



BCRS Management Information System Solution (BMISS)

*National Health Service Corps (NHSC)
Loan Repayment Program (LRP)
FY 2013 Online Application User Guide*

December 2012



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Introduction: NHSC LRP Online Application User Guide

Purpose: The NHSC LRP Online Application user guide serves as the main tool for the Customer Care Center to answer applicant questions regarding issues applicants have when calling for resolution. In addition to this user guide, the Customer Care Center Analysts must be familiar with the NHSC LRP Application Program & Guidance, as some of the questions will be program based and are not discussed in this user guide. The primary intent for this user guide is to focus on the functionality developed for the NHSC LRP 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 NHSC LRP 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 NHSC LRP application. **Note:** Applicant will skip this page if he/she links directly from the HRSA website.

Welcome to
the **BCRS**
portal

I am ...

AN APPLICANT

- Applying for the NHSC Loan Repayment Program ▶
- Applying for the NHSC Scholarship Program ▶
- Applying for the Nursing Scholarship Program ▶
- Applying for the Nursing Education Loan Repayment Program ▶
- Applying for the Faculty Loan Repayment Program ▶
- Applying for the Student to Service Loan Repayment Program ▶

A PARTICIPANT

- In a Loan Repayment or Scholarship Program ▶

AN ADMINISTRATOR, REPRESENTATIVE OR PCO

- A Site Administrator ▶
- A Primary Care Office Member ▶
- A School Representative ▶

INTERESTED IN LEARNING MORE

- About BCRS ▶

Steps:

1. Applicant selects “Applying for the NHSC Loan Repayment Program.”
2. System displays log in page (see Section 2 and 3).
3. Applicant can log in and begin his/her application.



Section 2: Create Account

The first action an applicant takes for the NHSC LRP Online Application is to create an account.

Steps:

1. Applicant navigates to the Online Application via the weblink:
https://programportal.hrsa.gov/extranet/application/nhsc_lrp
2. Applicant selects the “Create an Account” link in the bottom left hand section of the page (see red arrow).

Business Rules:

- System shall allow user with existing portal account from past cycle (including other programs) to login with the existing login information
- System shall require current NHSC SP participants to login in with their portal account to apply for NHSC LRP application
- System shall disable ability to create an account after application deadline 3/21/2013



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. The instructions for the applicant are detailed in the email.

NATIONAL HEALTH SERVICE CORPS LOAN REPAYMENT PROGRAM APPLICATION [Login](#)

Create My Account

* required field

Please read the [2013 Application and Program Guidance](#) for eligibility criteria prior to creating an account. To be eligible to participate in the National Health Service Corps Loan Repayment Program you must be:

- A U.S. Citizen
- Trained and Licensed in one of the eligible professional disciplines
- Working at an [NHSC-approved site](#)

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.

First Name *

Last Name *

Middle Initial

Title

Suffix

Email *

Confirm Email *

Create Password *

Confirm Password *

Security Question *

Security Answer *

CREATE

Steps:

1. Applicant answers each of the required fields.
2. Applicant selects **CREATE** to register for an account with the NHSC LRP.
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 with a subject of “Activate your HRSA account.” The applicant will open the email and click on the activation link in the body of the email (See [Figure 1](#)).
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
- The following information will be auto-populated in the General Information and Education, Licensure, & Training sections of the application
 - First Name,
 - Last Name,
 - Middle Initial
 - Title
 - Suffix
- 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



Below is a sample of 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 HRSA account

 bmiss@voosh.de
Sent: Thu 12/6/2012 11:55 AM
To:  Rich Parker

Dear Applicant,



Thank you for registering an account with the HRSA Bureau of Clinician and Recruitment Services (BCRS).

Please use the link below to activate your account:
<https://testbcrs.hrsa.gov:443/extranet/unlock?c=egucoga&u=rparker@sapien.com>

You must activate your account within two days using the link above. If you do not activate your account within two days, please use the "forgot password" link to reset your password. After activating your account, please log in and begin your online application.

Sincerely,

The Bureau of Clinician Recruitment and Service (BCRS)

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



Section 3: Logging In

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

NATIONAL HEALTH SERVICE CORPS

LOAN REPAYMENT PROGRAM APPLICATION

Login

Please log in using the fields below:

Your Email *

Your Password *

[forgot your password?](#)

Create an Account

Want to apply for the NHSC Loan Repayment Program?
[Create an NHSC LRP Application Account](#) ▶

Note: If you have previously registered to apply for NHSC LRP or any other BCRS program in the current or past application cycles, or are a current NHSC Scholar, 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 his/her email address and password.
2. Applicant selects **LOGIN** (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
- 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
- System shall not allow user to create account if Applicant Primary Email already exists in BMISS participant account



Section 4: Forgot Your Password

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

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 his/her security question they selected when they 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 1: Enter email address below

Email Address*

NEXT

2

Forgot Password?
*required fields

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

What is your favorite pet's name?

Answer:

SUBMIT

3

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

Please set your new password below.

Change Password
*required field

New password:*

Confirm new password:*

UPDATE PASSWORD

5

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: Home Page

The Not Started Home page is the first page the applicant sees on his/her initial log in. Once the applicant has started his/her application, his/her status will change to "In Progress" and his/her will be directed to the NHSC LRP "In Progress" Home Page when logging in.

Loan Repayment Program Online Application Help

Thank you for registering to apply to the National Health Service Corps (NHSC) Loan Repayment Program (LRP). The NHSC is excited that you have chosen to pursue your quest to provide clinical services to the Nation's most vulnerable populations. As a provider who is currently working at an NHSC-approved practice site, located in a designated Health Professional Shortage Area (HPSA), you may qualify to receive a contract and funds that will help you pay down your qualifying educational debt. The Office of Shortage Designation (OSD) updates HPSA scores throughout the calendar year; however, the NHSC programs use the HPSA designations and scores that were in place as of January 1, 2013 to determine funding and program eligibility. To learn more about HPSAs, please go to the [NHSC Jobs Center](#).

NHSC SCHOLARS

NHSC Scholars who are currently serving and will complete their obligated service on or prior to September 29, 2013 may apply to the NHSC Loan Repayment Program (LRP), if they:

1. Continue to serve at their NHSC-approved clinical practice site(s) of record
2. Are away from their NHSC-approved clinical practice site(s) for no more than the allowed 35 days per service year.

AWARD AMOUNTS

The 2013 "New" contract award amounts are as follows:

	TIER #1 (100% Of service at HPSA 14 & above)	TIER #2 (Any fraction of service at HPSA 13 & below)
Full Time	\$60,000	\$40,000
Half Time (2-year)	\$30,000	\$20,000
Half Time (4-year)	\$60,000	\$40,000

Maximum award amounts are determined by the highest Health Professional Shortage Area (HPSA) score that is associated with your practice site and relative to your discipline and specialty, as of January 1, 2013. To qualify for Tier #1 funding maximums, applicants must serve in HPSAs of 14 and above, for 100% of their required service. If any fraction of service is performed at NHSC-approved sites with HPSA scores less than 14, the maximum funding level is Tier #2.

For more information about funding levels, please refer to the [2013 Application and Program Guidance](#).

BEFORE YOU GET STARTED

Please follow these steps to successfully complete your application. Your complete application must be submitted prior to March 21, 2013 at 5:00 PM EDT, the application deadline. You may make changes to your application until March 21, 2013 at 5:00 PM EDT; however, no changes can be made after the deadline. Applications that have not been completed and submitted by the deadline cannot be reviewed or submitted at a later date. If you have technical difficulties while completing the application please contact us from 8:00 a.m. to 8:00 p.m. EST, at 800 221-9393; or, at GetHelp@hrsa.gov.

1. Program Requirements

In order to gain a clear understanding of the program policies and application guidelines, you must first read the [2013 NHSC Loan Repayment Program Application Program Guidance \(APG\)](#), paying very close attention to the eligibility and service requirements for your discipline and specialty. All applications are assessed for eligibility against the guidelines within.

2. Eligibility

Each applicant must meet basic program eligibility requirements. In this section you will respond to questions that range from U.S. Citizenship to financial indebtedness.

Steps:

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

Notes:

- The applicant will be able to refer to this page by selecting the "Help" link on the bottom of the all the application screens (see screen shot below)

Please note, due to system security controls you have 30 minutes to save this section or you will be automatically logged off the system and any changes will not be saved.

Please refer to the [Application and Program Guidance](#) for any questions regarding the NHSC Loan Repayment Program.

If you experience any problems, please contact the HRSA Customer Care Center at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except Federal holidays), 8:00 am to 8:00 pm EST or email at GetHelp@hrsa.gov.



Privacy Policy | Version 6.8.0-SNAPSHOT

Applicants are requested to read the following documents prior to starting his/her application:

- 2013 Application and Program Guidance (APG)
- NHSC Employment Verification Instructions and FAQ Document



If the applicant returns to his/her previously saved application, once he/she logs in, the applicant is directed to the Home page and the application status will now display "In Progress." The applicant will be able to continue with his/her last saved page or jump to any completed section by selecting the blue link.

The screenshot shows the user interface for the Loan Repayment Program Application. At the top left is the National Health Service Corps logo. The main header reads "Loan Repayment Program Application" with navigation links for Home, Account Settings, and Log Out. The user is greeted with a personalized message: "Hello James, Welcome back to the National Health Service Corps (NHSC) Loan Repayment Program (LRP) online application! Your overall application status is: **In Progress**. Your application ID is: **117141**. Application Deadline: **March 21, 2013 at 5:00 PM EDT**. Your contract type is: **Two Year Full-Time**. Please select Continue to resume filling out the online application."

Page Name	Status
Eligibility	Complete
General Information	Complete
Discipline & Training	In Progress
Employment	Not Started
Employment Verification	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 selects to navigate to a specific section by selecting the page name hyperlinked in the table, or;
3. Applicant selects to continue his/her application from the last saved page by selecting  (Continue).

Business Rules:

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



Step #2



Step #3



Section 6: Eligibility

The Eligibility page is used to ensure the applicant meets the qualification requirements to apply for an NHSC LRP 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 have a current, full, permanent, unencumbered, and unrestricted health professional license, certificate or registration in the discipline/specialty and State in which you intend to practice under the NHSC LRP? *

Yes No

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

Yes No

3. Do you have an existing service obligation? E.g. State Loan Repayment Program, Primary Care Loans, Nurse Education Loan Repayment Program, etc. * 

Yes No

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

Yes No

b. Are you a uniformed service member or member of the reserve corps? *

Yes No

4. Do you have a judgment lien against your property arising from a Federal debt? *

Yes No

5. Have you defaulted on any Federal debt for which you are not in official repayment, or has been written off as uncollectible? *

Yes No

6. Are you currently in breach of a health professional service obligation to the Federal, State, or Local government? *

Yes No

7. Have you defaulted on a prior service obligation to a Federal, State, Local government, or other entity? *

Yes No

SAVE & CONTINUE

Steps:

1. Applicant answers all required questions.
2. Applicant selects **SAVE & CONTINUE** (Save & Continue) once they have answered all the required questions.
3. Applicant will be directed to General Information page, if they are eligible.
4. Applicant will be directed to the In Progress – Ineligible landing page, if found ineligible.

Business Rules:

- Select any tool tip “” for additional information on specific question
- System shall require response to the following questions if applicant indicates he/she has an existing service obligation:
 - Will it be completely satisfied on or before the submission date? (**Note:** This business rules doesn't include Scholar applicants.)
 - Are you a uniformed service member or member of the reserve corps
- System shall direct user to ineligible landing page if one or more of the following answers are selected:
 - Current, full, permanent, etc. License = No
 - Applicant US Citizen or National = No
 - Existing service obligation = Yes and:
 - Completed before submission= No and/or
 - Uniformed service member = No
 - Applicant judgment lien = Yes
 - Applicant defaulted federal debt = Yes
 - Applicant in breach of service obligation = Yes
 - Applicant defaulted prior service obligation = Yes



- System shall require the service verification document if:
 - Yes to Existing Service Complete prior to submission; and
 - No or Yes to Uniformed Service member



Section 7: General Information

The General Information page consists of questions about the applicant's contact and background information. Some of the information (such as First and Last Name, etc.) is pre-populated from the answers the applicant entered while creating his/her account.

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

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

Application Type *

- Two Year Full-Time
- Two Year Half-Time
- Four Year Half-Time

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

Steps:

1. Applicant answers required fields.
 - Required fields denoted with an asterisk (*).
2. Applicant selects **SAVE & CONTINUE** (Save & Continue) once he/she have answered all the required fields.
3. Applicant will be directed to Discipline and Training page upon selecting continue if all required fields are entered.

Business Rules:

- The following fields are populated from answers from the create account process
 - First Name
 - Last Name
 - Middle Initial
 - Title
 - Suffix
- System shall require that Applicant Birth Date is prior to application cycle start date
- System shall make State/Province/Region a text field if anything other than US is selected as the country
- System shall display error message and not allow user to continue if user enters SSN that is tied to a participant portal account
 - Error message will request for the applicant to login with existing participant portal account
- System shall display error message and not allow user to continue if user enters SSN that is tied to another application in current cycle
 - Error message will request for the applicant to login with existing application account



Alternate Phone

SOCIAL SECURITY NUMBER

SSN * [Cancel](#)

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

DISADVANTAGED BACKGROUND

Have you ever been certified as being from a disadvantaged background making you eligible to participate in federal programs such as "Scholarships for Disadvantaged Students", "Loans to Disadvantaged Students" or the "Nursing Workforce Diversity Grant Program"? Or have you ever received a scholarship for students of Exceptional Financial Need? *

Yes No

U.S. PUBLIC HEALTH SERVICE

Are you a commissioned officer in the U.S. Public Health Service? *

Yes No

HOW DID YOU HEAR ABOUT NHSC LOAN REPAYMENT PROGRAM

How did you hear about the NHSC LRP? *

[SAVE & CONTINUE](#)

Business Rules (cont.):

- System will display error message and will not allow user to continue if a current participant is applying and the SSN does not match the SSN in the participant record
 - Error message will request for the applicant to edit SSN or contact Customer Care Center to update participant record.
- System shall allow user to edit SSN and reenter numbers
- System shall allow applicant to continue if SSN exists within another application for a different program in the current cycle and applicant is using the existing account information
 - **Note:** If applicant modifies the SSN number in one application, it will automatically update the SSN for all other applications in the same cycle
- System shall display error message and not allow applicant to continue if logged in with participant portal information and SSN entered does not match
 - Display error message that SSN does not match existing portal account: edit SSN or contact Customer Care Center to update participant record

Note: To expedite resolving an issue the Customer Care Center should provide the error code listed in the error message when entering a log.



Section 8: Discipline, Training & Certification

The Discipline, Training and Certification page asks for details about an applicant's previous work and education. **The set of questions asked changes depending on the applicant's discipline.** For example, an applicant with a discipline of a Dentist will have a question regarding his/her specialty, where as an applicant with a Health Service Psychologist discipline will not require that question, but will require a question about practicing independently.

Discipline, Training, and Certification

* required field

In this section you will select your discipline/specialty and identify your training program and degree received. Please pay close attention to the requirements for your discipline/specialty and select the responses that accurately represent your degree, training, and certifications. You will certify the accuracy and truthfulness of your selections before you submit your complete application.

In addition, the NHSC may verify the responses with your training institutions, relevant certifying and clinical membership organizations. If your responses cannot be verified, your application will not be eligible for an NHSC Loan Repayment Program award. Please review the education, training and certifications requirements for your discipline/specialty as defined in the [2013 Application and Program Guidance](#)

DISCIPLINE AND SPECIALTY

Discipline *

Specialty *

Do you meet the degree, training and certification requirements for this discipline and specialty, as defined in the 2013 NHSC LRP Application and Program Guidance? * Yes No

By selecting this discipline, you currently possess a D.D.S. or D.M.D. degree from a program accredited by the American Dental Association (ADA), Commission on Dental Accreditation (CODA).

Note: If you are a pediatric dentist you must have also completed a 2-year training program in the specialty of pediatric dentistry that is accredited by the ADA, CODA.

DEGREE

When did you receive the health profession degree relevant to the above information selected? *

Type of Degree or Certificate *

SAVE & CONTINUE

Steps:

1. Applicant answers required fields.
2. User selects  (Save & Continue) once they have answered all the required fields.
3. Applicant is taken to the Employment page.

Business Rules:

- System shall require applicant to select specialty if discipline selected is:
 - MD
 - DO
 - NP
 - PNS
 - DDS/DMD
 - PA
- System shall require applicants with a specialty in Geriatrics to upload a copy of their Geriatrics Certification on the Supporting Documents page.
- System shall require all applicants to answer question, "Do you meet the degree, training, and certification requirements for this discipline and specialty, as defined in the 2013 NHSC LRP Application and Program Guidance?" and those that select "No" will land on the ineligible landing page.



- | System shall require applicant to select Residency Program Complete Date” if discipline selected is:
 - MD
 - DO
 - DDS/DMD

- System shall require applicant to enter Residency Program Name, City, State if discipline selected is:
 - MD
 - DO
 - DDS/DMD (only if pediatric specialty)

- The Residency Program Completion date must be after the Degree Received Date

- System shall require applicant to select Able to Practice w/out Supervision if discipline selected is:
 - LCSW
 - LPC
 - HSP
 - MFT

- If applicant selects that they cannot work without supervision they will be directed to the ineligible landing page

- System shall not allow applicant to change discipline if any employment sites have been added to employment/EV page.
 - There must be no employment sites on employment/EV page
 - An applicant must cancel any imitated or completed EV's in order to change their discipline



Section 9: Employment

The Employment page garners the applicant's current employment information. The applicant can select all the sites he/she is currently working at.

Steps:

Employment

In this section you will select your NHSC-approved service site(s). When making your selections you may see options with the same name; however, you must select the site(s) with the address that matches where you actually provide direct-patient care.

HEALTH PROFESSIONAL SHORTAGE AREAS AND YOUR SITE

A key requirement to become an NHSC clinical practice site and to maintain an "active" status is that each location must be located in a Health Professional Shortage Area (HPSA). HPSAs are designated in three (3) discipline categories, Primary Care, Dental and Mental Health, and are scored from 0-26, with 26 being representing an area of highest need. HRSA's Office of Shortage Designation (OSD) updates HPSAs throughout the calendar year. However, the NHSC uses the HPSA scores and designation statuses that are in place as of January 1, 2013 to determine the eligibility of sites and the tier for prioritizing the review of applications for new NHSC Loan Repayment Program contracts. Designation status changes and score updates made after January 1, 2013 cannot be used to determine eligibility or tier prioritization. For more information on the current HPSA designation statuses and scores please go to the [NHSC Jobs Center](#).

Select your NHSC-Approved Service Sites:

State:

City:

Site Name	Site Address	
CHEROKEE COUNTY CORRECTIONAL FAC	915 E Country Rd Columbus, Kansas 66725-2305	Add Site
COMMUNITY HEALTH CENTER OF SOUTHEAST KANSAS	120 WEST PINE COLUMBUS, Kansas 66725	Add Site
Community Health Center of Southeast Kansas/Columbus Clinic	120 W Pine St Columbus, Kansas 66725-1705	Add Site
MERCY CLINIC - COLUMBUS FAMILY HEALTH CLINIC	101 West Sycamore St COLUMBUS, Kansas 66725	Add Site

Check this box if your site is not listed in the search results.

You must list each site that you work at before submitting your application. Have all your sites been added? *

Yes, all of my sites have been added.

No, some of my sites are not yet added. I will come back to this section and add them before submitting.

SAVE & CONTINUE

1. Applicant selects State in the drop down.
2. Applicant selects a City in the drop down.
3. System will populate participating sites based on HPSA type (derived from the Discipline/Specialty selected on the Discipline, Training & Certification page) within the State and City selected.
4. Applicant will select site(s) he/she is currently employed at by clicking **Add Site** (Add Site) button.
5. If applicant site(s) are listed applicant will click "Yes all my sites have been added" button.
6. If applicant site is not shown applicant will check the "Site not listed in the search results" box, (see figure 6).
7. Applicant will send an email to lrsites@hrsa.gov to request for his/her site be added. Email must include:
 - Site Name and Address
 - Site Administrator Name, Phone Number, and Email
 - Application ID number
 - Applicant Name
 - Discipline and Specialty
 - Nature of the issue with site
 - Any other pertinent information that will help customer service team in finding an answer to status request.
 - a. The customer care team will investigate the request and make any necessary updates if approved
 - b. A representative will reply to the applicant's email to let him/her know the status of the inquiry
8. Applicant selects **SAVE & CONTINUE** (Save and Continue) once they have answered all the required fields



Check this box if your site is not listed in the search results.

Step 6

6

If you are currently working at this site and would like to know the circumstances surrounding why this site does not appear on the NHSC approved site list you will need to submit a status request to our customer service team via email to lrpsites@hrsa.gov. Please include **Site Status Request** in the subject of your email.

Your email must contain the following information in order for your status request to be processed in a timely manner:

- Site Name and Address
- Site Administrator Name, Phone Number, and Email
- Your application ID number
- Your Name
- Your Discipline and Specialty
- The nature of the issue with your site
- Any other pertinent information that you think will help our customer service team in finding an answer to your status request.

Our customer service team will research your status request and a representative will contact you regarding the status of your site as soon as possible. **You will be able to continue completing your application, but will not be able to submit your application until you have unchecked this box indicating you cannot find your site.**

If you are not currently employed at an approved site we encourage you to visit the [NHSC Jobs Center](#) for employment opportunities at current approved sites.

Business Rules:

- System shall require applicant to enter at least one site for save and continue to be enabled
- Applicant may add an unlimited number of sites
- System shall list only sites in "Site City" with eligible and approved sites that serve the discipline selected
- Applicant has the ability to delete a site that has been added
- System shall place Employment Information page status as "In Progress" if applicant selects check box indicating cannot find his/her site
- System shall place overall Employment Information page status as "In Progress" if applicant selects "No" to are all your sites added
- System shall place overall Employment Information page status as "Complete" if applicant selects "Yes" to are all your sites added
- System shall allow applicant to continue to the next section, Employment Verification (EV) Request, if he/she selects "site not found"
- System shall require applicant to cancel EV before trying to delete a site if an EV has been initiated

You must list each site that you work at before submitting your application. Have all your sites been added? *

Yes, all of my sites have been added.

No, some of my sites are not yet added. I will come back to this section and add them before submitting.

SAVE & CONTINUE



Section 10: 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. The applicant will have visibility to the information entered by the sites upon submitting his/her applications. Based on the answers provided by the site point of contact (POC) an applicant can be made ineligible upon submission. If this occurs and the applicant believes it is incorrect, an applicant may cancel the existing EV and re-submit a new one by selecting to edit their application on the submitted landing page, re-initiate the EV, and re-submit their application.

The screenshot displays the 'LOAN REPAYMENT PROGRAM APPLICATION' interface. At the top, there are navigation links: Home, Account Settings, Role, and Log Out. Below these are numbered steps from 1 to 9. Step 5, 'Employment Verification', is highlighted in orange. The main content area is titled 'Employment Verification' and contains a text box with instructions: 'To begin the Employment Verification process, select 'initiate' next to the site(s) below selected in the previous Employment section. 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. Additional site information and point of contact information is provided by clicking the site name(s) below, should you need to contact your site(s) POC(s) to alert them the Employment Verification will arrive through the Portal. For additional information regarding the Employment Verification process, please see the [NHSC Employment Verification FAQs](#).' Below the text is a table titled 'CURRENT REQUESTS' with two rows of site information. At the bottom of the table are two buttons: 'Initiate All' and 'SAVE & CONTINUE'.

Site Name	Date Created	Status
CHEROKEE COUNTY CORRECTIONAL FAC		Not Started Initiate ▶
COMMUNITY HEALTH CENTER OF SOUTHEAST KANSAS		Not Started Initiate ▶

Steps:

1. Sites selected by the applicant in the Employment section will be listed in the table in the Current Requests section
2. Applicant may click site name to review that the appropriate address, phone number and point of contact are listed for each site.
3. Applicant can choose to initiate all EV's by clicking **Initiate All** (Initiate All) if none of the EVs have been initiated.
4. Applicant can choose to initiate individual EV's by clicking **Initiate ▶** (Initiate) next to the appropriate site.
5. Applicant selects **SAVE & CONTINUE** (Save and Continue) once they have initiated his/her EV(s).
 - An applicant may navigate to the Loans page without initiating an EV. There may be cases when the site is not listed in the system.
6. Applicant is directed to the Loans page.

Business Rules:

- System shall populate an EV request for each site added on the Employment page
- System shall display EV status as Not Started before applicant initiates a EV Request



- System shall only allow applicant to select “Initiate All” if each EV status is in “Not Started”
- System shall allow applicant to resend EV if EV status is “Returned-Unverified”
 - An EV will be returned unverified if the site POC indicates that the applicant does not work at that site
- System shall disable initiate button if EV status is “In Progress” or “Complete”
 - The applicant still has the option to cancel the EV
- System shall deem employment page complete when all EV(s) in current requests table are complete
- To be able to delete an EV the user must cancel any requests that are “In Progress” or “Completed”



Section 11: Loan Information

The Loan Information page captures the applicant's existing loan(s). For each loan submitted, the applicant is required to upload an account statement, as well as Disbursement or AIDS Summary Report (depending on type of loan). Applicants that have indicated that his/hre loan has been consolidated will be required to provide additional documentation. The applicant will be able to view and edit loans that they have previously added.

NATIONAL HEALTH SERVICE CORPS

LOAN REPAYMENT PROGRAM APPLICATION

Home Account Settings Log Out

1 Eligibility 2 General Information 3 Discipline & Training 4 Employment 5 Employment Verification

6 Loans 7 Supporting Documents 8 Self Certification 9 Review & Submit

Loan Information

You are encouraged to print and read the [NHSC Loan Module Detailed Instructions](#) before entering your loan information.

It is highly recommended that you first gather your account statements and disbursement reports for each student loan before you begin this module.

You will be required to complete the Loan Details and Loan Supporting Documents sections for each loan submitted. For loan and interest amounts, please exclude letters, special characters (i.e. \$,%) and commas. **If you have multiple loans with the same servicing lender, you must enter details for each loan.**

The submission of incorrect information will delay the processing of your application.

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** (Add a New Loan).
2. Applicant will be directed to the loan details page.



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

Loan Details

** required field*

[Back to Loan Information](#)

Name of current servicing lender *

Loan account number *

Original date of the loan *

Original amount of the loan *

Current balance (Principal & accrued Interest) * as of

Type of loan *

Is this loan in default? * Yes No

Is this Loan under Federal court judgment? * Yes No

Interest rate *

Purpose of loan *

Is this a consolidated loan? * Yes No

CONTINUE TO DOCUMENTS

3. Applicant is directed to Loan Details page (see Figure 7).
4. Applicant is required to fill in all required fields to continue:
 - Name of current servicing lender
 - Loan account number
 - Original date of loan
 - Original amount of loan
 - Current balance (Principal & accrued interest)
 - Type of loan
 - Is the loan in default
 - Is the loan under Federal court judgment
 - Interest rate
 - Purpose of loan
 - Is the loan consolidated



Bureau of Clinician Recruitment and Service (BCRS)
NHSC LRP Online Application User Guide

Is this Loan under Federal court judgment? * Yes No

Interest rate *

Purpose of loan *

Is this a consolidated loan? *  Yes No

Please provide the original date of each loan included in the consolidation. It is required to provide either (1) an Aid Summary Report, Disbursement Report, and/or Promissory Note or (2) a copy of the consolidated/refinanced promissory note from the current servicing lender. The documentation must show, for each loan consolidated, the original amount, original date of loan, original type of loan, and the dates must coincide with the nursing education period entered on the Qualifying Education section of the application.

How many loans do you have in this consolidation loan? *

Account Number 1 *	<input type="text" value="11223"/>	Original Date of Loan 1 *	<input type="text" value="08/25/2001"/>	Original loan amount 1 *	<input type="text" value="\$45,000.00"/>
Account Number 2 *	<input type="text" value="11224"/>	Original Date of Loan 2 *	<input type="text" value="08/24/2001"/>	Original loan amount 2 *	<input type="text" value="\$55,000.00"/>

I would like to delete this loan, including the loan details and supporting documents, from my application. When I select "Remove this Loan" below and click "Continue" I understand that this loan will be deleted and I will return to the Loan Information page.

Remove this Loan

CONTINUE TO DOCUMENTS

- If the loan is consolidated the applicant will be required to enter the following information:
 - The number of loans 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
- After the applicant inputs all information he/she will click **CONTINUE TO DOCUMENTS** (Continue to Documents) and will be taken to Loan Supporting Documents Page (see [Figure 8](#)).



◀ **Back to Loan Information**

8

The following loan documents are required to assess whether your loans qualify for repayment under the NHSC Loan Repayment Program. Each document should be uploaded to the loan that it reflects, only. Each should show clear verification that it is official and comes from the Servicer/Lender. In most cases, the required information can be obtained from official web-accounts or found on paper documents that you have received from the servicer or lender. They can be printed, scanned, and uploaded to your application in this section.

A description of the required information for each document type can be found below. If a required document does not contain the required information or is not legible enough to review the loan profile will be deemed "incomplete" and the loan itself will not qualify for repayment.

+ **ACCOUNT STATEMENTS**

+ **LOAN ORIGATION AND DISBURSEMENT REPORTS**

+ **CONSOLIDATED EDUCATIONAL LOANS**

Please note: The following file types are suitable for being uploaded: jpg, doc, pdf, xls & tif

UPLOADED DOCUMENTS

Document Title	Document File	Status	Action
Account Statement	Account Statement_JD_Nov 2012.pdf	Received	Remove
NSLDS/Aid Summary Report	NSLDS_Aid Summary Report_JD_Nov 12.pdf	Received	Remove
Consolidated Loan Supporting Document	Consolidated Statement_JD_Dec 12.docx	Received	Remove

UPLOAD DOCUMENT

- Account Statement
- NSLDS/Aid Summary Report
- Consolidated Loan Supporting Document

7. Applicant will upload necessary documents and click **SAVE** (Save).
 - Consolidated Loan Supporting Document is required if the applicant indicates that his/her loan is consolidated
8. Applicant will be directed back to the Loan Information page (see Figure 9).



LOAN REPAYMENT PROGRAM APPLICATION

Home Account Settings Role Log Out

1 Eligibility 2 General Information 3 Discipline & Training 4 Employment 5 Employment Verification

6 Loans 7 Supporting Documents 8 Self Certification 9 Review & Submit

Loan Information

You are encouraged to print and read the [NHSC Loan Module Detailed Instructions](#) before entering your loan information.

It is highly recommended that you first gather your account statements and disbursement reports for each student loan before you begin this module.

You will be required to complete the Loan Details and Loan Supporting Documents sections for each loan submitted.

For loan and interest amounts, please exclude letters, special characters (i.e. \$,%) and commas. If you have multiple loans with the same servicing lender, you must enter details for each loan.

The submission of incorrect information will delay the processing of your application.

DISCOVER STUDENT LOANS

Account #	Balance	Interest Rate	Submitted All Required Docs ?	Action
10101	\$50,000.00	2.850%	Yes	Edit

[Add a New Loan](#)

SAVE & CONTINUE

9. Applicant can choose to add another loan.
 - To add another loan the applicant will click the Add New Loan button and repeat the above steps
10. If the applicant wants to edit his/her loan, the applicant can click the Edit button.
 - If the applicant needs to upload their loan documents they will need to use the Edit function to navigate to the Loan Supporting Documents Page
11. If the applicant does not add another loan or edit their loan, they will click **SAVE & CONTINUE** (Save and Continue).

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:
 - Lender Name
 - Phone Number
 - Phone Extension
 - Fax Number
- 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
- System shall require that Original Date of Loan be,
 - 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 use to enter date if “Yes” to Loan in Judgment
- System shall require use to enter date if “Yes” to Loan in Default

- System shall require user to indicate how many loans have been consolidated in loan if “Yes” to Consolidated Loan



- System shall require user to upload required documents for each loan on submit application
- The applicant does not have to upload the documents immediately. The applicant can continue with the application and navigate back to the loan section to add their loan documents
- System shall remain Loan Information page “In Progress” until all required loan supporting documents are uploaded
- System shall require user to submit at least one Consolidated Loan Documents, if “Yes” to Consolidated Loan
- System shall allow user to upload multiple Consolidated Loan Documents if “Yes” to Consolidated Loan
- System shall direct user to Loan Supporting Document page upon selecting “Save & Continue” for loan details



Section 12: Supporting Documents

The Supporting Documents page allows the applicant to upload his/her required documents. Please note that some of the documents displayed on the Supporting Documents page dynamically appear based on some of the answers provided on the online application (see business rules below).

1 Eligibility 2 General Information 3 Discipline & Training 4 Employment 5 Employment Verification

6 Loans 7 Supporting Documents 8 Self Certification 9 Review & Submit

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. Proof of payment history is an optional document.

TEMPLATE DOCUMENTS

- Proof of Payment History for Prior NHSC LRP Service

UPLOAD DOCUMENTS

Document Title	Document File	Status	Delete
<input type="radio"/> Proof of U.S. Citizenship or U.S. National		Not Received	
<input type="radio"/> Geriatrics Certification		Not Received	
<input type="radio"/> Proof of Payment History for Prior NHSC LRP Service (Optional)		Not Received	

LOAN DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Discover Student Loans 10101	Account Statement	Account Statement_JD_Nov 2012.pdf	Received
Discover Student Loans 10101	NSLDS/Aid Summary Report	NSLDS_Aid Summary Report_JD_Nov 12.pdf	Received
Discover Student Loans 10101	Consolidated Loan Supporting Document	Consolidated Statement_JD_Dec 12.docx	Received

Steps:

1. Applicant selects the document he/she would like to upload.
2. Applicant selects (Browse) to find the document they will upload.
3. Applicant selects (Upload) when appropriate document is selected.
4. Applicant repeats these steps for all of the required documents.
5. Applicant clicks (Save and Continue).
6. Applicant is directed to the Self Certification Page.

Business Rules:

- All applicants are required to upload the "Proof of U.S. Citizenship or U.S. National" document
- Prior NHSC LRP participants are required to provide documentation that they applied all of the previously disbursed award funds
 - Proof of Payment History for prior NHSC LRP Service
 - This is an optional document
- Applicants are encouraged to upload PDF documents
- System shall allow applicant to upload document size up to 5 MB



- System shall require applicant to upload a “Disadvantage Background” supporting document if Yes to Disadvantage background on General Information page
- System will require the applicant to upload a “Geriatrics Certification” supporting document if they selected geriatrics as his/her specialty
- System shall require the applicant to upload Existing Service Obligation documentation if the applicant answered “Yes” to Existing Service completed prior to submission on the Eligibility page
- System shall enable ability to delete documents after applicant has uploaded the document



Section 13: Self Certification

The Self Certification page allows the applicant to certify that his/her has read and agreed to the terms and agreements displayed on the page. The set of certifications displayed changes depending on the applicant's discipline, specialty, and military service. The applicant must agree to all certifications in order to continue.

Steps:

1. Applicant reads each certification.
2. Applicant indicates that he/she agree by selecting the checkbox.
3. Applicant selects **SAVE & CONTINUE** (Save and Continue).





Notes:

- The certification marked with a red arrow is based off the applicant's discipline. For example, applicants that are Physician Assistants will see a different certification than applicants that are Nurse Practitioners
- If the applicant selected "Yes" to the sub question of Q3 on the Eligibility page, "Are you a uniformed service member or a member of a reserve corps," then a military service certification will populate. If the applicant answers "No," then that certification will not populate
- 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 paged but then navigates to another section of the application



Section 14: Review & Submit

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

1 Eligibility **2** General Information **3** Discipline & Training **4** Employment **5** Employment Verification

6 Loans **7** Supporting Documents **8** Self Certification **9** Review & Submit

Review & Submit

APPLICATION ID: 117141

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 complete. Once the application has been submitted you will not be able to make updates or changes to your application. 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 2012 applications will be completed by 9/30/2012.

Page Name	Status
Eligibility	Complete
General Information	Complete
Discipline & Training	Complete
Employment	Complete
Employment Verification	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 National Health Service Corps 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.
2. The Applicant enters his/her password.
3. Applicant selects **SUBMIT** (Submit).

Business Rules:

- System shall not allow application to be submitted after the application deadline 3/21/2013
- All page statuses except for review and submit must be complete for applicant to submit his/her application.
- Applicant must enter in his/her correct password in order to submit their application.
- System shall populate information on account settings page after submission
- System shall direct user to landing page with links to uploaded documents and copy of application
- System shall check if start date on an EV is less than dates entered for the following:
 - For MD, DO, DDS/DMD (with only pediatric) disciplines:
 - "Residency Complete Date"



Section 15: Submitted Landing Page

After the applicant submits his/her NHSC LRP 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 end of the application deadline**. The applicant may withdraw his/her application up until the applicant receives a Confirmation of Interest (COI), if applicable.

Loan Repayment Program Application

Hello James,

You have submitted your 2013 National Health Service Corps (NHSC) Loan Repayment Program online application and all required supporting documents!

Your overall application status is: Submitted

Your application ID is: 117141

[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 NHSC Loan Repayment Program 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 (March 21, 2013 at 5:00 PM EDT). 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 NHSC 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 Undo Withdrawal button until March 21, 2013 at 5:00 PM EDT. 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
COMMUNITY HEALTH CENTER OF SOUTHEAST KANSAS	11/28/2012	11/28/2012	Complete
CHEROKEE COUNTY CORRECTIONAL FAC	11/28/2012	11/28/2012	Complete

General Supporting Documents

Document Title	Document Name	Status
Proof of U.S. Citizenship or U.S. National	LOC Full Org Chart.pdf	Received
Verification of Existing Service Obligation/Member of Reserve Document	LOC SOW.pdf	Received
Proof of Payment History for Prior NHSC LRP Service (Optional)	LOC SOW.pdf	Received

Loan Supporting Documents

Servicing Lender & Account #	Document Title	Document File	Status
Discover Student Loans 10101	Account Statement	Account Statement_JD_Nov 2012.pdf	Received
Discover Student Loans 10101	NSLDS/Aid Summary Report	NSLDS_Aid Summary Report_JD_Nov 12.pdf	Received

Business Rules:

- An applicant can navigate to the Submitted landing page by clicking the “Home” button
- There are several possible reasons why an applicant may be found ineligible. Some common reasons that applicants are found ineligible upon submission include, but not limited to:
 - The Employment Verification (EV) submitted by the applicant's site point of contact (POC) indicated that he/she does not meet the required work hours per week to be eligible for an award
 - The EV submitted by the applicant's site POC indicated that he/she does not have a current, full, unrestricted, and unencumbered license
 - The EV submitted by the applicant's site POC indicated that his/her employment start date is after the submission date
 - The applicant did not receive a degree or complete his/her residency on or before the submission date of the application
 - The applicant has an existing service obligation that has not been completely satisfied on or before the submission date of the application



Section 16: Withdraw Application

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.**

Loan Repayment Program Application

Hello Richard,

You have submitted your 2013 National Health Service Corps (NHSC) Loan Repayment Program online application and all required supporting documents!

Your overall application status is: **Submitted**

Your application ID is: **117164**

[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 NHSC Loan Repayment Program 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 (March 21, 2013 at 12:00 AM EDT). 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 NHSC 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 Undo Withdrawal button until March 21, 2013 at 12:00 AM EDT. 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
COMMUNITY OF HOPE HEALTH CENTER	12/11/2012	12/11/2012	Complete

General Supporting Documents

Document Title	Document Name	Status
Proof of U.S. Citizenship or U.S. National	lcorgchart.pdf	Received
Verification of Existing Service Obligation/Member of Reserve Document	misc.docx	Received

Steps:

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

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](#)

3. The applicant clicks [Withdraw](#) (Withdraw) and is directed to the Submitted Home page (see Figure 10).
 - Note: The applicant’s status will be updated to “Withdrawn”
4. On the Submitted landing page the applicant may undo his/her withdrawal by clicking [UNDO WITHDRAWAL](#) (Undo Withdrawal), **if the application deadline has not passed.**
5. If the applicant clicks [UNDO WITHDRAWAL](#) (Undo Withdrawal), he/she will be directed to the In Progress Landing Page (see Figure 11).



Loan Repayment Program Application

Hello Richard,

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

Your overall application status is: **Withdrawn**

Your application ID is: **117164**

[View your submitted application](#)

If you would like to be reconsidered for the 2013 NHSC Loan Repayment Program, you may resubmit your current application using the Undo Withdrawal button below until March 21, 2013 at 12:00 AM EDT. 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.



Employment Verifications

Site Name	Initiation Date	Response Date	Status
COMMUNITY OF HOPE HEALTH CENTER	12/11/2012	12/11/2012	Complete

General Supporting Documents

Document Title	Document Name	Status
Proof of U.S. Citizenship or U.S. National	lcorgchart.pdf	Received
Verification of Existing Service Obligation/Member of Reserve Document	misc.docx	Received
Verification of Disadvantaged Background/Exceptional Financial Need	lcorgchart.pdf	Received
Geriatrics Certification	LOC Mission and Vision POAD.xls	Received
Proof of Payment History for Prior NHSC LRP Service (Optional)	LOC SOW.pdf	Received

Loan Supporting Documents

Servicing Lender & Account #	Document Title	Document File	Status
Albany Medical College 3443	Account Statement	Account Statement_JD_Nov 2012.pdf	Received

6. The applicant may make any changes to his/her application at this point, prior to the application deadline.
7. The applicant may also select **CONTINUE** (Continue) and will be directed to the Self Certification page.
8. Applicant indicates that he/she agrees to all certifications by selecting all the checkboxes.
9. Applicant selects **SAVE & CONTINUE** (Save and Continue).
10. Applicant is directed to the Review and Submit page.
11. Applicant reviews the application.
12. The Applicant enters his/her password.
13. Applicant selects **SUBMIT** (Submit) and is directed to the Submitted landing 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 he/she must resubmit by the application deadline



Loan Repayment Program Application

11

Hello Richard,

Welcome back to the National Health Service Corps (NHSC) Loan Repayment Program (LRP) online application!

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

Your application ID is: **117164**

Application Deadline: **March 21, 2013 at 12:00 AM EDT**

Your contract type is: **Two Year Full-Time**

Please select Continue to resume filling out the online application.

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



Section 17: Editing Application (Prior to Application Deadline)

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 NSHC LRP award.

Loan Repayment Program Application

Hello Richard,

You have submitted your 2013 National Health Service Corps (NHSC) Loan Repayment Program online application and all required supporting documents.

Your overall application status is: **Submitted - Ineligible**

Your application ID is: **117164**

[View your submitted application](#)

There are several possible reasons why your application may have been found ineligible. Some common reasons that applications are found ineligible upon submission include, but not limited to:

- The Employment Verification (EV) submitted by your site's point of contact (POC) indicated that you do not meet the required work hours per week to be eligible for an award
- The EV submitted by your site's POC indicated that you do not have a current, full, unrestricted, and unencumbered license
- The EV submitted by your site's POC indicated that your employment start date is after your submission date
- You did not receive your degree or complete your residency on or before the submission date of your application
- You have an existing service obligation that has not been completely satisfied on or before the submission date of your application

Note: The examples above do not list all possible reasons of why an applicant can be found ineligible upon submission of his/her application. For further guidance please refer to the [2013 NHSC Loan Repayment Program 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 (March 21, 2013 at 12:00 AM EDT). 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 NHSC 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 March 21, 2013 at 12:00 AM EDT. 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.

Steps:

1. The applicant clicks Edit Application
2. The applicant will be directed to the In Progress landing page (see [figure 12](#)).
3. The applicant can navigate to any section to make the necessary edits.
 - If the applicant wishes to cancel a completed EV, he/she must follow the instructions outline in Section 10, Employment Verification of the user guide.
4. Once the applicant has made his/her edits, the applicant must click 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 indicates that he/she agrees to all the certifications by selecting the checkbox.
7. Applicant selects [SAVE & CONTINUE](#) (Save and Continue).
8. Applicant is directed to the Review and Submit page.
9. Applicant reviews the application.
10. The Applicant enters his/her password.
11. Applicant selects [SUBMIT](#) (Submit) and is directed to the Submitted landing page.



Loan Repayment Program Application

Hello Richard,

Welcome back to the National Health Service Corps (NHSC) Loan Repayment Program (LRP) online application!

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

Your application ID is: **117164**

Application Deadline: **March 21, 2013 at 12:00 AM EDT**

Your contract type is: **Two Year Full-Time**

Please select Continue to resume filling out the online application.

Page Name	Status
Eligibility	Complete
General Information	Complete
Discipline & Training	Complete
Employment	Complete
Employment Verification	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 cycle closes
- An applicant must resubmit his/her application by the application deadline, if he/she wants to be considered for a NHSC LRP award
- The applicant will be directed to the In Progress landing page when selecting "Edit"
- All business rules apply on each of the application pages, upon editing the application



Section 18: Account Settings

If the applicant has not yet submitted his/her application, the applicant can change his/her password, email and security question on the Account Setting page. In addition, the applicant will be able to see his/her application ID.

Application ID: 117141

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	<input type="text"/>
Confirm New Email Address	<input type="text"/>
Current Password	<input type="text"/>

[Change Email](#)

CHANGE PASSWORD

Create New Password	<input type="text"/>
Confirm New Password	<input type="text"/>
Current Password	<input type="text"/>

[Change Password](#)

CHANGE SECURITY INFORMATION

Security Question

Answer

Current Password

[Change Security Information](#)

FULL NAME

First Name *	<input type="text" value="James"/>
Last Name *	<input type="text" value="Doe"/>
Middle Initial	<input type="text"/>
Title	<input type="text" value="Dr."/>
Suffix	<input type="text" value="Sr."/>
Former First Name	<input type="text"/>
Former Last Name	<input type="text"/>

PREFERRED MAILING ADDRESS

Line 1 *	<input type="text" value="123 Main St"/>
Line 2	<input type="text"/>
Country *	<input type="text" value="United States"/>
State/Province/Region *	<input type="text" value="New York"/>
City *	<input type="text" value="Brooklyn"/>
Zip/Postal Code *	<input type="text" value="11223"/>

PHONE

My preferred phone is an international number

Preferred Phone *

My alternate phone is an international number

Alternate Phone

[SAVE](#)

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)

CHANGE PASSWORD

Create New Password	<input type="text"/>
Confirm New Password	<input type="text"/>
Current Password	<input type="text"/>

[Change Password](#)

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.



Business Rules:

- System shall add validation that username/email address is not in use by another account when changing.
- 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



Section 19: Resolving Issues

Please use the following instructions to resolve any issues a NHSC LRP applicant might have:

1. For Technical Issues:

Production Support Process:

- When a **technical** issue is encountered, e.g. Applicant cannot upload his/her Resume, the Customer Care Center should log the issue in the BMISS Issue Tracker. The NHSC LRP Application BMISS HyperCare team will monitor the BMISS Issue Tracker to define and resolve the issue. Once the issue is resolved, the Hypercare team will notify the Customer Care Center Analyst of the resolution.

Capturing Issues:

- It is important to capture and log as much detail as possible. The BMISS HyperCare Support Team will need enough information to recreate the issue in order to solve the problem. Applicant details should include the following:
 - Applicant information: Full name, last four of SSN, email, phone number
 - The exact NHSC LRP Online Application screen the applicant was on when the issue occurred (screenshot if applicable)
 - The Web Browser the applicant was using (e.g. Internet Explorer, Firefox, etc.)
 - The frequency of the issue (e.g. always, sometimes, etc.)

2. For Program Related Issues:

Division Support Process:

- If an applicant has a program question, the Customer Care Center will try to answer the problem by referring to the Application and Program Guidance. If the Customer Care Center is unable to answer the question then the Applicant's question and information are recorded and the Customer Care Center contacts the appropriate DNHSC Analyst. DNHSC answers the question and the Customer Care Center responds back to the Applicant.

Online Application Technical Issues Email:

- BMISS HyperCare Support Contact: Jeremiah St. Helen- JStHelen@hrsa.gov

Capturing Applicant Information:

- The following applicant information should be captured with as much detail of the issue as possible:
 - First and Last Name
 - Email Address
 - Phone Number
 - 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)

