 2 rated application you must use, at a minimum, the middle (Network Credentials) or right (AMS credentials) login option.



Login Methods to AMS

<p>HSPD-12 Access Cards ?</p> <p>Insert your HSPD-12 Access Card in your smart card reader before you try to login.</p> <p>Login</p> 	<p>Network Credentials ?</p> <p>Applies to: ACF, ACL, AHRQ, CDC/ATSDR, CMS, HRSA, IHS, NIH, OIG, OS, PSC, SAMHSA</p> <p>Select OpDiv: <input type="text" value="Select one..."/></p> <p>Network Username: <input type="text" value="Username"/></p> <p>Network Password: <input type="password" value="Password"/></p> <p>Login</p>	<p>AMS Credentials ?</p> <p>AMS Username: <input type="text" value="Username"/></p> <p>AMS Password: <input type="password" value="Password"/></p> <p>Login</p> <p>First-time AMS User? Forgot AMS Username? Forgot AMS Password?</p>
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Please Note: The network credentials option must be setup for your Agency in order use. See the 'applies to' note to see if your Agency is listed.

5. Follow the on screen AMS login procedures to authenticate using your network credentials or AMS credentials. Following a successful AMS authentication you will be seamlessly passed to your SAMS protected application or the SAMS Partner Portal.

Good To Know...

If you have problems authenticating to AMS or have AMS specific questions you will need to escalate to AMS for support. Click the 'Need Help?' option on the AMS homepage. The SAMS team and SAMS Helpdesk are unable to assist with AMS specific login issues.

3.0 Using AMS to access a SAMS protected application - e-Auth Level 3

Good To Know...

Electronic Authentication, or e-Auth, refers to the process of establishing a confidence in a electronic user's identity. As the e-Auth level assigned to an application increases, for example between e-Auth Level 2 and 3, the need to trust the user who is accessing the application also increases. This is important because it dictates the credentials that a user must use to login and gain access.

As a general rule you can always use a high credential to access a lower e-Auth rated application. The reverse is not true.

Minimum options to authenticate and access a e-Auth Level 3 rated SAMS protected application via AMS are:

1. **HSPD-12 Issued PIV card** (this is generally what people consider their agency badge)
2. **AMS One-Time-Password (OTP) option** (must be setup prior to use)

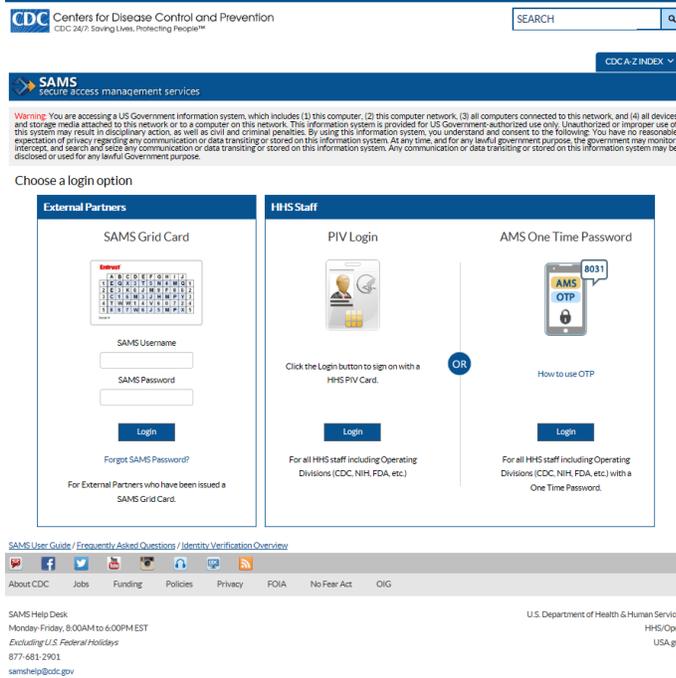
1. Visit SAMS at <https://sams.cdc.gov> or go directly to your application using the published application specific URL. Depending on the method you will see two different login pages.

If you visit <https://sams.cdc.gov> you will see the main SAMS login page:

The screenshot shows the SAMS login page with the following elements:

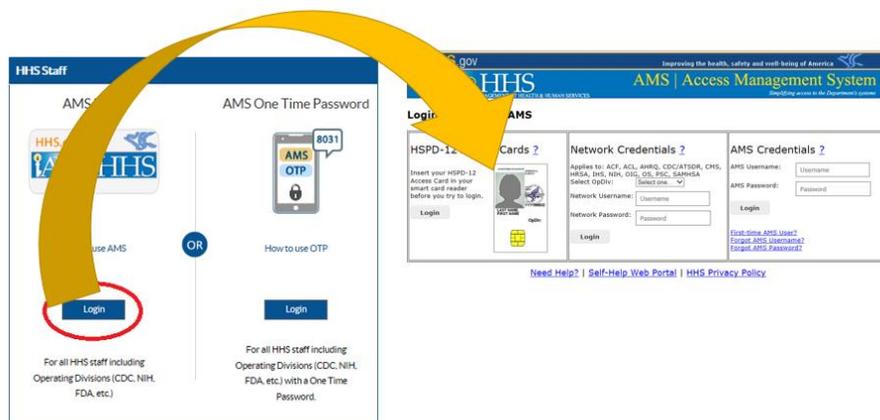
- Header:** CDC Centers for Disease Control and Prevention logo and a search bar.
- SAMS Logo:** SAMS secure access management services.
- Warning:** A notice about accessing a US Government Information system.
- Choose a login option:** A section with two main categories: External Partners and HHS Staff.
- External Partners:**
 - SAMS Credentials:** Includes fields for SAMS Username and SAMS Password, a Login button, and a link for "Forgot Your Password?".
 - SAMS Grid Card:** Includes a "Click the Login button to sign on with a SAMS Grid Card" instruction and a Login button.
- HHS Staff:**
 - AMS Login:** Includes a "How to use AMS" instruction and a Login button.
 - AMS One Time Password:** Includes a "How to use OTP" instruction and a Login button.
- Footer:** Includes social media icons, a navigation menu (About CDC, Jobs, Funding, Policies, Privacy, FOIA, No Fear Act, OIG), SAMS Help Desk contact information, and U.S. Department of Health & Human Services information.

If you visit your e-Auth Level three application URL directly you will see the SAMS Level 3 login page:

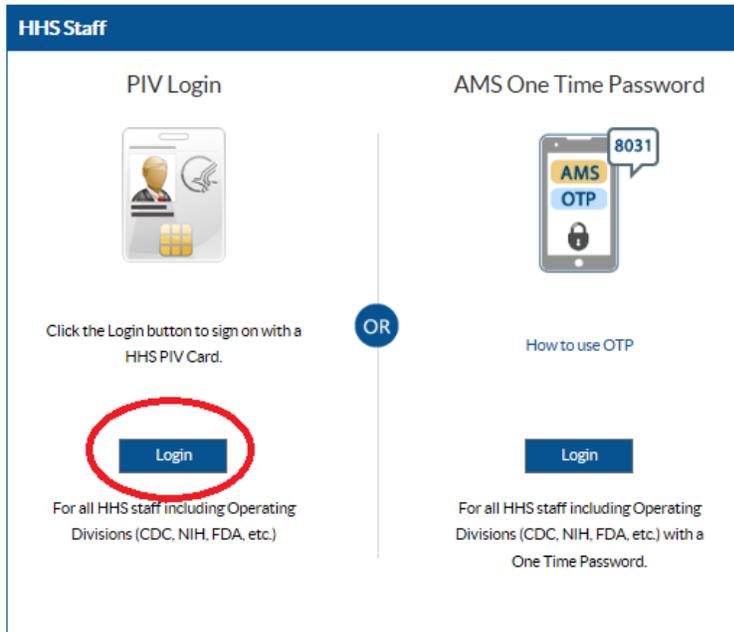


- As an employee of HHS or one of its agencies (for example the CDC) select the HHS staff option to login using your HHS PIV card. Depending on your access method you will see the following:

Screen 1 (select PIV login on AMS screen for authentication)



Or Screen 2 (direct authentication with no AMS login screen presented)



Please note: For more information on the setup and use of the AMS One-Time-Password (OTP) option please read the related guide found on the SAMS login page associated with the OTP login.

3. Follow the on screen AMS login procedures to authenticate using your network credentials or AMS credentials. Following a successful AMS authentication you will be seamlessly passed to your SAMS protected application or the SAMS Partner Portal.

Good To Know...

If you have problems authenticating to AMS or have AMS specific questions you will need to escalate to AMS for support. Click the 'Need Help?' option on the AMS homepage. The SAMS team and SAMS Helpdesk are unable to assist with AMS specific login issues.

4.0

Using the AMS Login for SAMS step-up authentication

At time, HHS staff who have already authenticated to SAMS, may be required to 'step up' and re-authenticate for access to applications or roles that hold a higher e-Auth level rating.

For example, if a user initially authenticated against AMS to access a SAMS e-Auth 2 rated application but later required access to an e-Auth level 3 rated application during the same visit. In this situation SAMS would force the user to re-authenticate using AMS before being allowed access to the e-Auth 3 resource.

The SAMS step-up page is shown below. This page still leverages AMS for authentication using either the PIV or OTP options.

Warning: You are accessing a US Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for US Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transmitted or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this information system. Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.

Choose a login option

The screenshot shows two main login paths: 'External Partners' and 'HHS Staff'. Under 'External Partners', there is a 'SAMS Grid Card' option with a grid of characters and input fields for 'SAMS Username' and 'SAMS Password', followed by a 'Login' button and a 'Forgot SAMS Password?' link. Below this is a note: 'For External Partners who have been issued a SAMS Grid Card.' Under 'HHS Staff', there are two options: 'PIV Login' with a PIV card icon and a 'Login' button, and 'AMS One Time Password' with a smartphone icon showing 'AMS OTP' and '8031', followed by a 'Login' button. An 'OR' separator is between the two HHS Staff options. Below the HHS Staff options is a note: 'For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.)'.

[SAMS User Guide](#) / [Frequently Asked Questions](#) / [Identity Verification Overview](#)

Good To Know...

On the SAMS Partner Portal application links that require e-Auth level 3 credentials are highlighted with an astrick (*) as seen in the screenshot below. Depending on how the user logged in this might force step-up authentication when the link is selected.



5.0

Common Issues & Error Messages

Given the tight integration between SAMS and AMS it can sometime be difficult to determine which system an issue or error is related to and who's the appropriate point-of-contact (POC).

Pages:

As a general rule escalations should target the Helpdesk associated with the application where the issue occurred. In most situations the association will be clear and the related Helpdesk (SAMS or AMS) information will be displayed.

Escalate to SAMS for issues related to the following pages:
SAMS Level 2 Login

CDC Centers for Disease Control and Prevention
 CDC 24/7. Saving Lives. Protecting People™

SEARCH

SAMS
 secure access management services

Warning: You are accessing a US Government information system which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for US Government authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transmitted or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this information system. Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.

Choose a login option

External Partners

SAMS Credentials

SAMS Username
 SAMS Password

OR

Click the Login button to sign on with a SAMS Grid Card

SAMS Grid Card

OR

HHS Staff

AMS Login

OR

AMS One Time Password

SAMS User Guide / Frequently Asked Questions / Identity Verification Overview

About CDC Jobs Funding Policies Privacy FOIA No Fear Act OIG

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

U.S. Department of Health & Human Services
 HHS Open
 USA.gov

SAMS Level 3 Login

SAMS
 secure access management services

Warning: You are accessing a US Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for US Government authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transmitted or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this information system. Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.

Choose a login option

External Partners	HHS Staff	
<p>SAMS Grid Card</p>  <p>SAMS Username <input type="text"/></p> <p>SAMS Password <input type="password"/></p> <p>Login</p> <p>Forgot SAMS Password?</p> <p>For External Partners who have been issued a SAMS Grid Card.</p>	<p>PIV Login</p>  <p>Click the Login button to sign on with a HHS PIV Card.</p> <p>Login</p> <p>For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.)</p>	<p>AMS One Time Password</p>  <p>How to use OTP</p> <p>Login</p> <p>For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.) with a One Time Password.</p>

[SAMS User Guide](#) / [Frequently Asked Questions](#) / [Identity Verification Overview](#)

SAMS Portal Pages

SAMS
 secure access management services

Menu

- SAMS Admin
- My Profile
- Logout

Links

- SAMS User Guide
- SAMS User FAQ
- Identity Verification Overview

My Applications

AWS

- AHWSReadOnly-SAMS *

Identity Manager

- SAMS Test Group L3 *

SAMS Test Group L1

- SAMS Test Group L1 #

SAMS Test Group L2 LongName

- SAMS Test Group L2

* Strong credentials required.

Escalate to AMS for issues related to the following pages:

AMS Login Page

HHS.gov Improving the health, safety and well-being of America

IAM@HHS IDENTITY & ACCESS MANAGEMENT AT HEALTH & HUMAN SERVICES

AMS | Access Management System Simplifying access to the Department's systems

Login Methods to AMS

<h4>HSPD-12 Access Cards ?</h4> <p>Insert your HSPD-12 Access Card in your smart card reader before you try to login.</p>  <p><input type="button" value="Login"/></p>	<h4>Network Credentials ?</h4> <p>Applies to: ACF, ACL, AHRQ, CDC/ATSDR, CMS, HRSA, IHS, NIH, OIG, OS, PSC, SAMHSA</p> <p>Select OpDiv: <input type="text" value="Select one..."/></p> <p>Network Username: <input type="text" value="Username"/></p> <p>Network Password: <input type="text" value="Password"/></p> <p><input type="button" value="Login"/></p>	<h4>AMS Credentials ?</h4> <p>AMS Username: <input type="text" value="Username"/></p> <p>AMS Password: <input type="text" value="Password"/></p> <p><input type="button" value="Login"/></p> <p>First-time AMS User? Forgot AMS Username? Forgot AMS Password?</p>
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AMS Portal Pages

HHS.gov Improving the health, safety and well-being of America

IAM@HHS IDENTITY & ACCESS MANAGEMENT AT HEALTH & HUMAN SERVICES

AMS | Access Management System Simplifying access to the Department's systems

Logged in as: Accessibility Mode Enable Disable

[Home](#) | [Link/Delink Applications](#) | [My AMS Profile](#) | [External User Management](#)

Welcome, _____

Select from the list of links below to access your applications. [Customize your list](#) by linking or delinking available applications.

<h4>Restricted Access, HHS Network</h4> <p>HHS PI Survey- Personal Information Update: Your Contribution to Data <input type="button" value="OTP"/></p> <p>HHS Identity Portal (Service to retrieve previously issued encryption keys) <input type="button" value="OTP"/></p>	<h4>Announcements</h4> <p>ATTENTION FEDERATED APPLICATION OWNERS: The AMS Post-Prod environment will be updating certificates on Wednesday October 19th, between 3pm and 6pm. Please contact amstesting@deloitte.com if you need assistance loading new metadata during this time</p>
<h4>Open Access, Internet</h4> <p>WCD Applications</p>	

HSPD-12 Access Card Required One-Time Password or HSPD-12 Access Card Required Internet Explorer Required

Errors

Examples of some common SAMS and AMS generated error messages are included below. For assistance with these errors escalate to the appropriate Helpdesk.

SAMS Federation Error – indicates a general issue with the technical handshake between AMS And SAMS. Escalate to the SAMS Helpdesk

Secure Access Management Services (SAMS)

Federation Access Request Failure: You have attempted to access a resource that does not exist or for which you do not have authorization. Please check your request and try again. If you feel that you have received this message in error or 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) at the following:

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

SAMS Access Error – indicates you are currently not allowed to access. This could be because your SAMS access hasn't been setup yet. Escalate to the SAMS Helpdesk

Secure Access Management Services (SAMS)

Access Request Failure: You have attempted to access a resource that does not exist or for which you do not have authorization. Please double check your request and try again.

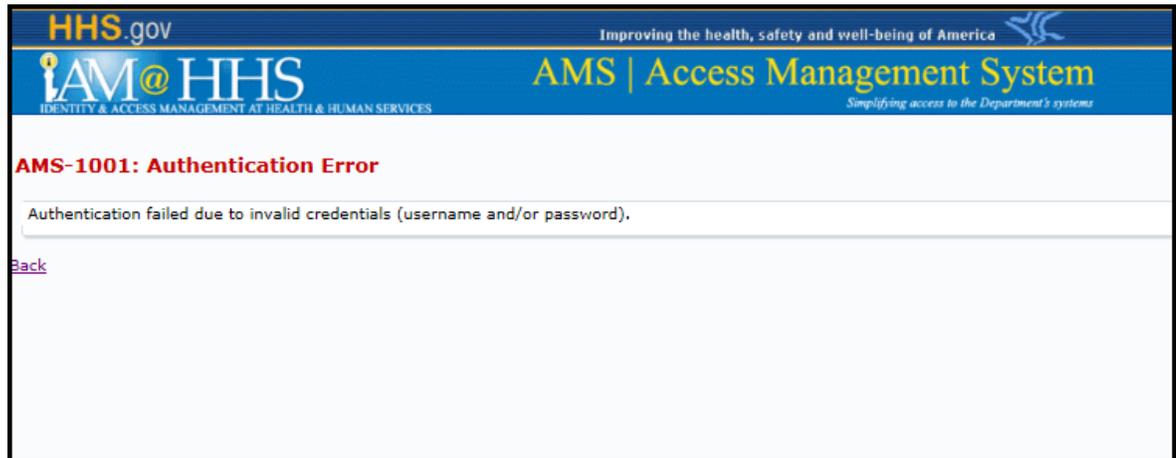
If you feel that you have received this message in error or if you have any questions or concerns, please contact the SAMS Help Desk between the hours of 8:00 AM and 8:00 PM EST Monday through Friday (excepting U.S. Federal holidays) at the following:

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

SAMS Login Error – indicates you attempted to login to SAMS when, as a HHS staff member, you must authenticate using AMS. Retry authentication using the option labeled ‘HHS Staff’.

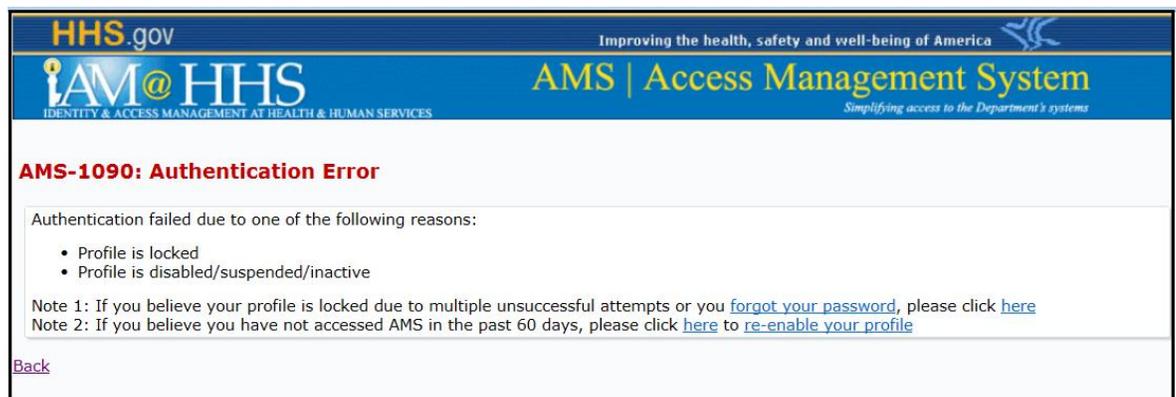
The screenshot shows the SAMS (Secure Access Management Services) login page. At the top left is the CDC logo with the text "Centers for Disease Control and Prevention" and "CDC 24/7. Saving Lives. Protecting People™". To the right is a search bar. Below the header is a blue banner with the SAMS logo and the text "secure access management services". A red box highlights an error message: "Access Request Failure: The authentication credentials that you entered could not be verified. If you have forgotten your password, please click the Forgotten Password link below. Note: After three (3) failed authentication attempts, your account will be locked for one (1) hour." Below this is a warning: "Warning: You are accessing a US Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for US Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system. Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose." Below the warning is the heading "Choose a login option". There are two main sections: "External Partners" and "HHS Staff". The "External Partners" section is crossed out with a large red 'X'. It contains two options: "SAMS Credentials" (with a keyboard icon, input fields for "SAMS Username" and "SAMS Password", a "Login" button, and a "Forgot Your Password?" link) and "SAMS Grid Card" (with a grid card icon, a "Login" button, and a note to "Click the Login button to sign on with a SAMS Grid Card"). The "HHS Staff" section contains two options: "AMS Login" (with the "HHS.gov" logo, the "IAM@HHS" logo, a "How to use AMS" link, a "Login" button, and a note "For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.)") and "AMS One Time Password" (with a smartphone icon showing "AMS OTP" and "8031", a "How to use OTP" link, a "Login" button, and a note "For all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.) with a One Time Password"). At the bottom of the page are links for "SAMS User Guide / Frequently Asked Questions / Identity Verification Overview", social media icons, and a footer with "About CDC", "Jobs", "Funding", "Policies", "Privacy", "FOIA", "No Fear Act", "OIG", "SAMS Help Desk" (Monday-Friday, 8:00AM to 6:00PM EST, Excluding U.S. Federal Holidays, 877-681-2901), and "U.S. Department of Health & Human Services" (HHS/Open, USA.gov).

AMS Authentication Error – indicates an issue with your login credentials. Retry login. Escalate to AMS if required.



The screenshot shows the top of the AMS interface with the HHS.gov logo and the text "Improving the health, safety and well-being of America". Below this is the "IAM@HHS" logo and "IDENTITY & ACCESS MANAGEMENT AT HEALTH & HUMAN SERVICES". To the right is the "AMS | Access Management System" logo and "Simplifying access to the Department's systems". The main content area displays the error message: "AMS-1001: Authentication Error" in red, followed by "Authentication failed due to invalid credentials (username and/or password)." and a "Back" link.

AMS Account Locked Error – indicates an issue with your login credentials. Following the Note 1 and Note 2 instructions or escalate to AMS if required.



The screenshot shows the top of the AMS interface with the HHS.gov logo and the text "Improving the health, safety and well-being of America". Below this is the "IAM@HHS" logo and "IDENTITY & ACCESS MANAGEMENT AT HEALTH & HUMAN SERVICES". To the right is the "AMS | Access Management System" logo and "Simplifying access to the Department's systems". The main content area displays the error message: "AMS-1090: Authentication Error" in red, followed by "Authentication failed due to one of the following reasons:" and a bulleted list: "Profile is locked" and "Profile is disabled/suspended/inactive". Below the list are two notes: "Note 1: If you believe your profile is locked due to multiple unsuccessful attempts or you forgot your password, please click here" and "Note 2: If you believe you have not accessed AMS in the past 60 days, please click here to re-enable your profile". A "Back" link is at the bottom.

For more information or assistance, please 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: 1-877-681-2901

Email: samshelp@cdc.gov