News from the Dialysis NHSN Helpdesk
How to Update NHSN Access When Staff Change at Your Facility

Recommendations and Requirements to Manage NHSN Users

1. Get access to NHSN!

At least one staff member at the facility is required to be trained in and knowledgeable of how to report dialysis event data to NHSN. This is required regardless of whether electronic (clinical document architecture [CDA]) or manual methods are used to submit data. If your corporate organization reports on your facility's behalf, someone at the facility is still expected to review and verify what has been reported is complete and correct. Get access so you can easily review your data, run reports, and make corrections.

2. Have a backup user!

We recommend every facility have at least two users with administrative rights in NHSN. Not only does this simplify issues related to staff turnover, it helps to ensure someone can report data to meet reporting deadlines if the primary NHSN user is on leave.

3. Control who has access to your confidential data!

Once a user no longer requires NHSN access (e.g., he or she no longer works for the facility), deactivate his or her user profile immediately.
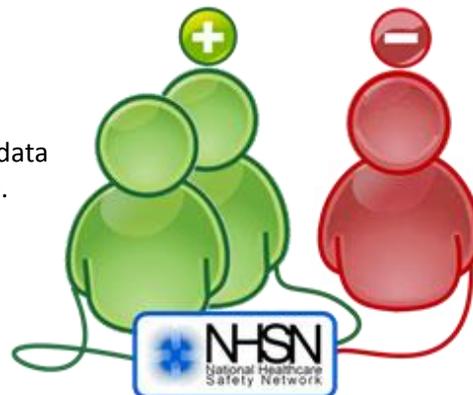
How to Add a New User in NHSN

To add an NHSN user, you must have administrator rights.

1. Log in to your NHSN facility.

2. On the navigation menu to the left of the screen, click **"Users,"** and then click **"Add."**

3. On the **Add User** screen, complete the required fields marked by an asterisk (*):
   - Create a unique User ID with any combination of 32 letters and/or numbers. This User ID is not used to access NHSN.
   - Enter her work email address. *Important: the user must use the same email address for SAMS registration.*

4. When all required fields are complete, click the **"Save"** button.
   - An invitation to CDC's Secure Access Management Services [SAMS] is automatically sent to the email address provided when the new user profile is saved.

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How to Add a New User in NHSN (continued)

5. On the **Edit User Rights** screen, assign the user NHSN rights under "Dialysis" (and Healthcare Personnel Safety, if that component is also in use).
   - It is recommended to have at least two users with administrative rights per org ID.

6. Click the **"Save"** button to assign the selected rights to the user.

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Troubleshooting:
If the new user does not receive an email with further instructions, please check the following:

- The user's email address submitted to NHSN is correct.
- The message is not in his or her "junk" folder.
- Emails from NHSN and CDC are permitted by the organization's spam filters.

How to Deactivate an Existing NHSN User

To deactivate an NHSN user, you must have administrator rights.

1. Log in to your NHSN facility.

2. On the navigation menu to the left of the screen, click **"Users,"** and then click **"Find."**

3. On the **Find User** screen, click the **"Find"** button. (Search criteria are not required).

4. Select the checkbox next to the name of the user to be deactivated and click **"Deactivate."**

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How to Deactivate an Existing NHSN User (continued)

5. Once deactivated, a confirmation message will display in the upper left corner of the screen:

NOTE: After deactivating the user, their name and information will remain on the user list; however, their **"Active"** status (far right column) will change from **'Y'** (Yes) to **'N'** (No).