

## 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 navigation bar with 'HHS.gov' and 'IAM@HHS' logos. The main heading is 'AMS | Access Management System'. Below this, there is a red error message: 'AMS-1090: Authentication Error'. The error message states: 'Authentication failed due to one of the following reasons: Profile is locked, Profile is disabled/suspended/inactive'. It includes 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'. There is a 'Go Back' link at the bottom left.

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. It has a progress indicator with two steps: '1. Find your profile' (active) and '2. Verify your profile'. The 'Find your profile' section contains a form with the following fields: 'Last Name', 'Date of Birth', 'Last Four SSN', and 'HHSID'. The 'Last Name', 'Date of Birth', and 'Last Four SSN' fields are marked with an asterisk as required. There are links for 'What does this mean?', 'What is the HHS Privacy Policy?', 'Don't have this information?', and 'What is this?'. At the bottom, there are buttons for 'Back', 'Next', 'Reset', and 'Cancel'.

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

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.



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