

Registration and User Accounts FAQs

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Why do I need to register as a user?

The purpose of the registration process is to collect consistent information from all users, avoid collection of redundant information, and uniquely identify each system user. The registration process ensures that only authorized individuals from an organization can view application and grant related information.

How do I create a username and password in the EHBs?

IMPORTANT

Members of a grantee organization should register to create an account. Registration is required only once. If you have registered before, do not register again.

Contact the **HRSA Contact Center** (visit <http://www.hrsa.gov/about/contact/ehbhelp.aspx> or call 1-877 464-4772) for assistance with your username and password if you experience problems logging in to the EHBs.

STEP 1: Create a User Account

Follow the steps below to complete Step 1 of the Registration Process - Create User Account:

1. Go to [Create an Account](#) and click the **Create an Account** button
2. On the **Registration - Have an Account?** page, in the **I have never had an account** section, click the [I have never had an account: Create an Account](#) link. Registration instructions will be displayed. Click the **Create Account** button to proceed to the **User Account - Create** page.
3. On the **User Account - Create** page, enter all required information (fields marked with a red asterisk (*)) and then click the **Save and Continue** button.
4. On the **User Account - Create Confirm** page, review the information and click the **Register** button at the bottom of the page to complete your user account creation.

STEP 2: Register Your Account to an Organization

Follow the steps below to complete Step 2 of the Registration Process - Register Account to Organization:

1. On the **User Account - Register to an Organization** page, you can search for the organization to which you wish to be associated using Organization Parameters, Grant Parameters, Free Clinic parameters, or FQHC-LAL Parameters. Click on the link for the specific parameter you wish to use.
2. Enter the required information and click the **Search** button. A list of organizations that match your search criteria opens.
3. In the **Options** column, click the [Register](#) link for the chosen organization.
4. On the **User Account - Select Organization Role** page, select your role within your organization by clicking in the check box. Most users are "Other Employee." Click the **Save and Continue** button.
5. When the **Registration Results** page opens, click the **Login HRSA EHBs** button. The **Annual User Acknowledgment** page opens.
6. Please read the page and then click on the **Accept** button at the bottom of the page.

What are the different roles available for registration?

Authorizing Official: The individual, named by the applicant organization, 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. If you are the designated authorizing official for your organization use this role.

Business Official: The individual, named by the applicant organization, who is authorized to review and submit the financial status report, and, interact with the payment management system. If you are the designated business official for your organization use this role.

Other: All other individuals of an organization who wish to participate in the electronic process should register using this role. HRSA's electronic process allows for additional functional roles such as Application Preparer, Project Director, Communication Contact etc.

What role should I use when I'm registering myself?

The [roles available for registration](#) are based on the functions associated with applying for and administering a grant. Please select the role that best describes your relationship to an application or grant and within your organization.

What is the role of the Authorizing Official in the grants management process?

The **Authorizing Official**, named by the applicant organization, 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. The signature of the authorizing official:

- protects the legal rights and interests of the applicant organization
- commits the application organization to fulfill obligations of HRSA grant

The signature of the authorized representative forms a legal contract between the applicant organization and the grantor agency, HRSA. By signing documents on behalf of the organization, the authorizing official binds the applicant organization to perform within the terms of the grant agreement, common assurances and certifications, administrative requirements, and programmatic requirements.

What are the responsibilities of the Authorizing Official? Are there any additional responsibilities in the electronic process?

The **Authorizing Official** is responsible for:

- Developing a work plan or calendar to administer and achieve the goals and objectives of the grant award
- Submitting timely, accurate program reports and ensuring the person responsible for fiscal reporting is also prompt and accurate
- Ensuring the grant award is administered in compliance with applicable state and federal laws and regulations
- Ensuring the grant award is administered in compliance with all the applicable terms and conditions

Specifically, the **Authorizing Official** has the following responsibilities in the electronic process within HRSA EHBs:

- Managing and monitoring all the users registered on behalf of the organization
- Ensuring that the organization profile is updated to reflect any changes in address, contact information, or CRS-EIN
- Reviewing and submitting all the applications completed on behalf of the applicant organization

What is the role of the communication contact in the grants management process?

The communication contact serves as the single point of contact for an organization.

Can multiple people in my organization register under the same role?

Yes. However, for each application, only one person can be associated for a given role. For example, there can be multiple **Authorizing Officials** for your organization, but only **one** of them can be listed as the AO for a given application. To allow multiple people to review the application, use the peer access feature.

Note:

There is no limit to the number of people who can register on behalf of your organization.

Can I represent multiple organizations using the same login information?

Yes! HRSA EHBs now allow you to use the same username and password to represent multiple organizations.