Welcome to the HRSA Electronic Handbooks Help and Knowledge Base!

This Help Library provides access to knowledge base articles, interactive help videos, frequently asked questions, and other resources to help you successfully navigate through the EHBs. Help material for topics ranging from Registration, Navigation, User Account Management, Completing Applications, Post Award related items, and much more can be found here.

Additional resources for managing your HRSA grant(s), including transcripts for past Technical Assistance Calls and other related materials, are available on the HRSA Website at [HRSA Manage Your Grants](https://www.hrsa.gov/about/contact/)

As of June 11, 2021, the DUNS number has been replaced with the UEI, in many places in the EHBs. For more information please check out: [Transition to Unique Entity Identifier (UEI)](https://www.hrsa.gov/about/contact/)

Microsoft Internet Explorer (IE) has been the widely used browser amongst its intended users since its inception of HRSA’s Electronic Handbooks (EHBs). However, Microsoft announced that its popular browser IE would be retired on [June 15, 2022](https://www.hrsa.gov/about/contact/). As of November 2021, we recommend the usage of other freely available browser such as [Google Chrome](https://www.google.com/chrome/), [Microsoft Edge](https://www.microsoft.com/edge), or [Mozilla Firefox](https://www.mozilla.org/en-US/firefox/). If you encounter difficulties performing your work in the EHBs with the recommended browsers, please contact our EHBs Customer Support Center (CSC) Monday - Friday between 7 a.m. - 8 p.m. EST.

**Help Library**

- Knowledge Base
  - EHBs Home Page and Navigation
  - Add HRSA as a Trusted Site FAQs
  - Access Support and Help FAQs
  - Application Access Overview
  - Archive Tasks
  - Assistance with EHBs Using Screen Sharing
  - BHW Grantee Balanced Scorecard Dashboard
  - BHW MGATT - Quarterly Progress Update (OPU) Submission
  - BHW Performance Management Handbook (BPMH)
  - BPHC Loan Guarantee Program
  - BPMH Progress Reports
  - BPMH ESR - EXP 1 Address Standardization
  - Compliance Resolution Opportunity (CRO) for OSV Structured Technical Assistance Reports
  - Correspondence Request for BPHC SAC and RD Applicants
  - COVID-19 Progress Report Template
  - Creating Prior Approval Requests
  - DATA 2000 Waiver Training Payment Program
  - DGIS User Guide
  - Download and Print Documents Feature
  - Editing and Submitting Other Submissions (EDM)
  - Federal Financial Report Integration with PMS
  - FMR/LMR Guidance for Grantees
  - FY 2022 HCCN Submission Resources
  - FY 2021 NHCI-HC Submission Resources
  - FY 2021 NTTAP NCC Submission Resources
  - FY 2021 PCA NCC Submission Resources
  - FY 2021 PCHP Application Development Resources
  - FY 2022 NTTAP NCC Submission Resources
  - FY 2022 PCA NCC Submission Resources
  - HAB Conference EHBs Resources
  - HCCN PHC Management
  - Healthy Start Monitoring and Evaluation Data System (HSMED) Reports Dashboard
  - Loan Guarantee Program - EHBs Lender Portal Support
  - Look-Alike Application User Guides
  - MIECHV Awardee Performance Data Dashboard
  - Navigating the EHBs
  - PIMS
  - Recommended Settings
  - Reopen Submitted Applications
  - Ryan White HIV/AIDS Program Compass Dashboard
  - SAM Integration Information Page
  - Scope Verification (BPHC)
  - Site Visit Action Plan - Grantee
  - System Toolbar
  - Transition to Unique Entity Identifier (UEI) Resources
  - Uniform Data System - UDS
• Username and Password Help
• Understanding the new Notice of Award (NoA)

• Interactive Videos
  • Video - EHBs Home Page and Navigation
  • Video - EHBs Help and Knowledge Base Overview for Grantees
  • Video - EHBs Resources for Grantees
  • Video - How do I Reset a Forgotten EHBs Password
  • Video - Getting Started in the EHBs
  • Video - EHBs User Permissions Overview
  • Video - Managing Users in the EHBs
  • Video - How to Create an External EHBs Account
  • Video - How to Register to an Organization
  • Video - How to Add a Grant to the EHBs Portfolio
  • Video - EHBs Application Access
  • Video - Removing a User from a Grant
  • Video - Removing a User from an Organization
  • Video - Access Inactive Grants in the EHBs
  • Video - Archive Tasks Feature
  • Video - Download and Print Documents Feature
  • Video - How do I change my Project Director
  • Video - Submissions an Overview for Grantees
  • Video - How to Request a deadline Extension
  • Video - How to Access Performance Reports
  • Video - Prior Approvals
  • Video - How to Request a Prior Approval for a Carryover of Unobligated Balances
  • Site Visit Action Plan Video Page
  • Video - Obligation and Outlay Report for HAB Global Implementing Partners
  • Video - How to Access Funding Opportunities
  • Video - Grant Folder Overview for Grantees
  • Video - Responding to Submissions from Conditions
  • Video - BHW Grantee Standardized Work Plan (SWP) Submission
  • Video - BHW Grantee Quarterly Progress Update (QPU) Submission

• Help Topics and FAQs
  • Other Submissions (EDM) FAQs
  • Extension Requests FAQs
  • FQHC-LAL FAQs
  • FTCA
  • Grant Applications FAQs
  • Grants Access and Registration FAQs
  • H80 CIS Requests FAQs
  • Noncompeting Continuation (NCC) FAQs
  • Prior Approval Requests FAQs
  • Registration and User Accounts FAQs
  • Reset a Forgotten EHBs Password FAQs
  • User Profile Management FAQs
  • Clearing Cache In Different Web Browsers