| # | Questions | Answers |
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| 1. | When will the presentation slides be available? | The webinar recording is usually available within 1 week of the webinar. The webinar slides and Q & A are usually posted within 2 weeks. You can find webinar archives on [TargetHIV](http://www.targethiv.org/dart/webinars). |
| 2. | My grant isn’t showing up when I put my DUNS number in. Can I reregister with an EIN? | If searching by DUNS number does not show your grant as a result, make sure your grant has been submitted and contact the [EHBs Customer Support Center](https://www.hrsa.gov/about/contact/ehbhelp.aspx) for any assistance. |
| 3. | What browser(s) can I use to access the EHBs? | The current required browser is Internet Explorer 8.0 or greater as that is the browser the EHBs are set up to work best on. HRSA Office of Information Technology is currently working on workarounds for those who wish to use alternate browsers such as Chrome or Microsoft Edge. |
| 4. | Where can I access reports related to the RSR (e.g. Upload Completeness Report) from previous reporting periods? | You can access previous years’ reports through the RSR Web System. Any issues preventing users from accessing reports from previous reporting periods have since been resolved. |
| 5. | Is there a way to merge 2 accounts? We have two separate logins for our main grant and the CARES Act funds we received. | You cannot merge two accounts and would need to log in and out of each account to work with the respective grants. If the account has been created in duplicate, please reach out to the [EHBs Customer Support Center](https://www.hrsa.gov/about/contact/ehbhelp.aspx). |