

# Minority Health Grants Management (MHGM) System

## Frequently Asked Questions as of 4.29.19

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For MHGM technical assistance (page loading errors, system generated error messages, etc.) please contact Reina Sims at [minhealth@mih.ohio.gov](mailto:minhealth@mih.ohio.gov). Then enter, "MHGM System Technical Assistance Question" in the subject line in the subject line, type your question and include a screenshot of the issue to include the URL, in the body of your email.

**1. What if there is no application listed on my dashboard? I do not have options to access anything.**

- There will not be an application listed upon first entry to the system. You must first register as a user, as per page 5 of the MHGM Applicant User Guide which states, "External users can create new a Minority Health Grants Management System user account through the Ohio Commission on Minority Health Portal Welcome site." You must then follow directions on page 6 – 9 to create your organization, receive confirmation of the creation of your organization and receive your password. Once the aforementioned steps are complete, you can then begin instructions on page 9 to sign into the application portal to complete your application.

**2. If I create an account for my organization, can I add other users to it? For example, we have a grant manager who completes specific parts of the grant application and my team and I will be responsible for other parts. How can we all have access to the same grant application?**

- Yes. Multiple users can be added to each grant application. Please note, the first person that goes into the system completes their own user registration, obtains their own user name and password, and creates the applicant agency in MHGM. These steps are found on pages 5 – 9 in the Applicant User Guide.

Each additional user must establish their own registration, user name and password as indicated on pages 5 – 9 in the Applicant Use Guide.

There are no there user role assignments necessary. Each registered user who has established a user name and password for your agency will have access to the application.

**3. My log in portal does not allow me to do anything.**

- One cannot log into the OMCH portal without first registering as a user, obtaining user credentials and creating an organization. Please follow the steps on page 5 through page 9 of the Applicant user guide to accomplish the aforementioned three items. Once the aforementioned three items are completed, then you can go to the OCMH portal to begin entering the application into MHGM.

**4. The (MHMG Training) video clearly states that you must complete one section (like the Project Abstract) before you can proceed to the next section (Project Narrative). My question is: Can you go back? For instance, from the Project Narrative back to the Project Abstract? What if I need to change the face sheet?**

- Yes, you can go back. However, to go back you must use the navigation bar down the left side of your screen as indicated on page 12 of the Applicant User Guide. Once on your selected page, you can make entry changes.

Please note, if you navigate away from your current page without saving the data entered, you will lose your data. To save the data on your current page, please fully complete the page and click the next button. Then, go to the navigation bar to go to whatever page you need in the application.

5. **The MHGM system is currently telling me that my login/user does not exist. I created an account and was able to login yesterday. Also, when I was in MHGM yesterday, it did not have anything for me to do accept lookup an organization. There were no applications and nothing as far as reports and such.**

- Please ensure that you are using the proper login/user name credentials.

With regard to not having anything to look up, the system will not have any grant information in it until you begin to enter the grant information and save it.

With regard to reports, there are no reports for you to view. Once a grant is awarded and approved in the system, the MHGM system will automatically populate the quarterly report template for each grantee. This process will be described in detail at the grantee training for agencies who are awarded funding.

6. **I received this email regarding access to the OCMH portal and when I set up my password I got the following notice. Can you assist me with obtaining access?**



The screenshot shows a login form titled "Please Enter Your Information". It contains a red error message box that reads: "The user does not exist in the system. Please contact your manager for access." Below the error message, there is a "User Name:" label and a text input field containing "lhertlein@ phdmc.org". Underneath, there is a note: "Non State User will use the email address and State User will use State of Ohio ID for user name." and a "Password:" label with an empty text input field.

- As per page 5 of the Applicant User Guide you must first register as a user before you can use the OCMH portal.

7. **I am able to login to the new portal for the FY20 grant but I can't see the grant once I login. I can search it and find it but I am unable to add it to my profile or be able to see anything dealing with my grant. Please let me know what I need to do so that this can be accessed.**

- In this instance, the MHGM site was intermittently down this morning. Please try to access MHMG again.