Index

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



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: Tr ansition to Unique Entity Identifier (UEI)



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. As of November 2021, we recommend the usage of other freely available browser such as Google Chrome, Microsoft Edge, or Mozilla 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 Login Process Overview for External User
 - User Registration and Annual Review
 - EHBs Home Page and Navigation
 - Add HRSA as a Trusted Site FAQS
 - Access Support and Help FAQs
 - Application Access Overview
 - Archive Tasks
 - O Assistance with EHBs Using Screen Sharing
 - BHW Grantee Balanced Scorecard Dashboard
 - o BHW MGATT Quarterly Progress Update (QPU) Submission
 - BHW Performance Management Handbook (BPMH)
 - O BPHC Diabetes Action Plan User Guide for Health Centers
 - O BPHC Loan Guarantee Program
 - BPHC Progress Reports
 - BPMH ESR EXP 1 Address Standardization
 - BPMH IND-GEN
 - 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
 - o DGIS User Guide
 - Document Upload Features
 - 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 PCHP Application Development Resources
 - o FY 2022 PCA NCC Submission Resources
 - o GPRS Submission
 - O 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
 - NCC Submission
 - PIMS
 - Recommended Settings
 - Reopen Submitted Applications
 - Ryan White HIV/AIDS Program Compass Dashboard
 - SAM Integration Information Page
 - Scope Verification (BPHC)
 - O 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)
- BHW MGATT Standardized Work Plan (SWP) Submission
- Project Work Plan Modification Requests
- Health Center Workforce Wellbeing Dashboard
- Grantee Satisfaction Survey

Interactive Videos

- O Video EHBs Home Page and Navigation
- Video EHBs Help and Knowledge Base Overview for Grantees
- Video EHBs Resources for Grantees
- O Video How do I Reset a Forgotten EHBs Password
- Video Getting Started in the EHBs
- Video EHBs User Permissions Overview
- O Video Managing Users in the EHBs
- O 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
- O Video EHBs Application Access
- O 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
- O Video Download and Print Documents Feature
- O Video How do I change my Project Director
- Video Submissions an Overview for Grantees
- O 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
- O Video Responding to Submissions from Conditions
- Video BHW Grantee Standardized Work Plan (SWP) Submission
- o Video BHW Grantee Quarterly Progress Update (QPU) Submission
- Video How to use the IND-GEN Excel File

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