SAMS Domestic Quick Tour: Account Creation (Recipient)

**SAMS Domestic: Getting Started**

- **Launch** the Chrome web browser
- **Type** in the URL ([https://mygrants.servicenowservices.com](https://mygrants.servicenowservices.com)) to access the SAMS Domestic Portal

**Account Creation: Existing Users**

1. To reset your password, click Reset your password with email verification.
2. Enter your SAMS Domestic associated username and email address.
3. Enter a UEI Number and Organization Contact to associate your user account with your organization.
4. Click Submit.

- Within 12 hours, click on the link provided in the system generated email to reset the SAMS Domestic password

**Account Creation: New Users**

1. For new users, click create an account.

**Account Creation: New Users (cont.)**

2. Complete all required fields marked with a Red Asterisk (*).
3. Enter a UEI Number and Organization Contact to associate your user account with your organization.

**MultiFactor Authentication**

- After creating an account, contact your organization’s grantor point of contact to ensure the account is associated with your organization
- Upon accessing an account for the first time, users are expected to set up multifactor authentication
- Reference the iOS, Android, or PC MultiFactor Authentication Quick Tour for additional guidance
M A N A G I N G  R E C I P I E N T  A C C O U N T S

- Users who have been designated Organization Administrator can provide additional users Vendor/Recipient Contact, Signatory, and Administrator access.
- To begin, navigate to Profile.
- Click Organization Administration and then the Organization Name to manage user accounts.

Additional Actions

- If the user is associated to multiple organizations, add additional organization.

1. Click on the desired vendor organization record.
2. Click Edit to associate the user with Additional Vendors/Recipients.
3. Click Edit to provide the user Signatory Privileges.

- If the user is an authorized signatory for the organization, add the user with signatory privileges.

Additional Vendors/Recipients | Signatory Vendors/Recipients | Organizational Administration

4. Click Edit to add the user as an Organization Administrator.

5. Select a user(s) under the available user list. Click the right arrow to move the user(s) to the Selected user column.
6. Click Save.

Selecting a user will populate their account information below. Verify the information is accurate.

G E T T I N G  H E L P

- Contact the ILMS Support Desk at 1-888-313-ILMS (4567) or via the ILMS Self Service Portal at https://afsitsm.servicenowservices.com/ilms/
- Access additional training resources on the SAMS Domestic Portal Support page at https://mygrants.servicenowservices.com
- Contact ECA_SAMSDomestic@state.gov if you have issues registering an account.

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