



SAMS

Identity Verification Overview

Introduction

If you are reading this guide, it probably means that you have been (or will be) asked to provide proof of your identity for access to some type of public health data or computer application operated by the U.S. Centers for Disease Control and Prevention (CDC). This guide will talk about the process (called **Identity Verification** or **Identity Proofing**), the way it works within the SAMS Partner Portal, and why it is needed.

Your SAMS Partner Portal Account

These days, almost everyone conducts some form of business online – tasks like banking and shopping come easily to mind. In most cases, however, before you can buy a book or pay a bill for the first time, you will be asked to register and create a user account. The account you create can then be used to customize your experience and to help keep your information safe so that someone else can't conduct business in your name. Many of the partner-facing computer applications at CDC work in a similar way. Before you can use certain applications or access certain types of data, you will be required to establish an account with the SAMS Partner Portal. In addition, if the specific information or application that you will be using is considered sensitive or 'non-public' you may also be asked to prove that you are who you say you are as part of the account registration process.

What is meant by sensitive or non-public information?

A computer application is typically considered sensitive or non-public if the work that it does or the information it contains could cause loss, embarrassment, or harm if it was misused or widely known. Examples include:

- An application used to place orders for medical supplies
- Details about a person's health or medical condition
- Details about a company's trade secret

If you are to be given access to this type of application or information, U.S. law requires that you first prove that you are who you claim to be and, by extension, that you are the person that should be working with this information. This is where Identity Verification comes in.

What is Identity Verification?

Identity Verification, also called Identity Proofing, is a formal process for establishing that you are who you claim to be and then **linking** that proof to your SAMS Partner Portal account.

The law requires that you provide proof of your identity each time you access non-public information. By signing-in to an application with your SAMS Partner Portal account, you are taking a shortcut while still meeting this requirement. These same types of shortcuts happen all the time – For example, before you could check out a book at your local library, you probably had to show proof of residence for your area. By signing up for a library card and providing this proof once, you have met the requirement. Now, by simply showing your library card, you can get the books you want without having to re-prove your residency each time. Your SAMS Partner Portal account works the same way.

If it is expected that you will be working with non-public information, you have two options to prove your identity. The process to validate your identity may happen when you first register for your SAMS Partner Portal account or it may happen later if your access changes. Either way, the process and the requirements are the same.

What's the Process for Identity Verification?

If the computer application(s) you will be accessing via SAMS contain non-public information, you will automatically receive an Identity Verification Request from the CDC Proofing Authority following your successful registration. This request will be sent via email from sams-no-reply@cdc.gov and include instructions and options for completing the identity verification process. The process to identity proof depends on the option you select.

Option 1 - Experian

Using a secure interface, you will provide Experian your Social Security Number (SSN) and Date of Birth (DOB). This information is sent directly to Experian and is NOT stored or saved by SAMS/CDC. Experian will attempt to validate your information and may ask you a series of questions based on your credit history. There is no impact on your credit score or credit worthiness. This is the fastest and most secure method to complete the SAMS identity proofing process.

The steps to identity proof using Experian consists of 3 basic steps (see Diagram below):

1. After completing the SAMS registration, you will receive an email titled 'Identity Verification Request' which outlines the identity proofing options. Select Experian by clicking the provided URL or copy/paste the URL into your browser. You will be taken to SAMS and required to login using your username (email address) and associated password created during your SAMS registration.
2. On the 'SAMS Self ID Proofing' screen, validate the information captured during your SAMS registration and enter your social security number (SSN) and date-of-birth (DOB). Check the two boxes acknowledging the associated agreements.

Please note: *Provided information is sent directly to Experian and not captured or stored by SAMS. Also, at any point you can exit the Experian process if you'd prefer to not provide this information.*

After clicking 'submit' Experian will work to validate your information and return five (5) questions that will need to be answered correctly. These questions are based on your credit history and are used by Experian to validate your identity.

3. If Experian successfully validates your identity, SAMS will immediately update your profile and move to the next step in the on-boarding process. If Experian cannot validate your identity, you can retry the process (up to 3 times) or complete verification using Option 2. In many situations Experian will be unable to validate your identity based on the information provided and your credit history. This does NOT indicate an issue with your credit report or credit worthiness.

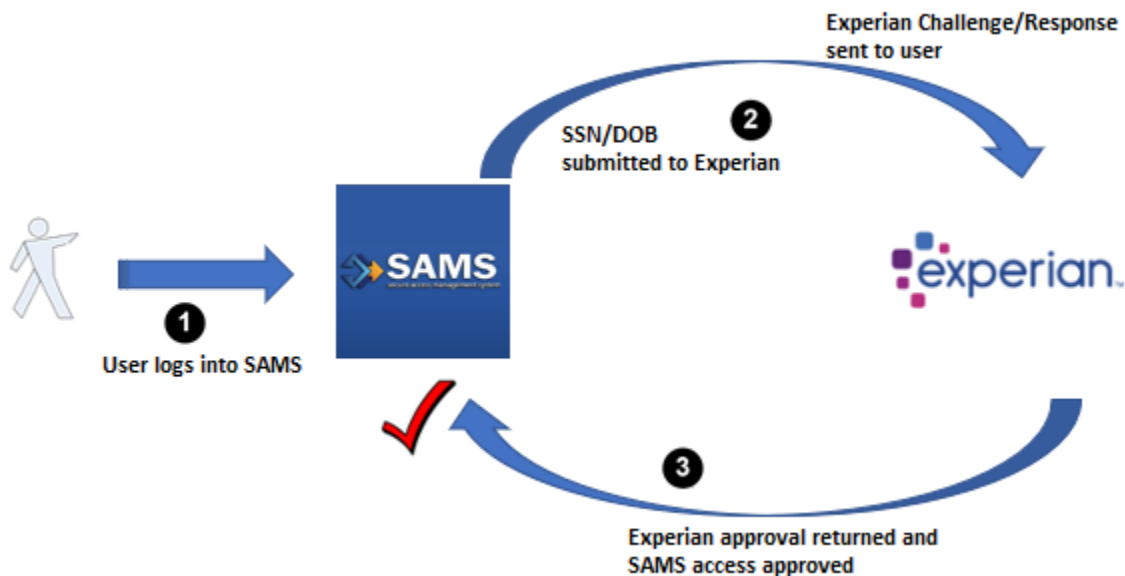


Diagram 1: Basic User Identity Verification using Experian process

Option 2 – Document Review

You will be required to complete a form included at the bottom of the identity verification instructions email. This form, along with appropriate identification, will need to be reviewed by a notary or other trusted third party and copies submitted to CDC via secure upload or by mail. Once received by CDC, it will be reviewed and validated. This process can take several weeks to complete depending on volume and how the documentation is sent to CDC.

The steps to identity proof using the Document Review process consist of 3 basic steps (see Diagram below):

1. After completing the SAMS registration, you will receive an email titled 'Identity Verification Request' which outlines the identity proofing options. This email will contain the steps to completing the Document Review process. At the bottom of this email is a form that will need to be completed and submitted along with requested identity documentation.
2. You must print the form and take it, along with your Photo ID(s), to a Proofing Agent for review and completion. A notary public, CDC employee, or a Program designed proofing agent (DPA)

setup by certain SAMS Programs, must review your documentation.

3. The completed form, copies of appropriate identity documentation, and approval by a proofing agent must then be sent to the CDC using a secure upload or mailed to CDC. Once received your documentation will be reviewed and validated. If approved your SAMS profile will then move to the next step in the on-boarding process.

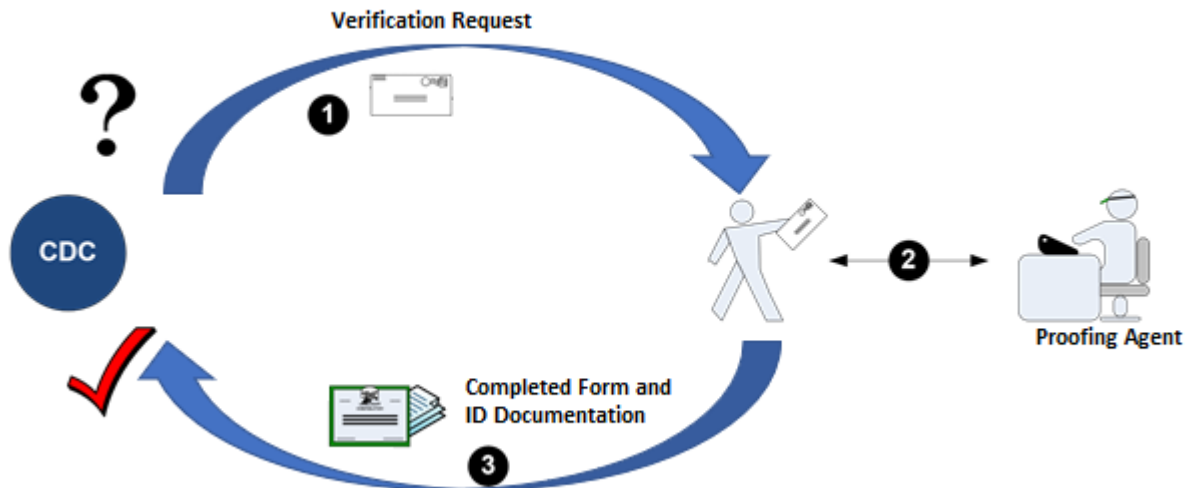


Diagram 2: Basic User Identity Verification using Document Upload process

How Do I Get help?

Help is available from your CDC program or directly from the SAMS Help Desk. You can reach 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

You can also find additional information in the SAMS User FAQs published on the SAMS Homepage at <https://sams.cdc.gov>.