

How to Troubleshoot ITAS-related Issues With AMS Tools

Timekeepers and coordinators can employ the AMS user search feature to troubleshoot basic problems associated with a user's ITAS access/settings in AMS.

Note: If you are an ITAS timekeeper or coordinator and your AMS homepage does not contain the "AMS User Search" link, please contact the ONE- helpdesk at 1-888-ONE-DHHS (663-3447) or email AMSHelp@hhs.gov.

1. Log into AMS at <https://ams.hhs.gov>. For quick and easy access to your applications, add this page to your browser favorites or create a desktop shortcut.
2. On your AMS homepage, click the "AMS User Search" link.

The screenshot displays the AMS homepage for Suzanne Burge. The header includes the HHS.gov logo and the text "Improving the health, safety and well-being of America". Below the header, the user is logged in as Suzanne Burge. The page features navigation tabs for "Home", "Link/Delink Applications", and "My AMS Profile". A welcome message reads "Welcome, Suzanne Burge" and instructs the user to select from a list of links to access applications. Two main sections are visible: "Restricted Access, HHS Network" and "Open Access, Internet". The "Open Access, Internet" section contains three links: "AMS User Search" (highlighted with a red box), "HHS Learning Portal", and "WCD Applications". At the bottom of the page, there are system requirements: "HSPD-12 Access Card Required" and "Internet Explorer Required".

3. On the "AMS User Search" page, enter your search criteria and click "Search."

Note: You may enter any combination of valid search terms in the available fields, including partial expressions (e.g., first three letters of last name, first letter of first name, partial HHSID).

- Entries are not case sensitive
- Entering more information limits the number of matching records returned by your search (e.g., complete first and last name)
- Entering less information returns broader results (e.g., last name only)
- Entering a complete HHSID will return a single matching record
- Entering a complete AMS username will return a single matching record

AMS User Search [What does this mean?](#)

Enter any combination of the search criteria below to find a user.

Find User

Last Name

First Name

AMS Username

Email Address

OpDiv

User Type

AMS Status

HHSID/XID

4. To proceed, click “Agree” on the “Data Protection Policy Statement” pop-up notice.

Data Protection Policy Statement ✕

This search allows you to look up the profiles (and associated information) of HHS employees, contractors, affiliates, as well as external AMS users. To proceed, you must accept the responsibility to protect the privacy of profile data by clicking on the “Agree” button.

**I. Troubleshooting Scenario 1:
User cannot log into AMS to access ITAS**

Under the “Search Result” header, locate the matching user record and look up the user’s “AMS Status” (must be “ENABLED”) and “SCMS Status” (must be “ACTIVE”).

To reactivate a user’s AMS status, advise the user to complete the process to re-enable their AMS profile and refer them to the “How to Re-enable a Disabled AMS Profile” job aid for detailed instructions.

To determine what caused a user’s deactivation in SCMS and take corrective action (if appropriate), advise the user to contact their local badging office.

Note: For additional information about user status settings, please refer to the appendix.

HHS.gov Improving the health, safety and well-being of America

iAM@HHS **AMS | Access Management System**
IDENTITY & ACCESS MANAGEMENT AT HEALTH & HUMAN SERVICES Simplifying access to the Department's systems

Logged in as: Suzanne Burge Accessibility Mode Enable Disable Logout

Home

AMS User Search [What does this mean?](#)

Enter any combination of the search criteria below to find a user.

Find User

Last Name

First Name

AMS Username

Email Address

OpDiv

User Type

AMS Status

HHSID/XID

Search Result

#	Last Name	First Name	User Type	HHSID/XID	AMS Status	SCMS Status	Roles Assigned	HSPD-12 Access Card Status	AMS Username
1	White	Kelly	Employee	9123456841	ENABLED	ACTIVE	HHSIDENTITYPORTA...	NotRequested	KELLY.WHITE

**II. Troubleshooting Scenario 2:
User does not see ITAS link on their AMS homepage**

Under the “Search Result” header, locate the matching user record and look up “Roles Assigned” by pointing your cursor at the respective column. In order for the application link to display on the user’s AMS homepage, this column must contain an ITAS entry.

If an ITAS entry is missing, please verify the user’s role assignment in ITAS and modify if necessary. Any changes synchronize automatically with AMS within 24 hours; if needed sooner, a user’s ITAS role can be assigned manually by an AMS administrator with ITAS role assignment permission.

Note: An inactive SCMS status will automatically remove all entries from the “Roles Assigned” column.

AMS User Search [What does this mean?](#)

Enter any combination of the search criteria below to find a user.

Find User

Last Name
 First Name
 AMS Username
 Email Address
 OpDiv
 User Type
 AMS Status
 HHSID/XID

Search Result

#	Last Name	First Name	User Type	HHSID/XID	AMS Status	SCMS Status	Roles Assigned	HSPD-12 Access Card Status	AMS Username
1	White	Kelly	Employee	9123456841	ENABLED	ACTIVE	HHSIDENTITYPORTA...	NotRequested	KELLY.WHITE

HHSIDENTITYPORTAL
 ITAS-IT-EMPLOYEE
 WCD-USER

**III. Troubleshooting Scenario 3:
What ITAS roles are assigned to the user?**

Under the “Search Result” header, locate the matching user record and look up “Roles Assigned” by pointing your cursor at the respective column. Each ITAS role assigned shows as a separate line item in the viewing window.

If the listed ITAS roles do not agree with the user’s expectation, please verify their role assignment in ITAS and modify if necessary. Any changes synchronize automatically with AMS within 24 hours; if needed sooner, a user’s ITAS role can be assigned manually by an AMS administrator with ITAS role assignment permission.

Note: An inactive SCMS status will automatically remove all entries from the “Roles Assigned” column.

AMS User Search [What does this mean?](#)

Enter any combination of the search criteria below to find a user.

Find User

Last Name

First Name

AMS Username

Email Address

OpDiv

User Type

AMS Status

HHSID/XID

Search Result

#	Last Name	First Name	User Type	HHSID/XID	AMS Status	SCMS Status	Roles Assigned	HSPD-12 Access Card Status	AMS Username
1	White	Kelly	Employee	9123456841	ENABLED	ACTIVE	HHSIDENTITYPORTA...	NotRequested	KELLY.WHITE

HHSIDENTITYPORTAL
ITAS-IT-EMPLOYEE
WCD-USER

Appendix

Table 1: Employee Type

Type	Description
Employee	Federal government employee
Contractor	Government contractor
Other Affiliates	Examples include fellows, visiting scholars, summer students, interns, etc.

Table 2: SCMS Status

SCMS Status Value	SCMS Status Description	AMS Access conditions
Active	User works for HHS	Allow access to AMS if AMS status is "Enabled"
Inactive	User no longer works for HHS	Deny access to AMS irrespective of AMS status

Table 3: AMS Status

AMS Status Value	AMS Status Description
Enabled	User's digital identity is active in AMS
Disabled	AMS profile is disabled due to inactivity of 60 days (AMS access is denied, but user profile, including application links, is maintained) User must complete re-enable process to access AMS
Suspended	Manually set by the AMS Tier 3 under prescribed circumstances, e.g., extended user leave (AMS access is denied, but user profile, including application links, is maintained) Requires AMS Tier 3 action to reactivate

Table 4: SCMS/AMS Status Scenarios

SCMS Status	AMS Status	When does this combination occur?	What does this mean to the user?	Actions to take
Active	Enable	User works for HHS User has an active identity in AMS	Access to AMS is allowed	User should be able to log into AMS; instruct the user to log into AMS to view and access ITAS Note: In addition to the SCMS and AMS Status values, the “Roles Assigned” column in the search results must list the user’s assigned ITAS role(s) in order for the user to have access to ITAS; if any or all ITAS entries are missing, the user’s role assignment must be updated in ITAS For general AMS login issues, direct the user to the ONE-DHHS helpdesk at 1-888-663-3447
Active	Disabled	User works for HHS User has not logged into AMS for over 60 days	Access to AMS denied [No effect on application links and application roles]	Instruct the user to complete the process to re-enable their profile; following this reactivation, the user should be able to log into AMS and access ITAS Note: The “Roles Assigned” column in the search results must list the user’s assigned ITAS role(s) in order for the user to have access to ITAS
Active	Suspended	User works for HHS User has been suspended by AMS Tier 3	Access to AMS denied [No effect on application links and application roles]	Instruct the user to contact the ONE-DHHS helpdesk at 1-888-663-3447 to determine why AMS access was suspended
Inactive	Enable	User does not work for HHS User has an active identity in AMS	Access to AMS is denied [Application links and application roles are removed]	Instruct the user to contact their local badging office to address SCMS status issues; if the user’s status is reactivated in SCMS, their ITAS account will be linked and accessible in AMS within 24 hours thereof
Inactive	Disabled	User has not logged into AMS for over 60 days and subsequently* left HHS	Access to AMS is denied [Application links and application roles are removed]	Instruct the user to <i>first</i> contact their local badging office to address SCMS status; following reactivation in SCMS, the user must also complete the process to re-enable their AMS profile
Inactive	Suspended	User has been suspended by AMS Tier 3 personnel and subsequently* left HHS	Access to AMS is denied [Application links and application roles are removed]	Instruct the user to <i>first</i> contact their local badging office to address SCMS status; following reactivation in SCMS, the user should contact ONE-DHHS helpdesk at 1-888-663-3447 to resolve the AMS access suspension issue

* The user’s SCMS status was set to inactive after their AMS status became disabled or suspended