Keep it Simple.
A Guide to Adding and Deleting Users in NHSN and Changing Your NHSN Facility Administrator

Promotions, lengthy absences and resignations can result in disruption to your NHSN monthly data entry.

This guide is designed to help you make changes in your NHSN reporting staff easy and simple to manage.
Key facts to Remember About Users and SAMS Cards

- The SAMS card that is issued belongs to the staff member and not the facility.
- If the staff member leaves, their card goes with them and can be used by them in other facilities.
- Any staff member who leaves your facility must be deleted in NHSN as a user.
- If the designated NHSN Facility Administrator, or Key Contact, changes, that person must also be deleted in the system, but may require written notification to NHSN in some situations.

Your first step, however, is to ensure that you always have more than one staff member who can enter monthly data to insure consistent compliance with the regulation for tracking Infection Prevention and Control.

I. Adding Users

Every facility should have at least 2 staff members who have SAMS cards, and are trained to enter data. That insures minimal disruption to the monthly data entry process.

Each user is assigned specific tasks/rights they are permitted to perform, and the system will only permit them to carry out those designated tasks.

As things change, the NHSN Facility Administrator can add and delete users, as well as change user responsibilities (rights).

Start

The NHSN Facility Administrator first meets with the new user. The new user selects the email address they would like to use for their registration and access. Their work email is recommended. The email address is the primary way SAMS and NHSN will communicate with users.

A. The NHSN Facility Administrator then enters the new user in the NHSN system and assigns their rights/responsibilities. This will prompt an email response from SAMS to the new user.
B. The new user will receive a welcome email from NHSN (nhsn@cdc.gov). The email will provide a link to the Rules of Behavior. You will be asked to read and accept the Rules of Behavior. Remember, this is a secure site and you may access and input PHI and PII, and an expectation of respect and confidentiality is part of working in the NHSN system.

C. Next, you will receive a welcome email from SAMS (sams-no-reply@cdc.gov), along with instructions for the SAMS registration and card.

   NOTE: Application process must be completed in 30 days of receiving the email.

D. At the bottom of the email, SAMS has provided an ID and a temporary password to use to enter the SAMS Partner Portal to begin the registration process:

SAMS Registration

Sign into the link using your email and temporary password. This will be the only time you will use this portal to enter your identification.

E. Now, you will enter your personal and facility information. Complete all boxes. Be certain to use the identical name spelling and address listed on the identifying document copies, (coming up next in Identity Confirmation), you will be sending on to SAMS. Everything must match!

F. Part of this section prompts you to create your own new password and security questions. They are case sensitive, so be sure to secure the password and questions where you can refer to them when necessary.

G. Once your information is submitted to complete the registration, you will receive an email from SAMS instructing you to complete the identity confirmation part of the registration.
Identity Confirmation/Identity Verification

A. Print out the email and the attachment at the bottom, and complete that attached form.

B. Select the personal identification forms that have the exact same spelling and same home address that you entered on your registration form. Your identity verification requires you to send two forms of ID that are NOT expired. Your photo ID must have your home address on it.

Select one ID form from each column, noting those on List A require a photo ID.

<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 U.S.</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>State-issued Voter ID or Registration Card</td>
<td>Certification of Birth Abroad issued by the U.S. Department of State</td>
</tr>
<tr>
<td>Original or Certified copy of birth certificated issued by state, county, municipal authority</td>
<td></td>
</tr>
</tbody>
</table>

C. Print out and gather all the ID materials and the form and have the documents notarized (notary endorsed seal stamp). Many facilities have a notary on site, so be sure to check before you go off site to locate one.

Submit Materials

When completed, you can digitally upload, fax or mail the required materials (form, copy of IDs, and supporting documentation):

- **The most efficient method is digital upload.** Those instructions are in the SAMS confirmation email.
- **Fax:** Toll Free Number: 1- 877- 681-2899
- **Mail:** Centers for Disease Control and Prevention
  Attn: Proofing Authority
  1600 Clifton Road N.E
  Mailstop K-94
  Atlanta, GA 30333
  
  - If you mail or fax your documents, you should contact SAMS help desk to verify the receipt and readability of submitted documents: **SAMShelp@cdc.gov**

Once your documents have been processed, you will receive an e-mail from SAMS indicating that your account has been activated and you are an authorized user. You should receive your SAMS card in about two weeks delivered by the U.S Postal Service to your home address. If you have not received your SAMS card by that time, you can contact them at: **SAMShelp@cdc.gov**

In the email, be sure to include the email address you listed on the form, your contact information, and the name and address of the facility.
Your SAMS card arrived!

Once your NHSN Facility Administrator has entered the responsibilities (rights) the new user will have in NHSN, they can then train the new user in the process. If there is no one available on site for training, just contact your QIO representative for your data entry training.

II Changing Your NHSN Facility Administrator (Key Contact)

The NHSN Facility Administrator is the Key Contact person between the facility and NHSN. This position oversees the process, and determines access to the facility’s information in NHSN, for example:

• Add, edit and delete facility data
• Adding or removing NHSN users for the facility
• Manages each user’s activities by what tasks (rights) they are permitted to perform in the system
• Nominates (joins) groups for sharing data
• Run analysis and reports
• Re-assign the role of NHSN Facility Administrator (Key Contact).

Chart on page 8 has general listing of rights for each type of user.

Therefore, NHSN must be notified whenever there is a change in the facility’s key contact. Without the NHSN Facility Administrator, no new users can be added, which is why it is important to have additional users on staff for compliance until a new key contact is identified.

This can be done in two ways:

• Prior to leaving the position, the Key Contact can go into the system and assign a current user to be the new NHSN Facility Administrator. This assures continuity for the monthly data entry while the change is made.
• If the Key Contact leaves without appointing someone else, OR, if a new staff member is selected, the process below is followed.
Notification Process

A. Notify NHSN in writing of the change in the key contact. Using the sample letter below, change the italicized items to match your facility information. Then, copy the completed letter onto your facility letterhead and have your facility administrator sign the letter.

Fax the letter to NHSN: 404-929-0131.

Sunflower Healthcare
49 Brick Road, Sunflower, SC 22222
1 123 456 7890

Today’s Date
National Healthcare Safety Network (NHSN)
Center for Disease Control and Prevention

RE: Enrollment Process/Request for Change for NHSN Facility Contact

This letter is to notify you of a change in the designated NHSN Facility Administrator/Key Contact for Sunflower Healthcare, Sunflower, SC.

Please remove Abby Rhodes as the designated NHSN Facility Contact.

The new NHSN Facility Administrator/Key Contact will be William Simpson
Business email address
Business phone number
CCN# 100000
NHSN ID# 99999

William does NOT have a SAM’s card but is prepared to complete the application process once the change is complete.

—OR:

William already has a SAM’s card and is a designated user.
Please forward any future correspondence to him.

If there is any additional information you need regarding this request for change, please contact both William and me directly.

Thank you for your assistance.

Best wishes,

Administrator’s Name
Administrator’s Title
Administrator’s email address
Administrator’s phone number
B. The facility and the new NHSN Facility Administrator will receive emails confirming the change to the new Key Contact, and deletion of the previous.

- If the new Key Contact does not have a SAMS card, they will follow the same process as any other new user (see: Adding Users). They will receive emails from NHSN and SAMS with the information to begin the registration.
- If the new Key Contact already has a SAMS card, they can proceed in that role once the change is confirmed.

It is important that all new Key Contacts become familiar with their responsibilities/rights and those of their users, and know how to make user related changes in the NHSN system.

At a Glance...

General Rights and Responsibilities of All User Types

<table>
<thead>
<tr>
<th>Rights and Responsibilities</th>
<th>NHSN Facility Administrator (Key Contact)</th>
<th>NHSN User with Administrative Rights</th>
<th>NHSN User</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAMS Registration and Card</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Enter and View Data in NHSN, Including Reporting Plan, Summary Data and LabID Events</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>NHSN Key Contact</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Add and Deactivate Locations</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Add and Delete Residents</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Analysis, Generate Reports</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Lead for Overseeing/Completing • Enrollment • Set-up • Data Collection and Management • Quality Checks</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nominate or Join Groups for Data Sharing</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Enroll a Facility into NHSN</td>
<td>X</td>
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</tr>
<tr>
<td>Add a New NHSN Component</td>
<td>X</td>
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<tr>
<td>Reassign the Role of Facility Administrator</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add and Deactivate Users</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add and Delete Facility Data</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
IN NHSN

Under “Users” in the Navigation Bar, the new Key Contact can look up each user, see their “rights”, and determine if any changes need to be made. This is also the location where users can be added and deleted as necessary.

It is highly recommended that there be at least two staff members who can enter data at each facility.

For any questions that may arise regarding users or any of the rights/responsibilities, contact your QIO Representative, or NHSN directly at NHSN@cdc.gov

Resources

Please note that there are resources on the CDC website for NHSN activities in the Long-Term Care Component:

https://www.cdc.gov/nhsn/training/index.html

SAMS Help Desk: 1-877-681-2901
Available Monday through Friday, 8am to 6pm EST

SAMS Help Desk email: samshelp@cdc.gov

NHSN email: NHSN@cdc.gov

Keep the name and phone number of your QIO representative handy: