



BCRS Management Information System Solution (BMISS)

Nursing Education Loan Repayment Program Online Application User Guide

January 2013



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Introduction: NELRP Online Application User Guide

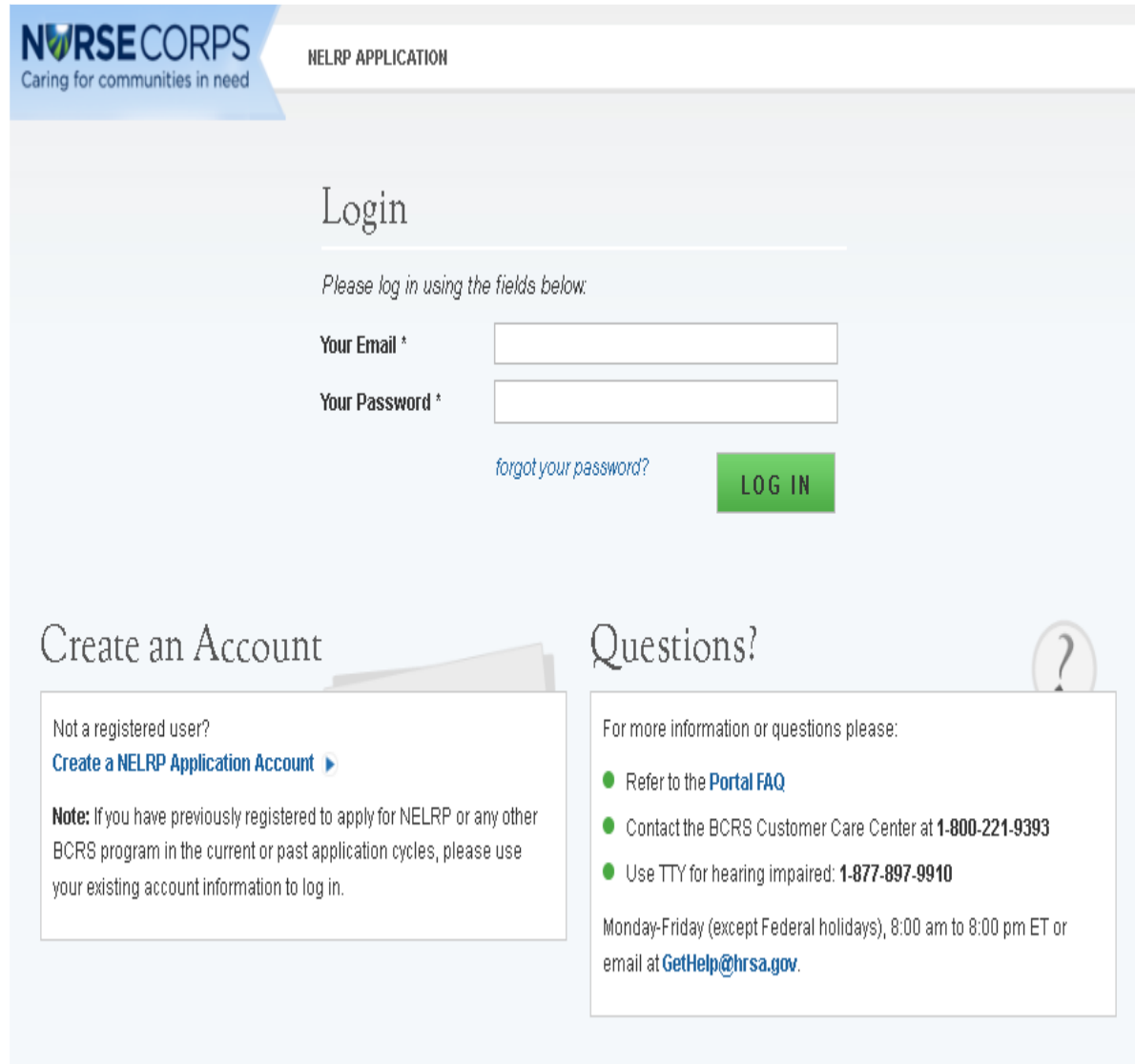
Goal: The NELRP online application user guide serves as the main tool for the Call Center to answer applicant inquiries. In addition to this user guide, the call center analysts must be familiar with the NELRP Application Program & Guidance, as some of the questions will be program based and are not discussed in this document. The primary intent for this user guide is to focus on the functionality developed for the NELRP online application.

Roles: There are no roles associated with the NELRP online application, as any external user can apply.



Section 1: Create Account

The first step an applicant takes in order to begin the NELRP Online Application is to create an account.



NURSECORPS
Caring for communities in need

NELRP APPLICATION

Login

Please log in using the fields below:

Your Email *

Your Password *

[forgot your password?](#)

Create an Account

Not a registered user?
[Create a NELRP Application Account](#)

Note: If you have previously registered to apply for NELRP or any other BCRS program in the current or past application cycles, please use your existing account information to log in.

Questions?

For more information or questions please:

- Refer to the [Portal FAQ](#)
- Contact the BCRS Customer Care Center at **1-800-221-9393**
- Use TTY for hearing impaired: **1-877-897-9910**

Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or email at GetHelp@hrsa.gov.

Steps:

1. Applicant navigates to the online application via the web link:
<https://programportal.hrsa.gov/extranet/application/nelrp/login.seam>
2. Applicant selects the “Create a NELRP Application Account” link in the bottom left hand section of the page.
 - Please note that applicant can get to log in page from NELRP website



The applicant will be prompted to fill in a series of fields in order to create an account. Once the applicant selects “Create,” the system will send an activation email to the email address provided when creating an account.

Create My Account


* required field

Please read the [Application and Program Guidance \(APG\)](#) for eligibility criteria prior to creating an account. To be eligible to participate in the Nursing Education Loan Repayment Program (NELRP) you must be:

- A U.S. Citizen
- Trained and Licensed in one of the eligible professional disciplines

Once you complete and submit the following information, an email message with a link to verify your email address will be sent to you. You will need to verify your email address within two (2) days to be able to login to your account.

Please note: All nursing program degrees must be completed at the time of submitting your application in order to be eligible to receive loan repayment from the NELRP.

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Middle Initial	<input type="text"/>
Title	<input type="text" value="Select"/>
Suffix	<input type="text" value="Select"/>
Email *	<input type="text"/>
Confirm Email *	<input type="text"/>
Create Password * 	<input type="text"/>
Confirm Password *	<input type="text"/>
Security Question *	<input type="text" value="Select"/>
Security Answer *	<input type="text"/>

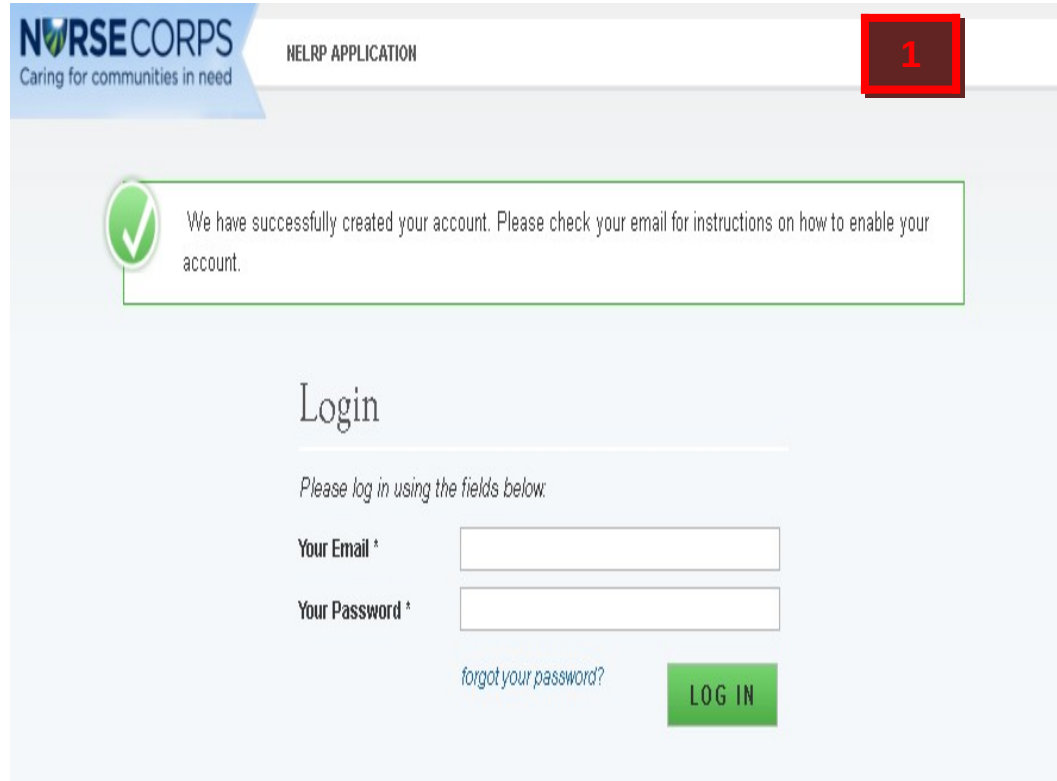
Steps:

1. Applicant answers each of the required fields.
2. Applicant selects **CREATE** to register for an account with the Nursing Education Loan Repayment Program (NELRP).
3. System re-directs the applicant to the NELRP application “Log in” and prompts the user at the top of their screen that “We have successfully created your account. Please check your email for instructions how to enable your account.” (See Figure 1)
4. Applicant goes to the email address used to create their NELRP application and opens the message.
5. Applicant selects the activation link in the body of the email.
6. System re-directs the applicant to the NELRP application “Log In” page notifying them that their account is enabled.

Business Rules:

- The email address provided by the applicant will serve as their NELRP online application username.
- System cannot create account if applicant email already exists in a previously created account for any program in any application cycle
 - The applicant will get an error message if he/she tries to create a new account with an existing email address
 - Error message will prompt applicant to log in with his/her existing email
- The following information will be auto-populated on the General Information page based on the information entered on the Create Account page:
 - First & Last Name
 - Middle Initial
 - Title
 - Suffix





The screenshot displays the top navigation bar with the "NURSECORPS" logo and the text "Caring for communities in need" on the left, and "NELRP APPLICATION" on the right. A red box with the number "1" highlights a tooltip icon in the top right corner. Below the navigation bar, a green checkmark icon is followed by the text: "We have successfully created your account. Please check your email for instructions on how to enable your account." Below this message is a "Login" section with the heading "Please log in using the fields below." and two input fields labeled "Your Email" and "Your Password". A "forgot your password?" link is positioned below the password field, and a green "LOG IN" button is at the bottom right of the login section.

- Applicants can roll over the tool tip next to the "Password" field for details on password criteria.
- Passwords must have a minimum length of eight characters; shall not contain slang, jargon, or personal information; shall not contain all or part of your username; and must contain: at least one English upper-case character (A-Z), at least one English lower-case character (a-z), at least one numerical digit (0-9), and at least one special character (e.g. @, !, \$, %). A character may not be repeated more than once in succession.
- System shall disable ability to create an account after application deadline (2/28/13)



Section 2: Logging In

After an applicant activates their account, they are able to log in. The applicant will enter their email address (username) and password they used when creating their account in order to log in. If the applicant forgets their password, they can reset their password by selecting the “forgot your password?” link; this will be later described in Section 3 (next page).

NURSECORPS NELRP APPLICATION
Caring for communities in need

Thank you. Your account is now enabled.

Login

Please log in using the fields below:

Your Email *

Your Password *

[forgot your password?](#)

Create an Account

Not a registered user?
[Create a NELRP Application Account](#)

Note: If you have previously registered to apply for NELRP or any other BCRS program in the current or past application cycles, please use your existing account information to log in.

Questions?

For more information or questions please:

- Refer to the [Portal FAQ](#)
- Contact the BCRS Customer Care Center at **1-800-221-9393**
- Use TTY for hearing impaired: **1-877-897-9910**

Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or email at GetHelp@hrsa.gov.

Steps:

1. Applicant enters their email address and password.
2. Applicant selects **LOGIN**.
3. At first log in applicant is re-directed to the “Not started” home page (screen shot displayed in section 4)

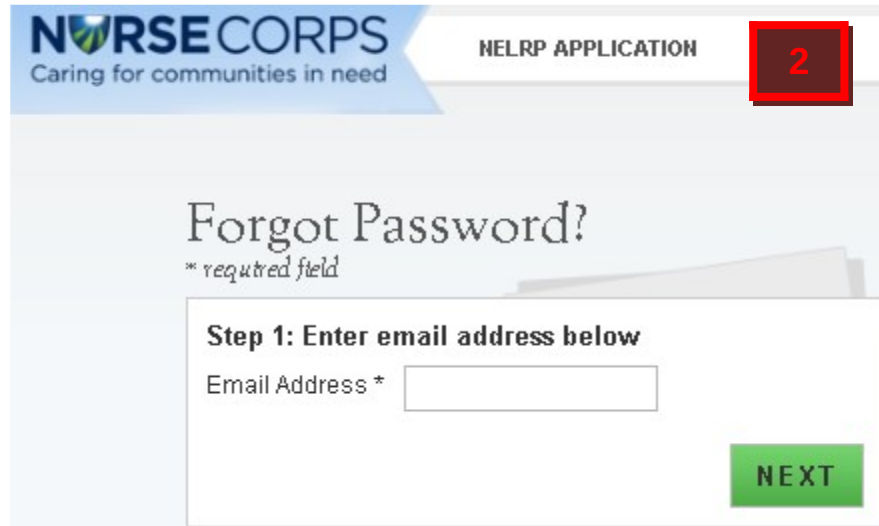
Business Rules:

- After selecting the activation link in the email, the system notifies the applicant that their account is activated (this only happens once on the initial log in).
- At first log in applicant is re-directed to the “Not Started” home page which explains the new features of the 2013 NELRP application. Once an applicant begins their application they will not be directed to the NELRP Not Started home page on the next log in.
- After the applicant's second failed log in attempt, the applicant will be warned that their account will be locked if their next log in attempt is incorrect.
- The applicant's account will be locked after the third failed log in attempt and they will be required to go through the “Forgot your Password” process or contact the Call Center to unlock their account.



Section 3: Forgot Your Password

If the applicant forgets their password, they will have to select the [forgot your password?](#) link and follow these steps in order to reset it:



NURSECORPS NELRP APPLICATION **2**
Caring for communities in need

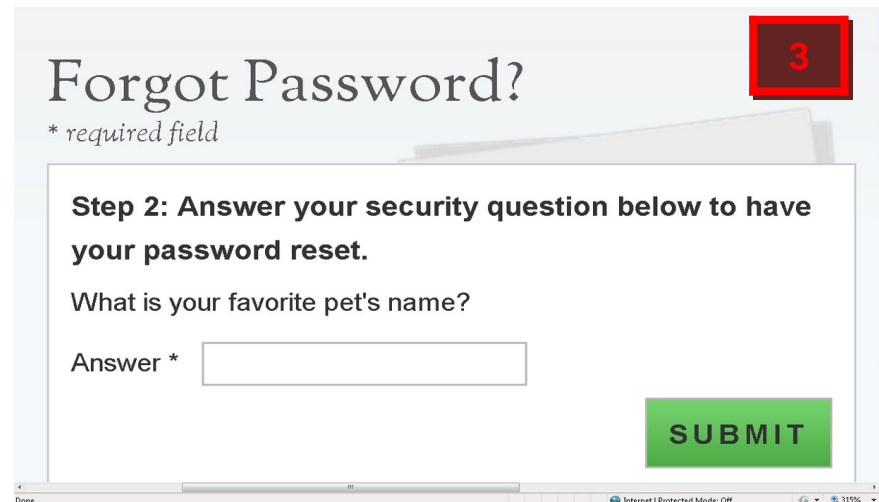
Forgot Password?

* required field

Step 1: Enter email address below

Email Address *

NEXT



NURSECORPS NELRP APPLICATION **3**
Caring for communities in need

Forgot Password?

* required field

Step 2: Answer your security question below to have your password reset.

What is your favorite pet's name?

Answer *


SUBMIT

Steps:

1. Applicant selects [forgot your password?](#) on the log in page.
2. Applicant enters their email address and selects **NEXT** (see Figure 2).
3. Applicant answers their security question and selects **SUBMIT** (see Figure 3).
4. System displays confirmation and sends an email to applicant (see Figure 4).



NURSECORPS NELRP APPLICATION **4**
Caring for communities in need

 Your answer is correct. Please check your email for further instructions.

Forgot Password?

Step 3: Check your email.

You should receive an email containing a link to reset your password. If you do not access this link and reset your password within 2 days the link will expire and you will have to request a new one.

Questions?

For more information or questions please:

- Refer to the [Portal FAQ](#)
- Contact the BCRS Customer Care Center at **1-800-221-9393**
- Use TTY for hearing impaired: **1-877-897-9910**

Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or email at GetHelp@hrsa.gov.



Please set your new password below.

Change Password

* required field

New password: *

Confirm new password: *

5

UPDATE PASSWORD

Steps (continued):

5. Applicant goes into their inbox to access the email sent to unlock their account.
6. Applicant selects Reset Password Link from email.
7. Applicant enters new password and selects **UPDATE PASSWORD** (see Figure 5).
8. System updates new password.
9. Applicant is directed to the BCRS portal home page.
10. Applicant selects "Applying for the Nursing Education Loan Repayment Program."
11. Applicant enters in email address and new password.

Notes:

- Passwords must have a minimum length of eight characters; shall not contain slang, jargon, or personal information; shall not contain all or part of your username; and must contain: at least one English upper-case character (A-Z), at least one English lower-case character (a-z), at least one numerical digit (0-9), and at least one special character (e.g. @, !, \$, %). A character may not be repeated more than once in succession.



Section 4: Home Page (Application Status = “Not Started” or “In Progress”)

The Not Started Home Page is the first page the applicant sees on their initial log in. Once an applicant begins their application they will no longer be directed to the Not Started Home Page but will be re-directed to the NELRP In Progress Home Page when logging in.

Nursing Education Loan Repayment Program Application

WELCOME TO THE NURSING EDUCATION LOAN REPAYMENT PROGRAM

Before you begin the application modules, please be sure to carefully read the [2013 Application and Program Guidance \(APG\)](#) and the important information below.

NEW FOR NELRP IN 2013

1. All NELRP Critical Shortage Facilities must have a Health Professional Shortage Area (HPSA) designation no later than January 1, 2013

A HPSA score and designation status can change at any time throughout the year. To eliminate the impact of fluctuations in HPSA scoring and designations during the NELRP 2013 application and award cycle and for the purposes of determining funding preference tiers, NELRP will “freeze” primary medical and mental health HPSA designations in the BMISS system as of January 1, 2013. The NELRP will assess all applications based on HPSA data in BMISS, as of January 1 of a given year.

2. Employment Verification will be Electronically Processed

To streamline the application process and increase the integrity of the NELRP application review criteria, the Employment Verification will be electronically delivered to the point of contact (POC) at the employment site selected in the application Employment Information section. If your site does not have a POC, you have the opportunity to enter a site POC email address in the “Other POC Email” field on the Employment Verification section of the application that will enable that individual to create an account on the Program Portal for Site Administrators (“Portal”) and complete your Employment Verification as your site POC. Please refer to the instructions in the [NELRP Employment Verification Instructions and FAQs](#) for information on how to determine if your site has an existing POC and other details related to the Employment Verification process. Please note that completing the electronic Employment Verification, from initiation to completion by the site POC, requires time and coordination between the applicant and the site POC. It is the applicant’s responsibility to ensure the timely completion in order to submit your NELRP application by the closing date of February 28, 2013 at 5:00 PM EST.

Upon the site POC’s completion of the Employment Verification on the Portal, you will receive an email notification. However, it is suggested that you periodically check your online application Employment Verification section for status updates. As the applicant, you will not be able to view the completed Employment Verification until you have submitted your NELRP application. Upon submission, you will have a read only view of your entire application including the Employment Verification from your site POC. If you find the information submitted by your site POC is incorrect, you have the opportunity to reopen your application and resend the Employment Verification.

3. Ability to Edit and Withdraw an Application during the Application Cycle

The NELRP understands that an applicant’s circumstances can change during the application cycle that may have an effect on his/her application. In the 2013 application cycle, an applicant who submits his/her application can return to the application to make edits prior to the close date of February 28, 2013 at 5:00 PM EST. The applicant will be allowed to remove or upload additional forms and change any information included in the application, or if necessary withdraw the application. By withdrawing the application, you will no longer be considered for an award. All applications must be submitted by, and no changes can be made after February 28, 2013 at 5:00 PM EST. Applicants can withdraw their application anytime after submitting during the application cycle or after the application closes, until they have been sent an offer for an award.

Steps:

1. Applicant reads through the information displayed on the Not Started Home Page.
2. Applicant selects **START MY APPLICATION**.

Business Rules

- The APG, EVF FAQ and Funding Preference definition links will open in a new window when an applicant clicks on the link
- Once an applicant clicks **START MY APPLICATION** they will no longer be directed to this page when they log in



2013 FUNDING PREFERENCE

Historically, the number of qualified applicants has exceeded available NELRP funding. Consequently, the program uses funding preferences to determine the order in which qualified applicants are considered for an award. Applicants are grouped into funding preference tiers as described in the link provided below⁶. Additionally, applicants demonstrating the greatest financial need, defined as those qualified applicants whose debt to salary ratio (i.e., total qualifying educational loans divided by base annual salary) is 20 percent or greater, will be prioritized for funding. Starting with the first tier, awards will be made in order of decreasing debt to salary ratio until funds are expended. Nurse Practitioner applications will be evaluated separately from other RNs serving at a critical shortage facility. Specific to NELRP Nurse Faculty applications, a funding preference, in addition to those with the greatest financial need, will be given to applicants who are able to demonstrate at least 50% of their institution's students come from an environmentally or economically disadvantaged background.

- [Funding Preference Tiers for Registered Nurses and Nurse Faculty](#)
- [Disadvantaged Background Definition for Nurse Faculty](#)

2012 FUNDING STATISTICS

	Total Applications	Nurse Practitioner	Nurse Faculty
Applications Received	5610	705	460
Number of Awardees	720	188	214
Total Award Amount	\$34,002,000.00	\$10,502,000.00	\$7,597,000.00

APPLY NOW

The online application is made up of several sections. The first section that must be completed is Eligibility. You will not be able to continue with the application if you are found ineligible for a NELRP award based on your responses in this section. If you are found eligible to participate in the program, you will be able to save your information and move on to the General Information section. The system will prevent you from accessing the next section until you have completed all required fields in the prior section, however you will be able to revisit previous sections to make edits. The online application is made up of the following sections:

1. Eligibility
2. General Information
3. Employment Information
4. Employment Verification
5. Qualifying Education
6. Loan Information
7. Supporting Documents
8. Self-Certification

If the applicant has already started their NELRP online application and logged off, upon logging back in, they are directed to the In Progress Home Page. The In Progress Home Page will now display "In Progress" status, and the applicant will be able to select "Continue" or the desired section by selecting the page name in the table.



Nursing Education Loan Repayment Program Application

Hello Richard,

Welcome back to the Nursing Education Loan Repayment Program online application!

Your overall application status is: **In Progress**

Your application ID is: **100042**

Please select Continue to resume filling out the online application.

Page Name	Status
Eligibility	Complete
General Information	In Progress
Employment	Not Started
Employment Verification	Not Started
Education	Not Started
Loans	Not Started
Supporting Documents	Not Started
Self Certification	Not Started
Review & Submit	Not Started

CONTINUE

Steps:

1. Applicant reads information on status page.
2. Applicant can navigate to a specific section by selecting the link to the desired page name in the table
 - The page must have already been completed or is in progress to select a specific section; or
3. If the applicant selects **CONTINUE** the system will direct the applicant to the first incomplete page

Business Rules:

- The system shall only link to pages that are in a "Complete" or "In Progress" status. The applicant will not be able to jump to a page that is "Not Started."
- If the applicant selects "Continue," the system shall direct them to the first incomplete page. For example, if Eligibility is "Complete", system shall direct applicant to General Information once they log back into the application if they select "Continue".



Section 5: Eligibility

The Eligibility page is used to ensure the applicant meets the qualification requirements to apply for a NELRP application. If the applicant is deemed eligible, he/she will be able to continue with the application. If an individual does not pass the initial screening portion of the online application, he/she will not be able to continue with the application.

Eligibility

* required field

1. Do you or will you have a current, full, permanent, unencumbered, and unrestricted license to practice as a nurse in the state you intend to practice by the time you submit your application, or are you authorized to practice in the state you intend to practice pursuant to the Nurse Licensure Compact? *

Yes No

2. Are you a citizen, national or permanent resident of the United States? *

Yes No

3. Do you have an existing service obligation? *

Yes No

Will it be completely satisfied on or before the application submission date? *

Yes No

Are you in a Reserve component of the Armed Forces, including the National Guard, and not currently deployed? *

Yes No

4. Do you have a judgment lien against your property from a Federal debt that has not been released or satisfied? *

Yes No

5. Are you currently in default on any Federal debt? *

Yes No

6. Do you work for a health care facility or school of nursing that is Non-Profit or Public/Government owned? *

Yes No

7. Are you currently working full time? (For Registered Nurses working at a health care facility, full-time is defined as working at least 32 hours per week. For Nurse Faculty working at a school of nursing, full-time is as defined according to your school of nursing for at least 9 months out of the year.) *

Yes No

SAVE & CONTINUE

Steps:

1. Applicant answers all required questions.
2. Applicant selects **CONTINUE** once they have answered all the eligibility questions.
3. Applicant will be directed to General Information page if they are eligible.

Business Rules:

- System shall require applicant to respond to all questions before they can continue
- If the applicant answers “Yes” to question 3, the system will display two sub-questions, each is required.
 - If applicant indicates “Yes” for “Do you have an existing service obligation?” they are required to provide supporting documentation on the supporting documents page.
- System shall direct user to ineligible landing page if one or more answer(s) is:
 - Licensed Registered Nurse = No
 - Applicant Citizen or National = No.
 - Existing Service Obligation= Yes
 - Completed before submission = No
 - Uniformed service member = No
 - Applicant Judgment Lien = Yes
 - Applicant Defaulted Federal Debt = Yes
 - Applicant CSF type/School Accreditation = No
 - Minimum working hours/Working full-time = No

NOTE: The ineligible landing page will not give the specific reason that the applicant was deemed ineligible, only several possible reasons for ineligibility from the Eligibility section will be displayed



- If an applicant is logged in with an existing participant username and says no to having an existing service obligation they will get an error message and will not be able to continue with the application until they change their response to “Yes” to having an existing service obligation



Section 6: General Information

The General Information page consists of questions about the applicant's contact information. The information under Full Name (such as First and Last Name, etc.) is pre-populated from the answers the applicant supplied when creating their account. These fields are editable.

General Information
* required field

Please Note: If you have multiple applications for different Programs (such as NHSC LRP and NELRP), any changes you make to basic applicant information on this page (including your name, address, date of birth, birth location, and Social Security number) will automatically be reflected in all your other applications when you select Continue from this page.

APPLYING FOR

Important Note: Please be very careful to choose the correct options below according to the [Application and Program Guidance](#). Failure to correctly select your application type may result in your application not being selected for funding.

Applicants who are registered nurses (RN) working full-time (as defined by his or her employer) as a nurse faculty member at an accredited public or private nonprofit school of nursing should select Nurse Faculty below.

Application Type *

- Registered Nurse
- Nurse Practitioner
- Clinical Nurse Specialist
- Nurse Mid-Wife
- Registered Nurse Anesthetist
- Nurse Faculty

FULL NAME

First Name *

Last Name *

Middle Initial

Title

Suffix

Former First Name

Former Last Name

PREFERRED MAILING ADDRESS

Line 1 *

Line 2

Country *

State/Province/Region *

City *

Zip/Postal Code *

Steps:

1. Applicant answers required fields.
 - a. Required fields denoted with an asterisk (*)
2. Applicant selects **CONTINUE** once they have answered all the required fields.
3. Applicant will be directed to Employment page if all required fields are entered.
 - a. If Nurse Faculty is selected applicant will be directed to the Employment School Search
 - b. If any other application type is selected applicant will be directed to the Critical Shortage Facility Search

Business Rules:

- The following fields are populated from answers during the create account process:
 - First Name
 - Last Name
 - Middle Initial
 - Title
 - Suffix
- Applicant will select Application Type
 - If Registered Nurse, Nurse Practitioner, Clinical Nurse Specialist, Nurse Mid Wife or Registered Nurse Anesthetist is selected system will display functional role question which will be required
 - If Nurse Practitioner is selected system will also display main specialty question which will be required
 - If Nurse Faculty is selected system will display tenured question which will be required



Bureau of Clinician Recruitment and Service
NELRP Online Application User Guide

PHONE

My preferred phone is an international number

Preferred Phone *

My alternate phone is an international number

Alternate Phone

SOCIAL SECURITY NUMBER

SSN ⓘ [Edit](#)

PLACE OF BIRTH

Country *

State/Province/Region *

City *

Date of Birth *

DEMOGRAPHICS

Gender Male Female

Ethnicity Hispanic or Latino Not Hispanic or Latino

Race American Indian or Alaskan Native
 Asian
 Black or African-American
 Native Hawaiian or Other Pacific Islander
 White
 Other

HOW DID YOU HEAR ABOUT NURSING LOAN REPAYMENT PROGRAM

How did you hear about the NELRP? *

SAVE & CONTINUE

- If applicant is not tenured system will prompt applicant to input Nurse Faculty appointment dates
 - The faculty appointment must be at least 9 months for applicant to be eligible and continue with the application
- If the applicant selects a Country other than the United States, the State/Province/Region field transforms from a dropdown to a required text field and the Zip/Postal will be optional.
- Only the last 4 numbers of the applicant's SSN will be displayed after saving the page (xxx-xxx-1245).
- The applicant will not be able to move forward if the SSN they entered exists in another NELRP application account from any application cycle
- Based on the SSN entered, the applicant may receive an error message with an error code
 - The code can be used by DNP to determine the issue with the SSN
- If applicant selects that one of their phone numbers is non-U.S. number, the field transforms from a U.S. phone format to a text field.
- The applicant Birth Date must be prior to application cycle start date.
- If applicant selects 'Other' for how did you hear about Nursing Education Loan Repayment Program system will display text box for applicant to enter information
- Once the applicant proceeds from the General Info page, the account settings will get updated with the appropriate information
 - Applicant home Preferred Mailing Address
 - Applicant Primary Phone Number & Extension



- Applicant Alternate Phone Number & Extension
- Demographic information is optional
- If applicant is logged in with an existing application account, any basic information that is changed on this page (such as SSN, name, address, etc.) will automatically be updated on all existing accounts
 - Note: this is only for existing **application** accounts (such as an applicant that has applied to both NELRP and NHSC LRP). This will not update any information on the participant record.
- If an applicant wishes to change his/her application type after completing the Employment Verification section, they must first cancel their Employment Verification if their Employment Verification has been initiated



Section 7: Employment

The Employment Information page asks for the applicant's current employment information. Depending on the applicant type, either a Critical Shortage Facility will be required for NELRP or a school site will be required for NELRP-NF.

Employment: School Search

* required field

To be eligible for the NELRP-NF and meet the funding preferences, your site must be an accredited collegiate, associate degree or diploma school of nursing in a State where graduates are:

- authorized to sit for the NCLEX-RN or
- licensed RNs who will receive a graduate or equivalent degree or training to become an advanced education nurse.

Collegiate and associate degree schools of nursing are a department, division, or other administrative unit in the educational institution which provides primarily or exclusively a program of education in professional nursing. A diploma school of nursing means a school affiliated with a hospital or university, or an independent school, which provides primarily or exclusively a program of education in professional nursing. See section 801 of the Public Health Service Act for a full and complete definition of these terms. The educational programs in the school of nursing must be accredited by a national nursing accrediting agency or state approval agency recognized by the Secretary of the U.S. Department of Education.

Important Note:

- Initiation of the CSF Site request to submission of the EVF by the POC could take up to total of 5 business days. Therefore it is recommended that you start the Employment Verification Form process as soon as possible.
- Employment Verification Forms and/or Applications not submitted by the February 28, 2013 at 7:30 PM EST deadline will not be processed and not considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.
- It is responsibility of the applicant to ensure that a CSF Site request and EVF have been submitted in advance to allow sufficient time for processing.

SEARCH YOUR SCHOOL OF EMPLOYMENT

State *

Nebraska ▼

School *

Western Nebraska Community College ▼

SAVE & CONTINUE

Steps **NELRP-NF**:

1. Applicant selects state in the drop down
2. Applicant chooses a school from the drop down
3. Applicant selects **SAVE & CONTINUE** once they have answered all the required fields.
4. Applicant will be moved to Employment Verification section

Steps **NELRP-NF: School Not Found**:

1. If the applicant cannot find their school they will select "School not Found" in school drop down (see [screen shot 6](#))
2. Applicant enters school information and selects **Enter School**
3. A popup will be displayed giving the applicant the choice of sending the request to program or restarting the search (see [screenshot 7](#))
4. If the applicant sends the request to program they will be returned to Employment School Search Page and language will be displayed indicating that they have sent their school information to Program (see [screen shot 8](#))
5. Applicant will click continue and be directed to Qualifying Education page



Business Rules:

- System shall limit school name field based on state selected
- System shall only provide schools in the school dropdown that:
 - Exist in BMISS
 - Are Accredited
 - Have a status of non-profit/active
- System shall enable option “School Not Found” during entire application cycle which can be selected for any state
- System shall populate the following fields and require user to complete them in order to continue if applicant selects “School not Found”
 - School Name
 - School Address
- System shall require applicant to confirm or cancel program communication upon selecting “Enter School” if applicant does not see their school
- If applicant selects “Restart Search” from the School Not Found Confirmation Pop Up, they will be taken back to the employment search screen
- System shall send communication to Program with the following information if applicant confirms to send communication to Program
 - Applicant first and last name
 - Applicant email/username
 - Applicant school name and address entered by applicant
- System shall put applicant in “In Progress-Employment Not Found” status if applicant sends school information to Program from the School Not Found pop up
- System shall enable Qualified Education page if user is in the “In Progress- Employment Not Found” status
 - The Employment Verification page will not be enabled in this situation
- An analyst has the ability to make an applicant site “Eligible” or “Ineligible” from the Manage Application Documents screen when an applicant is in the “In Progress- Employment Not Found” status
- If an applicant site is made ineligible by an analyst their status will be “Ineligible” and they will be directed to the ineligible landing page after they refresh their screen or log back in (see screen shot on page 22)
- If an applicant is made eligible by an analyst the applicant will receive an email and their school will be added to BMISS
 - The applicant must repeat the steps outlined above to add a site



Employment: School Search

* required field



To be eligible for the NELRP-NF and meet the funding preferences, your site must be an accredited collegiate, associate degree or diploma school of nursing in a State where graduates are:

- authorized to sit for the NCLEX-RN or
- licensed RNs who will receive a graduate or equivalent degree or training to become an advanced education nurse.

Collegiate and associate degree schools of nursing are a department, division, or other administrative unit in the educational institution which provides primarily or exclusively a program of education in professional nursing. A diploma school of nursing means a school affiliated with a hospital or university, or an independent school, which provides primarily or exclusively a program of education in professional nursing. See section 801 of the Public Health Service Act for a full and complete definition of these terms. The educational programs in the school of nursing must be accredited by a national nursing accrediting agency or state approval agency recognized by the Secretary of the U.S. Department of Education.

Important Note:

- Initiation of the CSF Site request to submission of the EVF by the POC could take up to total of 5 business days. Therefore it is recommended that you start the Employment Verification Form process as soon as possible.
- Employment Verification Forms and/or Applications not submitted by the February 28, 2013 at 5:00 PM EST deadline will not be processed and not considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.
- It is responsibility of the applicant to ensure that a CSF Site request and EVF have been submitted in advance to allow sufficient time for processing.

SEARCH YOUR SCHOOL OF EMPLOYMENT

State *

School *

ENTER SCHOOL INFORMATION

School Name *

Address Line 1 *

Address Line 2

City *

Zip *

School Not Found Confirmation

If you are not able to find your school, there is a chance that it has not yet been added to our system. By clicking the button below, a message will be sent to our program analysts to research your school. By doing this, your application will be put in a holding status which will allow you to continue, but you will not be able to submit until your school has been found eligible and added to the system.

School Name: Virginia College of Nursing
Address: 123 Settlers Landing Way ,
Hampton VA 23668



Employment: School Search

* required field



SCHOOL INFORMATION HAS BEEN SENT TO PROGRAM

The status of your application has been changed to reflect that your school is not currently available. You will not be able to submit your application for the time being, but will be able to continue with the remaining sections of the application. You will receive a message soon regarding the eligibility of the school you entered and the next steps you will need to take. Please be aware that it can take the NELRP up to two business days (noting business hours are from 9:00 AM to 5:30 PM) to respond to site requests. If your school is found eligible, you will be able to search for it again, and will then need to complete the Employment Verification section of the application in order to submit.

Nursing Education Loan Repayment Program Application

Applicant Name: Joe Smith

Your application ID is: 117157

Application Deadline: February 28, 2013 at 5:00 PM EST

Your overall application status is Ineligible and you will not be able to continue with your application.

For Registered Nurses, based on research done by the NELRP, your site is not at a critical shortage facility.

For Nurse Faculty, based on research done by the NELRP, your school is not an accredited school of nursing.

For more information or questions please contact the BCRS Customer Care Center at 1-800-221-9393, TTY for hearing impaired: 1-877-897-9910

Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or email at GetHelp@hrsa.gov

Employment: Critical Shortage Facility (CSF) Search

* required field

To be eligible for the NELRP and to meet the funding preferences, your site must be located in a Primary Medical Care or Mental Health HPSA.

A HPSA score and designation status can change at anytime throughout the year, impacting the NELRP's ability to accurately assign your site in the correct preference. To eliminate the impact of fluctuations in HPSA scoring and designations during the NELRP 2013 application and award cycle, and for the purposes of determining funding preference, NELRP will "freeze" the HPSA designations and scores and will assess all applications based on HPSA data in our system as of January 1, 2013.

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ENTER SITE INFORMATION

Site Name *	<input type="text" value="Frances Scott Key"/>
Address Line 1 *	<input type="text" value="380 Willoughby Ave"/>
Address Line 2	<input type="text"/>
City *	<input type="text" value="Brooklyn"/>
State *	<input type="text" value="New York"/>
Zip *	<input type="text" value="11205"/>

DOES THIS ADDRESS MATCH YOUR SITE?

380Willoughby Ave, New York, NY 11205, United States

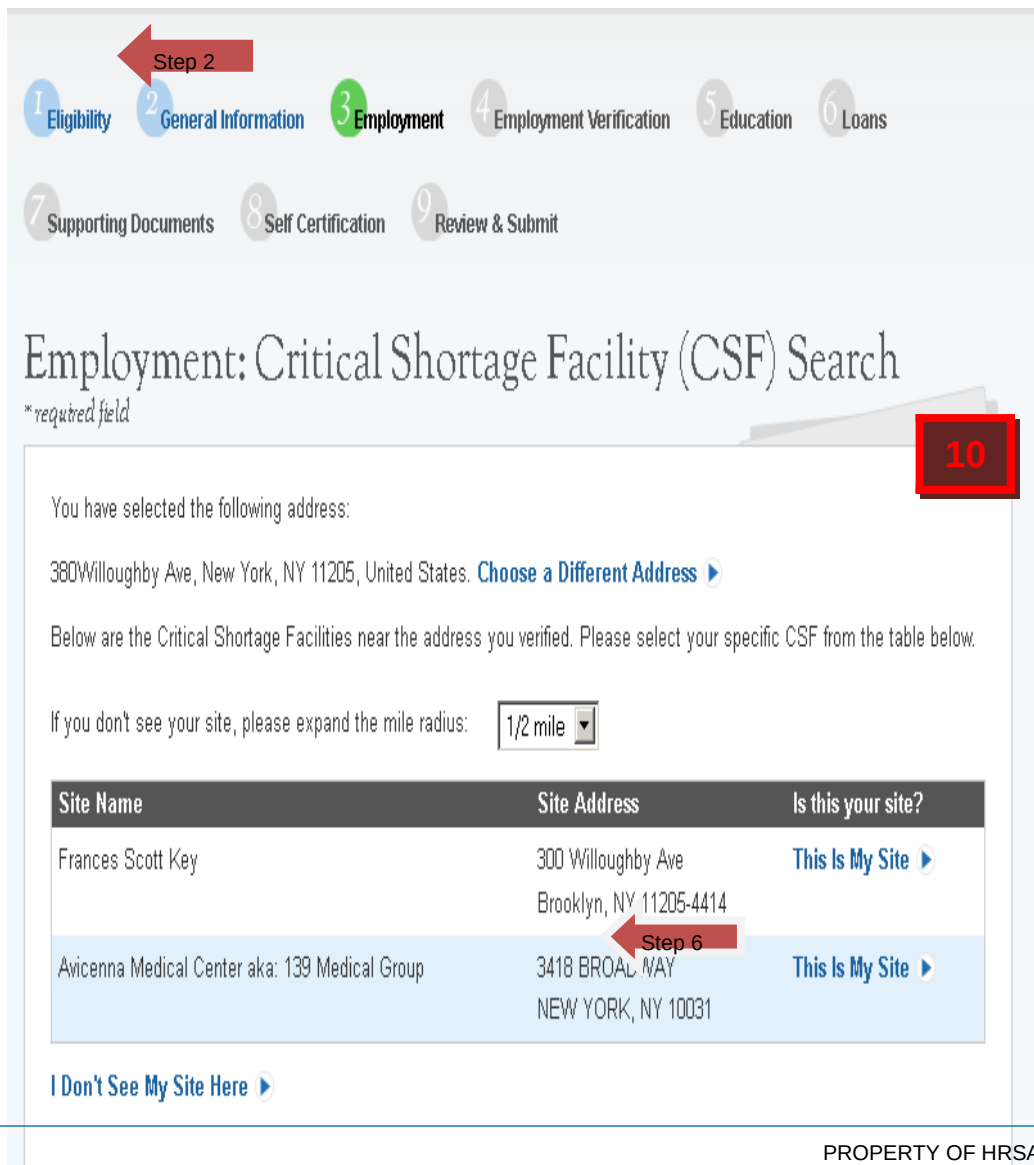
Steps NELRP:

1. Applicant fills out the name and address of their Critical Shortage Facility
2. Applicant selects
3. Verified address appears at the bottom of the page (see figure 9)
4. If address entered is a match applicant selects
 - System will display a list of search results within a ½ mile radius of the Google address if user selects "Yes" to Google address match (see figure 10)
5. If address entered is not a match applicant selects

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- System will display a list of search results within a 10 mile radius of the Google address if user selects “No” to Google address match (see figure 11)
- 6. If applicant doesn't see their site they can expand the search radius
- 7. Applicant selects site they currently work at by clicking “This is my site”



- 8. Applicant clicks **SAVE & CONTINUE**
- 9. Applicant is taken to Employment Verification Page

Steps NELRP: Site Not Found:

1. If applicant does not see their site they will click [I Don't See My Site Here](#) at the bottom of the search results
2. A popup will be displayed giving the applicant the choice of sending the request to program or restarting the search (see figure 12)
3. If the applicant sends the request to program they will be returned to Employment Site Search Page and language will be displayed indicating that they have sent their site information to Program (see figure 13)
4. Applicant will click Save and Continue and be directed to Qualifying Education page

Business Rules

- System shall enable Verify Address only when applicant enters all required fields for CSF address



Bureau of Clinician Recruitment and Service
NELRP Online Application User Guide

- System shall provide address match from Google to the address entered by user (if possible)
- System shall inform applicant if there is no Google address match for address entered by applicant if address cannot be geocoded to a Google address
- System shall inform applicant to retype address and clear address fields if there is no Google address match for address entered by applicant on the **first** search attempt

Employment: Critical Shortage Facility (CSF) Search

Are any of these other nearby sites your Critical Shortage Facility? [Enter Another Address](#) ▶

If you don't see your site, please expand the mile radius:

Site Name	Site Address	Is this your site?
Frances Scott Key	300 Willoughby Ave Brooklyn, NY 11205-4414	This Is My Site ▶
139 MEDICAL GROUP	3418 BROADWAY NEW YORK, NY 10031	This Is My Site ▶
ODA PRIMARY HEALTH CARE CENTER, INC.	14-16 Heyward St Brooklyn, NY 11211-7823	This Is My Site ▶
WOODHULL MEDICAL AND MENTAL HEALTH CENTER	760 BROADWAY BROOKLYN, NY 11206-5317	This Is My Site ▶
BETH ISRAEL WILLIAMSBURG	191 RODNEY STREET BROOKLYN, NY 11211-7233	This Is My Site ▶
C.A.B.S. CENTER	94-98 Manhattan Ave Brooklyn, NY 11206-2501	This Is My Site ▶
BROOKLYN HOSPITAL CENTER	99 DIVISION AVENUE BROOKLYN, NY 11211	This Is My Site ▶
Addiction Research and Treatment Corp. Bushwick	1149-55 Myrtle Avenue Brooklyn, NY 11206	This Is My Site ▶
BEDFORD STUYVESANT FAMILY HEALTH	1456 Fulton Street Brooklyn, NY 11216-2607	This Is My Site ▶
ODA Professionals	420 Broadway Brooklyn, NY 11211-7489	This Is My Site ▶
Boro Park OB/GYN - Williamsburg	52 D Broadway Brooklyn, NY 11249	This Is My Site ▶
HELP/PSI - Brooklyn Primary Medical Care & Mental Health Services	803 Sterling Place Brooklyn, NY 11216	This Is My Site ▶
BROADWAY FAMILY HEALTH CENTER	1238 Broadway Brooklyn, NY 11221-2906	This Is My Site ▶

- System shall display Site Not Found pop-up to send site information to Program if there is no Google address match for address entered by applicant on the **second or more** search attempts
- System shall display a list of search results within a ½ mile radius of the Google address if user selects “Yes” to Google address match
- System shall allow applicant to change the radius of the search results
- System shall display a list of search results within a 10 mile radius of the address the applicant entered if user selects “No” to the Google address match
- System shall only provide sites in search results that:
 - Exist in BMISS
 - Have a HPSA score as of the Jan 1 HPSA Lock
 - Have a status of non-profit/active
- System shall direct user to Employment Verification request page if user selects a site from the search results and selects Continue
- System shall enable Continue button only when user selects an option from the search results
- System shall require applicant to confirm or cancel program communication upon selecting “I do not see my site listed” from the search results
- If applicant selects “Restart Search” from the Site Not Found Confirmation Pop Up, they will be taken back to the employment search screen
- System shall send communication to Program with the following information if applicant confirms to send communication to Program
 - Applicant first and last name
 - Applicant email/username
 - Applicant site name and address entered by applicant



- System shall put applicant in “In Progress-Employment Not Found” status if applicant sends site information to Program from the Site Not Found pop up
- System shall enable Qualified Education page if user is in the “In Progress- Employment Not Found” status
 - o The Employment Verification page will not be enabled in this situation
- An analyst has the ability to make an applicant site “Eligible” or “Ineligible” from the Manage Application Documents screen
- If an applicant site is made ineligible by an analyst their status will be “Ineligible” and they will be directed to the ineligible landing page after they refresh their screen or log back in (see screen shot on page 22)
- If an applicant is made eligible by an analyst the applicant will receive an email and their site will be added to BMISS
 - The applicant must repeat the steps outlined above to add a site

If you are not able to find your site, there is a chance that it has not yet been added to our system. By clicking the button below, a message will be sent to our program analysts to research your site and determine its eligibility. By doing this, your application will be put in a holding status which will allow you to continue, but you will not be able to submit until your site has been found eligible and added to the system.

Site Name: Frances Scott Key

Address: 380 Willoughby Ave
Brooklyn NY 11205

NURSECORPS
Caring for communities in need

Home Account Settings Log Out

1 Eligibility 2 General Information 3 Employment 4 Employment Verification 5 Education 6 Loans

7 Supporting Documents 8 Self-Certification 9 Review & Submit

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Employment; Critical Shortage Facility (CSF) Search

* required field

CSF HAS ALREADY BEEN SENT TO NELRP

The status of your application has been changed to "In Progress, Awaiting Program Response." You will receive a message soon regarding the eligibility of the site you entered and the next steps you will need to take. Please be aware that it can take the NELRP up to two business days (noting business hours are from 9:00 AM to 5:30 PM) to respond to site requests. The following criteria will be used when determining the eligibility of your site for the NELRP:

Site Name: Frances Scott Key

Address: 380 Willoughby Ave, Brooklyn, NY 11205

1. Sites determined by NELRP to not have a HPSA score of 0-25 and a Primary Care or Mental Health designation as of January 1 will be deemed ineligible
2. Sites determined by NELRP to have a HPSA score of 0-25 and a Primary Care or Mental Health designation as of January 1 will have a Site created in the system

NURSING EDUCATION LOAN REPAYMENT PROGRAM

Home Account Settings Log Out

1 Eligibility 2 General Information 3 Employment 4 Employment Verification 5 Education 6 Loans
7 Supporting Documents 8 Self Certification 9 Review & Submit

Employment: School Search

**required field*

To be eligible for the NELRP-NF and meet the funding preferences, your site must be an accredited collegiate, associate degree or diploma school of nursing in a State where graduates are:

- authorized to sit for the NCLEX-RN or
- licensed RNs who will receive a graduate or equivalent degree or training to become an advanced education nurse.

Collegiate and associate degree schools of nursing are a department, division, or other administrative unit in the educational institution which provides primarily or exclusively a program of education in professional nursing. A diploma school of nursing means a school affiliated with a hospital or university, or an independent school, which provides primarily or exclusively a program of education in professional nursing. See section 801 of the Public Health Service Act for a full and complete definition of these terms. The educational programs in the school of nursing must be accredited by a national nursing accrediting agency or state approval agency recognized by the Secretary of the U.S. Department of Education.

YOU HAVE SELECTED THE FOLLOWING SCHOOL AS YOUR WORKPLACE:

Hampton University - School of Nursing

Remove this School

SAVE & CONTINUE

Steps to remove a Site or School:

1. Applicant navigates to the employment page by clicking the Employment link at the top of the page
2. Applicant clicks “Remove School” or “Remove Site”
3. Once previous site is removed applicant will have to repeat steps to add another site

Business Rule:

- If the applicant has an initiated or completed Employment Verification, they must cancel the Employment Verification before they can remove their site



Section 8: Employment Verification

The electronic Employment Verification is a new section of the online application. Employment sites are now required to answer and upload questions about the applicant's current employment information online. Applicants will have visibility to the information entered by the sites upon submitting their applications. Based on the answers provided by the Employment Site an applicant can be made ineligible upon submission. If this occurs and the applicant believes it is incorrect, an applicant will be able to edit their application, cancel the existing EV, and re-submit a new one..

To begin the Employment Verification process, select 'initiate' next to the site information below. Employment Verification is to be completed by your site point of contact (POC) through the Bureau of Clinician Recruitment Services Program Portal (Portal) for Site Administrators. If you need to contact your site POC(s) to alert them the Employment Verification will arrive through the Portal, additional site point of contact information is available by clicking the site name below. For additional information regarding the Employment Verification process, please see the [NELRP Employment Verification FAQs](#).

Nurse Faculty Applicants: Do I need a RN license to participate in the NELRP-NF?

The NELRP for Nurse Faculty (NELRP-NF) is aware that not all schools of nursing require nurse faculty to maintain a current, full, permanent, unencumbered, unrestricted license. However, the NELRP-NF requires participants to maintain an RN license while participating in the program. If your school of nursing does not require you to maintain an RN license, please be advised that you must do so to meet the NELRP-NF eligibility requirements. It is your responsibility to ensure that the point of contact that completes the Employment Verification has your most recent licensure information.

We do not have any point of contact information on file for the site you have selected. Please have your site contact BCRS or enter an 'Other POC Email' for an appropriate verifier of your employment information.

CURRENT REQUESTS

Site Name	Date Created	Status	Other POC Email
Hampton University		Step 3	abc@123.com

SAVE & CONTINUE

Steps:

1. System will populate EV request for site added on Employment page
2. Applicant can click site name to verify that the appropriate address, phone number and point of contact are listed
3. Applicant can enter "Other POC Email" if the applicant does not see their correct POC in the site information or if the site does not have a POC associated with it
4. Applicant clicks **Initiate**
5. Applicant clicks **SAVE & CONTINUE**
6. Applicant is taken to the Education section

Business Rules:

- System shall populate an EV request for the site added on the Employment page
- System shall display EV status as Not Started before applicant initiates a EV Request
- System shall enable Cancel button if EV status is "In Progress," "Complete", or "Returned-Unverified"
- System shall allow applicant to resend EV if EV status is "Returned-Unverified"
- System shall allow applicant to continue to next section, Qualifying Education, if individual EV Request is in any status.



- 1 Eligibility
- 2 General Information
- 3 Employment
- 4 Employment Verification
- 5 Education
- 6 Loans
- 7 Supporting Documents
- 8 Self Certification
- 9 Review & Submit

Employment Verification

To begin the Employment Verification process, select 'initiate' next to the site information below. Employment Verification is to be completed by your site point of contact (POC) through the Bureau of Clinician Recruitment Services Program Portal (Portal) for Site Administrators. If you need to contact your site POC(s) to alert them the Employment Verification will arrive through the Portal, additional site point of contact information is available by clicking the site name below. For additional information regarding the Employment Verification process, please see the [NELRP Employment Verification FAQs](#).

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We do not have any point of contact information on file for the site you have selected. Please have your site contact BCRS or enter an 'Other POC Email' for an appropriate verifier of your employment information.

CURRENT REQUESTS

Site Name	Date Created	Status	Other POC Email	
Hampton University	11/21/2012	Initiated	abc@123.com	Cancel



- System shall send an email to “Other” POC entered by applicant with instructions on how to register a portal account
- If an applicant wishes to change his/her application type (which can be done by navigating back to the General Information page), they must first cancel their Employment Verification if their Employment Verification has been initiated
- If an applicant wishes to remove their site (which can be done by navigating back to the Employment page), they must first cancel their Employment Verification if their Employment Verification has been initiated

Steps to cancel EV

1. Applicant navigates to Employment Verification page using the navigation links at the top of the screen
2. EV status will be displayed and can either be Initiated, Complete or Returned Unverified
3. Applicant selects Cancel if they wish to cancel the EV
4. Applicant can re-initiate EV by clicking the Initiate button

Business Rules

- If the applicant wants to change Employment Site/School Site they must navigate to the Employment page and remove Employment Site/School after cancelling the EV
- If the applicant would like to change their application type they must navigate back to the Employment page and remove Employment Site/School Site, then navigate to the General Information Page to change their application type after cancelling the EV





Employment Verification

To begin the Employment Verification process, select 'initiate' next to the site information below. Employment Verification is to be completed by your site point of contact (POC) through the Bureau of Clinician Recruitment Services Program Portal (Portal) for Site Administrators. If you need to contact your site POC(s) to alert them the Employment Verification will arrive through the Portal, additional site point of contact information is available by clicking the site name below. For additional information regarding the Employment Verification process, please see the [NELRP Employment Verification FAQs](#).

Nurse Faculty Applicants: Do I need a RN license to participate in the NELRP-NF?

The NELRP for Nurse Faculty (NELRP-NF) is aware that not all schools of nursing require nurse faculty to maintain a current, full, permanent, unencumbered, unrestricted license. However, the NELRP-NF requires participants to maintain an RN license while participating in the program. If your school of nursing does not require you to maintain an RN license, please be advised that you must do so to meet the NELRP-NF eligibility requirements. It is your responsibility to ensure that the point of contact that completes the Employment Verification has your most recent licensure information.

We do not have any point of contact information on file for the site you have selected. Please have your site contact BCRS or enter an 'Other POC Email' for an appropriate verifier of your employment information.

CURRENT REQUESTS

Site Name	Date Created	Status	Other POC Email
Hampton University		Not Started	<input type="text"/> Step 4 Initiate ▶

HISTORICAL REQUESTS

Site Name	Date Created	Status	Other POC Email
Hampton University	11/21/2012	Cancelled	abc@123.com

- If an applicant changed their Employment Site/ School Site or their application type the applicant must repeat the steps to add an Employment Site/School Site & initiate an EV

Business Rules

- An applicant may cancel an EV and complete the rest of the application but will not be able to submit their application until the Employment Verification has a status of "Complete"
- System will display at the bottom of the page a table of all EVs that have been cancelled called the "Historical Requests" table



Section 9: Qualifying Education

The Qualified Education page is used to collect information about the applicant's nursing education information.

Qualifying Education
**required field*

Select the state and school name of each school you attended for your nursing education, including prerequisites and all other levels of education, for which you are requesting loan repayment. If during your nursing education you attended a school but did not graduate, for example you transferred, include the school and the dates attended. You must submit a transcript for each school added to show the nursing education coursework directly related to the attainment of your nursing degree(s). All transcripts must include the applicant's name, the school name, state, address, date of graduation, and degree type. If date of degree is not on the transcript, a copy of the degree must be included. This can be uploaded as an additional supporting document. The start and end dates of education entered on the application must match with the dates on your transcripts to be eligible. All information provided in the transcript and online application must match exactly. Any disparities will cause your application to be deemed ineligible.

Please Note: If currently enrolled in a nursing degree program that will not be completed by the time of submission, loan repayment for that degree cannot be requested during this application cycle.

You have not entered any schools yet.

Add a New School

CONTINUE

Steps:

1. Applicant selects **Add a New School**
2. Applicant is directed education details page (see figure 15)
3. Applicant selects the state where the school is located
4. Applicant will select school based on list populated when state was selected
5. Applicant will select whether they received a degree from selected school, transferred from selected school or attended selected school for nursing prerequisites
6. Applicant will enter the date they began and ended their education at selected school
 - Date format is mm/yyyy
7. If applicant indicated that they received a degree from the schools, the applicant will select type of nursing degree(s) received and date(s) received from the school
 - Date format is mm/yyyy
8. Applicant selects **CONTINUE**
9. Applicant is taken to the "School Documents" page (see figure 16)
10. Applicant has to upload an Official/Unofficial transcript to continue to the next section
11. Applicant has the option to upload unlimited Additional Supporting Documents
12. After applicant uploads their documents they will select **SAVE** and be directed back to the Qualifying Education landing page (see figure 17) where they will see the school(s) added



*required field

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[← Back to Qualifying Education](#)

Select the state where the school is located *
Arkansas

Select the name of the school *
Arkansas Technical University

Select the box that applies to this school
 I received a nursing degree from this school.
 I transferred from this school.
 I attended this school only for nursing prerequisites.

Please enter all dates in the format mm/yyyy. The specific day of the month is not required.

On what date did you begin your education at the school identified above? *
11/2001

On what date did you end your education at the school identified above? *
11/2012

Select the type of nursing degree(s) received and enter the date received *

Associate's
 Bachelor's
 Master's
 Doctorate (non-MD or Ph.D)
 Diploma

Please enter any additional clarifying information that you would like to submit regarding your education background.

Step 6

Step 9

CONTINUE

13. Applicant can add an additional school or edit existing school information

14. Applicant will select **CONTINUE** after adding all schools and be directed to the Loan section

Business Rules:

- System shall require user to answer required fields to be able to continue
- System shall limit school name drop down based on state selected
- System shall require user to enter in "Other School" information if "Other" is selected for NELRP School Name
- System shall require user to check at least one :
 - I received a nursing degree from this school
 - I transferred from this school
 - I attended this school for nursing prerequisites
- System shall not allow user to select both:
 - I received a nursing degree from this school
 - I attended this school for nursing prerequisites
- System shall require user to add at least one school with a nursing degree selected to be able to continue to the loan section
- System shall require user to answer "Date Received Degree" and "NELRP/NF Applicant Degree Type" if "I received a nursing degree from this school" is selected
- System shall require that "School Start Date" is after Birth Date
- System shall require that School Start Date is prior to current date



- 1 Eligibility
- 2 General Information
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- 8 Self Certification
- 9 Review & Submit

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School Documents

*required field

[← Back to Qualifying Education](#)

Transcripts must include Name, Degree Type, and Conferred/Graduation Date. It is highly recommended that the applicant combines all transcripts into a .PDF format and upload the document. However, you may also upload additional pages of your transcript in the Additional Supporting Documents section. If your transcript does not include a degree conferred date, please upload a separate document with this information in the Additional Supporting Document section. It is the responsibility of the applicant to ensure that all documents are viewable and readable.

Documents cannot be larger than 5MB. TIFFs, JPEG, PNG files are not acceptable forms.

Document Title	Document File	Status	Action
<input type="radio"/> Official/Unofficial transcript	8th grade editorials lesson 1.pdf	Received	Remove
<input type="radio"/> Additional Supporting Document	8th grade editorials lesson 1.pdf	Received	Remove
<input type="radio"/> Additional Supporting Document	8th grade editorials lesson 1.pdf	Received	Remove
<input type="radio"/> Additional Supporting Document		Not Received	

Step 13

- System shall require that “School Start Date” is before “School End Date”
- System shall require that “School End Date” is on or before “Date Received Degree”
- System shall require that “School End Date” and “Date Received Degree” is on or before the application submission date
 - This check will occur upon submission of the application
- System shall allow user to edit school added by clicking “Edit” in the table and the education details will populate with information entered
- System shall require a transcript for each school added
- System shall provide error message if transcript size is greater than 5MB
- System shall allow unlimited “Additional Supporting Documents” to be uploaded for each school added
- System shall not allow the earliest school start date to be greater than 3 months later than the latest loan date or the latest school end date to be greater than 3 months prior to the earliest loan date **if applicant adds or edits a school after at least one loan is added**
 - This is only if applicant navigates back to education page after adding at least one loan (or selects to edit application after submitting)
- If an applicant inputs their dates as MM/DD/YYYY the system will default dates to MM/YYYY format
- Education start date and degree received date is defaulted to the first day of the month in the BMISS system
 - For example, if an applicant indicated their education start date is 10/14/2005 and degree received date as 11/11/2009 the BMISS system will interpret it as 10/01/2005 & 11/01/2009 respectively
- Education end date is defaulted to the last day of the month in the BMISS system
 - For example, if an applicant indicates their education end date as 10/14/2009 BMISS system will interpret it as 10/31/2009





- Applicant can enter comments for each school added

Qualifying Education

*required field

Select the state and school name of each school you attended for your nursing education, including prerequisites and all other levels of education, for which you are requesting loan repayment. If during your nursing education you attended a school but did not graduate, for example you transferred, include the school and the dates attended. You must submit a transcript for each school added to show the nursing education coursework directly related to the attainment of your nursing degree(s). All transcripts must include the applicant's name, the school name, state, address, date of graduation, and degree type. If date of degree is not on the transcript, a copy of the degree must be included. This can be uploaded as an additional supporting document. The start and end dates of education entered on the application must match with the dates on your transcripts to be eligible. All information provided in the transcript and online application must match exactly. Any disparities will cause your application to be deemed ineligible.

Please Note: If currently enrolled in a nursing degree program that will not be completed by the time of submission, loan repayment for that degree cannot be requested during this application cycle.

Name of School	City	State	Starting Date	Date School Ended	Degree Type	Transcript?	
Arkansas Technical University	Russellville	Arkansas	11/2001	11/2012	Bachelor's	Yes	Edit



Add a New School



CONTINUE



Section 10: Loan Information

The Loan Information page asks for the applicant's information regarding the amount of loan repayment they will request from the NELRP. The applicant will need to enter the loan account servicing lender, account number, original amount of loan, current balance and relevant dates of loans for which they are requesting funding from the NELRP.

1 Eligibility 2 General Information 3 Employment 4 Employment Verification 5 Education 6 Loans 7 Supporting Documents 8 Self Certification 9 Review & Submit

Loan Information

You must enter loan information for each servicing lender that you wish to be considered for repayment. The original date of each loan must be within the education dates that were entered on your Qualifying Education page. These dates must also coincide with the dates on your transcript. If you have a consolidated loan, you must enter in all of the information in the table. All of the information must coincide with the information in the loan documents. If they do not coincide, the loan will be deemed ineligible.

If you have multiple loans with the same servicing lender, you must enter details for each loan.

Please click "Add a New Loan" to add a loan you are submitting for loan repayment. You must do this for each loan you wish to submit. Once you have added all of the loans you wish to submit for repayment, you may continue. You will be able to review your loan documents on the Supporting Documents page."

You have not added any loans yet, click "Add a New Loan" below.

Add a New Loan ← Step 1

SAVE & CONTINUE

Steps:

1. Applicant clicks **Add a New Loan**
2. Applicant is taken to the "Loan Details" Page (see figure 18)
3. Applicant completes required fields to continue:
 - Name of current servicing lender
 - Loan account number
 - Original date of loan
 - Original amount of loan
 - Current balance and date
 - Type of loan
 - Is loan in default
 - Is loan under federal judgment
 - Was the loan sold
 - Is the loan consolidated
4. If the loan is consolidated the applicant will be required to enter the following information:
 - How many loans have been consolidated
 - The original account number for each loan that was consolidated
 - The original date of each loan included in the consolidation
 - The original amount of each loan included in the consolidation
5. Applicant clicks **CONTINUE TO DOCUMENTS** and is directed to Loan Supporting Documents Page (see figure 19)
6. Applicant uploads all Required Loan Supporting documents for their loans



Loan Details

*required field

◀ Back to Loan Information

All fields on this page are required. Once you continue, you will be prompted to upload your loan supporting documents on the next page.

Name of current servicing lender *	<input type="text" value="Bank One"/>
Loan account number *	<input type="text" value="23445"/>
Original date of the loan *	<input type="text" value="11/01/2001"/>
Original amount of the loan *	<input type="text" value="45000"/>
Current balance (Principal & accrued Interest) *	<input type="text" value="25250"/> as of <input type="text" value="11/23/2012"/>
Type of loan *	<input type="text" value="Graduate Plus"/>
Is this loan in default? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is this Loan under Federal court judgment? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Was this loan sold? If you are unsure, ask your servicing lender. *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is this a consolidated loan? *	<input type="radio"/> Yes <input checked="" type="radio"/> No

CONTINUE TO DOCUMENTS

7. Applicant clicks **SAVE** and is directed back to the Loan home page
8. Applicant can add another loan, edit an existing loan or click **SAVE & CONTINUE** to be directed to the Supporting Documents section

Business Rules:

- System shall require at least one loan to be added to be able to continue
- System shall require fields if applicant selects "Other" for Lending Institution:
 - Lending Institution name
 - Lending Institution phone number & extension
 - Lending Institution fax number
- System shall allow account number to be alpha –numeric and allow special characters to include dashes
- System shall not allow Current Balance As of Date to be prior to Original Date of Loan
- System shall not allow user to enter in a Current Balance As of Date more than 30 days from current date



Supporting Documents

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◀ Back to Loan Information

Select the document you would like to upload and the click "Upload."

This documentation is required to establish that the loan coincides with the nursing education periods entered on the Qualifying Education section of the application.

+ REQUIRED LOAN SUPPORTING DOCUMENT

+ OPTIONAL ADDITIONAL LOAN SUPPORTING DOCUMENT(S)

+ CONSOLIDATED LOAN SUPPORTING DOCUMENT(S)

These documents are required to establish that the loan coincides with the nursing education periods entered on the Qualifying Education section of the application. All documents must include first and last name of the applicant.

Please note: PDF file uploads are strongly encouraged to ensure uploaded documents can be reviewed. It is the **responsibility of the applicant** to submit legible documents in an in-editable format.

Documents cannot be larger than 5MB. TIFFs, JPEG, PNG files are not acceptable forms. Taking a picture of the document is not accepted. All information provided in the supporting documents and online application must match exactly. Any disparities will cause your application to be deemed ineligible.

UPLOADED DOCUMENTS

You have not uploaded any documents yet.

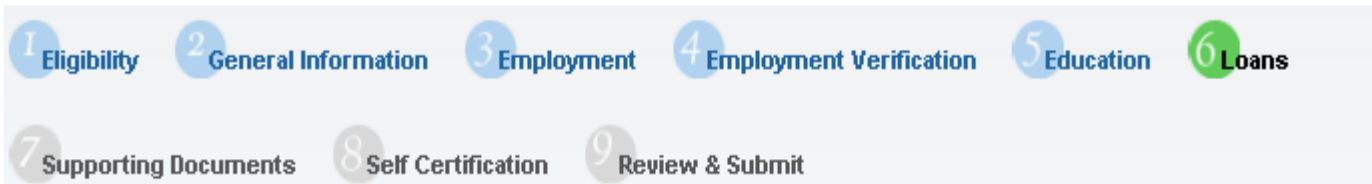
UPLOAD DOCUMENT

Required Loan Supporting Document
 Additional Loan Supporting Document (Optional)

SAVE

- System shall require that Original Date of Loan be:
 - No more than 3 months prior to earliest school start date, If No to Consolidated Loan
 - No more than 3 months after latest School End Date, if No to Consolidated Loan
 - After Loan Consolidated Dates, if Yes to Consolidated Loan
 - Prior to Loan in Default/Loan Judgment Dates, if Yes to Loan in Default or Loan under Judgment
- System shall require user to enter date if Yes to Loan in Judgment
- System shall require user to enter date if Yes to Loan in Default
- System shall require Original Service Lender Name if "Yes" is selected for Loan Sold
- System shall require Consolidated Loan Dates to be :
 - No more than 3 months prior to earliest school start date
 - No more than 3 months after latest school end date
 - Prior to Original Date of Loan
- System shall enable date fields, original amount of loan, and loan account number for the number of loans indicated for number Loans in Consolidation, each is required
- System shall require the user to upload the Perkins Loan Supporting document to submit application if Type of Loan is Perkins
- System shall require user to submit a Consolidated Loan Document, if Yes to Consolidated Loan
- System shall require user to submit the "Required Loan Supporting Document" for each loan
- System shall allow user to continue to next section without uploading all or any required loan documents. Loan page status will be "In Progress" until all required documents





have been uploaded for each loan and applicant will not be able to submit application.

- System shall require user to upload the "Required Loan document" for each loan to submit application

Loan Information

You must enter loan information for each servicing lender that you wish to be considered for repayment. The original date of each loan must be within the education dates that were entered on your Qualifying Education page. These dates must also coincide with the dates on your transcript. If you have a consolidated loan, you must enter in all of the information in the table. All of the information must coincide with the information in the loan documents. If they do not coincide, the loan will be deemed ineligible.

If you have multiple loans with the same servicing lender, you must enter details for each loan.

Please click "Add a New Loan" to add a loan you are submitting for loan repayment. You must do this for each loan you wish to submit. Once you have added all of the loans you wish to submit for repayment, you may continue. You will be able to review you loan documents on the Supporting Documents page."

BANK ONE

Account #	Balance	Submitted All Required Docs ?	Action
23445	\$25,250.00	Yes	Edit

[Add a New Loan](#)

[SAVE & CONTINUE](#)



Section 11: Supporting Documents

The Supporting Documents page consists of all the required documents that an applicant must submit for the NELRP application. The documentation consists of required documents for NELRP and NELRP-NF applications.

Supporting Documents

Documents cannot be larger than 5MB. TIFFs, JPEG, PNG files are not acceptable forms. Taking a picture of the document is not accepted. All information provided in the supporting documents and online application must match exactly. Any disparities will cause your application to be deemed ineligible.

TEMPLATE DOCUMENTS

Please sign the following documents and upload below.

- [Authorization to Release Information](#)
- [Authorization to Release Employment Information](#)

UPLOAD DOCUMENTS

Document Title	Document File	Status	Delete
<input type="radio"/> Proof of US Citizenship or US National; Lawful Permanent Resident		Not Received	
<input type="radio"/> Authorization to Release Information		Not Received	
<input type="radio"/> Authorization to Release Employment Information		Not Received	
<input type="radio"/> Curriculum Vitae/Resume		Not Received	

LOAN DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Bank One 23445	Required Loan Supporting Document	8th grade editorials lesson 2.pdf	Received
Bank One 23445	Additional Loan Supporting Document (Optional)	8th grade editorials lesson 1.pdf	Received

EDUCATION DOCUMENTS

School	Document Title	Document File	Status
Arkansas Technical University	Official/Unofficial transcript	8th grade editorials lesson 2.pdf	Received

Steps:

1. Applicant selects the type of required document they will upload.
2. Applicant selects to find the document they wish to upload.
3. Applicant selects when they select the appropriate document.
4. Applicant repeats these steps for all of the required documents.
5. Applicant clicks on "Authorization to Release Information" and "Authorization to Release Employment Information" to download respective forms
6. Applicant will fill out forms and upload completed form to their computer
7. Applicant will repeat steps to upload "Authorization to Release Information" and "Authorization to Release Employment Information" forms
8. Applicant clicks to proceed

Business Rules:

- System shall display the supporting documents required to submit application for each applicant
- Each uploaded document will be linked for the applicant to view
- System shall allow applicant to upload different types of documents – PDF, jpeg, text, doc



- System shall allow applicant to upload document size up to 5 MB
- System shall reflect a required transcript for each school submitted on Qualified Education Information page
- System shall reflect all loan documents uploaded for each loan
- System shall require the “Existing Service Obligation” document if the applicant answers yes to having an existing service on the Eligibility section



Section 12: Self-Certification

The purpose of the Certification page is for the applicant to confirm the statements regarding debarment, suspension, disqualification and related matters. The applicant also gives authorization to disclose financial information. The applicant will also agree to reading the APG and that all information in the application is true. The applicant must agree to these certifications in order to submit.

Self Certification

1. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, DISQUALIFICATION AND RELATED MATTERS FORM

Pursuant to 2 CFR 180.335 (2006) as implemented by 2 CFR 376.10 (2007), an applicant applying to enter into a covered transaction (which includes an application to participate in the NELRP) is required to notify the Federal agency office if the applicant knows that he or she:

- Is presently debarred, suspended, excluded, or disqualified from participation in covered transactions by any Federal agency or department;
- Within the 3-year period preceding the application, has been convicted of, or had a civil judgment rendered against him or her for any of the following offenses:
 - commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or a contract under a public transaction;
 - violation of Federal or State antitrust statutes;
 - commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving stolen property, making false claims, or obstruction of justice; or
 - commission of any other offense indicating a lack of business integrity or business honesty that seriously and directly affects his/her present responsibility
- Is presently indicated or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with the commission of any of the offenses set forth above; or
- Within a 3-year period preceding the application, has had any public transaction (Federal, State, or local) terminated for cause or default.

I certify that none of the above statements apply to me. *

2. AUTHORIZATION FOR DISCLOSURE OF FINANCIAL INFORMATION

Pursuant to the Right to Financial Privacy Act of 1978 (RFPA) (12 USC 3404), having read the [statement of my RFPA rights](#), I hereby authorize the government or financial institution named in item 1 and/or 9 on each Loan Details page to release financial records relating to educational loans(s) identified on the Loan Details page to the HHS for the purpose of assessing and verifying the amount and eligibility of the educational loan for payment under the HHS. This authorization is valid for 3 months from the date of my signature, and may be revoked in writing at any time before my records are disclosed. *

3. CERTIFY BY CHECKING THE BOX NEXT TO THE STATEMENTS BELOW:

I certify that I have read and understand the 2013 [Application and Program Guidance \(APG\)](#). *

I certify that all of the information that I have provided in this application and required supplemental documents is true. *

SAVE & CONTINUE

Steps:

1. Applicant reads the certification statement.
2. Applicant checks the box that certifies to each statement.
3. Applicant selects **CONTINUE**.

Business Rules:

- System shall require that the applicant has responded to each certification question to be able to proceed
- System will clear Self Certification page if the applicant proceeds to Review and Submit but then navigates to another section on the application to make any edits
 - The applicant must complete the Self-Certification each time after editing



Section 13: Review & Submit

The Review & Submit page is the last page of the application. The Review & Submit page has a table with each section and the status of that section. All sections must be in complete status in order for the applicant to be able to submit the application. The applicant can select the top navigation menu or a particular section's link in the table to view that page.

Review & Submit

Your application ID: 114099

Please review each of the sections listed below prior to submitting your application.

Please Note: Do not submit your application until you are certain it is accurate and complete. After submission, your final application will be available to review, download, and print in PDF format on the Home page. All supporting documents will be listed on the Home page. The review of 2013 applications will be completed by 9/30/2013.

Page Name	Status
Eligibility	Complete
General Information	Complete
Employment	Complete
Employment Verification	In Progress
Education	Complete
Loans	Complete
Supporting Documents	Complete
Self Certification	Complete
Review & Submit	In Progress

SUBMIT YOUR APPLICATION

I certify that the information given in this application, including supporting documentation uploaded into this application, is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any willfully false representation is sufficient cause for rejection of this application, or, if awarded nursing education loan repayment, that I am liable for repayment of all awarded funds and further that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 21001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (45 CFR 79)

Password *

SUBMIT

Steps:

1. Applicant reviews the application and makes any necessary changes
2. Applicant enters password
3. Applicant selects **SUBMIT**.

Business Rules:

- Applicant can view and edit any page of the application by clicking on the page name before submitting.
 - Applicant will then need to complete the Self-Certification section again
- Applicant must enter in their correct password in order to submit their application.
- All page statuses except for review and submit must be complete for applicant to submit their application.
- System shall not allow application to be submitted after the application deadline of 2/28/13
- System shall update application status to a submitted status upon submission



Section 14: Submitted Page

After the applicant submits his/her NELRP application, he/she will be directed to the Submitted landing page and the overall application status will change to either “Submitted” or “Submitted – Ineligible.” If any of the responses on the online application deem an applicant ineligible, the status upon submission will be “Submitted – Ineligible.” If the responses submitted deem the applicant eligible the application status will be “Submitted.” On the Submitted landing page the applicant will have the ability to edit or withdraw his/her application. The applicant will have the ability to edit his/her application **until the application deadline of 2/28/13**. The applicant may withdraw his/her application up until the applicant receives a Confirmation of Interest (COI), if applicable.

Nursing Education Loan Repayment Program Application

Hello DaShawn,

You have submitted your 2013 Nursing Education Loan Repayment Program (NELRP) online application and all required supporting documents!

Your overall application status is: Submitted

Your application ID is: 117152

[View your submitted application](#)

It is your responsibility to ensure that the entirety of your application and supporting documents (including Employment Verifications) has been accurately submitted. Applications found with deficiencies or missing information will not qualify for review. For further guidance please refer to the [2013 Application and Program Guidance](#).

If after reviewing your submitted application and supporting documents there are changes you would like to make to your application (including re-initiating an Employment Verification), you may edit and resubmit your application by the application deadline (February 28, 2013 at 5:00 PM EST). Applications not resubmitted by this time will not be considered for an award. Click the button below to edit your application.

[Edit Application](#) ←

If you are no longer interested in the 2013 Nursing Education Loan Repayment Program award, please click the button below to withdraw your application. Once you withdraw your application, you may resubmit your current application using the edit button above until February 28, 2013 at 5:00 PM EST. Applications not resubmitted by this time will not be considered for an award.

[Withdraw](#) ←

It is important to keep your contact information accurate and up to date. If updates are necessary, please make the appropriate changes on the [Account Settings](#) page.

Employment Verifications

Site Name	Initiation Date	Response Date	Status
Frances Scott Key	11/28/2012	11/28/2012	Complete

General Supporting Documents

Document Title	Document Name	Status
Proof of US Citizenship or US National; Lawful Permanent Resident	Benchmarking sample.pdf	Received
Authorization to Release Information	LOC SOW.pdf	Received
Authorization to Release Employment Information	LOC SOW.pdf	Received
Curriculum Vitae/Resume	LOC SOW.pdf	Received

Loan Supporting Documents

Servicing Lender & Account #	Document Title	Document File	Status
Albany Medical College 12323	Required Loan Supporting Document	LOC SOW.pdf	Received
Albany Medical College 12323	Additional Loan Supporting Document (Optional)	LOC Full Org Chart.pdf	Received

Education Supporting Documents

School	Document Title	Document File	Status
Hampton University - School of Nursing	Official/Unofficial transcript	LOC SOW.pdf	Received
Hampton University - School of Nursing	Additional Supporting Document	LOC Full Org Chart.pdf	Received

Business Rules:

- System shall allow applicant to submit but immediately be deemed ineligible internally and externally if: (NOTE: current date=submission date):
 - Received degree date from education page is in the future of current date
 - Applicant has a BCRS existing service that has an obligation end date in the future of the current date (through SSN check)
 - The Employment Verification (EV) submitted by the site Point of Contact (POC) indicated that the applicant does not meet the required work hours per week to be eligible for an award
 - The EV submitted by the site's POC indicated that the applicant does not have a current, full, unrestricted, and unencumbered license
 - The EV submitted by the site's POC indicated that the applicants employment start date is after his/her submission date
 - System shall disable Withdraw when applicant is sent Confirmation of Interest
 - System shall update applicant status to “In Progress” upon selecting Edit
 - System shall disable Edit when application cycle closes on 2/28/13
- System shall save most recent status once application closes if applicant selects Edit or Withdraw (for example: if applicant edits and never resubmits by application close date, their final status will be in progress)



- System shall allow applicant to select Undo Withdrawal after they have Withdrawn their application if they wish to resubmit after withdrawing
 - System shall link the EV submitted by the site on the submitted landing page
 - This will be the first time the applicant will see the Employment Verification
 - System shall link a copy of submitted application in PDF after application has been submitted
 - System shall display “Submitted-Ineligible” Landing Page content if applicant is deemed ineligible upon submission (Edit and Withdraw functionalities should still be enabled until the application deadline)
 - All documents uploaded by the applicant will be linked on the Submitted Landing Page



Section 15: Application Withdraw

An applicant has the option to withdraw his/her application after submission. The applicant may withdraw his/her application up until the applicant receives a COI, if that is applicable. The applicant may resubmit the current application by using the Undo Withdrawal button. **However, the applicant must resubmit his/her application by the application deadline to be considered for an award.**

Nursing Education Loan Repayment Program Application

Hello Richard,

You have submitted your 2013 Nursing Education Loan Repayment Program (NELRP) online application and all required supporting documents!

Your overall application status is: **Submitted**

Your application ID is: **117157**

[View your submitted application](#)

It is your responsibility to ensure that the entirety of your application and supporting documents (including Employment Verifications) has been accurately submitted. Applications found with deficiencies or missing information will not qualify for review. For further guidance please refer to the [2013 Application and Program Guidance](#).

If after reviewing your submitted application and supporting documents there are changes you would like to make to your application (including re-initiating an Employment Verification), you may edit and resubmit your application by the application deadline (February 28, 2013 at 5:00 PM EST). Applications not resubmitted by this time will not be considered for an award. Click the button below to edit your application.

[Edit Application](#)

If you are no longer interested in the 2013 Nursing Education Loan Repayment Program award, please click the button below to withdraw your application. Once you withdraw your application, you may resubmit your current application using the edit button above until February 28, 2013 at 5:00 PM EST. Applications not resubmitted by this time will not be considered for an award.

[Withdraw](#)

It is important to keep your contact information accurate and up to date. If updates are necessary, please make the appropriate changes on the [Account Settings](#) page.

Employment Verifications

Site Name	Initiation Date	Response Date	Status
Frances Scott Key	12/11/2012	12/11/2012	Complete

General Supporting Documents

Document Title	Document Name	Status
Proof of US Citizenship or US National; Lawful Permanent Resident	LOC SOW.pdf	Received
Authorization to Release Information	misc.docx	Received
Authorization to Release Employment Information	misc.docx	Received

Steps:

1. From the Submitted Home Page an applicant will click the [Withdraw](#) button
2. The applicant will be directed to the “Withdraw Application” confirmation screen

3. Withdraw Application

You have indicated that you are no longer interested in being a part of this application cycle. By selecting the Withdraw button below, your application will be removed from consideration and is no longer eligible for award. If the application cycle has passed, there is no way to undo this action. If this is not correct, you may go back to the Submitted landing page by clicking Home.

[WITHDRAW](#)

- applicant clicks [Withdraw](#) and is directed to the Submitted Home page (see Figure 20)
- Note: The applicant will now have a status of “Withdrawn”

4. On the Submitted Home page the applicant can undo the withdraw by clicking [UNDO WITHDRAWAL](#)
5. If the applicant clicks [UNDO WITHDRAWAL](#) he/she will be directed to the In Progress Landing Page
6. The applicant will click [CONTINUE](#) from In Progress application and will be directed to the Self Certification Page
7. Applicant will follow steps to complete and submit application



Nursing Education Loan Repayment Program Application

8. The applicant will read each certification

9. Applicant indicates that he/she agrees by selecting the checkbox.

Hello Richard,
You have withdrawn your application from the 2013 application cycle for the Nursing Education Loan Repayment Program. Your online application has been removed from consideration and is no longer eligible for an award.

10. Your overall application status is: **Withdrawn**

9. Applicant is directed to the Review and Submit Page

Your application ID is: 111137

10. [View your submitted application](#)

11. If you would like to be reconsidered for the 2013 Nursing Education Loan Repayment Program, you may resubmit your current application using the Undo Withdrawal button below until February 28, 2013 at 5:00 PM EST. Applications not resubmitted by this time will not be considered for an award. By selecting Undo Withdrawal, you will be taken back into the online application and will be in-progress.

12.  **UNDO WITHDRAWAL**

Applicant selects **SAVE & CONTINUE**

Applicant reviews the application.

The Applicant enters his/her password

Applicant selects **SUBMIT** and is directed to the Submitted Home Page

Business Rules:

- The ability to withdraw an application will be disabled when the applicant is sent a COI

- If an applicant wishes to re-submit his/her application they must resubmit by the application deadline

- The system will save the most recent status once the application closes if applicant selects withdraw

- An applicant may withdraw his/her application if his/her status is "Submitted" or "Submitted-Ineligible"

Site Name	Initiation Date	Response Date	Status
Frances Scott Key	12/11/2012	12/11/2012	Complete

General Supporting Documents

Document Title	Document File	Status
Proof of US Citizenship or US National; Lawful Permanent Resident	LOC SOW.pdf	Received
Authorization to Release Information	misc.docx	Received
Authorization to Release Employment Information	misc.docx	Received
Curriculum Vitae/Resume	LOC Mission and Vision POAD.xls	Received
Verification of Existing Service Obligation/Member of Reserve Document	misc.docx	Received

Loan Supporting Documents

Servicing Lender & Account #	Document Title	Document File	Status
ASAP/ Union Bank & Trust 3443	Required Loan Supporting Document	LOC SOW.pdf	Received
ASAP/ Union Bank & Trust 3443	Additional Loan Supporting Document (Optional)	LOC SOW.pdf	Received
ASAP/ Union Bank & Trust 3443	Consolidated Loan Supporting Document	lcorgchart.pdf	Received



Section 16: Edit Application

If an applicant would like to edit his/her application after submission, he/she may do so prior to the application deadline. If an applicant edits his/her application, the applicant must re-submit his/her application by the application deadline. If the applicant does not resubmit his/her application, the applicant will not be considered for an NELRP award.

Nursing Education Loan Repayment Program Application

Hello Richard,

You have submitted your 2013 Nursing Education Loan Repayment Program (NELRP) online application and all required supporting documents!


Your overall application status is: **Submitted**

Your application ID is: **117157**

[View your submitted application](#)

It is your responsibility to ensure that the entirety of your application and supporting documents (including Employment Verifications) has been accurately submitted. Applications found with deficiencies or missing information will not qualify for review. For further guidance please refer to the [2013 Application and Program Guidance](#).

If after reviewing your submitted application and supporting documents there are changes you would like to make to your application (including re-initiating an Employment Verification), you may edit and resubmit your application by the application deadline (February 28, 2013 at 5:00 PM EST). Applications not resubmitted by this time will not be considered for an award. Click the button below to edit your application.

[Edit Application](#) 

If you are no longer interested in the 2013 Nursing Education Loan Repayment Program award, please click the button below to withdraw your application. Once you withdraw your application, you may resubmit your current application using the edit button above until February 28, 2013 at 5:00 PM EST. Applications not resubmitted by this time will not be considered for an award.

[Withdraw](#)

It is important to keep your contact information accurate and up to date. If updates are necessary, please make the appropriate changes on the [Account Settings](#) page.

Employment Verifications

Site Name	Initiation Date	Response Date	Status
Frances Scott Key	12/11/2012	12/11/2012	Complete

General Supporting Documents

Document Title	Document Name	Status
Proof of US Citizenship or US National; Lawful Permanent Resident	LOC SOW.pdf	Received
Authorization to Release Information	misc.docx	Received
Authorization to Release Employment Information	misc.docx	Received

Steps:

1. The applicant clicks Edit Application
2. The applicant will be directed to the In Progress Landing Page (see figure 21)
3. The applicant navigates to any section to make the necessary edits
4. The applicant clicks Save & Continue at the bottom of the page where edits were made in order to save the edits
5. Once all edits are made and saved the applicant will navigate to the Self-Certification page
6. Applicant will follow steps to complete and resubmit application



Nursing Education Loan Repayment Program Application

Hello Richard,

Welcome back to the Nursing Education Loan Repayment Program online application!

Your overall application status is: **In Progress**

Your application ID is: **117157**

Application Deadline: **February 28, 2013 at 5:00 PM EST**

Please select Continue to resume filling out the online application.

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Page Name	Status
Eligibility	Complete
General Information	Complete
Employment	Complete
Employment Verification	Complete
Education	Complete
Loans	Complete
Supporting Documents	Complete
Self Certification	In Progress
Review & Submit	Not Started

CONTINUE

Business Rules:

- The applicant will not be able to Edit his/her application after the application deadline
- An applicant must resubmit his/her application by the application deadline if they want to be considered for an award
- The applicant will be directed to the In Progress landing page when selecting Edit
- The applicant's status will be changed to "In-Progress" upon selecting Edit
- All business rules apply on each page if the applicant selects Edit



Section 17: Account Settings

The applicant can change their password, email and security question on the Account Setting page. In addition, the applicant will be able to see their application ID.

Application ID: 100001

ACCOUNT EMAIL ADDRESS

The email address for your account is your username. This is also the email address which the Bureau of Clinician and Recruitment Services (BCRS) will use for all communications.

CHANGE EMAIL ADDRESS

New Email Address
Confirm New Email Address
Current Password

CHANGE PASSWORD

Create New Password
Confirm New Password
Current Password

CHANGE SECURITY INFORMATION

Security Question
Answer
Current Password

FULL NAME

First Name *
Last Name *
Middle Initial
Title
Suffix
Former First Name
Former Last Name

PREFERRED MAILING ADDRESS

Line 1 *
Line 2
Country *
State/Province/Region *
City *
Zip/Postal Code *

PHONE

My preferred phone is an international number

Preferred Phone *

My alternate phone is an international number

Alternate Phone

Steps to change password or email:

1. Applicant enters new password or email
2. Applicant confirms new password or email
3. Applicant enters current password
4. Applicant clicks to Change Password or Change Email
5. System displays confirmation that password or email has been successfully updated

Steps to change security information:

1. Applicant selects Security Question from the dropdown
2. Applicant enters new Security answer
3. Applicant enters current password in the "Current Password" box
4. Applicant clicks Change Security Information
5. System displays confirmation that security information has been successfully updated.

Business Rules:

- System shall inform user that password/email/security information is now changed upon selecting Save
- System shall inform user that they must log out and log back in upon updating password/email/security information
- System will not create account if email exists in a previously created account
- System will send confirmation to new email if email was updated



Section 18: Resolving Issues

Please follow the instructions to resolve any inquiries a NELRP applicant might have:

1. For Technical Issues:

- When a technical issue is encountered, e.g. Applicant cannot upload supporting documents, the Call Center should log this issue in TPro with the applicant's contact information and a description of the problem. At this point, the BMISS HyperCare Support Team would define and resolve the issue as well as notify the Call Center analyst of the resolution.

Logging Issues:

- When logging issues in TPro
 - Log issues as “CC>NELRP Online App > Eligibility Page”
 - CC refers to call center
 - Whichever page the issue is found on please indicate it after NELRP Online App
 - If the issue occurs on the General Information page please log the issue as “CC>NELRP Online App> General Info Page”
 - Attach a screenshot to the issue (if applicable)
 - Please do not include a screen shot of the whoops error message
 - Have the applicant take a screen shot of the page the problem was found on and attach that to the bug
 - Include the following details in the *Description* section:
 - Applicant information: Full name, last four of SSN, username, phone number, applicant id, application id
 - The exact Online Application screen the applicant was on when the issue occurred
 - The Web Browser the applicant was using
 - The frequency of the issue
 - Detailed description on how to reproduce the issue
 - The time and date this issue occurred
 - Include the priority and severity of the issue

2. For Program Related Issues:

- If an applicant has a program question, the Call Center will try to answer the problem by referring to the Application and Program Guidance. If the Call Center is unable to answer the question then they must triage the question to the Nursing Education Loan Repayment Program.

Online Application Program Related Issues Contact:

Robin Clinkscale: RClinkscale@hrsa.gov
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Or calls the NELRP Main line: 301-594-4098

Capturing Applicant Information:

- The following applicant information should be captured and as much detail of the issue as possible:



- First and Last Name
- Email Address used to log into the application
- Last four digits of SSN
- Section of online application the user was on when they encountered the problem
- Detailed summary of the problem
- Supporting Document (If applicable)



Section 19: Resolving Issue Flow Chart

