EHB Registration Walk Through

Complete Step by Step Instructions
Creating an Account

Click on create an account

This gives the user a list of options to choose from. If they have never had an account they should click create an account.

To create a new account have the user go to https://grant.hrsa.gov/webexternal/login.asp and click on “Create an Account”. The user will be prompted to a page with a list of options.
The user will now start the registration process. The user will be asked to create a username and a password. The following information is required and marked with a red asterisk: their name, email, phone number, security question, and a mailing address.

Password requirements are one uppercase, one lowercase, a number, a symbol, and at least 8 characters.

The mailing address is required and the physical address is optional.
Registering to an Organization

This page is where the user associates themselves with an organization by using one of the following identifiers:

- DUNS #
- Organization Information (EIN #, City, organization name, zip code)
- Application Tracking # (Grants.gov or EHB)
- Grant # (Example H8OCS56342)
- Pin from PMS (this number always end with a P, G, B, P1, G1, or B1.)
- FQHC-Look-A-Like Number

Once this is complete they will click on the “Register” option on the right hand screen next to their Organizations Information.
Choosing Your Role

Once the user has selected the register they will be prompted to choose their organizational role:

**AO**
• An individual who is authorized to act for the applicant and to assume the obligations imposed by the Federal laws, regulations, requirements, and conditions that apply to grant applications or grant awards. There are two types of AOs – the Primary AO and the Secondary AO.
  - **Primary AO** is the first AO who registers to an organization and will have all AO privileges by default. These privileges include:
    • Create Application: Allows user to create competing applications, when available, in the EHBs
    • Submit Applications: Allows user to submit competing applications, when assigned, in the EHBs
    • Manage Organization Profile: Allows user to update organization address, DUNS number, and CRS-EIN information
    • Manage Users: Allows an individual to manage organization-level users and privileges
  - The Secondary AO is any AO who registers after the Primary AO. By default, the Secondary AO will have the following privileges:
    • Create Application
    • Submit Applications

**BO**
The BO is the representative of an organization who is responsible for keeping track of the organization’s finances. A registered user with this role can create applications and submit them to the AO to be submitted by HRSA. BO can also add grants to his or her grant portfolios to access post-award related activities, especially the financial reporting activities.

**Other Employee**
All other individuals of an organization who wish to participate in the E-Grants process should register using this role. A registered user with this role can create applications and submit them to the AO to review and submit to HRSA. Other Employees can also add grants to their grant portfolios to access post-award related activities.

Once the user chooses and confirms their role they should be complete with the registration process.
FAQ’s

How do I update my contact information in the EHBs?
Login to the EHBs
In the upper right hand corner there is a drop down box next to the users username, click on that and go to the option of View/update profile. Your registration information will appear populated with information you entered when you created your account. Update information as necessary and click "Save and Continue" to save your changes.
The confirmation page will display your updated profile. Click the "Confirm" button to complete the process.

Do I have to re-register every time I work on a different grant?
No, there is no reason to re-register. The user will always be able to register to a new organization. Note: In order for a user to add a grant to their portfolio they must be registered to the correct organization.

Can I use my grant reviewer username and password to access the External EHBs?
Individuals must register separately in the grant reviewer website and within the External EHBs website. They may not use the same username. The username must be different between the two sites. However, the password can be the same.

Can I change my registered role in the EHBs from one role to another?
Yes. A user can update the role by updating the EHBs profile.

Can you email my reset password to a different email address other than the one on file?
The email is automatically generated and sent to the address on file. If the email address on file is incorrect, the contact center can retrieve the email and provide it to the user if the user verifies a grant number and the Project Director’s name on the NoA. The user can then log in and update the email address in the user’s profile to make sure they will receive the emails in the future.
FAQ’s continued

Why am I not receiving emails from HRSA?
The users included on email notifications vary depending on the related topic.
Verify that the email address that appears in “Manage Account” is the correct email address. If the address is incorrect, the user can update his/her profile to include the correct email address.
Another reason may be that the individual’s organization may have a firewall that is blocking these sorts of emails. In that case, the individual would have to contact their IT department.

Why do I see the profile page when I log in rather than the EHBs home page?
The EHBs requires all users to update their profiles every 90 days. Review the information and make any necessary updates and follow the onscreen instructions to save the changes. Next time you log in, you will be taken to the EHBs home page.

Why do I get a message that I need to validate my email address?
In order to ensure the EHBs have a valid email address for your account, users are required to validate their email address. This is a one-time process that must be completed when a user first registers or if the email address is changed in the user’s profile.
To remove the email validation message, the user can click on the link in the message which will send an email to the user’s account. When the user receives the email, he or she should click on the link in the message to validate the email address in the EHBs.