CDC Import Permit Program

Guidance on SAMS Accounts and eIPP Information System Email

September 2023

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Changes/Highlights

Revisions: This is a living document subject to ongoing improvement. Feedback or suggestions for improvement are welcome. Submit comments directly to the Import Permit Program at importpermit@cdc.gov.

Revision History:
September 2023 – Initial posting

Introduction

Both SAMS and eIPP accounts are set up to only be used by a single individual. That individual is responsible for all actions performed in both SAMS and eIPP. If there is a security incident or issue, the sole responsibility would be on the individual assigned to the account. In addition, permits are issued to an individual and not to a group or organization. So, it is imperative that the accounts in SAMS and IPP are only assigned to the actual permittee in question. Otherwise, both the permit and the individual could be held accountable.

SAMS Account and eIPP Email Compliance

In order to ensure you are in compliance with SAMS account and eIPP terms of use, please ensure the following:

- Your account is only used and maintained by you as the responsible party.
- You use your primary email for both SAMS and eIPP. The email used to sign into SAMS is also your username that is passed on to eIPP for authentication.
- That primary email will also be associated with your IPP account and permits.

Note: When there is a conflict between these (an email mismatch), various issues arise within eIPP. Your SAMS account is automatically populated in the key fields and is disabled for change within the IPP system. In cases where you need to update or change your email, please follow the outlined process below.

Additionally, some permittees may have their SAMS account terminated for lack of use (usually if the permittee hasn't logged into SAMS for over a year). If this occurs, the permittee must re-sign up for a SAMS account. In this case, the existing account in IPP will still be active. If this occurs and you:

- **Reuse the same email address as before –**
  Once your SAMS account is complete, please send an email to eIPPSupport@cdc.gov asking to sync the new SAMS account with the existing eIPP account.

- **Sign up with a different email –**
  You will not have access to the previous eIPP account, applications, and permits that were associated with the original SAMS account.

Updating Personal Information

When you need to update your name or email, you must start the process in SAMS first.

SAMS:

SAMS allows you to update most of your personal information, except for your legal name. For name changes, you must submit a request to SAMSHELP@cdc.gov and provide any required documentation, such as marriage certificate, divorce decree, etc.

1. Login to SAMS.CDC.GOV.
2. Click on "My Profile" on the left-hand menu.

3. On the left-hand menu, you will have multiple tasks that you can enter to update information.

4. To update your email, click on "Change My Email". This will bring up a short form with the current email populated and a place for you to enter and submit the new email.

5. **The change is not instantaneous, and you will be sent an email confirmation of the submitted change. The email will also tell you that the change will occur over a 48 to 72-hour period. <u>Once you have submitted a name or email change, please also email eIPPSupport@cdc.gov letting us know so that we can ensure the system syncs correctly and your IPP Account is updated to match.</u>**

Helpful Resources

- Import Permit Program website: https://www.cdc.gov/orr/ipp/index.htm
- eIPP information system login: https://eipp.cdc.gov
- SAMS login: https://SAMS.cdc.gov
- Email us: importpermit@cdc.gov
- eIPP Support: eIPPSupport@cdc.gov