

How to Re-enable a Disabled AMS Profile

AMS profiles are automatically disabled after 60 days of inactivity. If you have not accessed AMS for 60 or more days, you will be routed to an “Authentication Error” page after entering your credentials on the AMS login page (<https://ams.hhs.gov>). *For quick and easy access to your applications, add this page to your browser favorites or create a desktop shortcut.*

1. To re-enable your profile, click on the “here” or the “re-enable your profile” link on the “Authentication Error” page.

The screenshot shows the top of the HHS.gov website with the iAM@HHS logo and the AMS | Access Management System header. Below the header, there is a red error message: "AMS-1090: Authentication Error". To the right of the error message, there is a link for "Accessibility Mode" with radio buttons for "Enable" and "Disable". The main content area contains a message: "Authentication failed due to one of the following reasons:" followed by a bulleted list: "Profile is locked" and "Profile is disabled/suspended/inactive". Below the list, there are two notes: "Note 1: If you believe your profile is locked due to multiple unsuccessful attempts or you forgot your password, please click here" and "Note 2: If you believe you have not accessed AMS in the past 60 days, please click here to re-enable your profile". At the bottom left, there is a "Go Back" link.

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AMS | Access Management System Simplifying access to the Department's systems

AMS-1090: Authentication Error Accessibility Mode ☐ Enable ☒ Disable

Authentication failed due to one of the following reasons:

- Profile is locked
- Profile is disabled/suspended/inactive

Note 1: If you believe your profile is locked due to multiple unsuccessful attempts or you forgot your password, please click [here](#)

Note 2: If you believe you have not accessed AMS in the past 60 days, please click [here](#) to [re-enable your profile](#)

[Go Back](#)

2. Enter the required information on the “Re-enable your profile” page under the “Find your profile” heading (i.e., your last name, date of birth, and the last four digits of your social security number) and click “Next” to submit your information.

The screenshot shows the "Re-enable your profile" page on the HHS.gov website. The page has a progress bar at the top with two steps: "1. Find your profile" (active) and "2. Verify your profile". Below the progress bar, there is a heading "Find your profile" and a note: "* indicates required field". The main content area contains a form with the following fields: "Last Name", "Date of Birth", "Last Four SSN", and "HHSID". The "Last Four SSN" field has a link "Don't have this information?" and the "HHSID" field has a link "What is this?". Below the form, there are four buttons: "Back", "Next", "Reset", and "Cancel".

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Re-enable your profile [What does this mean?](#) Accessibility Mode ☐ Enable ☒ Disable

1. Find your profile 2. Verify your profile

Find your profile

* indicates required field

Please enter search parameters below to retrieve your profile. [What is the HHS Privacy Policy?](#)

* Last Name

* Date of Birth

* Last Four SSN [Don't have this information?](#)

HHSID [What is this?](#)

3. Review the profile information under the “Verify your profile” heading. If everything is correct, mark the checkbox and click “Submit.”

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Re-enable your profile [What does this mean?](#) Accessibility Mode ☐ Enable ☒ Disable

1. Find your profile 2. **Verify your profile**

Verify your profile

If your information below is incorrect, please contact [ONE-DHHS Helpdesk](#)

First Name Suzanne
Last Name Burge
Email Address Suzanne.burge@hhs.gov
HHSID 9111112237 [What is this?](#)

* Check the box if the above information is correct ☒ [What if my information is incomplete or incorrect?](#)

- To complete the process and return to the AMS login page, click "Continue" on the "Re-enable your Profile" confirmation pop-up notice.

Re-enable your Profile

Your profile has been enabled. You must login to AMS now to complete this process. To keep your profile active, you must login to AMS at least once every 60 days.

- To keep your profile active, you must log into AMS before close-of-business of the same day you re-enabled your profile.