

# SAMS Login Help

**All users of the DVP Partners Portal must log in through CDC's Secure Access Management Services (SAMS).** This is the process to ensure you are securely logging into the DVP Partners Portal and that your data remains secure. Once you have received an email confirming you have been approved and now have access, you will be able to log into SAMS. If you are having difficulty logging in, please review the instructions below to find answers to common questions. If you do not see an answer to your question about logging in, contact the [SAMS Help Desk](#).

## Where do I log in?

Go to <https://sams.cdc.gov> and enter your username and password under the External Partners Section.

The screenshot shows the SAMS login interface. At the top, there is the CDC logo and the text "Centers for Disease Control and Prevention" with the tagline "CDC 24/7: Saving Lives. Protecting People™". A search bar is located in the top right corner. Below the CDC header is the SAMS logo and the text "secure access management services". A warning banner is present, stating that the system is provided for Government-authorized use only and that unauthorized use is prohibited. Below the warning, the user is prompted to "Choose a login option". There are two main sections: "External Partners" and "HHS Staff". Under "External Partners", there are two options: "SAMS Credentials" and "SAMS Grid Card". The "SAMS Credentials" option includes a keyboard icon, input fields for "SAMS Username" and "SAMS Password", a "Login" button, and a link for "Forgot Your Password?". Below this, it specifies that this is for External Partners who login with only a SAMS issued UserID and Password. The "SAMS Grid Card" option includes a grid card icon, an "OR" separator, and a "Login" button. Below this, it specifies that this is for External Partners who have been issued a SAMS Grid Card. Under "HHS Staff", there are two options: "AMS Login" and "AMS One Time Password". The "AMS Login" option includes the HHS.gov logo, a "How to use AMS" link, a "Login" button, and specifies that this is for all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.). The "AMS One Time Password" option includes a smartphone icon displaying "AMS OTP" and "8031", a "How to use OTP" link, a "Login" button, and specifies that this is for all HHS staff including Operating Divisions (CDC, NIH, FDA, etc.) with a One Time Password. A purple arrow points to the "SAMS Username" input field.

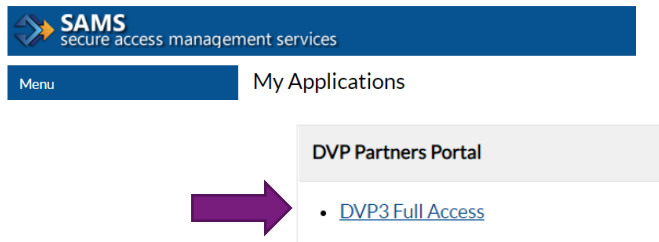
## I forgot my password

Click on [Forgot Your Password?](#) to reset it. If you enter an incorrect password multiple times, your account may be locked. If your account is locked, please contact the SAMS Help Desk for assistance.

## What do I select once I have logged in?

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When you log in, you will select DVP3 Full Access under My Applications. It will direct you to the DVP Partners Portal Home Page.



If you do not see DVP3 Full Access under My Applications, it is not yet part of your profile and you do not have access to the DVP Partners Portal. **In this case, contact your Project Officer for assistance.**

## When the SAMS Help Desk Cannot Help

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The SAMS Help Desk DOES NOT handle the following requests:

- Adding users to SAMS and the DVP Partners Portal
- Removing users from SAMS and/or the DVP Partners Portal
- Assigning Programs to you in the DVP Partners Portal
- Time-out issues
- Missing/lost data
- Error messages in the DVP Partners Portal

**In these cases, please contact your assigned Project Officer for assistance.**

**Please do not email Lisa Martin, Marc Humphrey, James Osborne, or Ryan Schneider. These individuals cannot help you if you are outside of CDC.**

## SAMS User Guide and FAQ

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Refer to the [User Guide for CDC's SAMS Partners Portal](#) for information on the registration process, who to contact when you have issues, and pointers for navigating the application.

Refer to the [SAMS FAQ](#) to get answers to questions about the registration and proofing process.

## SAMS Help Desk Contact Information

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Hours: Monday through Friday 8:00 AM to 6:00 PM EST

Phone: 877-681-2901

Email: [samshelp@cdc.gov](mailto:samshelp@cdc.gov)

**If the SAMS Help Desk cannot help you with your issue, please contact your assigned Project Officer for assistance.**