

Username and Password Help

- [Retrieve Your Username](#)
- [Reset Your Password](#)

Retrieve Your Username

If you have forgotten your username, you may be able to retrieve it yourself.

Follow the steps below to retrieve your username

1. Click the **Create Account** button on the EHBs login page
2. In the EHBs Registration Page, choose the option "I forgot my username" under the **I have an account, but...** header.

Registration - Have an EHBs Account?

I have never had an account.

- ▶ I am Not Sure! [Check if I have an account](#)
- ▶ I have never had an account: [Create an Account](#)

I have an account and...

- ▶ I created an account but it is registered with another organization: [Associate the same account with a new organization](#)
- ▶ I created an account but it is for HRSA Electronic Handbooks for Grant Reviewers: [Create a Grantee Account](#)
- ▶ I created an account but did not complete my registration: [Complete Registration](#)

I have an account, but...

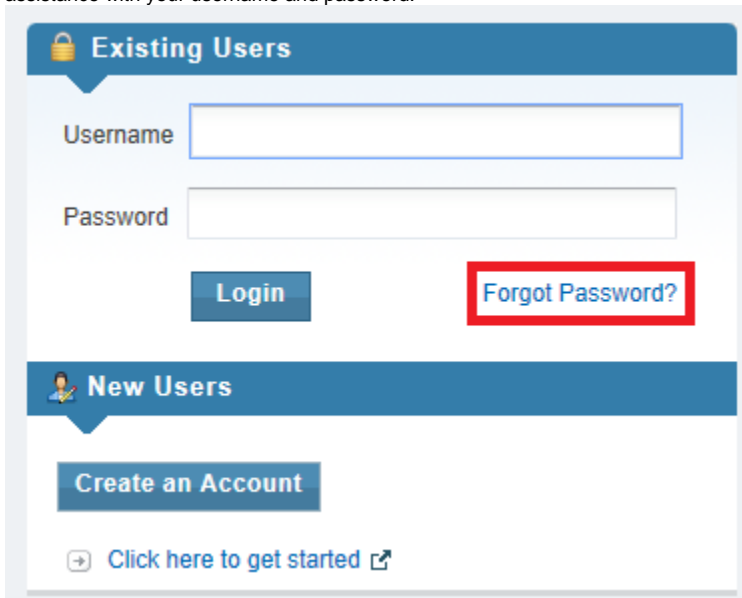
- ▶ I forgot my username: [Reach HRSA Contact Center to get your username](#)
- ▶ I forgot my password: [Reset Password](#)
- ▶ My account is disabled: [Reach HRSA Contact Center to reactivate your account](#)

3. Click the **Retrieve Username** button

4. In the "EHBs Account - Verify" page, enter your email address and click the **Submit** button. The system will search for the username associated with your email address. If an account is found, you will receive an email containing your username.

Reset Your Password

If you remember your username but not your password, you may be able to reset it yourself. Just click on the "Forgot Password?" link on the EHBs homepage. The system will ask you to enter your username and answer the security question (entered at the time of registration). If the answer matches, you will be sent a new password to the email address associated with your account. You can also contact the HRSA Call Center (877 464-4772) for assistance with your username and password.



The image shows a user interface for logging in and creating an account. It is divided into two main sections: "Existing Users" and "New Users".

Existing Users

This section contains a login form with the following elements:

- A blue header bar with a lock icon and the text "Existing Users".
- A text input field labeled "Username".
- A text input field labeled "Password".
- A blue button labeled "Login".
- A blue button labeled "Forgot Password?", which is highlighted with a red rectangular border.

New Users

This section contains a registration button and a link:

- A blue header bar with a person icon and the text "New Users".
- A blue button labeled "Create an Account".
- A link with a plus icon and the text "Click here to get started" followed by an external link icon.