

# **Travel Planner Job Aid**

## **For Health Departments**



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## **What is the Travel Planner?**

The COVID-19 Travel Planner is a centralized communication platform that travelers can search to find COVID-19 information for the state, local, territorial, and tribal communities they're passing through and for their destinations. This information will help travelers make informed decisions, protect themselves, and reduce transmission before, during and after they travel.

## **How can health departments use the Travel Planner?**

As a health department, you can use the Travel Planner to reach travelers and share your COVID-19 policies relevant to travelers entering and departing your jurisdiction.

## **What is SAMS?**

The Centers for Disease Control and Prevention's (CDC) Secure Access Management Services (SAMS) Public Partner Portal is a website that allows public health partners and providers to access information and computer applications operated by CDC.

## **How do I get access to the SAMS Public Health Partner Portal?**

If you don't already have a SAMS account, email [travelplanner@cdc.gov](mailto:travelplanner@cdc.gov) to request enrollment in SAMS and access to the COVID-19 Travel Planner webform. Shortly after submitting your request, you'll receive an email from the SAMS Team with an invitation to register with SAMS. The invitation will include instructions for registration and identity proofing.

## **I already have access to SAMS. How do I access the Travel Planner webform?**

If you already have a SAMS account, please email [travelplanner@cdc.gov](mailto:travelplanner@cdc.gov) to request access to the COVID-19 Travel Planner webform.

## **Why do I keep returning to the SAMS login screen when I try to access the Travel Planner webform?**

You may not have access to Travel Planner yet. It generally takes at least 1 business day from the time you request access via email [travelplanner@cdc.gov](mailto:travelplanner@cdc.gov) to receive access.

## Travel Planner Webform Instructions

Once you have access to SAMS and the COVID-19 Travel Planner webform, visit the health department access page at <https://covid19travelinfoadmin.cdc.gov> using Microsoft Edge, Safari, or Google Chrome to login with your SAMS credentials.

The screenshot shows the SAMS login page. At the top, there is a navigation bar with the CDC logo, a search bar, and a dropdown menu labeled "CDC A-Z INDEX". Below the navigation bar, the SAMS logo is displayed with the text "secure access management services". A warning banner informs users about the privacy and security notices for the system. The main content area is titled "Choose a login option" and contains two sections: "External Partners" and "HHS Staff".

**External Partners:**

- SAMS Credentials:** Shows a keyboard icon and fields for "SAMS Username" and "SAMS Password", followed by a "Login" button.
- SAMS Grid Card:** Shows a grid card with letters A-J in rows and numbers 1-5 in columns, with the instruction "Click the Login button to sign on with a SAMS Grid Card" and a "Login" button.
- OR**: A blue circular button indicating an alternative method.

**HHS Staff:**

- AMS Login:** Shows the HHS.gov IAM@HHS logo and a "Login" button, with the instruction "How to use AMS" below it.
- AMS One Time Password:** Shows a smartphone icon with "8031" on the screen, labeled "AMS OTP", and a "Login" button, with the instruction "How to use OTP" below it.
- OR**: A blue circular button indicating an alternative method.

After successfully logging into SAMS, identify the activity you wish to access (COVID-19 Travel Planner).

The screenshot shows a menu for the COVID-19 Travel Planner. The top bar has a "COVID-19 Travel Planner" title and a "Logout" button. The main menu contains a single item: "CDC Travel Planner", preceded by a bullet point.

You may have multiple activities listed, each associated with different programs, as seen in the screenshot below. Some activities may be related to upload/download tasks while others are links to applications.

The screenshot shows the SAMS (secure access management services) interface. At the top, there's the CDC logo and a search bar. Below the header, the title 'SAMS secure access management services' is displayed. On the left, a vertical menu includes 'SAMS Admin', 'My Profile', 'Logout', 'Links' (which points to 'SAMS User Guide' and 'SAMS User FAQ'), and 'Identity Verification Overview'. The main content area is titled 'My Applications' and lists three categories: 'Candidemia Surveillance' (with 'Candidemia Upload - Colorado'), 'CDC TRAIN' (with 'CDC TRAIN'), and 'CDC Wize\Zengine' (with 'eFMS - WizeHive/Zengine').

Once you select “CDC Travel Planner,” you will be asked to request a jurisdiction. You can request city, county, state, tribal nation or territorial-level guidance.

- **If state:** Please enter the full name of the state.
- **If county:** Please enter the county/counties and state where you would like edit access. County names must be comma separated and include “County,” “Parish,” “Borough,” or “Census area.”
- **If city:** Please enter the city/cities and state where you would like edit access. City names must be comma separated.
- **If tribal nation:** Please list the name of the tribal organization for which you would like edit access.
- **If territory:** Please enter the full name of the territory.

#### COVID-19 Guidance Jurisdiction Information

You have the option of setting your guidance to apply to a state, county, or city. Information will only be provided to travelers arriving in the jurisdiction that you indicate. If you leave a field blank, it will not show on your public page.

Are you requesting permissions to edit state, tribal area, territorial, or local (county, or city) guidance?

County

Please enter the state or territory for which this COVID-19 guidance applies. Names must be written out and not abbreviated; e.g.: “California” or “Rhode Island” or “Puerto Rico.”

i.e. Rhode Island

Please enter the counties for which this COVID-19 guidance applies. County names must be separated by commas and include the full county name; e.g., “San Diego County, Riverside County.” If you are not entering county-level information, please leave this field blank.

i.e. Dekalb County, Fulton County

SAVE AND CLOSE

EXIT WITHOUT SAVING

After you request a jurisdiction, your account will be “**Pending**” for one business day as the CDC Admin team confirms your user credentials for that jurisdiction. The CDC administrative team will email you if there are any questions with your documentation. The requested jurisdiction should match the information in our SAMS database. Make sure to check your account the next business day.

**Important note:** If you click on an existing row, and click delete, the information is deleted, and you will not be able to retrieve what was there previously.

After confirmation, you can log in to see information for the jurisdictions that you requested. If another user previously requested your jurisdiction or updated guidance for your jurisdiction, you may see rows in the existing table as illustrated below. Clicking on a row opens the jurisdiction update form.

You can also create a new jurisdiction by clicking the “**+ New Jurisdiction**” button at the bottom of the page.

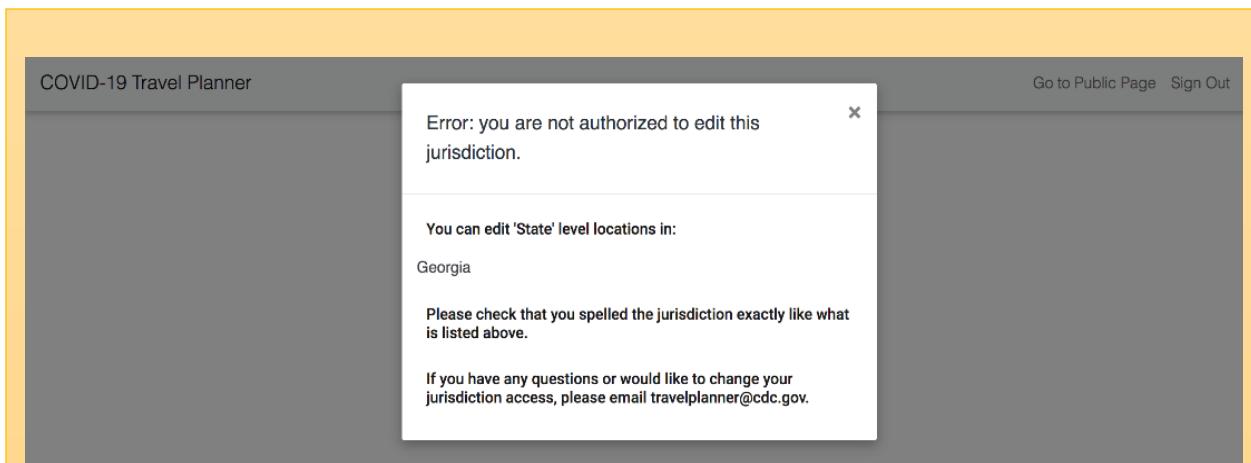
COVID-19 Travel Planner									Go to Public Page	View Posts	Management Tab	Sign Out	
Welcome to the COVID-19 Travel Planner													
Click on a jurisdiction row or checkbox below to edit health department information. Click the “+ New Jurisdiction” button below to add a new health department.													
Edit	Program Name Enter Program Nar	State Enter State...	Counties Enter Counties...	Cities Enter Cities...	Tribal Jurisdictions Enter Tribal Jurisdi	Reminder Date Enter Reminder Da	Date Last Updated Enter Date Last Up	Group Email Enter Group Email.					
<input type="checkbox"/>	Dekalb County Health Department	Georgia	Dekalb County			2020-09-30	2020-10-01	dekalhealth@georgia.gov					
<input type="checkbox"/>	City of Atlanta Travel Guidance	Georgia		Atlanta		2020-09-25	2020-10-01	atlantacovid@atlanta.gov					
<input type="checkbox"/>	Gwinnett County Health Department	Georgia	Gwinnett County			2020-09-18	2020-09-24	gwinnettcovid@gwinnett.gc					

1

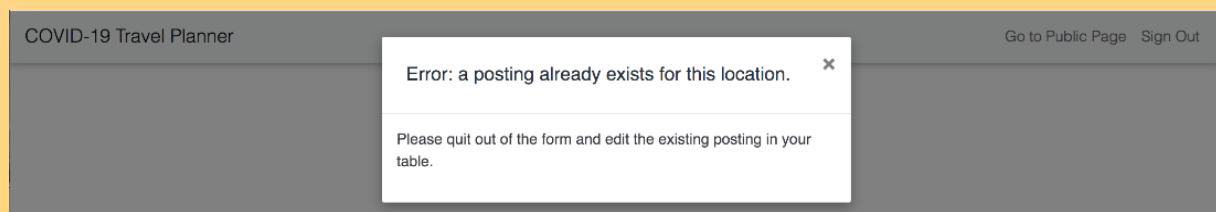
[+ NEW JURISDICTION](#)

**Important Note:** You will only be able to edit information for the locations under your jurisdiction. State level health officials may edit information for counties and cities within their state along with their state-level guidance. Counties and cities are restricted to only updating their specific jurisdictions’ information.

If you try to create guidance for a jurisdiction outside of your area (e.g., a Georgia health official posting guidance for Alabama), you will receive the error below when you try to save. This error will also appear if you have not spelled the jurisdiction name the exact same way you signed up for an account with the Travel Planner. If you believe there is a spelling error in your authentication level, please email our admin team at [travelplanner@cdc.gov](mailto:travelplanner@cdc.gov) for assistance.



If you accidentally try to create a new post for a jurisdiction that has already posted guidance, you will receive an error message when you try to save. Please X out and return to your jurisdiction table. In the table, you should see a row with information for the location. You may edit the existing information by clicking on the row cells.



## Jurisdiction Guidance Form

**Please note, you will need to complete this information in one sitting.** You cannot save and come back to edit. Once you click “Save and Close” at the end of the form, the information you have shared will be shared with the public.

The first item to complete is general contact information. These fields will show when a traveler clicks the “Contact” button. Therefore, **DO NOT** include personal names, phone numbers, or email addresses. All contact information is optional.

1. Health Department Name

2. Address

3. City

4. State

5. Zip Code

## 6. Phone

## 7. Email

The screenshot shows a modal window titled "Add new COVID-19 Health Information". At the top, there are navigation links: "Go to Public Page", "View Posts", "Management Tab", and "Sign Out". Below the title, a section titled "General Contact Information" contains a note: "All contact information is optional. DO NOT include personal names, phone numbers, or email addresses." The main form area has four fields: "Health Department Name" (with a placeholder "Enter Health Department Name"), "Address" (placeholder "Enter your health department's address"), "City" (placeholder "City"), "State" (placeholder "State"), and "Zip Code" (placeholder "Zip Code").

This is what it will look like on the travelers' end:

The screenshot shows a web page for "dekalb county ga". The search bar contains "dekalb county ga" and the "SEARCH" button is highlighted. The main content area is titled "Health Department Information". It displays a message from the "DeKalb County Health Department": "Please follow guidance from: DeKalb County Health Department". Below this is a "Message from the Health Department" which states: "The health department office on Winn Way is open Monday to Friday, 9-5pm. COVID testing is located at our Stone Mountain location." There are three buttons for "DECATUR GA", "ATLANTA GA", and "GWINNETT COUNTY GA". At the bottom, there are links for "Print" and "Contact", and a note: "Last updated on 2020-10-01". A modal window titled "Health Department Contact Information" is open, showing the contact details: "Dekalb County Health Department", "100 Main Street", "Decatur, Georgia, 30030", "555-555-5555", and "dekalbhealth@georgia.gov". The modal also contains a question: "Are there any testing requirements for travelers? If so, how do I provide my results?". To the right of the modal, there are other sections: "For Health Departments En español", "What should I do if I have symptoms?", "How do I self-quarantine or be quarantined?", and "What is a travel mandate? If so, what is it?". At the bottom right of the page, there is a link: "Additional Information About Travel Testing Requirements".

Next, you can provide a website URL to link to your health department home page, or webpage where you have COVID-19 information, along with personalized comments you would like on your page.

The screenshot shows a form with several input fields. At the top are 'Phone' and 'Email' fields. Below them is a section with a red rounded rectangle highlighting the 'Website URL' field and the 'Personalized comments' text area. The 'Website URL' field contains 'http://'. The 'Personalized comments' area has placeholder text: 'Please enter any personalized comments you would like on your page.'

Phone	<input type="text"/>
Email	<input type="text"/>
Website URL	<input type="text"/> http://
Please enter any personalized comments you would like on your page.	

On the travelers' end, the *Website URL* field populates the “**Visit our website for more information**” link.

The *Personalized comments* field appears on the left side, under the box “**Message from the Health Department**.”

**Important Note:** Travelers will only see the most local level jurisdiction's page. If you are uploading information for a city or county where visitors are also expected to follow state-level guidance, please make a reference to the state level guidance and include links to state level guidance when appropriate. For example, in your “Message from the Health Department” section, consider instructing travelers to also search for the state level guidance. You may also consider including information about state-level requirements in the relevant guidance boxes.

This is what it will look like on the travelers' end:

The screenshot shows a web page for Dekalb County Health Department. At the top, there's a search bar with 'dekalb county ga' and a 'SEARCH' button, along with links for 'For Health Departments' and 'En español'. The main content area has a teal header 'Health Department Information' and a sub-section 'Please follow guidance from: Dekalb County Health Department'. A red box highlights a 'Message from the Health Department' box containing text about office hours and COVID testing location, followed by a link 'Visit our website for more information'. Below this is a link 'Check here for additional guidance related to your travel:'. At the bottom of this section are buttons for 'DECATUR GA', 'ATLANTA GA', and 'GWINNETT COUNTY GA', along with 'Print' and 'Contact' links, and a note 'Last updated on 2020-10-01'. To the right, there's a sidebar with several questions: 'Will I be required to self-quarantine or be quarantined under legal order? If so, for how long?', 'Is there a mask mandate? If so, what is it?', 'Are there any testing requirements for travelers? If so, how do I provide my results?' (this question is highlighted with a blue border), 'Who should I contact if I have any COVID-19 symptoms?', and 'Are any destinations or businesses closed to travelers? (e.g., beaches, restaurants, bars?)'. A note at the bottom states: 'CDC is posting this information to better inform the public about possible travel restrictions implemented by state, territorial, tribal, and local health authorities. While the information posted is believed to be current and accurate, these actions are not being taken by the federal government but by state, territorial, tribal, and local health entities acting pursuant to their own separate legal authorities. We recommend contacting the relevant state, territorial, tribal, or local health authority directly for questions and current status of their travel restrictions and guidance.'

Next, you have the option to opt into email reminders to update your information. Please do not add a personal email to this field. You'll need to submit a group or functional email address. This information is not shared publicly.

The form consists of two main sections. The top section is titled 'Opt into Email Reminders (optional)' and contains text: 'If you would like to receive email reminders to update your information, please include a group email address below. Personal emails are not permitted.' The bottom section is titled 'Set a date to receive a reminder' and includes a text input field 'Please enter a reminder date for this guidance.' with a calendar icon, and a text input field 'Group Email' with placeholder text 'e.g dgmqcovidresponse@cdc.gov'.

Next, you have the option to provide travelers with answers to any of the following prompts. Your text responses and web URL links will appear in the accordion boxes on the right side of the public page. All responses are optional. If you do not want to provide guidance for a prompt, please leave the text field blank and the accordion box for that specific field will be removed from the public page. Similarly, if you do not want to include a web link related to the guidance question, leaving the field blank will remove the link from the public page. All answers are free text.

**Important Note:** Travelers will see the exact answers you provide for the following prompts.

Here are the prompts:

### Quarantine Restrictions

1. Will travelers be required to self-quarantine or be quarantined under legal order? If so, for how long?
  - a. If you would like to add a hyperlink to an additional resource like your own health department page, please add the URL in the text box.

#### Quarantine Restrictions

Will travelers be required to self-quarantine or be quarantined under legal order? If so, for how long?

e.g. Yes, travelers arriving from states with over 10 cases per 100,000 residents must self-isolate for 14 days. Please see the link below to determine whether your state is on this list.

If you would like to add a hyperlink to an additional resource like your own health department page, please include the URL in the text box below:

### Mask Mandate

2. Is there a mask mandate? If so, what is it?
  - a. If you would like to add a hyperlink to an additional resource like your own health department page, please add the URL in the text box.

#### Mask Mandate

Is there a mask mandate? If so, what is it?

If you would like to add a hyperlink to an additional resource like your own health department page, please include the URL in the text box below:

### Gathering Restrictions

3. Are there limits on gathering size? If so, what do travelers need to know?
  - b. If you would like to add a hyperlink to an additional resource like your own health department page, please add the URL in the text box.

### Gathering Restrictions

Are there limits on gathering size? If so, what do travelers need to know?

If you would like to add a hyperlink to an additional resource like your own health department page, please include the URL in the text box below:

### Submit Contact Information

4. Do travelers need to submit contact information or any other information to the health department before they travel? If so, how do they do that?
  - a. If you would like to add a hyperlink to an additional resource like your own health department page, please add the URL in the text box.

### Submit Contact Information

Do travelers need to submit contact information or any other information to the health department before they travel? If so, how do they do that?

If you would like to add a hyperlink to an additional resource like your own health department page, please include the URL in the text box below:

### Testing Information

5. Are there any testing requirements for travelers? If so, how do they provide their results?
  - c. If you would like to add a hyperlink to an additional resource, like your own health department page, please add the URL in the text box.

### Testing Information

Are there any testing requirements for travelers? If so, how do they provide their results?

If you would like to add a hyperlink to an additional resource like your own health department page, please include the URL in the text box below:

## Symptomatic Travelers

6. Who should travelers contact if they have any COVID-19 symptoms?
  - d. If you would like to add a hyperlink to an additional resource, like your own health department page, please add the URL in the text box.

## Symptomatic Travelers

Who should travelers contact if they have any COVID-19 symptoms?

If you would like to add a hyperlink to an additional resource like your own health department page, please include the URL in the text box below:

## Closed Locations

7. Are any destinations or businesses closed to travelers? (e.g., beaches, restaurants, bars)
  - e. If you would like to add a hyperlink to an additional resource like your own health department page, please add the URL in the text box.

## Closed Locations

Are any destinations or businesses closed to travelers? (e.g., beaches, restaurants, bars)

If you would like to add a hyperlink to an additional resource like your own health department page, please include the URL in the text box below:

Next you have the option to link to other relevant health departments' guidance pages. For example, Gwinnett County, Georgia, may choose to include links to guidance uploaded by the nearby Fulton and Dekalb counties. Please list other locations whose guidance you would like to include. **Location names must be separated by commas and include state abbreviations when relevant; e.g., "Atlanta GA, Dekalb County GA, Fulton County GA."**

**Linked Locations**

You have the option to include links to other relevant health departments' guidance pages. For example, Gwinnett County, Georgia, may choose to include links to guidance uploaded by the nearby Fulton and Dekalb counties. Please list other locations whose guidance you would like to include. Location names must be separated by commas and include state abbreviations when relevant; e.g., "Atlanta GA, Dekalb County GA, Fulton County GA"

example: Atlanta GA, Dekalb County GA, Fulton County GA

Locations added in "**Linked Locations**" appear in the white ovals on the public page. Clicking on the ovals redirects to that location's guidance.

The screenshot shows a teal-themed website for the Gwinnett County Health Department. At the top, there is a search bar with 'gwinnett' in it and a blue 'SEARCH' button. Below the search bar, the page title is 'Health Department Information'. A message reads: 'Please follow guidance from: Gwinnett County Health Department'. Underneath, a section titled 'Message from the Health Department' states: 'Gwinnett County health department serves Gwinnett, Newton and Rockdale counties.' A link 'Visit our website for more information' is provided. A red box highlights a section titled 'Check here for additional guidance related to your travel:' which lists several locations in ovals: ATLANTA GA, DEKALB COUNTY GA, FULTON COUNTY GA, DECATUR GA, ROCKDALE COUNTY GA, and BROOKHAVEN GA. At the bottom of the page are links for 'Print' and 'Contact', and a note that the page was 'Last updated on 2020-09-24'.

Lastly, you have the option of setting your health department's jurisdiction to be state, county, tribal area, territory or city. Locations listed must match the locations that users have access to edit. For example, an error will appear if a NYC health official tries to post guidance for Atlanta GA as mentioned previously.

Jurisdiction Assignment

You have the option of setting your health department's jurisdiction to be a state, county, tribal area, territory or city.

Jurisdiction Information

Are you requesting permissions to edit state, Tribal, territorial, county, or city level guidance?

County or county-equivalent

Please enter the state or territory for which this COVID-19 guidance applies. Names must be written out and not abbreviated; e.g., "California" or "Rhode Island" or "Guam."

Please enter the counties for which this COVID-19 guidance applies. County names must be separated by commas and include the full county name; e.g., "San Diego County, Riverside County"

Once you have completed the form, double check to make sure you have input the information the way you would like to. Once you have reviewed, click "**Save and Close.**" As soon as you click "Save and Close," the information will be live on Travel Planner.

**Important note:** You will only see the "Delete" option when updating your jurisdictions guidance. If you are creating a new jurisdiction, you will only see the "Save and Close" and "Exit Without Saving" options.

SAVE AND CLOSE

EXIT WITHOUT SAVING

DELETE