Minority Health Grants Management (MHGM) System

Frequently Asked Questions as of 5.31.19

For MHGM technical assistance (page loading errors, system generated error messages, etc.) please contact Reina Sims at 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. **I'm registered and able to login. When I go to "Show my applications" to select organization name is not listed.**

- Please contact the staff member in your agency who is the lead on this project. Please inquire as to what name they listed your agency. Once shared, you should be able to find your agency.

  If a name change is needed for the agency, only the Commission is able to change this information. Please forward a direct request, to minhealth@mih.ohio.gov, for a name change, if needed.

6. **Our organization is attempting to complete its application submission through the MIH Portal as instructed. On the FIRST screen, all information has been completed that is allowable. We are unable to progress to the next screen (page2) because of the requirement that a 'project area' be identified. This is to be done through a drop box selection, however there is NO option for us to elect from.**

- To best serve you, as per our website, please always send a screenshot with your question, to include the URL of the page in question.

  In the interim, and without a screenshot of your page, this common issue was solved when the correct FY was selected for the application. If you have selected FY19, please change it to the correct FY for which you are applying, which is FY2020.

7. **I cannot find or see in the on-line application form, an Administrative Compliance form to fill in or type into. The instructions on page 45 (2.d) of the User Guide states that it needs to be uploaded. The instructions on-line in the Documents Section next to the Administrative Compliance line states to, "Please complete the form as referenced in the directions at the top of the Administrative Compliance form"…however, I do not see a form. A screen shot is below. Please assist and tell me what I am doing incorrectly.**

- Please find the administrative compliance form on our Commission website at www.mih.ohio.gov. Once there, please go to the Grantee Forms page. Once there, scroll down to the General Documents section where you will find the administrative compliance form.

8. **I continue to have the same problem as yesterday, I am unable to get into the system. Once I log in, it indicates my session will expire, when I hit close, it take me back to the log in page again. I log back in and it repeat the same thing. I have tried several times, please advise.**

- It seems as if this is the common issue for agencies that are using apple products. The MHGM System is not presently compatible with Apple products using the Safari browser. Incompatibility issues are currently in the process of being rectified. In the interest of time, as the grant deadlines will not be altered, please use a PC to register for and navigate in the MHGM system.

  Please remember, to properly address your concern on a given page, please send the screenshot of your page, with the error message, to allow for a clearer understanding of your issue.

9. **I have logged into the system to start processing our Lupus grant. When I client the dropdown for our agency, I noticed that the address is 603 Central Center – which is our old address. We have relocated. Our new address is 250 N. Woodbridge Ave.**

   - Only Commission staff change your address. Please submit your correct address, and Commission staff will update the system with your correct address.

10. **Do you have the link I follow to register?**

    - MHGM Applicant User Guide: Click HERE to access the MHGM Applicant User Guide

      MHGM User Registration Link: Click HERE to access the MHGM User Registration Link.

      MHGM Application System Link - Click HERE to Access the MHGM Application System Link.

11. **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?**
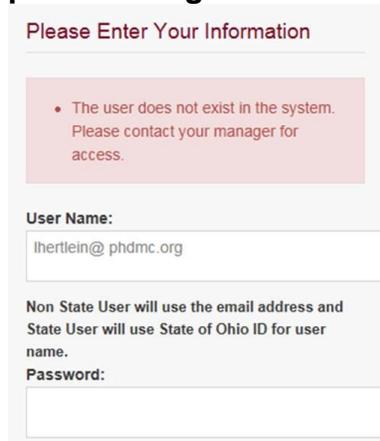
    - Please note that as per page 5 of the Applicant User Guide you must first register as a user before you can use the OCMH portal. If you continue to experience this issue or others, please submit your questions to minhealth@mih.ohio.gov.

12. **I have tried to register as a new user, however, when I do this the portal page says "A user account with the email provided already exists in the system."**

- Each registered user's associated email address is only allowed to be registered once per organization. It appears that your email address has already been used. If you need to have your record deleted to use your email address, please email minhealth@mih.ohio.gov to request OIT assistance.