



Quick Start Guide for Non-Federal Administrators

Helpful Information

SAM is the official **FREE government-operated website** – there is **NO** charge to register or maintain your entity registration record in SAM.

What is an Entity?

In SAM, your business or organization is referred to as an “Entity.” You can register your entity to do business with the U.S. Federal government by completing the registration process in SAM.

What can administrators do?

Administrators can create and update their organization’s records and can manage other users associated with their entity. Each entity can have more than one administrator.

What users can administrators manage?

Based on Dun & Bradstreet information, SAM maintains an organizational hierarchy for your entity. As an administrator, you can manage users at your entity and the entities at lower levels within your organization’s hierarchy.

Introduction to Being a SAM Administrator

How do I become an administrator?

If you need to be an administrator for an existing record, you can request the role by using the My User Roles - Request Roles with New Entity functionality in SAM. Also, another administrator with the entity or an agent with the Federal Service Desk can assign you an administrator role.

As an administrator, how do I manage users?

From your My SAM page, you can access your administrator functionality by selecting Entity Users from the sub-navigation menu.

From the Users List, you can:

- View a user’s profile information
- Give a user additional roles
- Remove a user’s roles
- Unlock a locked user’s account
- Approve or reject hierarchy registration requests

Hierarchy requests are displayed on the Entity Users – Pending Hierarchy Registration Requests page. If you approve a request, the user will have access to registration data for that entity and any entities lower in the organization. If you reject a request, the draft registration will be deleted and the user will not have roles with any entity in the organization.

You can also:

- Invite users to accept roles with your entity by selecting Invite User.
- View/delete invitations that you’ve sent by selecting Pending Sent Invitation.
- Approve/reject requests for roles from users by selecting Pending Role Requests.