

TIPS FOR SAMS/MMRIA LOGIN

Some notes that you might find useful: **Please use Google Chrome browser in Incognito Mode and turn option Autofill Off.** This will minimize login issues.

1) Open Google Chrome in **Incognito Mode**. Recent updates in browsers are saving earlier passwords and attempting to apply them. Using Google Chrome Incognito Mode ensures credentials are not stored locally. Instructions below:

Using Incognito Mode in Chrome

1. Please close all open instances of the Google Chrome Browser.
2. Then start a new instance of Google Chrome, and open it in Incognito Mode.
3. Click the Chrome menu icon. (Three dots at top right of screen.)
4. Click the 'New Incognito window' menu-item.
5. Copy and paste your MMRIA Site URL (<https://ar-mmria.cdc.gov>) into the Google Chrome Incognito-Mode address-bar.

2) The **Autofill** feature in the browser is turned on by default, and automatically inserts values in fields when you simply tab over them. Please make sure that the Auto Fill Option is Turned Off. Link here to turn Auto-Fill Off: <https://support.iclasspro.com/hc/en-us/articles/218569268-How-Do-I-Disable-or-Clear-AutoFill-AutoComplete-Information->, or follow instructions below:

Turning Off Autofill in Chrome

1. Click the Chrome menu icon. (**Three dots** at top right of screen on the Google Chrome Toolbar)
2. Click on Settings.
3. In the 'Autofill' section, expand the area for which you wish to disable Autofill.
4. Toggle the setting OFF if it is on. The system will automatically save your settings.

Clearing Autofill Data in Chrome

1. Click the Chrome menu icon. (**Three dots** at top right of screen on the Google Chrome Toolbar)
2. Click on History, then click on History again in the menu that appears.
3. Select Clear browsing data.
4. If it is not already selected, click on the 'Advanced' tab.
5. At the top, choose 'All Time' option to clear all saved data.
6. Make sure that the 'Autofill Form Data' option is checked. If you wish to clear 'Passwords and other sign-in data', be sure to check that option as well.
7. Click 'Clear Data.'

Please note that even though I generate SAMS invitations, I don't have the permissions necessary to reset passwords. Calling the SAMS Helpdesk is usually the fastest way to request a password reset.

SAMS support recently suggested the following:

1. SAMS Helpdesk Phone#: **1-877-681-2901 (#5)** [8:00AM to 6:00PM EST], Email: samshelp@cdc.gov
2. Please call SAMS early in the morning. Mid-day is very busy for them.
3. Request a call-back from SAMS - that way you don't have to be on hold for long periods of time. The call-back is from the CDC Technical Support number: 404-639-6000.

4. Make sure to turn Auto Fill OFF in Google Chrome. That is the most frequent reason of invalid responses getting automatically submitted to SAMS - which leads to accounts being locked out.

5. Note that: The password-reset-questions you specify during your SAMS profile setup are case-sensitive.

6. While SAMS staff can unlock your account, they cannot reset your password. Only you can reset your password using the password recovery questions. If you have forgotten responses to your password-reset-questions - SAMS also has no way to access/recover your account. SAMS will have to delete and recreate your account due to security reasons. Please take a picture from your phone of your password-reset-questions/responses or write it down - so if and when you have to reset your password it will be more straightforward.

7. **After** you change your password, please close ALL browser windows. Next start Google Chrome in Incognito mode. Next login to the AR-MMRIA site (<https://ar-mmria.cdc.gov>).