

### **Account Login Access Problems – MHT’s New Grant Application Portal**

MHT is aware of an issue currently affecting account access in its new grant application portal. If you are encountering issues logging in to your account, please open the portal [using this link](#) in a different web browser. Common web browsers that are compatible with our system include Chrome, Firefox, or Microsoft Edge web browsers. Please ***do not use Safari*** as this browser is not compatible with the online grant application portal.

If you continue to experience issues logging in, we recommend opening your preferred browser in incognito mode (Chrome), InPrivate (Microsoft Edge), or private browsing mode (Firefox). You can find instructions for how to use private browsing modes for these browsers at the following links:

Chrome: [Browse in Incognito mode - Computer - Google Chrome Help](#)

Firefox: [Firefox Private Browsing | How to Go Incognito in Firefox](#)

Microsoft Edge: [Browse InPrivate in Microsoft Edge - Microsoft Support](#)

Once logged into your account using a private browsing mode, you may then log out of the account, close the private browsing window, and open a standard browser window, which you can then use to log in using your credentials.

If the abovementioned steps do not resolve your login issue, delete any cookies or clear your browser’s cache prior to attempting to log in to MHT’s grant application portal. Please ensure to retain any important web page or application data before clearing your cache!

### **Application Loading Error – MHT’s New Grant Application Portal**

MHT is also aware of an issue currently affecting the online application’s loading process for FY26 AAHPP grant applications. If you experience an error with loading the content/questions of an in-progress FY26 AAHPP grant application in MHT’s new grant application portal, we recommend logging out of the system completely and [opening the portal in a new browser](#). Common web browsers that are compatible with our system include Chrome, Firefox, or Microsoft Edge web browsers. Please ***do not use Safari*** as this browser is not compatible with the online grant application portal.

If you continue to experience issues accessing the content of the application, open the portal in a private browser window. See detailed instructions above. Once logged in, click on the application link in the portal to continue your work – this should allow your application content to load correctly.