



BCRS Management Information System Solution (BMISS)

*National Health Service Corps (NHSC)
Scholarship Program (SP)
FY 2013 Online Application User Guide*

February 2013



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Introduction: NHSC SP Online Application User Guide

Purpose: The NHSC SP 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 SP 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 SP 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 SP 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 SP application. **Note:** Applicant will skip this page if he/she links directly from the HRSA website.



Steps:

1. Applicant selects “Applying for the NHSC Scholarship Program.”
2. System displays log in page
3. Applicant can log in and begin his/her application.



Section 2: Create Account

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

The screenshot shows the NHSC SCHOLARSHIP PROGRAM APPLICATION interface. On the left is the NATIONAL HEALTH SERVICE CORPS logo. The main heading is "Login". Below it, a message says "Please log in using the fields below." There are two input fields: "Your Email *" and "Your Password *". A link "forgot your password?" is located below the password field. A yellow "LOG IN" button is positioned to the right of the password field. At the bottom left, there is a "Create an Account" section with a link "Create an account for the NHSC SP" highlighted in a red box. To the right of this is a "Questions?" section with the text "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".

Steps:

1. Applicant navigates to the Online Application via the weblink:
<https://programportal.hrsa.gov/extranet/application/nhscsp>
2. Applicant selects the "Create an Account" link in the bottom left hand section of the page

Business Rules:

- If an applicant has an existing account for another account he/she will be able to login with those credentials
- An applicant may not create an application after the application deadline May 2, 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 or the applicant are detailed in the email




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.

Create My Account

* required field

Please enter the information below to create your account for the Online Application Form. Once you complete and submit the information, you will receive access to login and complete the Online Application Form. To ensure that your application is complete, please refer to the [2013 Application and Program Guidance](#) which outlines the eligibility criteria.

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

CREATE

Steps:

1. Applicant answers each of the required fields.
2. Applicant selects **CREATE** to register for an account with the NHSC SP.
 - Once an applicant has created an account he/she must use the same log in information if the applicant wishes to apply to any other scholarship or loan repayment programs
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.
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 section 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
- An applicant must activate his/her account before he/she can log in



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
NHSC SCHOLARSHIP PROGRAM APPLICATION

Login

Please log in using the fields below:

Your Email *

Your Password *

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

[Create an Account](#)

[Questions?](#)

Not a registered user? [Create an account for the NHSC SP](#)

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

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 BMIS participant account

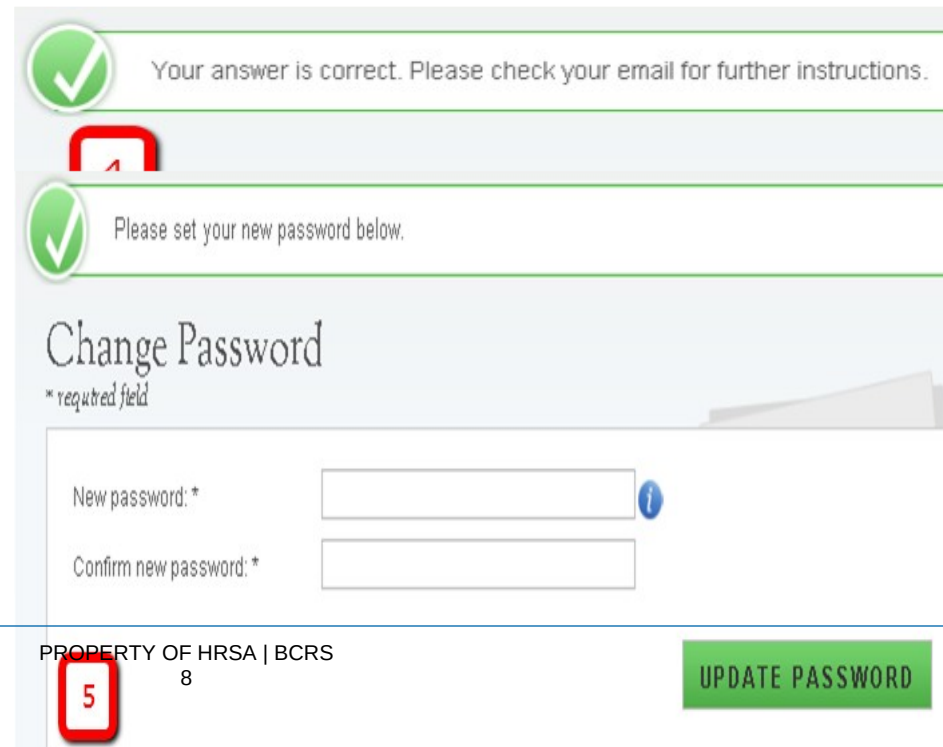
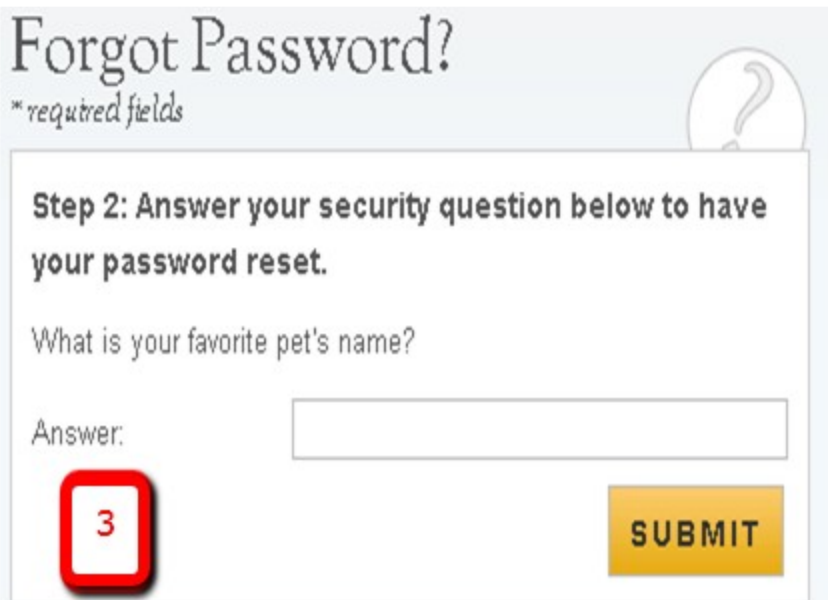
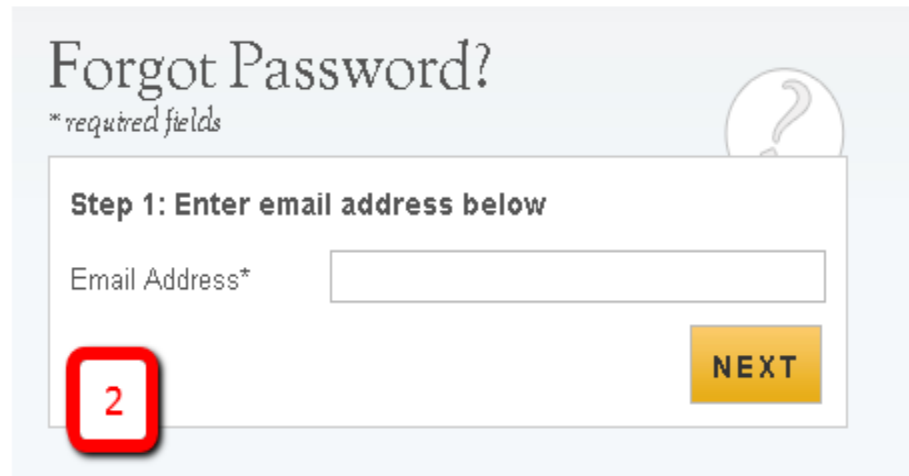


Section 4: Forgot Your Password

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).



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.

Steps:

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

Notes:

Applicants are strongly encouraged to read the 2013 Application and Program Guidance document prior to starting his/her application:

NHSC Scholarship Program Application

WELCOME TO THE NHSC SCHOLARSHIP PROGRAM (SP) APPLICATION

Hello Joe,

Thank you for your interest in the NHSC Scholarship Program (NHSC SP). Please be sure to carefully read the [2013 NHSC SP Application and Program Guidance \(APG\)](#) before starting the application. In order to submit your NHSC SP application, you must upload all supporting documentation.

It is recommended that prior to beginning the online application you prepare all electronic copies of the required supporting documentation. Additionally, you will have to submit an academic and non-academic letter of recommendation through the application pages. All information provided in the supporting documents and online application must match exactly. Any discrepancies will cause your application to be deemed ineligible.

All of these documents can be uploaded online:

- Proof of U.S. Citizenship or U.S. National
- Authorization to Release Information
- Acceptance Report/Verification of Good Standing
- Unofficial Transcript
- Verification of Exceptional Financial Need Status (If Applicable)
- Verification of Disadvantaged Background (If Applicable)
- Existing Service Obligation/Reserves Document (If Applicable)
- Three Application Essays
- CV/Resume
- Current Tuition and Fees Schedule

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

1. Assurances
2. Eligibility
3. General Information
4. Background Information
5. Degree Information
6. Letters of Recommendation
7. Supporting Documents
8. Self-Certification
9. Review & Submit



Prior to submitting, you will have the opportunity to review your online application. Please do so carefully. Once the application has been submitted, you will have the ability to edit your application until the deadline. Your final application will be available for review, download, and printing. To ensure that your application is complete, please refer to the [2013 NHSC SP Application and Program Guidance](#) which outlines the eligibility criteria.

Please select "Start My Application" to begin your online application.

The final submission date is May 2, 2013 at 7:30 PM EDT. Remember to log into the NHSC SP online application to check the status of your application!

PAPERWORK REDUCTION ACT PUBLIC BURDEN STATEMENT

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a current OMB control number. The current OMB control number for information collected through this application process is 0915-0146 and the expiration date is 4/30/2014. Public reporting burden for this collection is estimated to average 4.5 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Office, 5600 Fishers Lane, Room 10-33, Rockville, Maryland 20857.

[START MY APPLICATION](#)



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.

NHSC Scholarship Program Application

Hello Joe,

Welcome back to the National Health Service Corps (NHSC) Scholarship Program (SP) online application!

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

Your application ID is: **121867**

Application Deadline: **May 2, 2013 at 7:30 PM EDT**


Please select Continue to resume filling out the online application.

Page Name	Status
Assurances	Complete
Eligibility	In Progress
General Information	Not Started
Background Information	Not Started
Degree Information	Not Started
Letters of Recommendation	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: Assurances

The Assurances section is the first section of the NHSC SP application. This section informs the applicant of the terms and conditions and obligations associated with an acceptance of a NHSC scholarship award. An applicant must accept all assurances to proceed to the next section.

NHSC SCHOLARSHIP PROGRAM APPLICATION

[Account Settings](#) | [Log Out](#)

1 Assurances 2 Eligibility 3 General Information 4 Background Information 5 Degree Information
6 Letters of Recommendation 7 Supporting Documents 8 Self Certification 9 Review & Submit

Assurances

** required field*

1. I will provide one year of primary care services in an NHSC approved site in a health professional shortage area for each year or partial year of federal support provided, with a minimum 2 year full time service obligation. *

Accept Decline

2. My service will begin following graduation from the health professional training program that is being supported or after completion of an approved postgraduate training program and being permanently licensed in my profession. *

Accept Decline

3. If needed, I will relocate to another area based on the needs of the National Health Services Corps. (I understand that if I don't obtain a placement at an NHSC approved service site, the NHSC has the right to assign me to any NHSC-approved service site within the 50 United States, the District of Columbia, and its territories.) *

Accept Decline

4. I understand that if I fail to meet the NHSC's service requirements as stated above, I will be liable to pay the United States damages equaling 3 times the scholarship award amount plus interest as calculated by the Federal Government. *

Accept Decline

SAVE & CONTINUE

Steps:

1. Applicant reads each of the Assurances and clicks Accept
2. Applicant clicks **SAVE & CONTINUE**
3. Applicant proceeds to next section

Business Rules:

- Applicant must accept all assurances to proceed to the next section




Section 7: Eligibility

The Eligibility page is used to ensure the applicant meets the qualification requirements to apply for an NHSC SP 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.

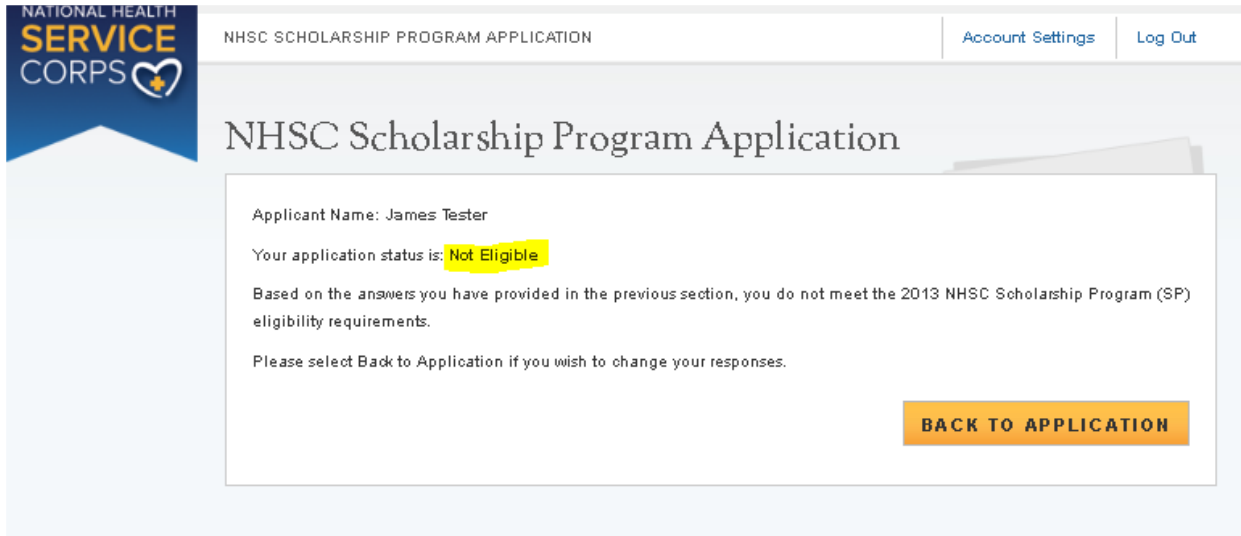
Steps:

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
- If an applicant answers “Yes” to question #5, the applicant will have to answer two additional subquestions. Additionally if an applicant answers “Yes” to question #5, the applicant will be required to upload a proof of existing service document on the supporting document page.
- If an applicant answers “Yes” to question #8, the applicant will be required to answer an additional subquestion.
- If any of the applicants answers make the applicant ineligible, the applicant will be directed to the “Ineligible Landing Page” upon clicking Save & Continue (see screen shot on next page)
- If an applicant is directed to the “Ineligible Landing Page” the applicant may navigate back to the Eligibility section to change his/her answers if the applicant feels he/she answered in error
 - The applicant will not know which combination of errors made him/her ineligible





The screenshot displays the NHSC Scholarship Program Application interface. At the top left is the National Health Service Corps logo. The page title is 'NHSC SCHOLARSHIP PROGRAM APPLICATION'. Navigation links for 'Account Settings' and 'Log Out' are visible. The main heading is 'NHSC Scholarship Program Application'. The applicant's name is 'James Tester'. The application status is 'Not Eligible'. A message explains that the applicant does not meet the 2013 NHSC Scholarship Program (SP) eligibility requirements based on previous answers. A 'BACK TO APPLICATION' button is provided for returning to the application.

NATIONAL HEALTH
SERVICE
CORPS

NHSC SCHOLARSHIP PROGRAM APPLICATION

[Account Settings](#) | [Log Out](#)

NHSC Scholarship Program Application

Applicant Name: James Tester

Your application status is: **Not Eligible**

Based on the answers you have provided in the previous section, you do not meet the 2013 NHSC Scholarship Program (SP) eligibility requirements.

Please select [Back to Application](#) if you wish to change your responses.

BACK TO APPLICATION



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.

General Information

* required field

FULL NAME	
First Name *	James
Last Name *	Tester
Middle Initial	M
Title	Mr.
Suffix	II
PREFERRED MAILING ADDRESS	
Line 1 *	146 Cooper Street
Line 2	Sunset
Country *	United States
State/Province/Region *	Arkansas
City *	Alabama Road Ave
Zip/Postal Code *	20019
HOME (PERMANENT) ADDRESS	
<input type="checkbox"/> My home address is the same as my preferred mailing address	
Line 1 *	146 Bainbridge St
Line 2	apt 21
Country *	United States
State/Province/Region *	Georgia
City *	Mobile
Zip/Postal Code *	11212
PHONE	
<input type="checkbox"/> My preferred phone is an international number	
Preferred Phone *	(443) 345-5660
<input checked="" type="checkbox"/> My alternate phone is an international number	
Alternate Phone	(011)233374757

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 Background Information 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
- If another country besides the U.S. is selected the State/Province/Region will default to a text field
- An error message will display and the applicant will not be allowed to continue if the applicant enters a SSN that is tied to another participant portal account
 - Error message will request for the applicant to login with existing participant portal account



EMAIL

Preferred * 

richmparker@gmail.com

Alternate 

drakenoir@gmail.com

SOCIAL SECURITY NUMBER

SSN 

XXXXX6788 [Edit](#)

DISADVANTAGED BACKGROUND

Has your school ever certified you as having a disadvantaged background? (If yes, you will be required to upload a supporting document). *

Yes No


EXCEPTIONAL FINANCIAL NEED

Have you ever received Federal support under the Scholarship Program for First-Year students of Exceptional Financial Need (EFN)? (If yes, you will be required to upload a supporting document) *

Yes No

HOW DID YOU HEAR ABOUT NHSC SCHOLARSHIP PROGRAM

How did you hear about the NHSC SP? *

Web Search 

SAVE & CONTINUE

Business Rules (cont.):

- An applicant will receive an error message and will not be allowed 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.
- An applicant can 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: Background Information

The Background Information section captures specific information about the applicant including education information, demographic information and emergency contact information.

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 Degree Information.

Business Rules:

- Required fields are denoted with an asterisk.
- The applicant is not required to answer demographic information
- The applicants birth date must be prior to application cycle start date



EMERGENCY/ALTERNATE CONTACT

First Name *	<input type="text" value="James"/>
Last Name *	<input type="text" value="Duncan"/>
Middle Initial	<input type="text" value="c"/>
Line 1 *	<input type="text" value="123 Test St"/>
Line 2	<input type="text" value="att 23"/>
Country *	<input type="text" value="United States"/>
State/Province/Region *	<input type="text" value="Alaska"/>
City *	<input type="text" value="Brooklyn"/>
Zip/Postal Code *	<input type="text" value="11233"/>
<input type="checkbox"/> My preferred phone is an international number	
Preferred Phone *	<input type="text" value="(212) 221-3456"/>
<input type="checkbox"/> My alternate phone is an international number	
Alternate Phone	<input type="text" value="(312) 456-7890"/>

SAVE & CONTINUE



Section 9: Degree Information

The Degree Information page collects information about the school the applicant is attending for which the applicant is requesting scholarship and other information regarding the applicant's education.

Degree Information

* required field

Your answers to this section should pertain only to the degree or certificate program for which you are applying for a NHSC Scholarship.

Select the state and name of the school you are attending for which you are requesting scholarship. Additionally, please answer all other required fields regarding your education.

PROFESSIONAL HEALTH DISCIPLINE

Discipline *

Specialty

DEGREE

What degree or certification will you receive upon completion of your program? *

SCHOOL

If you do not see your school in the drop down, please select the "Other" value and fill out the text fields. Upon saving this page, Program will verify your school's accreditation and follow up with you shortly. Please note: if you change your school during the review process, that will put your application at risk of not being funded.

+ Accreditation Agencies

State *

School Name *

On 9/30/2013, which year in school will you be? *

Do you pay resident or non-resident tuition? * Resident (In State) Non-Resident (Out of State)

What is the date you started or will start the program? *


What is your program end date? *

What is your expected graduation date? *

What is the length of your program? *

Time left until completion of program *

Steps:

1. Applicant answers required fields.
 - Required fields denoted with an asterisk (*).
2. Applicant will click  and be directed to the Letters of Recommendation section



Business Rules:

- The applicant can enter up to 3 decimal places for his/her GPA
- If the applicant checks "Non-Standard GPA" the applicant can enter an alphanumeric GPA
- The school list will be populated based on responses to discipline, degree and state.
 - * If an applicant changes his/her discipline, he/she will have to re-enter his/her school information
- If an applicant's school is not listed in the search results, the applicant can select "Other"
 - * The applicant will enter the school name and school city in the text fields that appear
 - * When the applicant selects Save & Continue an email will be sent to program with the applicants; First & Last name, email address, discipline, degree, school name, school city & school state. Program will review the accreditation of the school and follow up with the applicant offline
- If an applicant selects "Other" as a school, his/her status will be updated to "In Progress- school not found"
 - * The applicant may continue with the application as program researches his/her school
 - * An applicant may not submit his/her application if the Degree Information section is in the "In Progress- School not Found" status.
- If an applicants school is accredited it will be added to the BMISS system and the applicant must go back to the Degree Information section to choose that school
- If an applicants school is not valid the applicant will be made ineligible and can not continue with the application
- School start dates must be between July 1st and September 30th.
- School end dates must be on or before June 30th for each school year.
- An applicant must request funding for the first year they are applying.
- Applicants must request funding for consecutive years.



Section 10: Letters of Recommendation

An applicant must have two letters of recommendation in order to apply for the NHSC SP program. The first letters should be from a faculty advisor, department chair or faculty member in the program the applicant is in who can speak to his/her qualifications. The second letter should be from an individual who is familiar with the applicants professional, community, and/or civic activities, especially those related to underserved communities.

Letters of Recommendation

* required field

All recommendations must be completed online. It is your responsibility to ensure that both recommendations are submitted by the deadline date. You will not be able to submit your NHSC SP application until both recommendations are completed. You will be able to continue to the next page of the application once both requests are sent out. Additionally, you may cancel and re-submit a request as long as the letter has not already been completed by the recommender. You will receive an email notification once the recommender completes the process, however you will not be able to see the completed letter of recommendation. The recommender will not be able to upload letters of recommendation after the application deadline (May 2, 2013 at 7:30 PM EDT) or once you submit your application.

ACADEMIC LETTER OF RECOMMENDATION

If you are currently enrolled in the health professions training program, the letter should be from your Department Chair, Faculty advisor or a Faculty member of your academic program who know you well and can attest to your qualifications. If you have not begun the training associated with this scholarship as indicated in this online application, the letter should be from the Department Chair, Faculty advisor, or a Faculty member of your most recent academic program.

Status: Not Started

Recommender Title *

First Name *

Last Name *

Email *

[Request Recommendation](#)

NON-ACADEMIC LETTER OF RECOMMENDATION

The Non-Academic Letter of Recommendation should be from an individual who is familiar with your professional, community, and/or civic activities, especially those related to underserved communities. The recommender can be an employer or previous employer, community leader, colleague, or anyone who can attest to your interest and motivation to provide care to underserved communities.

Status: Not Started

Recommender Title *

First Name *

Last Name *

Email *

[Request Recommendation](#)

[SAVE & CONTINUE](#)

Steps:

1. Applicant will enter the first and last name and email for each recommender
2. The applicant will click [Request Recommendation](#) for each recommender
3. Applicant will [SAVE & CONTINUE](#) and proceed to the supporting documents section

Business Rules:

- Once an applicant kicks-off a request for a recommendation, the recommender will receive an email containing a link to upload the document.
- When the recommender clicks the link in the email he/she will be directed to the letter of recommendation upload page (see screenshot on next page)
- An applicant will have the ability to cancel a request.
- An applicant must have two recommendations in order to be able to submit his/her application
- An applicant may re-send the email for an existing request
- An applicant may not view the letter of recommendation
- An error message will display if an applicant tries to initiate a Letter of Recommendation request using his/her primary or alternate email address



Recommender Page (Academic)

bmiss@voosh.de <bmiss@voosh.de>
to me

1:36 PM (1 minute ago) ☆

Dear Mr. Joe Smith,

Richard Parker has requested that you complete a letter of recommendation for his/her scholarship application for the National Health Service Corps (NHSC). In order to complete this recommendation, please select the following link:

<http://hrsabmissuat.nih.gov:30000/extranet/application/nhscsp/upload-letter.seam?requestId=1282531360262178251>

Once you have navigated to the letter of recommendation page, please confirm that all of the applicant and your information are correct. You will have the ability to upload the letter of recommendation. Please note that the applicant will be unable to submit their finalized application until your recommendation has been submitted. If you experience any trouble with the link or this website please contact the Customer Care Center at 1-888-123-1234.

Sincerely,

National Health Service Corps Scholarship Program

A copy of the email that a requestor will receive once the applicant initiates the request.

Upload Letter of Recommendation

Please upload the letter of recommendation as soon as possible in order for the applicant to submit his/her application on time. You will not be able to upload letters of recommendation after the application deadline (May 2, 2013 at 7:30 PM EDT) or once the applicant submits his/her application. The instructions for uploading are provided below. Please review your contact information and update if necessary. Once the application process is complete this page will expire. If you have any questions please contact the Customer Care Center at 1-800-221-9393. The letter should be on the institution's letterhead and include the following:

- Student's first initial, last name, and Application ID;
- Student's discipline;
- Your Name (Printed);
- Your Title or Organization;
- Your Address (unless already on letterhead);
- Signature;
- A description of your relationship to the student and the length of time you have known the student;
- A discussion of the following points:
 - The student's education/work achievements,
 - The student's ability to work and communicate constructively with other people, and
 - Your assessment of the student's particular characteristics, interest and motivation to serve populations in areas of greatest need in health professional shortage areas. This assessment should include your knowledge of the student's work experiences, pertinent course work, special projects, research, or other activities that demonstrate an interest in and commitment to serving underserved populations

APPLICANT INFORMATION

Applicant Name	Application ID	Program	Applicant Email
Richard Parker	128253	NHSC Scholarship Program	richmparker19+19@gmail.com

YOUR INFORMATION

Recommender Title:
First Name *:
Last Name *:

Documents cannot be larger than 5MB. TIFFs, JPEG, PNG files are not acceptable forms. Taking a picture of the document is not accepted.

File to Upload *:

SUBMIT LETTER OF RECOMMENDATION

This is where the non-academic recommendor will upload the letter of recommendation.



Recommender Page (Academic)

bmiss@voosh.de <bmiss@voosh.de>
to me

1:36 PM (8 minutes ago) ☆ ↶ ↷

A copy of the email that a requestor will receive once the applicant initiates the request.

Dear Mrs. Kali Budden,

Richard Parker has requested that you complete a letter of recommendation for his/her scholarship application for the National Health Service Corps (NHSC). In order to complete this recommendation, please select the following link:

<http://hrsabmissuat.nih.gov/30000/extranet/application/nhscsp/upload-letter.seam?requestId=1282531360262193496>

Once you have navigated to the letter of recommendation page, please confirm that all of the applicant and your information are correct. You will have the ability to upload the letter of recommendation. Please note that the applicant will be unable to submit their finalized application until your recommendation has been submitted. If you experience any trouble with the link or this website please contact the Customer Care Center at 1-888-123-1234.

Sincerely,

National Health Service Corps Scholarship Program

Upload Letter of Recommendation

Please upload the letter of recommendation as soon as possible in order for the applicant to submit his/her application on time. You will not be able to upload the recommendation after the application deadline (May 2, 2013 at 7:30 PM EDT) or once the applicant submits his/her application. The instructions for uploading are provided below. Please review your contact information and update if necessary. Once the application process is complete this page will expire. If you have any questions please contact the Customer Care Center at 1-888-123-1234. The letter should include the following:

- Applicant's first initial and last name, and Application ID;
- Applicant's discipline;
- Your Name (Printed);
- Your Title or Organization;
- Your Address (unless already on letterhead);
- Signature;
- A description of the your relationship to the applicant and the length of time you have known the applicant;
- A discussion of the following points:
 - The applicant's community/civic or other non-academic achievements,
 - The applicant's ability to work and communicate constructively with other people, and
 - An assessment of the applicant's particular characteristics, interest and motivation to serve populations in areas of greatest need in health professional shortage areas. This assessment should include your knowledge of the applicant's work experiences, pertinent course work, special projects, research, or other activities that demonstrate an interest and commitment to serving underserved populations.

If you represent a particular organization or institution that the applicant has been involved in, the letter should be on an official letterhead.

APPLICANT INFORMATION			
Applicant Name	Application ID	Program	Applicant Email
Richard Parker	128253	NHSC Scholarship Program	richmparker19+19@gmail.com

YOUR INFORMATION

Recommender Title:

First Name *:

Last Name *:

Documents cannot be larger than 5MB. TIFFs, JPEG, PNG files are not acceptable forms. Taking a picture of the document is not accepted.

File to Upload *:

This is where the non-academic recommendor will upload the letter of recommendation.



Section 11: 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 some of the answers provided on the online application.

Supporting Documents

* required field

Select the document you would like to upload and then browse the document in and select "Upload". All documents are required in order to select "Continue." Once you have uploaded the documents, you will be able to view the link of the downloaded document.

Please upload PDF documents when possible to enhance processing time. Documents cannot be larger than 5MB in size. TIFF, JPEG, PNG, and HTML files are not acceptable file types.

All information provided in the supporting documents and online application must match exactly. Any discrepancies will cause your application to not be considered for an award.

ESSAY QUESTIONS

- How will you contribute to the mission of the National Health Service Corps in providing care to underserved communities?
- What experiences have you had or activities have you participated in that have prepared you to work with underserved populations?
- Please discuss your commitment to pursue a career in primary health care.

Essays should be limited to 2,500 characters or less in Times New Roman 12 font.

TEMPLATE DOCUMENTS

Please use the following document templates for the corresponding supporting documents. You will need to print the forms, fill them out, and scan them in order to upload.

- Authorization to Release Information
- Acceptance Report/Verification of Good Standing
- Verification of Exceptional Financial Need (if applicable)
- Verification of Disadvantaged Background (if applicable)

UPLOAD DOCUMENTS

Document Title	Document File	Status	Delete
<input type="radio"/> Acceptance Report/Verification of Good Standing	LOC Full Org Chart.pdf	Received	delete
<input type="radio"/> Authorization to Release Information	LOC Full Org Chart.pdf	Received	delete
<input type="radio"/> Current Year Tuition and Fees Schedule	Benchmarking sample.pdf	Received	delete
<input type="radio"/> Essay 1	LOC SOW.pdf	Received	delete
<input type="radio"/> Essay 2	Benchmarking sample.pdf	Received	delete
<input type="radio"/> Essay 3	LOC Full Org Chart.pdf	Received	delete
<input type="radio"/> Proof of Citizenship	locorgchart.pdf	Received	delete
<input type="radio"/> Resume/CV	LOC SOW.pdf	Received	delete
<input type="radio"/> Unofficial Transcript	Benchmarking sample.pdf	Received	delete

Steps:

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

Business Rules:

- All applicants are required to upload the documents displayed on the screen shot
- If an applicant responded yes to having an existing service obligation he/she will have to upload the "Existing Service Obligation/Uniformed Service Member" document
- Templates are located above the upload documents table
- Applicants are encouraged to upload PDF documents
- System shall allow applicant to upload document size up to 5 MB
- Applicants have the ability to upload an additional supporting document. This document is optional.



Section 12: 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 applicant must agree to all certifications in order to continue.

1 Assurances 2 Eligibility 3 General Information 4 Background Information 5 Degree Information

6 Letters of Recommendation 7 Supporting Documents 8 Self Certification 9 Review & Submit

Self Certification

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, DISQUALIFICATION AND RELATED MATTERS FORM:

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

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

I certify that the above statements do not apply to me. *

I certify that I have read and understand the terms of the 2013 NHSC SP Application and Program Guidance *

SAVE & 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:

- 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 13: 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.

Review & Submit

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

You may edit your application up until the deadline, however you will need to re-submit by the deadline to be considered for an award. 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 along with the school, discipline, and number of years of funding you have requested. The deadline to submit the NHSC SP application is May 2, 2013 at 7:30 PM EDT.

Page Name	Status
Assurances	Complete
Eligibility	Complete
General Information	Complete
Background Information	Complete
Degree Information	Complete
Letters of Recommendation	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, 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)

Enter your password to sign *

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 05/02/2013
- 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 direct user to landing page with links to uploaded documents and copy of application
- Upon submission the system will validate the applicants SSN to ensure the following is still true:
 - There is no duplicate SSN for the same program and cycle
 - SSN is not associated on the black list
 - SSN is not associated with participant that is defaulted or waiver
 - If applicant has existing service, that the obligation end date is in the past (obligation end date must be before submission date)



Section 14: Submitted Landing Page

After the applicant submits his/her NHSC SP application, he/she will be directed to the Submitted landing page and the overall application status will change to either "Submitted." 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 at any time in the process.

NHSC Scholarship Program Application

Hello James,

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

Your overall application status is: Submitted

Your application ID is: 111465

School Name: Indiana University - School of Dentistry

Discipline: Dentist

Number of funding years requested: 4

[View your submitted application](#)

It is your responsibility to ensure that the entirety of your application and supporting documents (including supporting documentation) 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 Scholarship Program Application and Program Guidance](#).

If there are any changes you would like to make to your application, you may edit and resubmit your application by the application deadline (May 2, 2013 at 7:30 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 Scholarship 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 May 2, 2013 at 7:30 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.

General Supporting Documents

Document Title	Document Name	Status
Acceptance Report/Verification of Good Standing	Benchmarking sample.pdf	Received
Authorization to Release Information	LOC Full Org Chart.pdf	Received
Current Year Tuition and Fees Schedule	Benchmarking sample.pdf	Received
Essay 1	LOC SDW.pdf	Received
Essay 2	Benchmarking sample.pdf	Received
Essay 3	LOC Full Org Chart.pdf	Received
Existing Service Obligation/Uniformed Service Member	LOC Full Org Chart.pdf	Received
Proof of Citizenship	locorgchart.pdf	Received
Resume/CV	LOC SDW.pdf	Received
Unofficial Transcript	Benchmarking sample.pdf	Received

Business Rules:

- An applicant can navigate to the Submitted landing page by clicking the "Home" button



Section 15: Withdraw Application

An applicant has the option to withdraw his/her application after submission.. The applicant may resubmit the current application by using the Undo Withdrawl button. **However, the applicant must resubmit his/her application by the application deadline to be considered for an award.**

NHSC Scholarship Program Application

Hello James,

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

Your overall application status is: Submitted

Your application ID is: 111465

School Name: Indiana University - School of Dentistry

Discipline: Dentist

Number of funding years requested: 4


[View your submitted application](#)

It is your responsibility to ensure that the entirety of your application and supporting documents (including supporting documentation) 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 Scholarship Program Application and Program Guidance](#).

If there are any changes you would like to make to your application, you may edit and resubmit your application by the application deadline (May 2, 2013 at 7:30 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 Scholarship 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 May 2, 2013 at 7:30 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.

General Supporting Documents

Document Title	Document Name	Status
Acceptance Report/Verification of Good Standing	Benchmarking sample.pdf	Received
Authorization to Release Information	LOC Full Org Chart.pdf	Received
Current Year Tuition and Fees Schedule	Benchmarking sample.pdf	Received
Essay 1	LOC SDW.pdf	Received
Essay 2	Benchmarking sample.pdf	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.
3. The applicant clicks [Withdraw](#) (Withdraw) and is directed to the Submitted Home page ([see screenshot on next page](#))

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](#)

-N
te:

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 Withdrawl), **if the application deadline has not passed.**
5. If the applicant clicks [UNDO WITHDRAWAL](#) (Undo Withdrawl), he/she will be directed to the In Progress Landing Page ([see screenshot on next page](#))
6. The applicant may make any changes to his/her application at this point, prior to the application deadline.



NHSC Scholarship Program Application

Hello James,

Your overall application status is: **Withdrawn**

Your application ID is: **111465**



UNDO WITHDRAWAL

General Supporting Documents

Document Title	Document Name	Status
Acceptance Report/Verification of Good Standing	Benchmarking sample.pdf	Received
Authorization to Release Information	LOC Full Org Chart.pdf	Received
Current Year Tuition and Fees Schedule	Benchmarking sample.pdf	Received
Essay 1	LOC SOW.pdf	Received
Essay 2	Benchmarking sample.pdf	Received
Essay 3	LOC Full Org Chart.pdf	Received
Existing Service Obligation/Uniformed Service Member	LOC Full Org Chart.pdf	Received
Proof of Citizenship	lorgchart.pdf	Received
Resume/CV	LOC SOW.pdf	Received
Unofficial Transcript	Benchmarking sample.pdf	Received
Verification of "Disadvantaged Background"	LOC SOW.pdf	Received
Verification of Exceptional Financial Need	LOC SOW.pdf	Received

7. If the applicant makes changes to his/her application he/she must complete the Self-Certification section and the re-sign his/her application on the Review & Submit page in order to re-submit his/her application

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



Section 16: 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 SP award.

NHSC Scholarship Program Application

Hello James,

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

Your overall application status is: Submitted

Your application ID is: 111465

School Name: Indiana University - School of Dentistry


Discipline: Dentist

Number of funding years requested: 4

[View your submitted application](#)

It is your responsibility to ensure that the entirety of your application and supporting documents (including supporting documentation) 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 Scholarship Program Application and Program Guidance](#).

If there are any changes you would like to make to your application, you may edit and resubmit your application by the application deadline (May 2, 2013 at 7:30 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 Scholarship 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 May 2, 2013 at 7:30 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.

General Supporting Documents

Document Title	Document Name	Status
Acceptance Report/Verification of Good Standing	Benchmarking sample.pdf	Received
Authorization to Release Information	LOC Full Org Chart.pdf	Received
Current Year Tuition and Fees Schedule	Benchmarking sample.pdf	Received
Essay 1	LOC SDW.pdf	Received
Essay 2	Benchmarking sample.pdf	Received

Steps:

1. The applicant clicks Edit Application
2. The applicant will be directed to the In Progress landing page ([see screenshot on next page](#)).
3. The applicant can navigate to any section to make the necessary edits.
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.



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 SP 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

Your overall application status is: In Progress

Your application ID is: 111485

You will be asked for your application ID for any program or technical support needed.

Application Deadline: May 2, 2013 at 7:30 PM EDT

Please select Continue to resume filling out the online application.

Page Name	Status
Assurances	Complete
Eligibility	Complete
General Information	Complete
Background Information	Complete
Degree Information	Complete
Letters of Recommendation	Complete
Supporting Documents	Complete
Self Certification	Not Started
Review & Submit	Not Started

CONTINUE



Section 17: 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

Confirm New Email Address

Current Password

[Change Email](#)

CHANGE PASSWORD

Create New Password

Confirm New Password

Current Password

[Change Password](#)

CHANGE SECURITY INFORMATION

Security Question

Answer

Current Password

[Change Security Information](#)

FULL NAME

First Name *

Last Name *

Middle Initial

Title

Suffix

Former First Name

Former Last Name

PREFERRED MAILING ADDRESS

Line 1 *

Line 2

Country *

State/Province/Region *

City *

Zip/Postal Code *

PHONE

My preferred phone is an international number

Preferred Phone *

My alternate phone is an international number

Alternate Phone

[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

Confirm New Password

Current Password

[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:

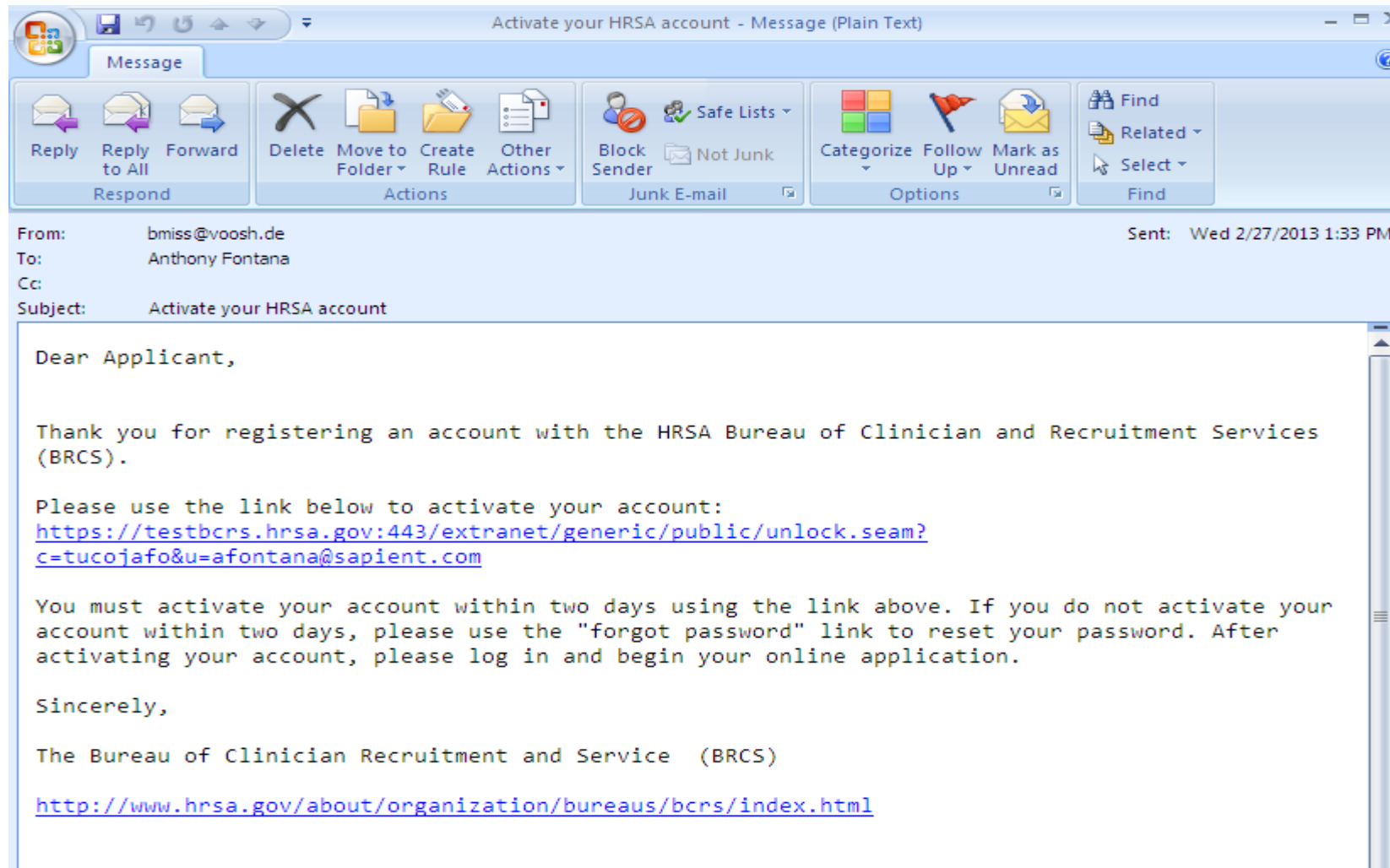
- System shall add validation that username/email address is not in use by another account when changing.
- System shall provide functionality for applicant to change security question and answer.
- System shall require applicant to log out and log back in upon changing their username/email or password



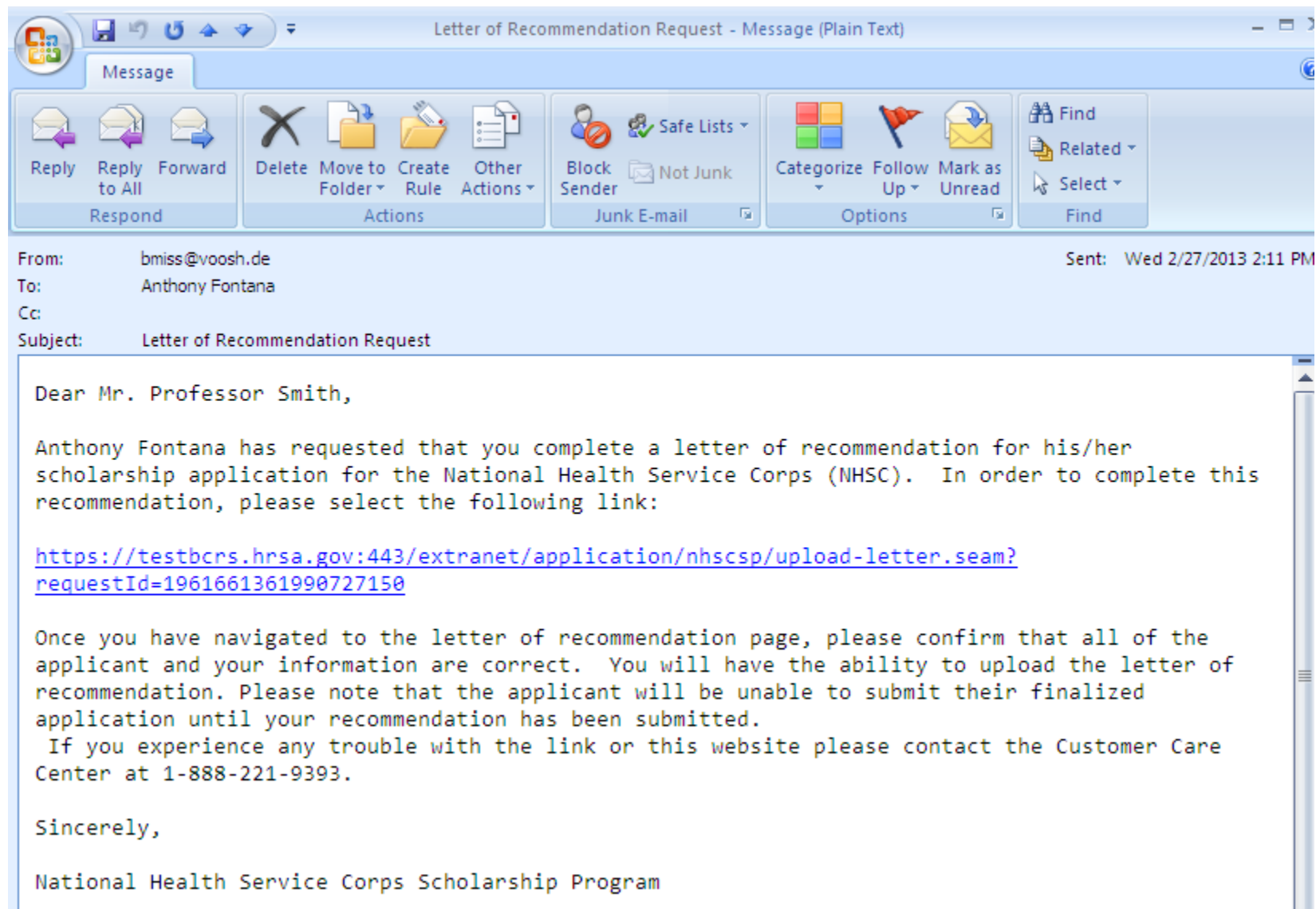
Section 18: Emails

There are several emails that are sent out during the application process:

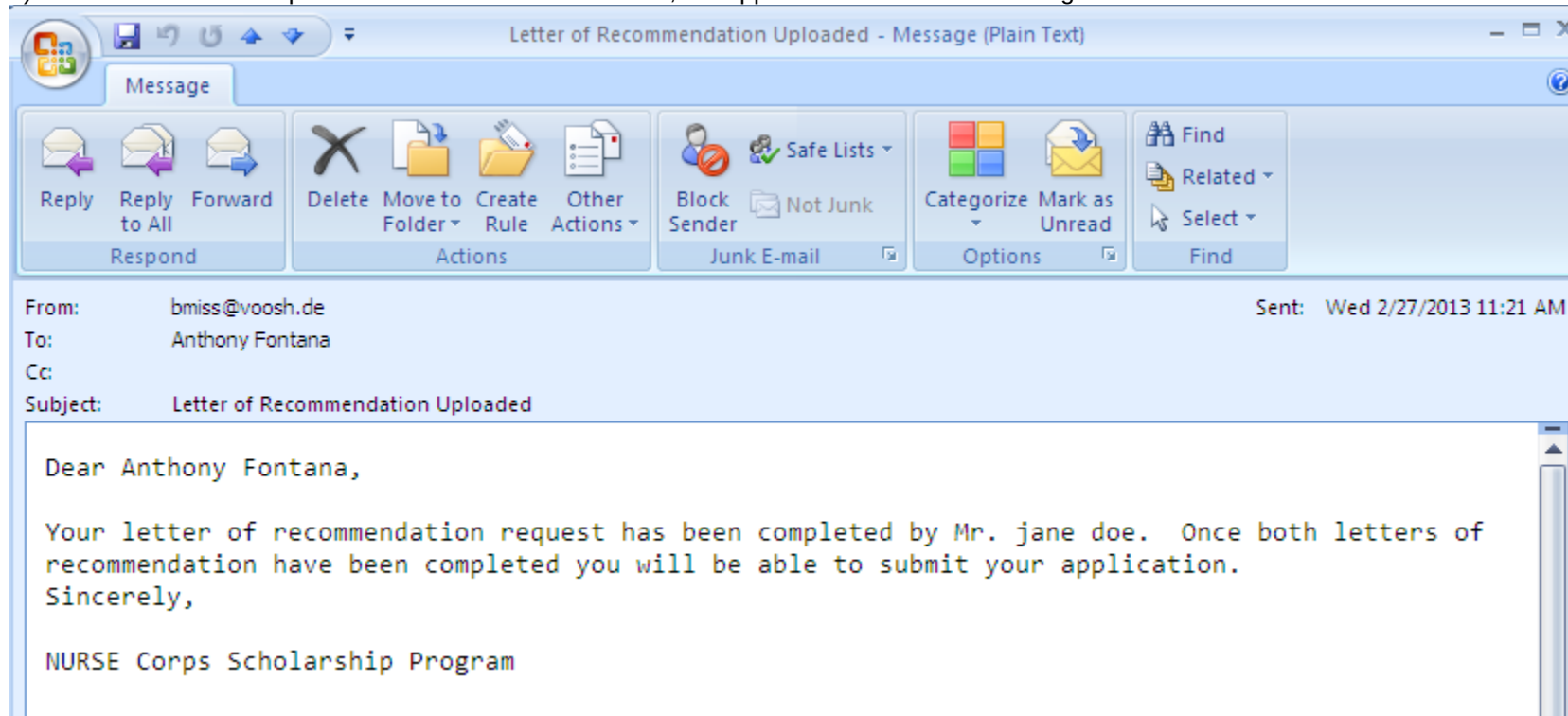
1) When applicant creates an account, the applicant receives the following activation email



2) When applicant requests confirmation, the recommender receives the following email request



3) When recommender uploads a letter of recommendation, the applicant receives the following email



Section 19: Resolving Issues

Please use the following instructions to resolve any issues a NHSC SP 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 SP 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 SP 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: Ashley Carothers- ACarothers@hrsa.gov or Christopher Galipo- CGalipo@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)

