



## BHW Management Information System Solution (BMISS)

*National Health Service Corps (NHSC)  
Loan Repayment Program (LRP)  
FY 2016 Online Application User Guide*

November 2015



## Table of Contents

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<b>Introduction: NHSC LRP Online Application User Guide</b>	<b>3</b>
<b>Section 1: BHW Portal</b>	<b>4</b>
<b>Section 2: Create Account</b>	<b>5</b>
<b>Section 3: Logging In</b>	<b>7</b>
<b>Section 4: Forgot Your Password</b>	<b>8</b>
<b>Section 5: Home Page</b>	<b>10</b>
<b>Section 6: Eligibility</b>	<b>13</b>
<b>Section 7: General Information</b>	<b>15</b>
<b>Section 8: Discipline, Training &amp; Certification</b>	<b>18</b>
<b>Section 9: Employment</b>	<b>20</b>
<b>Section 10: Employment Verification</b>	<b>22</b>
<b>Section 11: Loan Information</b>	<b>24</b>
<b>Section 12: Loan Details</b>	<b>27</b>
<b>Section 13: Supporting Documents</b>	<b>30</b>
<b>Section 13: Self Certification</b>	<b>32</b>
<b>Section 14: Review &amp; Submit</b>	<b>34</b>
<b>Section 15: Submitted Landing Page</b>	<b>35</b>
<b>Section 16: Withdraw Application</b>	<b>37</b>
<b>Section 17: Edit Application (Prior to Application Deadline)</b>	<b>40</b>
<b>Section 18: Account Settings</b>	<b>42</b>
<b>Section 19: Resolving Issues</b>	<b>43</b>



## **Introduction: NHSC LRP Online Application User Guide**

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**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 will not be discussed in this user guide. The primary intent of this user guide is to focus on the functionality developed for the NHSC LRP Online Application.

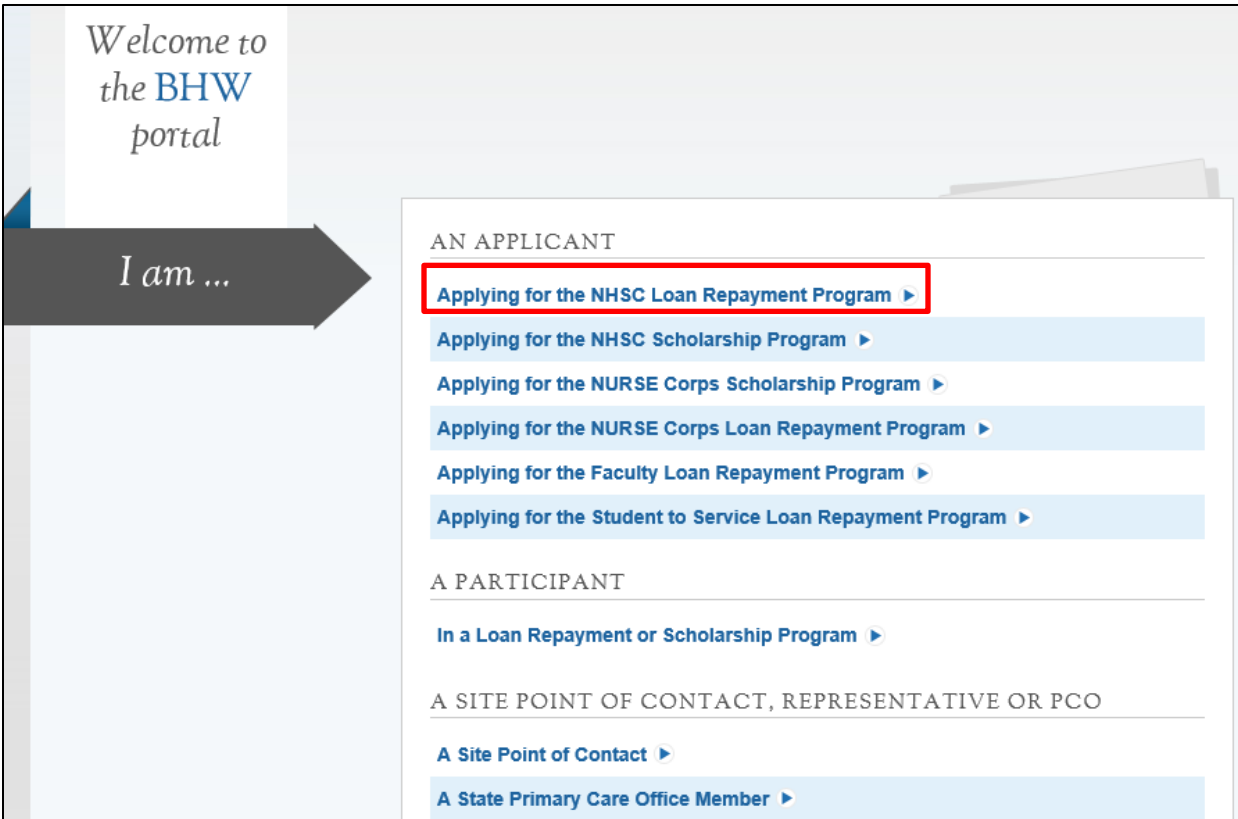
**Roles:** The application will be filled out by external users. The Customer Care Center Analysts need to understand the functionality to support external users should he/she encounter any problems with the application.

**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: BHW Portal

The BHW 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.



### 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.

The screenshot shows the 'LOAN REPAYMENT PROGRAM APPLICATION' page. At the top 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 for 'forgot your password?' is located below the password field. An orange 'LOG IN' button is positioned to the right. At the bottom left, there is a 'Create an Account' section with a link to 'Create an NHSC LRP Application Account'. To the right is a 'Questions?' section with a list of contact options: 'Refer to the Portal FAQ', 'Contact the BHW Customer Care Center at 1-800-221-9393', and 'Use TTY for hearing impaired: 1-877-897-9910'. A note at the bottom of the questions section states 'Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or email at'.

### Steps:

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

### Business Rules:

- System shall allow a user with an existing portal account from past cycle (including other programs) to login with his/her 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



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. Instructions for the applicant to activate his/her account are detailed in the email.

**Create My Account**  
\* required field

Please read the [2016 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 able to verify that you are:

- A U.S. Citizen or U.S. National
- Trained and licensed in an eligible primary care discipline
- Providing clinical services at an **NHSC-approved service site**
- Without outstanding service obligation(s)

Complete the information below to register to apply. The NHSC will use the email address you provide and verify to communicate vital information regarding your application. Please provide an email address that you can access from most anywhere. In many cases the communications include requests to take an action with a rigid deadline that cannot be extended. Missing a deadline may result in not being selected for an award.

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 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: noreply@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

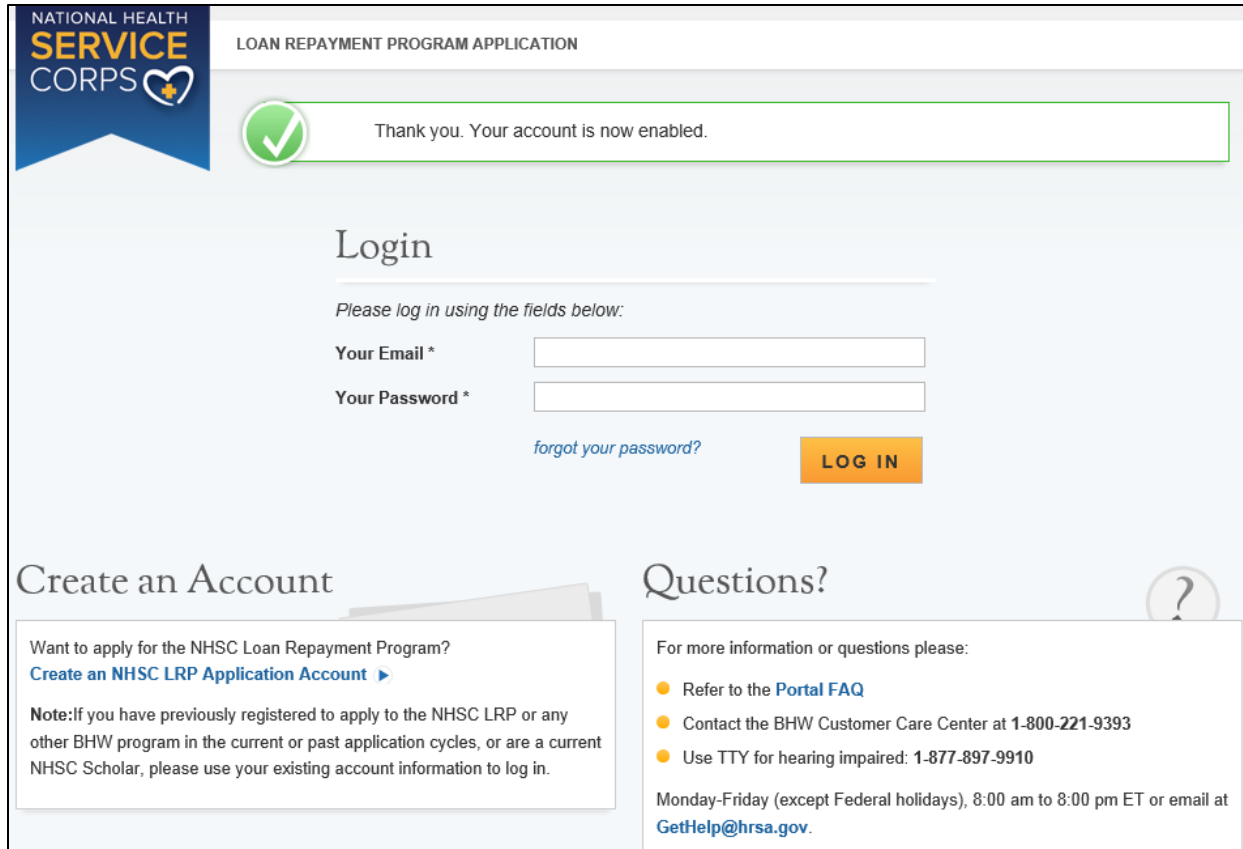
Business Rules:

- The email address provided by the applicant will serve as his/her username
- The system will not allow the applicant to use an email address 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



## 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, he/she can reset his/her password by selecting the “Forgot your password?” link.



NATIONAL HEALTH SERVICE CORPS

LOAN REPAYMENT PROGRAM APPLICATION

Thank you. Your account is now enabled.

### Login

Please log in using the fields below:

Your Email \*

Your Password \*

[forgot your password?](#)

### Create an Account

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

**Note:** If you have previously registered to apply to the NHSC LRP or any other BHW 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 BHW Customer Care Center at 1-800-221-9393
- Use TTY for hearing impaired: 1-877-897-9910

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

### Steps:

1. Applicant 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's Primary Email is already tied to a BMISS participant account



## Section 4: Forgot Your Password

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

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

**Step 1: Enter email address below**

Email Address\*

**2** **NEXT**

**Steps:**

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

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

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

What is your favorite pet's name?

Answer:

**3** **SUBMIT**

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

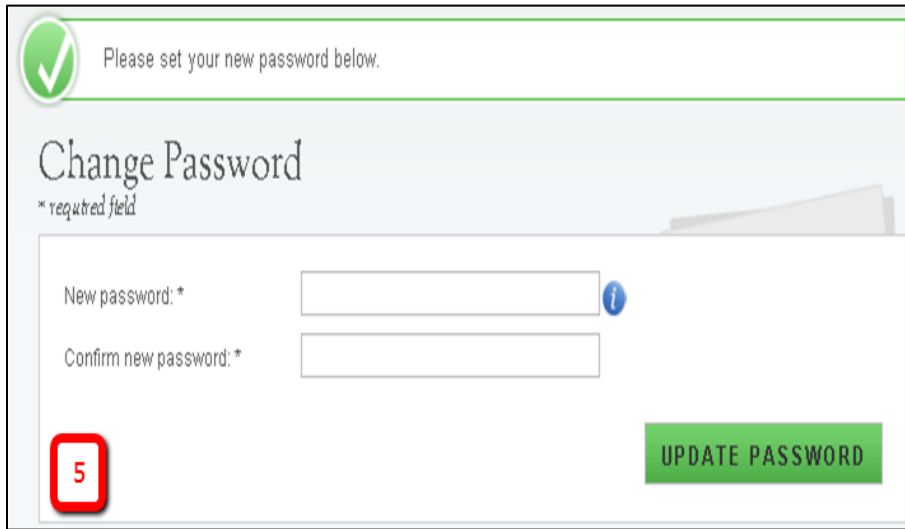
**4** **✔** Your answer is correct. Please check your email for further instructions.

**Step 3: Check your email.**

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







Please set your new password below.

## Change Password

\*required field

New password: \*

Confirm new password: \*

**5**

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 will see on his/her initial log in. Once the applicant has started the application, his/her status will change to “In Progress” and the applicant will be directed to the NHSC LRP “In Progress” Home Page when logging in.

### Loan Repayment Program Application

**WELCOME TO THE NHSC 2016 LOAN REPAYMENT PROGRAM (LRP) APPLICATION**  
Hello Zeshawn,

Thank you for registering to apply to become a member of the National Health Service Corps (NHSC) Loan Repayment Program (LRP). The NHSC is seeking applicants who are committed to providing primary care services to the Nation's most vulnerable populations. To qualify, all NHSC program and practice requirements must be met at the time you submit your application and before an award can be approved. Basic eligibility requirements include:

- being licensed to perform clinical services independently in one of the disciplines/specialties approved for service under the NHSC Loan Repayment Program
- employment and compliance with the NHSC Clinical Practice Requirements at an NHSC-approved service site, located in Health Professional Shortage Areas (HPSA)
- having education loans with outstanding balances that qualify for repayment
- submitting a complete and eligible application before the 2016 cycle deadline

To learn more about the NHSC eligibility requirements and qualification guidelines read the [2016 Application and Program Guidance \(APG\)](#).

#### NHSC SCHOLARS

NHSC Scholars who are currently serving and will complete their obligated service on or prior to September 29, 2016 may apply to the NHSC Loan Repayment Program (LRP), if the scholar:

1. Continues to practice at their NHSC-approved service site of record; OR
2. Is practicing at an NHSC-approved service site with a HPSA score of 14 or above

#### AWARD AMOUNTS

The 2016 "New" contract award amounts are as follows:

	LEVEL #1 (100% Of Service at HPSA 14 & above)	LEVEL #2 (Any fraction of service at HPSA 13 & below)
Full Time	\$50,000.00	\$30,000.00
Half Time (2-year)	\$25,000.00	\$15,000.00

The maximum award amounts for Full-time and Half-time LRP "contract types" are determined by the lowest HPSA score associated with your NHSC-approved service sites for your discipline category as of January 1, 2016. If you serve at one or multiple NHSC-approved service sites and the lowest score of all your sites is 14 or higher, you qualify for the maximum support level in column one (1). If any percentage of your service is fulfilled at NHSC-approved service sites with a HPSA scored at 13 or lower, you qualify for the maximum support level in column two (2).

**Note:** Your entire 2-year service period must be completed at NHSC-approved service sites located in HPSAs that match the support level you qualify for and receive, regardless of whether the amount of the loans the NHSC approves for repayment fall below or exceed the maximum support level.

For more information on support levels, refer to the [2016 Application and Program Guidance](#).

### Steps:

1. Applicant reviews 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)
- Applicants are requested to read the following documents prior to starting his/her application:
  - Application and Program Guidance (APG)
  - NHSC Employment Verification Instructions and FAQ Document



## BEFORE YOU GET STARTED...

1. Read the [NHSC 2016 Loan Repayment Program Application Program Guidance \(APG\)](#). Pay close attention to the eligibility and clinical practice requirements for your discipline and specialty. Your ability to meet the requirements for the entire 2-year contract period at your NHSC-approved service sites is crucial.
2. Connect with the NHSC Point of Contact (POC) at your NHSC-approved service site to let them know that you are applying to the loan repayment program. They play a crucial role in the application and employment verification process. Their knowledge of the application process will help mitigate obstacles that might stand between you and a life changing experience. You will not have access to the responses they provide until you have submitted your application.
3. Get access to the most recent details of the education loans you will submit for repayment and ensure that they qualify based on the guidelines provided in the APG. If you have Federal loans and have not created an online account with the National Student Loan Data System (NSLDS), open another browser and register now - you will thank yourself later.
4. Commit to submitting a clean and accurate application well before **March 29, 2016 at 7:30 PM EDT**, the application deadline, and take advantage of the opportunity to receive loan repayment support for simply doing what you love the most - providing quality healthcare to those who need it most. If you need to make changes before the deadline, you may reopen the application for editing and resubmit as often as you like, but not after the deadline passes. The deadline cannot be extended to allow for corrections after **March 29, 2016 at 7:30 PM EDT**, regardless of the type of error.

If you reopen your application to make edits you must "resubmit" your application before the deadline. Applications that have not been completed and submitted by the deadline cannot be submitted or reviewed at a later date. When the application cycle closes, the opportunity to make changes closes. If you have technical difficulties while completing the application please contact the **Customer Care Center from 8:00 AM to 8:00 PM EDT, at 1-800-221-9393**.

## LET'S GET STARTED

### Application Checklist

For your reference, [review and print](#) the Application Checklist before beginning your application. Gather the materials in advance to decrease your application time. [Application Checklist](#)

#### 1. Eligibility

Each applicant must meet the basic eligibility requirements for:

- Discipline and Specialty
- Licensure
- Citizenship
- Practice Hours
- Loans

#### 2. General Information

It is crucial that you provide accurate contact information, including the correct spellings of your name and address. Most communications from the NHSC are delivered through email, are time sensitive and require an action from you with an imposed deadline. Please adjust your SPAM settings to accept messages from the NHSC. Deadlines missed due to inaccurate contact information or undelivered messages due to your email account settings will not be reversed.

#### 3. Discipline, Education & Training

You will be asked questions regarding your education and training. Please be sure to provide accurate and complete information in this section of the application.

#### 4. Employment Information

The NHSC must be able to verify that you are or will be providing clinical services at an NHSC-approved service site and that you meet the practice requirements for your discipline and specialty. In this section of the application, you will be asked to select your NHSC-approved service site(s). An electronic verification will be sent to the NHSC Point of Contact (POC) at the site(s) to verify your employment. To be considered for an award, you must be practicing at an NHSC-approved service site or have received an offer of employment to begin working no later than **July 20, 2015**.

#### 5. Employment Verification

This section of the application will require you to "initiate" the Employment Verification (EV) process. A request for verification will be sent through the NHSC Program Portal to the site(s) POC. You will have the opportunity to review the information verified by your sites' POC. If corrections need to be made you must "Cancel" the verification and "Re-initiate" the verification process. To verify your employment, your site POC must have an active Portal account. Refer to the site information in the EV section and, if there is no site POC listed, follow the instructions in the [NHSC Employment Verification Instructions and FAQs document](#).

#### 6. Loan Information

The NHSC provides support to repay outstanding loan balances (principal, interest, and related expenses) of outstanding Government (Federal, State, or local) and commercial loans for undergraduate or graduate education obtained by you. You must submit the most current account statement and the disbursement report for each loan. Please reference the 2016 APG for a detailed list of loan documents. Detailed instructions are provided in the [Loan Information](#) section.

#### 7. Supporting Documents

You will be required to upload all necessary documents in this section. The description and content requirements for each document can be found in the 2016 APG and in each section of the application. Ensure that required documents are legible, complete and contain the required elements as stated in the 2016 APG.

For required documents, do not upload password protected files. Password protected files will not be reviewed and will make your application incomplete. The NHSC will not contact applicants to request replacements for documents that do not meet the application requirements.

**Note:** Former NHSC Loan Repayment Program participants must upload a Payment History document verifying that you applied all previously disbursed award funds to the loans that were approved with your last NHSC Loan Repayment Program contract. If the full amount of the previously disbursed funds cannot be verified, you will not be eligible to participate in the NHSC Loan Repayment Program.

#### 8. Self-Certification

You are required to certify that the information provided in your application is accurate including the verification of employment submitted by your site POC. The NHSC uses the information provided in your application to verify your eligibility. In the event it is determined that you have provided inaccurate information or have misrepresented yourself you will automatically be deemed ineligible for loan repayment and will not be eligible to participate in any NHSC program.

#### 9. Review & Submit

You are strongly encouraged to review your application in its entirety and use the [Application Checklist](#) to ensure that you have correctly completed and submitted all required information. You will not be able to edit your submitted application after the application deadline. Before submitting your application you should review each section to verify that each is complete and represents the information you want to submit. A link to each section is provided for easy navigation. Each section must be completed to submit your application.

[START MY APPLICATION](#)

OMB No. 0915-0127 Expiration Date: 01/31/2017



If the applicant logs in to his/her previously saved application, the applicant will be directed to the Home page and the application will display an “In Progress” status. The applicant will be able to continue with his/her last saved page or jump to any completed section of the application by selecting the blue hyperlink.

The screenshot shows the 'Loan Repayment Program Application' status page for a user named Zeshawn. The page includes a navigation menu with 'Home', 'Account Settings', 'Roles', and 'Log Out'. The main content area displays the user's overall application status as 'In Progress', their application ID (300572), and the application deadline (March 29, 2016 at 7:30 PM EDT). A table lists the application sections and their current status. A 'CONTINUE' button is visible at the bottom right of the main content area.

Page Name	Status
<a href="#">Eligibility</a>	In Progress
General Information	Not Started
Discipline & Training	Not Started
Employment	Not Started
Employment Verification	Not Started
Loans	Not Started
Supporting Documents	Not Started
Self-Certifications	Not Started
Review & Submit	Not Started

Steps:

1. Applicant reviews section information on status page
2. Applicant navigates to a specific section by selecting the page name hyperlinked in the table, or;
3. Applicant continues his/her application from the last saved page by selecting **CONTINUE** (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 him/her to the last “In Progress” page. For example, if “Eligibility” is “Complete” and “General Information” is “In Progress,” the system shall direct applicant to General Information if he/she select “Continue”



## Section 6: Eligibility

The Eligibility page ensures that 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.

NATIONAL HEALTH SERVICE CORPS

LOAN REPAYMENT PROGRAM APPLICATION

Home Account Settings Roles Log Out

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

6 Loans 7 Supporting Documents 8 Self-Certifications Review & Submit

### Eligibility

\* required field

1. Do you or will 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 Loan Repayment Program on or before July 20, 2015? \*
2. Are you a citizen or national of the United States?  
*You will be asked to provide a verifying document later in the application. Valid birth certificates, current passports or naturalization papers are accepted. \**
3. Are you currently satisfying a service obligation, including an obligation to a State Loan Repayment Program (SLRP), the NURSE Corps LRP, or have you received any loans or scholarships which carry a service obligation, such as a Primary Care Loan? \*
4. Have you ever had a judgment lien against your property arising from a Federal debt? \*
5. Have you defaulted on any Federal payment obligations, such as Health Education Assistance Loans, Nursing Student Loans, FHA or other Federal Mortgage Loans, Federal income tax liabilities, Federal student loans; OR, non-Federal payment obligations, such as court-ordered child support payments? \*
6. Are you currently in breach of a health professional service obligation to the Federal, State, or Local government? \*
7. Have you defaulted on a prior service obligation to a Federal, State, Local government, or other entity? \*

SAVE & CONTINUE

OMB No. 0915-0127 Expiration Date: 01/31/2017

### Steps:

1. Applicant answers all required questions
2. Applicant selects **SAVE & CONTINUE** (Save & Continue) once all questions have been answered
3. Applicant will move forward to the General Information page if he/she is 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 that he/she has an existing service obligation:
  - Will it be completely satisfied on or before the submission date? (Note: This business rule is not applicable to Scholar applicants)
  - Are you a uniformed service member or member of the reserve corps?



The screenshot shows the 'Loan Repayment Program Application' page. At the top left is the 'NATIONAL HEALTH SERVICE CORPS' logo. The page title is 'Loan Repayment Program Application'. A navigation bar includes 'Home', 'Account Settings', 'Roles', and 'Log Out'. The main content area displays the following information:

Applicant Name: Zeshawn Uddin  
Your application status is: **NOT ELIGIBLE**  
Your application ID is: 300572  
Application Deadline: **March 29, 2016 at 7:30 PM EDT**

Based on the answers you have provided in the previous section, you do not meet the 2016 NHSC Loan Repayment Program eligibility requirements. An abbreviated list of basic requirements is below:

- Be a U.S. citizen or U.S. National.
- Have a current, full, permanent, unencumbered, unrestricted health professional license, certificate or registration (whichever is applicable) in the State in which they intend to practice under the NHSC LRP.
- Not have a judgment lien on their property arising from a Federal debt.
- Not be in breach of a health professional service obligation, or in default on a prior service obligation.
- Not have a service obligation other than of a member of the uniformed service or member of a reserve corps that will extend past March 29, 2016 at 7:30 PM EDT, the application cycle deadline.
- Meet the degree, training and certification requirements for this discipline and specialty, as defined in the 2016 NHSC LRP Application and Program Guidance.

Thank you for your interest in the NHSC Loan Repayment Program.

[BACK TO APPLICATION](#)

- 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 information (such as First and Last Name, etc.) is pre-populated from the answers the applicant entered when creating his/her account.

### General Information

*\* required field*

**Note:** If you have started a fiscal year 2016 application to other NHSC or NURSE Corps programs, the personal information you enter in this section, such as your name, address, date of birth, birth location, and Social Security number will overwrite the personal information you provided with the other applications when you select "Continue" at the end of this section.

**APPLYING FOR**

Application Type \*  Two Year Full-Time  
 Two Year Half-Time

*Please review the NHSC [Full-Time](#) and [Half-Time](#) Clinical Practice Requirements for your discipline/specialty to ensure that you meet the hourly and clinical service requirements for service under the NHSC. You will not be able to change your application type after March 29, 2016, the application deadline.*

**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/Territory \*  ▼

City \*

Zip/Postal Code \*

### Steps:

1. Applicant answers required fields
  - a. Required fields denoted with an asterisk (\*).
2. Applicant selects  (Save & Continue) once he/she have answered all the required fields
3. Applicant will be directed to Discipline, Training and Certification 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 country other than the United States 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 the applicant to login with existing participant portal account





**PHONE**

My preferred phone is an international number

Preferred Phone \*

My alternate phone is an international number

Alternate Phone

**SOCIAL SECURITY NUMBER**

SSN ⓘ  [Edit](#)

**PLACE OF BIRTH**

Country \*

State/Province/Region/Territory \*

City \*

Date of Birth \*  ⓘ

**DEMOGRAPHICS**

*Award selection will not be determined by this section*

Gender

Male

Female

Ethnicity

Hispanic or Latino

Not Hispanic or Latino

Race

*You may multi-select different race values.*

American Indian or Alaskan Native

Asian

Black or African-American

Native Hawaiian or Other Pacific Islander

White

Other

- 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

- 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 mask the SSN and require the user to enter the SSN twice

- Error message will request the user re-enter his/her SSN if the SSNs do not match

- 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





**DISADVANTAGED BACKGROUND** ⓘ

Have you ever been certified as having come 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 been the recipient of a **Federal Perkins Loan, PELL Grant** or 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? \*

**SERVICE BEYOND YOUR NHSC OBLIGATION**

Do you (and if applicable, your family) plan to remain in the community in which you will fulfill your NHSC service obligation, if you receive an award, beyond your service obligation? \*

Yes  No

**SAVE & CONTINUE**

OMB No. 0915-0127 Expiration Date: 01/31/2017

- 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 will change dynamically based on the discipline that the applicant selects.** For example, an applicant who selects the Dentist discipline will be prompted to answer a question regarding his/her specialty, where as an applicant who selects the Health Service Psychologist discipline will be prompted to answer a question about practicing independently.

### Discipline, Training, and Certification

*\* required field*

In this section you will identify the discipline/specialty for which you are licensed to provide clinical services, as well as the type of degree you received and when you received it. The options provided are specific to the current list of NHSC Loan Repayment Program approved disciplines and specialties. Pay close attention to the requirements for your discipline/specialty and select the options that accurately represent your degree, training, and certifications. The NHSC verifies your responses with your training institutions, relevant certification bodies, and/or 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 [2016 Application and Program Guidance](#). You will certify the accuracy and truthfulness of your selections before you submit your complete application. If you have not obtained the appropriate training, certification and license for your discipline and specialty and or will not begin meeting the NHSC Clinical Practice Requirements for the service type you selected prior to July 20, 2015, you do not qualify for an NHSC Loan Repayment Program contract.

**DISCIPLINE AND SPECIALTY**

Discipline \*

**DEGREE**

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

Type of Degree or Certificate \*

**SAVE & CONTINUE**

OMB No. 0915-0127 Expiration Date: 01/31/2017

### Steps:

1. Applicant answers required fields
2. User selects **SAVE & CONTINUE** (Save & Continue) once he/she have answered all the required fields
3. Applicant will be directed to the Employment page

### Business Rules:

- System shall require applicant to select a specialty if the applicant selects one of the following disciplines:
  - Dentist
  - Osteopathic Physician
  - Allopathic Physician
  - Nurse Practitioner
  - Physician Assistant
  - Psychiatric Nurse Specialist
- System shall require applicants with a specialty in Geriatrics to upload a copy of his/her 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 2016 NHSC LRP Application and Program Guidance?" Those who select "No" will be directed to the ineligible landing page



- System shall require applicant to enter the date he/she completed his/her residency within the RESIDENCY INFORMATION section if applicant selects one of the following disciplines:
  - Osteopathic Physician
  - Allopathic Physician
  - Dentist (with Pediatrics Specialty only)
  
- System shall require applicant to enter Residency Program Name, City, State if discipline selected is:
  - Osteopathic Physician
  - Allopathic Physician
  - Dentist (with Pediatrics Specialty only)
  
- The Residency Program Completion date must be after the Degree Received Date
  
- System shall require applicant to verify that he/she is able to practice without supervision if discipline selected is:
  - Health Service Psychologist
  - Licensed Professional Counselor
  - Marriage and Family Therapist
  - Licensed Clinical Social Worker
  
- If applicant confirms that he/she cannot practice without supervision, he/she 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
  
- An applicant must cancel any initiated or complete EVs in order to change his/her discipline



## Section 9: Employment

The Employment page garners the applicant's current employment information. The applicant can select one or multiple sites where he/she is or will be employed.

### Employment

#### HEALTH PROFESSIONAL SHORTAGE AREAS AND YOUR SITE

Providing quality healthcare to the Nation's communities with the highest need for healthcare professionals is why the NHSC was created. All NHSC-approved service sites are located in federally designated Health Professional Shortage Area (HPSA). HPSAs are designated as having a shortage of Primary Medical Care, Mental Health and Dental healthcare professionals. They are provided a score of 26 to 0, with 26 representing communities with the highest health professional recruitment needs. NHSC applicants and participants MUST be employed and provide clinical services at "Active" NHSC-approved service sites to qualify for a Loan Repayment Program contract and to remain in compliance with their NHSC contract throughout their service. NHSC must use these scores and statuses, along with the eligibility requirements, as detailed in the 2016 Application and Program Guidance (APG), to determine who is selected for an LRP contract each year.

HPSAs are reevaluated and re-scored throughout the calendar year; however, the NHSC employs the HPSA statuses and scores that are in place as of January 1st each year. Any updates made to HPSA statuses or scores after January 1, 2016, will not impact the award levels of the 2016 Loan Repayment Program, with the following exceptions:

- Loss of HPSA designation** – The NHSC cannot approve the award of an LRP contract for applicants who do not serve in a designated HPSA, appropriate for their discipline/specialty, even if the practice location was designated at the time the application was submitted. Neither the applicant nor the NHSC control the frequency or results of a HPSA reevaluation; however, if any of the practice sites selected with the application loses their HPSA designation, the application must be disqualified and the clinician must reapply during the next open application cycle when they are serving in a designated HPSA.
- Newly Approved Practice Sites** – Recruiting new site partners to serve as beacons in our quest to expand access to healthcare is a never-ending effort. While the NHSC strives to approve all new site applications before the opening of the LRP application cycle, it is difficult to push away opportunities for success. Clinicians serving at NHSC practice sites that are approved and "active" on the NHSC Job Center website during the application cycle, may submit a Loan Repayment Program application before March 29, 2016, the application deadline; however, clinicians who work at sites that are approved after the deadline must wait to submit an application during the next open application period for "new" contracts.

For the most up-to-date HPSA and NHSC-approved service sites across the Nation, please go to the [NHSC Jobs Center](#).

Select your NHSC-approved service site(s).

*Note: You may see multiple sites with the same name but, different addresses. You must select the site(s) where you actually provide direct patient care and will meet the NHSC Clinical Practice Requirements for your discipline/specialty.*

State or Territory:

City:

#### Matching Sites

Site Name	Site Address	
Bread For The City	1525 7th Street, NW Washington, District of Columbia 20001	<a href="#">Add Site</a>
Children's Health Center @ Good Hope Road	2501 Good Hope Road SE Washington, District of Columbia 20020	<a href="#">Add Site</a>

### Steps:

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) where he/she is or will be employed by clicking [Add Site](#) (Add Site) button.
5. If applicant has selected all site(s), applicant will click the "Yes, all my sites have been added" radio button.
6. If an applicant's site is not displayed in the search results, the applicant will check the "Check this box if your site is not listed in the search results" box.
7. Applicant will send an email to [Irpsites@hrsa.gov](mailto:Irpsites@hrsa.gov) to request for his/her site be added. Email must include:
  - a. Site Name and Address
  - b. Site Administrator Name, Phone Number, and Email
  - c. Application ID number
  - d. Applicant Name
  - e. Discipline and Specialty
  - f. Nature of the issue with site
  - g. Any other pertinent information that will help customer service team in finding an answer to status request.
    - i. The customer care team will investigate the request and make any necessary updates if approved
    - ii. 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 he/she has answered all the required fields



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

To qualify for the LRP, clinicians must serve at sites that are NHSC-approved with an "active" status. If your site is not listed in the drop-down, but you are confident that it is an NHSC partner; OR, if you would like to submit a question regarding how to become an NHSC-approved service site, please submit a status request email to the NHSC at [lrpsites@hrsa.gov](mailto:lrpsites@hrsa.gov). Include "Site Status Request" in the subject line 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
- NHSC Point of Contact (POC) name, phone number, and e-mail address
- 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 request and a representative will contact you as soon as possible, regarding the status of your site. You will be able to continue with your application, but will not be able to submit your application until your site has been approved for service under the NHSC with an "active" status. 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.

Have all your sites been added?

You must list each site where you work or will begin working before your application can be submitted. \*

- 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**

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 may delete a site that has been added
- System shall place Employment Information page status as "In Progress" if applicant selects check box indicating that he/she 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), 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



## Section 10: Employment Verification

Within the Employment Verification section of the online application, employment site Points of Contact (POCs) are required to answer questions regarding the applicant's current or future employment information. Applicants will be able to view the information submitted by the site POC upon submission of his/her application. Based on the answers provided by the Site POC, an applicant may be deemed ineligible upon submission. If this occurs and the applicant believes it is incorrect, the applicant will be able to edit his/her application, cancel the existing EV, and re-initiate a new one.

### Employment Verification

To begin the Employment Verification (EV) process, select "Initiate" next to the site(s) listed below. The NHSC POC(s) will receive an email instructing them to verify your employment by logging into the Program Portal for Site POCs. If you would like more detailed information about the site including the POC(s) on file, click on the site name below. You are responsible for ensuring that your site POC has submitted the employment verification form on your behalf by the March 29, 2016, application deadline! Once you have submitted your application you will have the ability to review the responses made by your employer. Instructions for viewing your application and the EV responses are provided once you submit your application. If you feel that an error has been made by your employer when they completed your EV, you will have the option to "Cancel" the current EV and "Reinitiate" a new one to allow your employer to make the necessary changes. For additional information regarding the employment verification process please see the [NHSC Employment Verification FAQs](#).

#### CURRENT REQUESTS

Site Name	Verification Type	Date Created	Status	
<a href="#">Children's Health Center @ Martin Luther King</a>	Application	10/20/2015	Initiated	<a href="#">Cancel</a>
<a href="#">Children's Health Center @ Good Hope Road</a>	Application	N/A	Not Started	<a href="#">Initiate ▶</a>

[Initiate All](#)

#### HISTORICAL REQUESTS

Site Name	Date Created	Status
<a href="#">Children's Health Center @ Good Hope Road</a>	10/20/2015	Cancelled

[SAVE & CONTINUE](#)

OMB No. 0915-0127 Expiration Date: 01/31/2017

### Steps:

1. Sites selected by the applicant in the Employment section will be listed in the CURRENT REQUESTS table.
2. Applicant may click the site name to review that the address, phone number and point of contact are listed for his/her site(s)
3. Applicant may to initiate all EVs by clicking [Initiate All](#) (Initiate All) if none of the EVs have been initiated
4. Applicant can initiate individual EVs by clicking [Initiate ▶](#) (Initiate) next to the appropriate site
5. Applicant selects [SAVE & CONTINUE](#) (Save and Continue) once he/she has initiated his/her EV(s)
  - a. An applicant may navigate to the Loans page without initiating EV(s), as there may be cases where the applicant's site is not listed in the system and the site is under review
6. Applicant is directed to the Loans page



Business Rules:

- System shall generate an EV request for each site added on the Employment page
- System shall display EV status as “Not Started” until the applicant initiates the EV
- System shall only allow applicant to select “Initiate All” if each EV status is “Not Started”
- System shall allow applicant to reinitiate EV if EV status is “Returned-Unverified”
  - An EV will be returned unverified if the site POC indicated that the applicant does not work at that site
- System shall disable initiate button if EV status is “In Progress” or “Complete”
  - The applicant will still be able to cancel the EV
- System shall deem employment page complete when all EV(s) in the CURRENT REQUESTS table are complete
- In order to delete a site on the Employment page, the applicant must cancel any EVs that are “In Progress” or “Completed”





## Section 11: Loan Information

The Loan Information page captures the loan data that an applicant will submit with his/her NHSC LRP application. If an applicant has a National Student Loan Data System (NSLDS) account, and wishes to submit federal loans as part of his/her NHSC LRP application, he/she will have the option to retrieve and submit his/her federal loans. Applicants also have the ability to manually add non-federal loans to their application, or to enter federal loan data manually as well. The steps to retrieve loans using the NSLDS and/or to add loans manually are listed below.

### Loan Information

In this section, you will be required to add the loans that you want approved for repayment under the NHSC Loan Repayment Program.

To expedite this process, you may import your federal student loan(s) from the U.S. Department of Education's National Student Loan Data System (NSLDS) directly into the online application. For loans imported from the NSLDS, no supporting documents are required.

To Access Your Federal Student Loan(s) use the "Access your Loans" button below. You will be directed to the Department of Education's Federal Student Aid login page and required to log in using your Federal Student Aid ID (FSA ID). If you have any questions about your FSA ID, please visit: <https://www.nsls.ed.gov/npas/pub/faq.htm>

After successfully logging in to FSA, you will be automatically directed back to your application with your loans displayed below. Once your loans have been imported, please ensure all loans you wish to submit are listed. You may also select the 'Return to Source' button from the FSA ID Login screen at any time.

For additional loans that are not covered in the NSLDS and may be private education loans, you can still manually enter the loans along with supporting documents. Any loans that do not appear in your NSLDS account must be added to your application manually. If you attempt to add a loan that you believe is NOT a federal student loan(s), but receive an error message, please check the loan data and try again. It is possible that the loan is a duplicate to one that you have added electronically.

**Important Note:** If you experience any technical difficulties, please contact the Bureau of Health Workforce's Customer Care Center at 1-800-221-9393 (TTY: 1-877-897-9910) Monday through Friday (except federal holidays) from 8:00 a.m. to 8:00 p.m. ET or [email us](#). If you are unable to resolve your technical difficulties or concerns in time to submit your complete application prior to March 29, 2016, the application deadline, please enter your loans manually. The period for submitting applications will not be extended due to difficulties with submitting your loans.

To manually add Loans click the "Need Help?" link to manually add loans you wish to submit for loan repayment.

When entering your loan information manually, you must enter loan information and supporting documentation for each servicing lender that you wish to be considered for repayment. The following documents will be required:

- Account Statement (Both Private and Federal) - Most recent statement from your lender/servicer that has your name, current loan balance and interest rate. This may be the official paper version, or a printed web version, that is scanned, uploaded, and not older than 30 days from the date you will submit your application.
- NSLDS Aid Summary Report (Federal Loans) - Most recent summary report taken from your National Student Loan Data Systems (NSLDS) account. This may be the official paper version, or a printed web version, that is scanned and uploaded. Note: This is the summary report only, which lists your federal student loans in one document and is available at <http://www.nsls.ed.gov>.
- Disbursement Report or Promissory Note (Non-Federal Loans) - A copy of the document provided by your lender/servicer that outlines the details of your loan agreement, including your name, the date the loan was obtained,

### Steps to Access your Loans:

1. Applicants navigate to LOG INTO YOUR NATIONAL STUDENT LOAN DATA SYSTEM ACCOUNT and clicks **Access your Loans**

If you have a consolidated loan, you must enter in all of the information in the table. All of the information must coincide with the information in the loan documents. If they do not coincide, the loan will be deemed ineligible.

You have not added any loans yet.

**LOG INTO YOUR NATIONAL STUDENT LOAN DATA SYSTEM ACCOUNT**

**Access your Loans**

**NEED HELP?**  
[Don't have a Federal Student Aid ID or want to enter loans manually?](#)

**CONTINUE**

OMB No. 0915-0127 Expiration Date: 01/31/2017

2. Applicant is direct to the Department of Education's Federal Student Aid login page and logs in using their FSA ID
3. Applicant will be automatically redirected to his/her NHSC LRP application after authentication.
4. If NSLDS authentication and retrieval is successful, the applicant's loan(s) will display in the "Electronically Imported From Your NSLDS Account" table
  - a. Applicant can view a read only version of his/her loan details by clicking the "View" button next to each loan electronically retrieved.
  - b. The date and time of the last successful transaction with the NSLDS will be displayed for reference
  - c. **Note:** The social security number and date of birth entered in the General Information section of the application must match the social security number and date of birth on file with the Department of Education





**ELECTRONICALLY IMPORTED FROM YOUR NSLDS ACCOUNT**

Electronically received from U.S Department of Education, NSLDS- Tue Oct 20 16:39:30 EDT 2015

Loan Number	Name	Balance	Interest Rate	View Details
1	DEPT OF ED/ FEDLOAN SERVICING(PHEAA)	\$2,202.00	6.800%	<a href="#">View</a>
2	DEPT OF ED/NAVIENT	\$33,962.00	5.000%	<a href="#">View</a>
3	DEPT OF ED/NAVIENT	\$43,437.00	5.000%	<a href="#">View</a>
4	DEPT OF ED/NAVIENT	\$10,500.00	5.000%	<a href="#">View</a>
5	COLORADO STATE UNIVERSITY	\$0.00	0.500%	<a href="#">View</a>
6	MICHIGAN STATE UNIVERSITY	\$0.00	5.000%	<a href="#">View</a>
7	NELNET (EFS)	\$0.00	5.900%	<a href="#">View</a>
8	NELNET (EFS)	\$0.00	5.900%	<a href="#">View</a>
9	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	\$0.00	9.000%	<a href="#">View</a>
10	NEW HAMPSHIRE HIGHER EDUCATION ASST.	\$0.00	5.900%	<a href="#">View</a>
11	NEW JERSEY HIGHER EDUCATION ASST. AUTH.	\$0.00	8.000%	<a href="#">View</a>
12	WHEELOCK COLLEGE	\$0.00	5.000%	<a href="#">View</a>
13	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	\$0.00	0.030%	<a href="#">View</a>
14	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	\$0.00	0.070%	<a href="#">View</a>
15	BROWN UNIVERSITY	\$0.00	10.740%	<a href="#">View</a>

Do you have additional loans that need to be added? \*

Yes  No

5. Applicant will answer “Yes” or “No” to “Do you have additional Loans that need to be added?”

a. If applicant answers “No,” the **CONTINUE** button will become available and the applicant will be directed to Supporting Documents section of the application

b. If applicant answers “Yes” applicant will be directed to Loan Details page (see Section 12)

6. Applicant may update loans previously retrieved from NSLDS by clicking the **Update Loans** (Update Loans) button

a. Applicant will be direct to the Department of Education's Federal Student Aid login page and logs in using their FSA ID as detailed in Step 2

7. Applicant can remove electronically retrieved loans by clicking the **Remove All Loans** (Remove All Loans) button and confirming selection on pop-window

8. Applicant will be able to view a comprehensive report of all NSLDS federal loan data retrieved and submitted with his/her application upon submission of his/her application

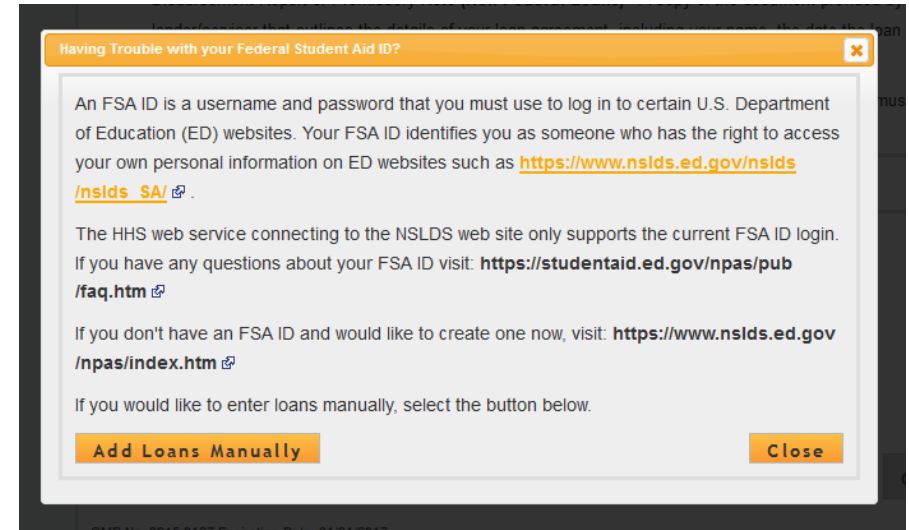


### Steps to add loans manually:

1. Applicant clicks on the **“Don’t have a Federal Student Aid ID or want to enter loans Manually?”** link under the **“Need Help?”** heading
2. Within the pop-up window, applicant clicks the **Add Loans Manually** (Add Loans Manually) button
3. Applicant is directed to Loan Details page (see Section 12)

### Business Rules:

- System shall require at least one loan (Electronic or Manual) to be added to continue
- System shall not require applicant to retrieve loans electronically
- System shall check to see if applicant has already manually added federal loans and de-activate “Access your Loans” button
- System will deactivate the “Access your Loans” button and display a notice if the applicant is using Internet Explorer version 9 or lower
- System shall redirect applicant to his/her application and prompt data exchange between HHS and DoED when user successfully authenticates
- System will verify an applicant’s date of birth and social security number matches what the Department of Education has on file
- If the data exchange was not successful due to incomplete NSLDS data, the system shall display the following message “Certain loan information needed to successfully transmit from the NSLDS to your online application was incomplete. Please reach out to the NSLDS and try again - OR - add your loans manually.”
- System shall display federal loans electronically retrieved under a table titled “Electronically Imported From Your NSLDS Account”
- System will require applicant to answer an additional question on the loans details page for all electronic Federal PLUS loans
- System shall require user to re-authenticate with the Departments of Education to update electronic loans
- System shall require applicant to confirm their decision to remove loans via a pop-up window
- System shall ask applicant if additional loans need to be added before allowing to more forward to Supporting Documents
- System shall direct applicant to Loan Details page if “Add Loans Manually” button is selected from Loan Information page



## Section 12: Loan Details

The Loan Details page captures additional loan data that the applicant will submit for each manual loan he/she will submit with the application.

### Loan Details

\* required field

[Back to Loan Information](#)

You have elected to add your qualifying education loans to your application manually. This method is required for adding ALL loans that are NOT federal student loan(s). If you have elected to add your federal student loan(s) using this method you must not attempt to add them using the electronic import method, or you will receive an error message and put you at risk of missing the application deadline. You are strongly encouraged to print and read the [NHSC Loan Module Detailed Instructions](#) before adding your loans.

Include all qualifying education loans, even if they exceed the maximum award amount. Please exclude letters, special characters (i.e. \$, %), and commas when entering outstanding loan balances and interest rates. If you have multiple loans with the same servicer/lender, you must enter each loan separately.

To add your loans successfully and to ensure that your loans have the best chance to qualify for repayment when reviewed, you must retrieve, scan and upload the current account statements from your loan servicers and the Aid Summary Report from your NSLDS online account (federal student loan(s)) or a disbursement report for any private loans, for each loan.

For each field completed below, the supporting documents must verify the information you have entered.

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](#)

**Please note:** If an applicant submits all loans using his/her NSLDS login, and does not manually add any loans to his/her application, he/she will not have access to the loan details page.

### Steps:

- Applicant enters in all required fields:
  - Name of current servicing lender (select from drop down)
  - Loan account number
  - Original date of loan
  - Original amount of loan
  - Current balance and date
  - Type of loan (select from drop down)
  - Is loan in default?
  - Is loan under federal judgment?
  - Interest Rate
  - Purpose of loan
  - Is the loan consolidated?
- If applicant selects "Other" for current servicing lender, the applicant will be prompted to complete the following fields:
  - Lending Institution name
  - Lending Institution phone number
  - Lending Institution fax number
- If the applicant selects "Yes" to "Is this loan in default?" or "Is this loan under Federal Court Judgment?" the applicant will be required to enter the date of default/judgment
- If the applicant selects "Yes" to "Was this loan sold?" the applicant will be required to provide the name of the original servicing lender



**Bureau of Health Workforce (BHW)**  
**NHSC LRP Online Application User Guide**

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 \*

Original Date of Loan 1 \*

Original loan amount 1 \*

Account Number 2 \*

Original Date of Loan 2 \*

Original loan amount 2 \*

**CONTINUE TO DOCUMENTS**

5. If the applicant selects “Yes” to the question “Is this a consolidated loan?” the applicant will be required to enter the following information:

- a. Number of loans consolidated
- b. Original account number for each loan that was consolidated
- c. Original date of each loan included in the consolidation
- d. Original amount of each loan included in the consolidation

6. After the applicant enters all information, he/she will click **CONTINUE TO DOCUMENTS** and will be directed to Loan Supporting Documents Page (see figure 8)

7. Applicant will be prompted to upload all Required Loan Supporting documents for his/her manually entered loans

- a. Applicant will be prompted to upload a Federal Perkins Loan Supporting if applicant indicated “Type of Loan” was
  - i. Federal Perkins
  - ii. Perkins Expanded Lending
- b. Applicant will be prompted to submit a Consolidated Loan Document if applicant answered “Yes” to “Is this a consolidated loan?”

8. Applicant clicks **SAVE** and is directed to the Loan Information page  
 All manually added loans will be displayed in the “Manually Added Loans” table (see figure 9)

9. Applicant can add another loan, edit/remove an existing manual loan or click **CONTINUE** to be directed to the Supporting Documents section

Business Rules:

- System shall allow account number to be alpha –numeric and allow special characters
- System shall not allow “Current Balance As of Date” to be prior to “Original Date of Loan”
- System shall not allow user to enter a “Current Balance As of Date” more than 30 days prior to current date
- System shall not allow user to enter a “Current Balance As of Date” after the present date
- If loan is not consolidated, System shall require that “Original Date of Loan” be:
  - No more than 3 months prior to earliest school start date
  - No more than 3 months after latest school end date

Supporting Documents

[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 only be uploaded to the loan that it reflects. Each document 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.

The account statements should only be obtained directly from the lender/servicer. Documents 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, it will be deemed “incomplete” and the loan itself will not qualify for repayment.

**+ ACCOUNT STATEMENTS**

**+ LOAN ORIGINATION AND DISBURSEMENT REPORTS**

**+ CONSOLIDATED EDUCATIONAL LOANS**

Please note: The following file types are not suitable for being uploaded: .jpg, .doc, .xls & .tif. Password protected files are not acceptable and will disqualify the loan. Loan documents must be official and obtained directly from the lender/servicer. Copies of website versions are acceptable.

**UPLOADED DOCUMENTS**  
 You have not uploaded any documents yet.

**UPLOAD DOCUMENT**

Account Statement  
 Disbursement Report

No file chosen

**SAVE**



[-] ELECTRONICALLY IMPORTED FROM YOUR NSLDS ACCOUNT
9

Electronically received from U.S Department of Education, NSLDS- Tue Oct 20 16:39:30 EDT 2015

Loan Number	Name	Balance	Interest Rate	View Details
1	DEPT OF ED/ FEDLOAN SERVICING(PHEAA)	\$2,202.00	6.800%	<a href="#">View</a>
2	DEPT OF ED/NAVIENT	\$33,962.00	5.000%	<a href="#">View</a>
3	DEPT OF ED/NAVIENT	\$43,437.00	5.000%	<a href="#">View</a>
4	DEPT OF ED/NAVIENT	\$10,500.00	5.000%	<a href="#">View</a>
5	COLORADO STATE UNIVERSITY	\$0.00	0.500%	<a href="#">View</a>
6	MICHIGAN STATE UNIVERSITY	\$0.00	5.000%	<a href="#">View</a>
7	NELNET (EFS)	\$0.00	5.900%	<a href="#">View</a>
8	NELNET (EFS)	\$0.00	5.900%	<a href="#">View</a>
9	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	\$0.00	9.000%	<a href="#">View</a>
10	NEW HAMPSHIRE HIGHER EDUCATION ASST.	\$0.00	5.900%	<a href="#">View</a>
11	NEW JERSEY HIGHER EDUCATION ASST. AUTH.	\$0.00	8.000%	<a href="#">View</a>
12	WHEELOCK COLLEGE	\$0.00	5.000%	<a href="#">View</a>
13	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	\$0.00	0.030%	<a href="#">View</a>
14	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	\$0.00	0.070%	<a href="#">View</a>
15	BROWN UNIVERSITY	\$0.00	10.740%	<a href="#">View</a>

Update Loans
Remove All Loans

[-] MANUALLY ADDED LOANS

Name	Account #	Balance	Interest Rate	Submitted All Required Docs ?	Action
Access Group	23456	\$22,000.00	3.000%	Yes	<a href="#">Edit</a>

Add a New Loan
CONTINUE

OMB No. 0915-0127 Expiration Date: 01/31/2017

- System shall require “Consolidated Loan Dates” to be :
  - No more than 3 months prior to earliest school start date
  - No more than 3 months after latest school end date
  
- If loan is consolidated, “Original Date of Loan” must be prior to all “Original Date of Loan” for all consolidated loans
  
- If loan is in default/under court judgment “Original Date of Loan” must be prior to Date of Court Judgment/Date of Default
  
- System shall require the user to upload the Perkins Loan Supporting document to submit application if “Type of Loan” is Perkins
  
- System shall require user to submit a Consolidated Loan Document, if “Yes” to Consolidated Loan
  
- System shall require user to submit the “Required Loan Supporting Document” for each loan
  
- System shall allow user to continue to next section without uploading all or any required loan documents. Loan page status will be “In Progress” until all required documents have been uploaded for each loan and applicant will not be able to submit application



## Section 13: 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 appear dynamically, based answers provided on the online application (see business rules below).

### Supporting Documents

[← Back to Loan Information](#)

The following loan documents are required to assess whether your loans qualify for repayment under the NHSC Loan Repayment Program. Each document should only be uploaded to the loan that it reflects. Each document 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.

The account statements should only be obtained directly from the lender/servicer. Documents 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, it 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 not suitable for being uploaded: jpg, doc, xls & tif. Password protected files are not acceptable and will disqualify the loan. Loan documents must be official and obtained directly from the lender/servicer. Copies of website versions are acceptable.

**UPLOADED DOCUMENTS**

You have not uploaded any documents yet.

**UPLOAD DOCUMENT**

Account Statement

Disbursement Report

No file selected.

OMB No. 0915-0127 Expiration Date: 01/31/2017

### Steps:

1. Applicant selects the document he/she would like to upload
2. Applicant selects  (Browse) to find the document he/she will upload
3. Applicant selects  (Upload) when appropriate document is selected
4. Applicant repeats steps above for all 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 he/she applied all of the previously disbursed award funds
  - Proof of Payment History for prior NHSC LRP Service is required for past NHSC LRP participants (verified by applicant’s SSN)
  - Proof of Payment History for prior NHSC LRP Service is optional for new applicants or past applicants who were not awarded
- Applicants are encouraged to upload PDF documents
- System shall allow applicant to upload documents up to 5 MB in size
- System shall require applicant to upload a “Disadvantaged Background” supporting document if applicant answered “Yes” to Disadvantaged Background question on General Information page
- 
- System will require the applicant to upload a “Geriatrics Certification” supporting document if he/she 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(s)





## Section 13: Self Certification

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

### Self-Certification

\* required field

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

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

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

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

**2. AUTHORIZATION FOR DISCLOSURE OF FINANCIAL INFORMATION**

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

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

I certify that I have read and understand the [2016 NHSC LRP Application and Program Guidance](#).

I certify that I have a doctoral degree directly related to clinical or counseling psychology from a program accredited by the American Psychological Association, Commission on Accreditation, completed a minimum of one year of post-graduate supervised clinical experience, and have successfully passed the Examination for Professional Practice of Psychology, and can practice independently and unsupervised as an HSP, and have a current full, permanent, unencumbered, unrestricted health professional license, certificate, or registration in the State in which I intend to practice as an NHSC Loan Repayment Program participant.

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

**SAVE & CONTINUE**

OMB No. 0915-0127 Expiration Date: 01/31/2017

### Steps:

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

### Business Rules:

- 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 answered "No," the certification will not populate
- Based on EV responses, applicants identified as PPO will be required to certify a Certification for Private Practice Option Request on the Self-Certification page prior to application submission
- Applicant will not be able to complete Self-Certification page if EV(s) are not complete
- 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 page, but then navigates to another section of the application prior to submitting his/her application





**3. CERTIFICATION FOR PRIVATE PRACTICE OPTION REQUEST:**

I am applying to serve under the Private Practice Option (PPO), pursuant to Section 338D of the Public Health Service Act (Section 254n of Title 42 of the U.S. Code), which means I am asking to be released from my NHSC service obligation to serve as a Corps member so I may instead fulfill my NHSC service obligation by entering into the full-time private clinical practice of my profession in a Health Professional Shortage Area approved by the Secretary. I understand that I am not approved to serve under the PPO until the NHSC has approved this application and I have entered into a PPO Agreement with the Secretary or his/her designee. I further understand that as a PPO clinician, whether self-employed or working as an employee or contractor of an approved site, I am not guaranteed any minimum salary or benefits. I also understand that by electing to serve under the PPO, I am committing to full-time clinical practice and am ineligible to fulfill my service obligation through half-time clinical practice.

**4. CERTIFY BY CHECKING THE BOX NEXT TO THE STATEMENTS BELOW:**

- I certify that I have read and understand the [2016 NHSC LRP Application and Program Guidance](#).
- I certify that I have a D.D.S. or D.M.D. degree from a program that is accredited by the American Dental Association (ADA) Commission on Dental Accreditation (CODA), and have a current full, permanent, unencumbered, unrestricted health professional license, certificate, or registration in the State in which I intend to practice as an NHSC Loan Repayment Program participant.
- I certify that all of the information that I have provided in this application and required supplemental documents is true.

**SAVE & CONTINUE**



## 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 submit the application. The applicant can select the top navigation menu or a page name link in the table to view each section.

### Review & Submit

**APPLICATION ID: 300572**

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

**Important Note:** Do not submit your application until you are certain it is complete. After submission, your final application will be available to review, download, and edit. We recommend that you print a copy (PDF) from the Home page for your records. All supporting documents will be listed on the Home page for your records. The review of fiscal year 2016 applications will be completed by September 30, 2016.

If after submitting your application and supporting documents there are changes you would like to make to your application including re-initiating an EV, you may edit and resubmit your application by March 29, 2016 at 7:30 PM EDT the application deadline. Applications not resubmitted by the deadline will not be accepted.

Page Name	Status
Eligibility	Complete
General Information	Complete
Discipline & Training	Complete
Employment	Complete
Employment Verification	Complete
Loans	Complete
Supporting Documents	Complete
Self-Certifications	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 1001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (31 U.S.C. 3801-3812), and HHS implementing regulations under 45 C.F.R. Part 79.

Password \*

**SUBMIT**

OMB No. 0915-0127 Expiration Date: 01/31/2017

### Steps:

1. Applicant reviews his/her application and confirms each section (less Review & Submit) is complete
2. Applicant enters his/her password
3. Applicant selects **SUBMIT** (Submit)

### Business Rules:

- System shall not allow application to be submitted after the application deadline
- 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 the application
- System shall direct user to landing page with links to uploaded documents and copy of application upon submission
- 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 application deadline**. The applicant may withdraw his/her application until the applicant receives a Confirmation of Interest (COI), if applicable.

### Loan Repayment Program Application

Hello Zeshawn,

You have submitted your fiscal year 2016 National Health Service Corps (NHSC) Loan Repayment Program (LRP) online application and all required supporting documents!

Your overall application status is: **SUBMITTED**

Your application ID is: 300572

[VIEW YOUR SUBMITTED APPLICATION](#)

[VIEW YOUR NSLDS RETRIEVED LOANS REPORT](#)

If you wish to view your application to confirm that your responses accurately reflect your intent, including the Employment Verification (EV), the outstanding loan balances you have submitted for repayment and ALL required and supporting documents, please click [VIEW YOUR SUBMITTED APPLICATION](#) button. Remember, only COMPLETE applications with the correct documents, will qualify. Only complete and legible documents, with all required elements will be accepted and reviewed. Documents that are missing required information and/or verification elements (i.e. name, account numbers, expiration dates, and interest rates) will not be reviewed.

Common errors include:

- Expired or incorrect citizenship verification documents
  - Only official birth certificates, active passports and naturalization papers are acceptable.
  - Green Cards, social security cards and driver's licenses are not acceptable documents to verify your citizenship.
- Selection of the wrong NHSC-approved service site
  - Ensure that the address of the site(s) you selected match your actual work location(s).
  - The license expiration date provided by your NHSC-approved service site(s) POC must reflect an active license that will not expire before March 29, 2016, the application deadline. (7:30 PM)
- Missing or illegible required information on loan documents.

To edit your application or upload additional documentation, you may do so prior to the application deadline, **March 29, 2016 at 7:30 PM EDT**, by clicking [EDIT YOUR APPLICATION](#). If the deadline has passed, the contents and status of your application is final and cannot be edited by you or the NHSC.

**Important Note:** By selecting the "Edit Your Application" button, you will reset the application and your application status reverts back to "In Progress" and must repeat the process to **resubmit** your application prior to the application deadline **March 29, 2016 at 7:30 PM EDT**, even if changes were not made. If you do not resubmit your application by the application deadline your application cannot be reviewed. If you would like to view a read-only copy of your full application, without the need to resubmit, please click the [VIEW YOUR SUBMITTED APPLICATION](#) button at the top of this page.

[Edit Application](#)

### Business Rules:

- 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 last eligible employment start date for the given fiscal year
  - 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



**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
<a href="#">Children's Health Center @ Martin Luther King</a>	10/20/2015	10/20/2015	Complete

**GENERAL SUPPORTING DOCUMENTS**

Document Title	Document Name	Status
Proof of Payment History for Prior NHSC LRP Service	<a href="#">Test_Document.docx</a>	Received
Proof of U.S. Citizenship or U.S. National	<a href="#">Test_Document.docx</a>	Received

**LOAN SUPPORTING DOCUMENTS**

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 23456	Account Statement	<a href="#">Test_Document.docx</a>	Received
Access Group 23456	Disbursement Report	<a href="#">Test_Document.docx</a>	Received



## Section 16: Withdraw Application

An applicant has the option to withdraw his/her application after submission. The applicant may withdraw his/her application until the applicant receives a COI, if 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 Zeshawn,

You have submitted your fiscal year 2016 National Health Service Corps (NHSC) Loan Repayment Program (LRP) online application and all required supporting documents!

Your overall application status is: **SUBMITTED**

Your application ID is: 300572

[VIEW YOUR SUBMITTED APPLICATION](#)

[VIEW YOUR NSLDS RETRIEVED LOANS REPORT](#)

If you wish to view your application to confirm that your responses accurately reflect your intent, including the Employment Verification (EV), the outstanding loan balances you have submitted for repayment and ALL required and supporting documents, please click [VIEW YOUR SUBMITTED APPLICATION](#) button. Remember, only COMPLETE applications with the correct documents, will qualify. Only complete and legible documents, with all required elements will be accepted and reviewed. Documents that are missing required information and/or verification elements (i.e. name, account numbers, expiration dates, and interest rates) will not be reviewed.

Common errors include:

- Expired or incorrect citizenship verification documents
  - Only official birth certificates, active passports and naturalization papers are acceptable.
  - Green Cards, social security cards and driver's licenses are not acceptable documents to verify your citizenship.
- Selection of the wrong NHSC-approved service site
  - Ensure that the address of the site(s) you selected match your actual work location(s).
  - The license expiration date provided by your NHSC-approved service site(s) POC must reflect an active license that will not expire before March 29, 2016, the application deadline. (7:30 PM)
- Missing or illegible required information on loan documents.

To edit your application or upload additional documentation, you may do so prior to the application deadline, **March 29, 2016 at 7:30 PM EDT**, by clicking [EDIT YOUR APPLICATION](#). If the deadline has passed, the contents and status of your application is final and cannot be edited by you or the NHSC.

**Important Note:** By selecting the "Edit Your Application" button, you will reset the application and your application status reverts back to "In Progress" and must repeat the process to **resubmit** your application prior to the application deadline **March 29, 2016 at 7:30 PM EDT**, even if changes were not made. If you do not resubmit your application by the application deadline your application cannot be reviewed. If you would like to view a read-only copy of your full application, without the need to resubmit, please click the [VIEW YOUR SUBMITTED APPLICATION](#) button at the top of this page.

[Edit Application](#)

If you are no longer interested in having your application considered, please click the [Withdraw](#) button below. If after withdrawing your application you wish to have it considered, you may log into the application until **March 29, 2016 at 7:30 PM EDT**, and select "Undo Withdrawal". You must complete the steps to resubmit your application prior to the application deadline.

[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. From the Submitted landing page an applicant clicks 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
  - 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
6. The applicant may make any changes to his/her application when application status is "In Progress," prior to the application deadline

**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](#)



## Loan Repayment Program Application

Hello Zeshawn,

You have withdrawn your application from the 2016 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: 300572

If you would like to be reconsidered for the 2016 NHSC Loan Repayment Program, you may resubmit your current application using the **Undo Withdrawal** button below until **March 29, 2016 at 7:30 PM 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.

**UNDO WITHDRAWAL**

### EMPLOYMENT VERIFICATIONS

Site Name	Initiation Date	Response Date	Status
Children's Health Center @ Martin Luther King	10/20/2015	10/20/2015	Complete

### GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Proof of Payment History for Prior NHSC LRP Service	Test_Document.docx	Received
Proof of U.S. Citizenship or U.S. National	Test_Document.docx	Received

### LOAN SUPPORTING DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 23456	Account Statement	Test_Document.docx	Received
Access Group 23456	Disbursement Report	Test_Document.docx	Received

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. 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

Hello Zeshawn,

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: **300572**

Application Deadline: **March 29, 2016 at 7:30 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	Complete
Employment	Complete
Employment Verification	Complete
Loans	Complete
Supporting Documents	Complete
Self-Certifications	In Progress
Review & Submit	Not Started

**CONTINUE**

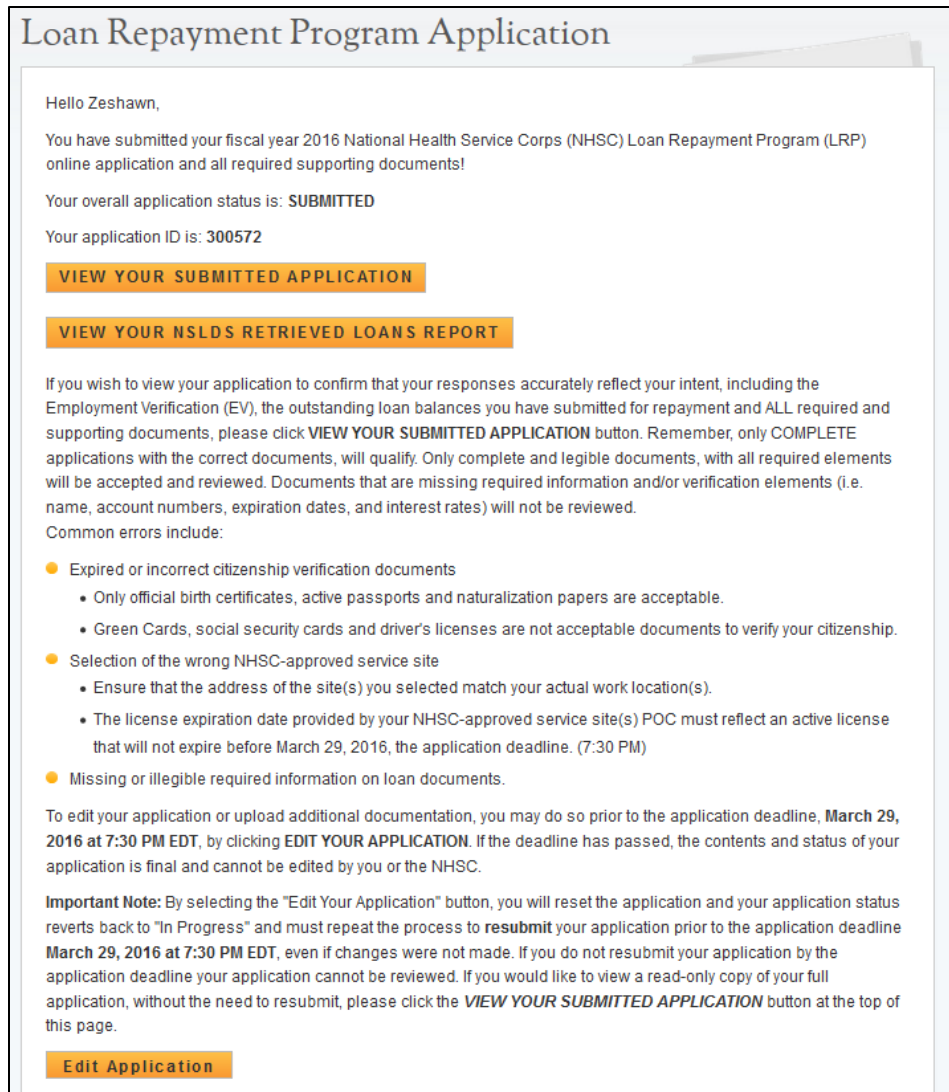
OMB No. 0915-0127 Expiration Date: 01/31/2017





## Section 17: Edit 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 Zeshawn,

You have submitted your fiscal year 2016 National Health Service Corps (NHSC) Loan Repayment Program (LRP) online application and all required supporting documents!

Your overall application status is: **SUBMITTED**

Your application ID is: **300572**

[VIEW YOUR SUBMITTED APPLICATION](#)

[VIEW YOUR NSLDS RETRIEVED LOANS REPORT](#)

If you wish to view your application to confirm that your responses accurately reflect your intent, including the Employment Verification (EV), the outstanding loan balances you have submitted for repayment and ALL required and supporting documents, please click [VIEW YOUR SUBMITTED APPLICATION](#) button. Remember, only COMPLETE applications with the correct documents, will qualify. Only complete and legible documents, with all required elements will be accepted and reviewed. Documents that are missing required information and/or verification elements (i.e. name, account numbers, expiration dates, and interest rates) will not be reviewed. Common errors include:

- Expired or incorrect citizenship verification documents
  - Only official birth certificates, active passports and naturalization papers are acceptable.
  - Green Cards, social security cards and driver's licenses are not acceptable documents to verify your citizenship.
- Selection of the wrong NHSC-approved service site
  - Ensure that the address of the site(s) you selected match your actual work location(s).
  - The license expiration date provided by your NHSC-approved service site(s) POC must reflect an active license that will not expire before March 29, 2016, the application deadline. (7:30 PM)
- Missing or illegible required information on loan documents.



To edit your application or upload additional documentation, you may do so prior to the application deadline, **March 29, 2016 at 7:30 PM EDT**, by clicking [EDIT YOUR APPLICATION](#). If the deadline has passed, the contents and status of your application is final and cannot be edited by you or the NHSC.

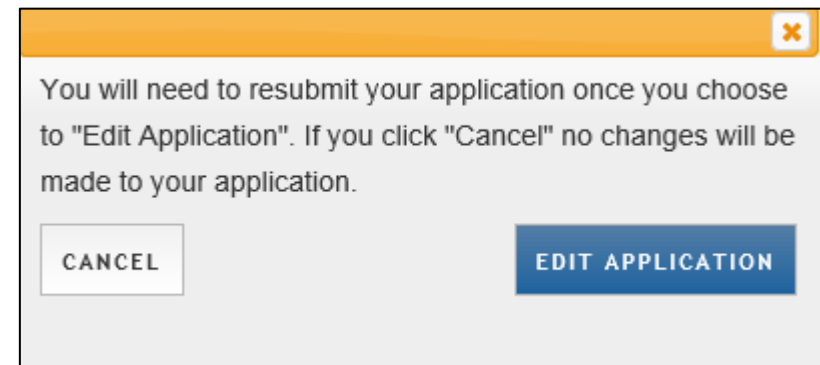
**Important Note:** By selecting the "Edit Your Application" button, you will reset the application and your application status reverts back to "In Progress" and must repeat the process to **resubmit** your application prior to the application deadline **March 29, 2016 at 7:30 PM EDT**, even if changes were not made. If you do not resubmit your application by the application deadline your application cannot be reviewed. If you would like to view a read-only copy of your full application, without the need to resubmit, please click the [VIEW YOUR SUBMITTED APPLICATION](#) button at the top of this page.

[Edit Application](#)

### Steps:

1. The applicant clicks Edit Application


2. The applicant clicks  or  pop-up (below)



You will need to resubmit your application once you choose to "Edit Application". If you click "Cancel" no changes will be made to your application.

[CANCEL](#) [EDIT APPLICATION](#)

3. The applicant will be directed to the In Progress landing page if he/she clicks

 or the applicant will remain on the submitted landing page if

he/she clicks 

4. The applicant can navigate to any section of his/her application 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 to re-initiate the EV(s) and have the EV(s) completed by the applicant's site POC(s).





## Loan Repayment Program Application

Hello Zeshawn,

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: 300572

Application Deadline: **March 29, 2016 at 7:30 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	Complete
Employment	Complete
Employment Verification	Complete
Loans	Complete
Supporting Documents	Complete
Self-Certifications	In Progress
Review & Submit	Not Started

**CONTINUE**

OMB No. 0915-0127 Expiration Date: 01/31/2017

- 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
- Once all edits are made and saved, the applicant will navigate to the Self-Certification page
- Applicant indicates that he/she agrees to all the certifications by selecting each checkbox.
- Applicant selects **SAVE & CONTINUE** (Save and Continue)
- Applicant is directed to the Review and Submit page
- Applicant reviews the application
- Applicant enters his/her password
- 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 LRP award
- The applicant will be directed to the In Progress landing page when selecting "Edit"



## Section 18: Account Settings

The applicant can change his/her password, email and security question on the Account Setting page, and can view his/her application ID.

The screenshot shows the 'Account Settings' page. At the top, it displays the user's current email address: 'F86F2E1FBEDF38B9C8@EXAMPLE.com'. Below this, there are three main sections:

- CHANGE EMAIL ADDRESS:** Includes input fields for 'New Email Address', 'Confirm New Email Address', and 'Current Password', along with a 'Change Email' button.
- CHANGE PASSWORD:** Includes input fields for 'Create New Password', 'Confirm New Password', and 'Current Password', along with a 'Change Password' button.
- CHANGE SECURITY INFORMATION:** Includes a dropdown menu for 'Security Question', an input field for 'Answer', and an input field for 'Current Password', along with a 'Change Security Information' button.

### 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)
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 his/her username/email or password



## Section 19: Resolving Issues

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Please use the following instructions to resolve any inquiries an 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 submits a ticket in the Escalation Management System (EMS). DNHSC analysts will answer the question and the Customer Care Center responds back to the Applicant.

#### Online Application Program Issues:

- For program/policy related questions, please submit a ticket in EMS.

#### 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 he/she encountered the problem
  - Detailed summary of the problem
  - Supporting Document (If applicable)

