



## BCRS Management Information System Solution (BMISS)

### *Division of External Affairs (DEA) Ambassador Program Online Application User Guide*

December 2013



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## Introduction: Ambassador Program Online Application User Guide

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**Purpose:** The Ambassador Online Application user guide serves as the main tool for the Customer Care Center to answer questions regarding issues applicants have when calling for resolution. The primary intent for this user guide is to focus on the functionality developed for the Ambassador Program Online Application.

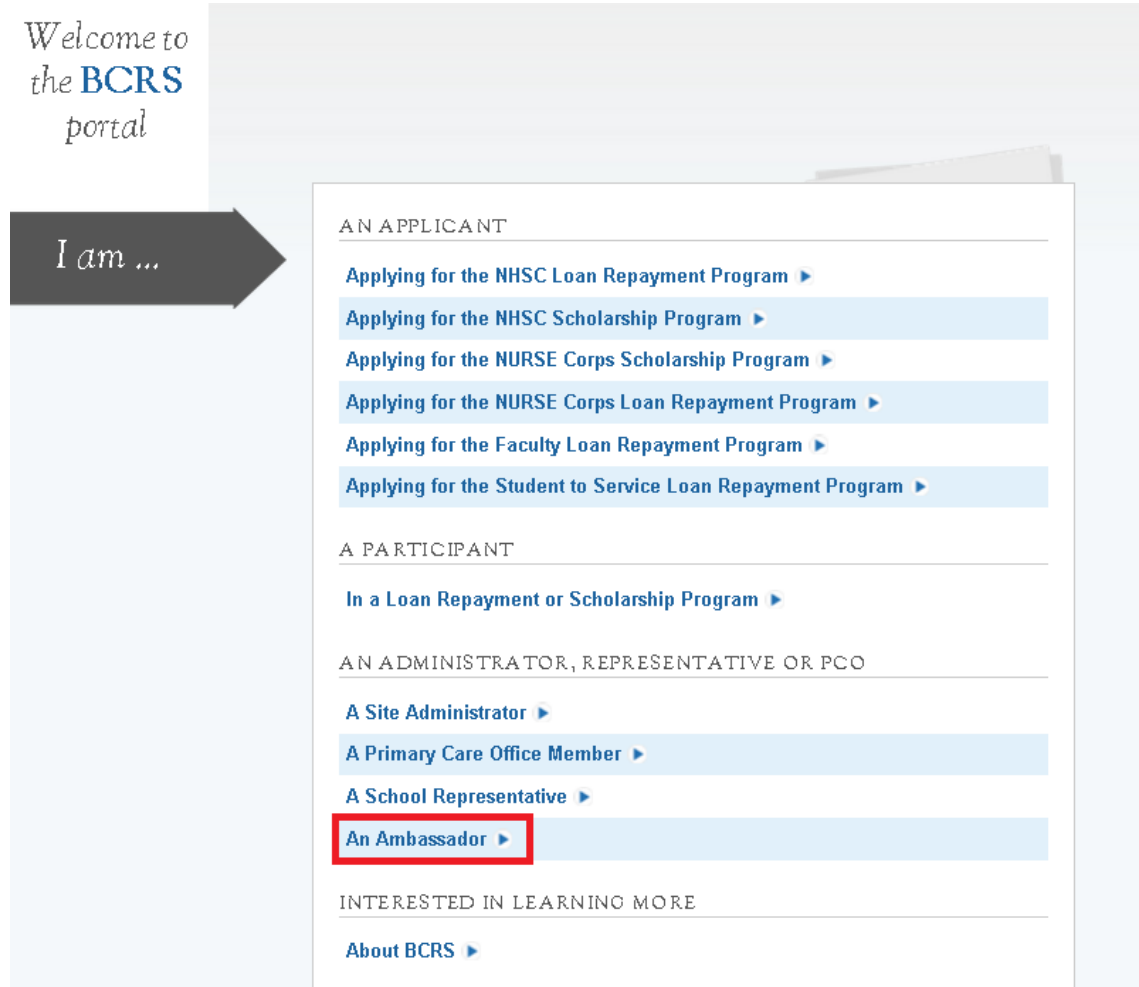
**Roles:** The application will be filled out by external users. The Customer Care Center Analysts need to understand the functionality to support external users should they encounter any problems with the application.

**Precondition:** Applicant has a question regarding the Ambassador Program Online Application and contacts the Customer Care Center for help to resolve an issue.



## Section 1: BCRS Portal

The BCRS Portal allows applicants to navigate to the Ambassador Program application



### Steps:

1. Applicant selects "An Ambassador"
2. System displays log in page (see Section 2 and 3).
3. Applicant can log in and begin his/her application if he/she has an existing Portal account.



## Section 2: Create Account

If an Ambassador applicant does not have an existing portal account he/she must create an account before beginning an Ambassador application.

BCRS PROGRAM PORTAL for AMBASSADORS

### Login

Please log in using the fields below:

Your Email \*

Your Password \*

[forgot your password?](#) **LOG IN**

### Create an Account

Not a registered user? [Create an Ambassador account](#)

### 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](mailto:GetHelp@hrsa.gov).

### Steps:

1. Applicant navigates to the Online Application via the weblink: <https://programportal.hrsa.gov/extranet/landing.seam>
2. Applicant selects “An Ambassador”
3. Applicant selects the “Create an Account” link at the bottom left hand section of the page

### Business Rules:

- System shall allow user with an existing portal account from past cycles to login with their existing login information



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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 address used to create the account.

**BCRS PROGRAM PORTAL** for AMBASSADORS

## Create An Account

*\* required field*

First Name \*

Last Name \*

Title

Suffix

Email \*

Confirm Email \*

Create Password \*

Confirm Password \*

Security Question \*

Answer \*

**WHAT HAPPENS NEXT?**

After you click "Register" the system will create your account and send an email to the address entered above with an account unlocking link. The email will provide instructions on how to unlock your account.

#### Steps:

1. Applicant answers each of the required fields.
2. Applicant selects **REGISTER** to register for an account.
3. The system will prompt the user at the top of his/her screen that his/her account is created. The system also sends an activation email to the applicant's email address.
4. The email will be from: [noreplay@hrsa.gov](mailto:noreplay@hrsa.gov) with a subject of "Activate your Ambassador A account." The applicant will open the email and click on the activation link in the body of the email.
5. The system will re-direct the applicant to the Home page notifying him/her that his/her account is activated.

#### Business Rules:

- The email address provided by the applicant will serve as his/her username.
- The system will not allow the applicant to use an email that is already attached to an existing participant account
- Applicants can select the tool tip next to the Password field for details on password criteria
- System shall not allow user to log into account until account is activated



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Below is the activation email sent to an applicant. Once the applicant selects the link in the body of the email, the system will activate his/her account and re-direct him/her to log into the application.

#### Activate your Ambassador account



Trash x



**bmiss@voosh.de** <bmiss@voosh.de>

4:27 PM (20 hours ago)



to me ▾

Hello,

Thank you for registering on the Bureau Clinician Recruitment and Services (BCRS) Program Portal for Ambassadors as an ambassador for the National Health Service Corps (NHSC) or Nursing Core Loan Repayment Program (NCLRP).

Please use the link below to activate your account:

<https://testbcrs.hrsa.gov.443/extranet/generic/public/unlock.seam?c=opicachafeyarasimusenem>

(If the link above is not click-able, please copy the link and enter it into your browser.)

After activating your account, you will need to confirm the information that we have for you in our records.

Thank you for taking the time to fill out this information.

Sincerely,

The Bureau Clinician Recruitment and Services

<http://www.hrsa.gov/about/organization/bureaus/bcrs/>



## Section 3: Logging In

After activating an account, the applicant will be able to log in. The applicant will enter the email address and password used when creating his/her account. If the applicant forgets his/her password, he/she can reset the password by selecting the “Forgot your password?” link.

The screenshot shows the login interface for the BCRS Ambassador Portal. At the top left, there is a blue banner with the text 'BCRS PROGRAM PORTAL' and 'for AMBASSADORS'. Below this, the word 'Login' is displayed in a large, serif font. Underneath, a smaller text prompt reads 'Please log in using the fields below:'. There are two input fields: 'Your Email \*' and 'Your Password \*'. To the right of the password field is a blue link that says 'forgot your password?'. A prominent orange button labeled 'LOG IN' is positioned to the right of the password field. Below the login section, there are two main areas: 'Create an Account' with a button that says 'Not a registered user? Create an Ambassador account >', and 'Questions?' with a question mark icon. A white box under 'Questions?' provides contact information: 'For more information or questions please:' followed by three bullet points: 'Refer to the Portal FAQ', 'Contact the BCRS Customer Care Center at 1-800-221-9393', and 'Use TTY for hearing impaired: 1-877-897-9910'. At the bottom of this box, it states 'Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or email at GetHelp@hrsa.gov'. At the very bottom of the page, there is a footer with the text 'Ambassador Application Guide | Privacy Policy | Version 8.0'.

### Steps:

1. Applicant enters his/her email address and password.
2. Applicant selects **LOGIN** and the system brings him/her to the Not Started Home page.

### Business Rules:

- The applicant will be warned after his/her second failed log in attempt that his/her account will be locked with a third failed log in attempt.
- The applicant's account will be locked after the third failed log in attempt.
  - The applicant can select “Forgot your password?” to reset his/her account, or; Contact the Customer Care Center to have his/her account unlocked





## Section 4: Forgot Your Password

If the applicant forgets his/her password, they can select the [forgot your password?](#) (Forgot Password) link:

**Forgot Password?**  
*\*required fields*

**Step 1: Enter email address below**

Email Address\*

**2** **NEXT**

### Steps:

1. Applicant selects [forgot your password?](#) (forgot your password).
2. Applicant enters his/her email address and selects **NEXT** (Next) (see Figure 2)
3. The Applicant answers the security question he/she selected when he/she created his/her account, and selects **SUBMIT** (Submit) (see Figure 3)
4. System displays confirmation and sends email to applicant (see Figure 4)
5. Applicant selects Reset Password Link from email
6. Applicant enters new password and selects **UPDATE PASSWORD** (Update Password), (see Figure 5)

**Forgot Password?**  
*\*required fields*

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

What is your favorite pet's name?

Answer:

**3** **SUBMIT**

**4**

**Forgot Password?**  
*\*required fields*

**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.



Please set your new password below.

## Change Password

\* required field

New password: \*

Confirm new password: \*

**5**

UPDATE 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 5: Ambassador Portal

Once the Ambassador logs in, he/she will be directed to the Ambassador Portal. From the Ambassador portal, the applicant can start the Ambassador application.

The screenshot shows the Ambassador Portal interface. At the top left, there is a blue banner with the text "BCRS PROGRAM PORTAL" and "for AMBASSADORS". To the right of this banner is a "Log Out" link. Below the banner is a message box with an envelope icon and the text "Welcome to the Ambassador Portal!" followed by a right-pointing arrow. To the right of the message box is a link "View All Messages" with a right-pointing arrow. Below the message box is the heading "My Profile". Under "My Profile", there are two fields: "Name:" with the value "Richard Parker" and "Status:" with the value "Inactive". Below these fields is a paragraph of text: "National Health Service Corps (NHSC) Ambassadors are dedicated volunteers who help educate and inform prospective NHSC members as well as serve as additional local resources for current NHSC members. NHSC Ambassadors inspire and motivate students and providers to provide primary health care in communities with limited access to care. If you think you fit these criteria, the NHSC encourages you to submit your Ambassador application today!". Below the paragraph is a yellow button with the text "Start Ambassador Application". Below the "My Profile" section is the heading "Service Requests". Under "Service Requests", there is a message box with the text "You have no service requests.". Below the "Service Requests" section is the heading "Need Assistance?". Under "Need Assistance?", there is a section titled "CONTACT US" with the text "For support, please contact us at 1-800-221-9393, Monday through Friday (except Federal holidays), 8 am to 8 pm ET.".

### Steps:

1. Applicant reads through the information displayed on the Home Page.
2. Applicant selects **Start Ambassador Application** (Start My Ambassador Application).

### Business Rules:

- An applicant can not save the application and must complete the application in one session.



## Section 6: My Contact Information

This section is used to capture contact information on the applicant.

The screenshot shows the 'Ambassador Application' page in the 'BCRS PROGRAM PORTAL for AMBASSADORS'. A navigation bar includes 'Home' and 'Ambassador Application'. A message box says 'Welcome to the Ambassador Portal!'. The main heading is 'Ambassador Application' with a note '\* required field'. The 'MY CONTACT INFORMATION' section contains the following fields:

Address Line 1	<input type="text"/>
Address Line 2	<input type="text"/>
City *	<input type="text"/>
State *	<input type="text" value="Start typing"/>
Zip/Postal Code *	<input type="text"/>
Daytime Phone Number *	<input type="text" value="(000)-000-0000"/>
Mobile Phone Number	<input type="text" value="(000)-000-0000"/>
Email Address *	<input type="text" value="testemail@emailtest.com"/>

A 'Next Step' button is located at the bottom right of the form.

### Steps:

1. Applicant answers all required questions.
  - a. Required questions are denoted with an asterisk (\*)
2. Applicant selects **Next Step** (Next Step) once they have answered all the required questions
3. Applicant will be directed to the My Professional Information section

### Business Rules:

- City, State, Zip/Postal Code, Daytime Phone Number and Email Address are required fields
- System will automatically populate portal account email in the "Email Address" field.
  - Applicant can enter an alternate email address in this field.
  - Entering an email in this field will not change the email used to log into the portal.
- Information entered in this section will be made public on the Ambassador Directory. Applicants should only enter his/her work contact information.



## Section 7: My Professional Information

This section captures information about the applicants professional work experience. Additionally applicants will have an opportunity to detail his/her sphere of influence and who they will be connecting with as NHSC Ambassadors.

**MY PROFESSIONAL INFORMATION**

Clinical Discipline: Health Service Psychologist

Primary Organization Type \*: Clinical Site Administration

Your Role \*: Site Administration (NHSC)

Organization Name \*: Test Organization Name

Job Title \*: Test Job Title

**Working with Students**

- Physician
- Physician Assistant
- Nurse
- Nurse Practitioner
- Nurse Midwife
- Psychiatric Nurse Specialist
- Dentist
- Dental Hygienist
- Psychologist
- Social Worker
- Counselor
- Marriage and Family Therapist

**Working with Residents**

- Physician
- Dentist

**Working with Professionals**

- Physician
- Physician Assistant
- Nurse
- Nurse Practitioner
- Nurse Midwife
- Psychiatric Nurse Specialist
- Dentist
- Dental Hygienist
- Psychologist
- Social Worker
- Counselor
- Marriage and Family Therapist

**Next Step**

Steps:

1. Applicant answers required fields.
  - Required fields denoted with an (\*)
2. Applicant selects **Next Step** (Next Step) once he/she have answered all the required fields.
3. Applicant will be directed to the My Program Information section

Business Rules:

- If an applicant does not have a Clinical Discipline, he/she can leave that field blank
- The "Your Role" field is filtered by the "Primary Organization Type" answer
  - There is no role selection if the "Primary Organization Type" is National Professional Trade Organization
- If an applicant has an Academic "Primary Organization Type" he/she will have to select a "State" then a "School" (See screen shot 2 on next page)



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#### MY PROFESSIONAL INFORMATION

Clinical Discipline

Primary Organization Type \*

Your Role \*

School State \*

School \*

Job Title \*

2

#### Working with Students

- Physician
- Physician Assistant
- Nurse
- Nurse Practitioner
- Nurse Midwife
- Psychiatric Nurse Specialist
- Dentist
- Dental Hygienist
- Psychologist
- Social Worker
- Counselor
- Marriage and Family Therapist

#### Working with Residents

- Physician
- Dentist

#### Working with Professionals

- Physician
- Physician Assistant
- Nurse
- Nurse Practitioner
- Nurse Midwife
- Psychiatric Nurse Specialist
- Dentist
- Dental Hygienist
- Psychologist
- Social Worker
- Counselor
- Marriage and Family Therapist

Next Step



## Section 8: My NHSC Program Information

In this section, applicants indicate if they are current or a previous participant in one of the NHSC Loan Repayment or Scholarship Programs. Applicants also have the opportunity to indicate why he/she wants to be an NHSC Ambassador.

### MY NHSC PROGRAM INFORMATION

Are you a current or former participant? \*  Yes  No

Would you like your participation in the NHSC program to be made public? \*  Yes  No

Would you like to be contacted about speaking engagements related to the NHSC program? \*  Yes  No

Explain briefly why you would like to become an NHSC Ambassador \*

**Please Note:** All information captured in this section will be available to the general public through the NHSC Ambassador Directory. Please do not include any sensitive information that you do not want publicly available. The NHSC recommends that Ambassadors provide work or business information for addresses and phone numbers whenever possible. Ambassadors will have the ability to edit their information once their application is approved.

SUBMIT

#### Steps:

1. Applicant answers required fields.
  - Required fields denoted with an (\*)
2. Applicant selects **SUBMIT** (Submit) once they have answered all the required fields.
  - Applicant can also navigate back to previous sections to review application before submission
3. Applicant is directed to Portal landing page.

#### Business Rule:

- An applicant is restricted to 1000 characters on why he/she wants to become an NHSC Ambassador
- If an applicant is a current or former NHSC participant and the applicant logs into the Ambassador application with his/her existing portal account, his/her alumni status will be automatically populated and can not be changed.
- If an applicant indicates that he/she is a current participant or an alumni, he/she will have to indicate which program and his/her obligation end year. (see screenshot 3)
- An applicant can not edit his/her application after he/she submits the application



**MY NHSC PROGRAM INFORMATION**

Are you a current or former participant? \*

Yes  No

3

Program \*

Loan Repayment Program

Obligation End Year \*

2012

Would you like your obligation end date in the NHSC program to be made public? \*

Yes  No

Would you like your participation in the NHSC program to be made public? \*

Yes  No

Would you like to be contacted about speaking engagements related to the NHSC program? \*

Yes  No

Explain briefly why you would like to become an NHSC Ambassador \*

Lorem Ipsum

**Please Note:** All information captured in this section will be available to the general public through the NHSC Ambassador Directory. Please do not include any sensitive information that you do not want publicly available. The NHSC recommends that Ambassadors provide work or business information for addresses and phone numbers whenever possible. Ambassadors will have the ability to edit their information once their application is approved.

**SUBMIT**





## Section 9: Application Submission

Once an applicant has submitted his/her application, he/she will be directed to the Ambassador Portal Page. The applicant's status will be "Inactive" until a DEA analyst approves his /her application.

### My Profile

**Name:**  
Richard Parker

**Status:**  
Inactive

National Health Service Corps (NHSC) Ambassadors are dedicated volunteers who help educate and inform prospective NHSC members as well as serve as additional local resources for current NHSC members. NHSC Ambassadors inspire and motivate students and providers to provide primary health care in communities with limited access to care. If you think you fit these criteria, the NHSC encourages you to submit your Ambassador application today!

### Service Requests

Activity Type	Last Updated	Status
Ambassador Application	11/27/2013	Submitted

[View All Activities ▶](#)

### Need Assistance?

**CONTACT US**

For support, please contact us at **1-800-221-9393**, Monday through Friday (except Federal holidays), 8 am to 8 pm ET.

[My Messages \(1\)](#)   [Account Settings](#)   [Log Out](#)

[Ambassador Application Guide](#) | [Privacy Policy](#) | Version 8.0



## Section 10: Account Settings

Once an applicant has created a portal account, the applicant can change his/her password, email and security question via the Account Setting page. The Account Settings link is located at the bottom of the Ambassador Portal Page.

The screenshot shows the 'Account Settings' page with a navigation bar containing 'Home' and 'Account Settings'. The main heading is 'Account Settings'. Below this, it displays 'Your Current Email Address: richmparker19@gmail.com'. There are three main sections: 'CHANGE EMAIL ADDRESS', 'CHANGE PASSWORD', and 'CHANGE SECURITY INFORMATION'. Each section has input fields for the respective information and a corresponding 'Change' button. The 'CHANGE SECURITY INFORMATION' section includes a dropdown menu for the security question and an information icon.

Steps to reset password:

1. Applicant creates new password.
2. Applicant confirms new password.
3. Applicant enters current password.
4. Applicant clicks **Change Password** (Change Password)

This close-up shows the 'CHANGE PASSWORD' form. It has three input fields: 'Create New Password', 'Confirm New Password', and 'Current Password'. Each field has an information icon to its left. Below the fields is a yellow 'Change Password' button.

5. System displays confirmation that password has been successfully updated.

Steps to change email:

1. Applicant enters a new email address.
2. Applicant confirms the new email address.
3. Applicant enters current email address.
4. Applicant enters current password.
5. Applicant clicks **Change Email** (Change Email)
6. A verification email will be sent to the new email address.
7. Applicant clicks on link in the email to verify his/her new email address.





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#### Business Rules:

- System will not allow applicant to change email to one that is in use by another account.
- System shall provide functionality for applicant to change security question and answer.
- System shall require applicant to log out and log back in upon changing their username/email or password.

