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Introduction: NCLRP Online Application User Guide

Purpose: The Nurse Corps Loan Repayment Program (NCLRP) Continuation Online Application user guide serves as the main tool for the Customer Care Center to answer application questions regarding issues participants have when calling for resolution. In addition to this user guide, the Customer Care Center Analysts must be familiar with the NCLRP Continuation Application Guidance, as some of the questions will be program based and are not discussed in this user guide. The primary intent for this user guide is to focus on the functionality developed for the NCLRP Online Continuation Application.

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

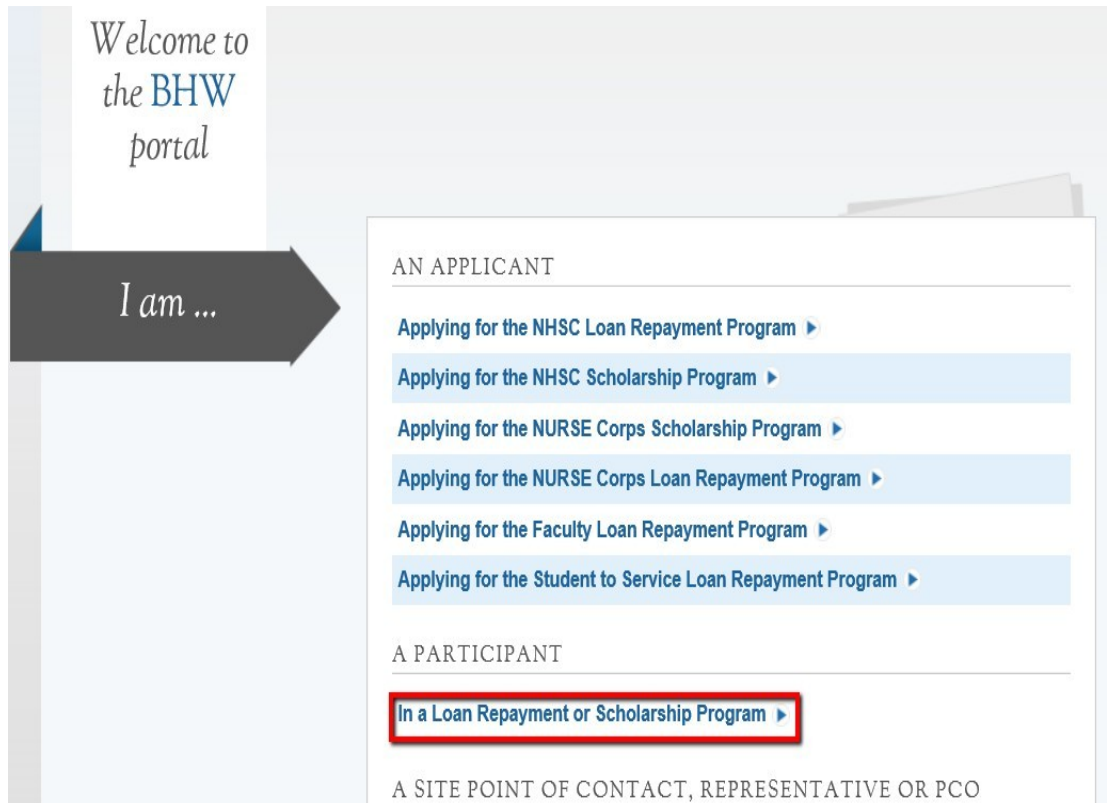
Precondition: Participant has a question regarding the NCLRP Online Continuation Application and contacts the Customer Care Center for help to resolve an issue. Participant currently:

- Has an Obligation End Date (OED) within the range set by Program for the current cycle
- Has a participant status of “Active-on-Duty”
- Falls into is the current date or in the past
- Has not applied for a Continuation within the same Fiscal Year (FY)



Section 1: BHW Portal

The BHW Portal allows participants to navigate to the NCLRP Continuation application. **Note:** Participant will skip this page if he/she links directly from the HRSA website.



Steps:

1. Participant selects "In Loan Repayment or Scholarship Program."
2. System displays log in page (see Section 2 and 3).
3. Participant can log in and begin his/her portal account.



Section 2: Logging In

The participant will be able to log in using their existing portal account. The participant will enter his/her email address and password used in creating his/her account. If the participant forgets his/her password, they can reset his/her password by selecting the “Forgot your password?” link. If the participant does not have a portal account he/she will have to “Create an Account.” See section 3.

BHW PROGRAM PORTAL for SCHOLARS AND CLINICIANS

Login

Please log in using the fields below:

Your Email *

Your Password *

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

Create an Account
Not a registered user? [Create a Program Portal account](#)

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
[Contact Us](#).

Steps:

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

Business Rules:

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



Section 3: Create Account

If the participant does not have an existing account to apply for a continuation contract through the NCLRP Online Continuation Application he/she will have to create an account.

BHW PROGRAM PORTAL for SCHOLARS AND CLINICIANS

Login

Please log in using the fields below:

Your Email *

Your Password *

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

Create an Account

Not a registered user? **Create a Program Portal account** ▶

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 [Contact Us](#).

Steps:

1. Participant navigates to the Online Continuation Application via the weblink:
<https://programportal.hrsa.gov/extranet/participant/login.seam>
2. Participant selects the “Create an Account” link in the bottom left hand section of the page (see red box).

Business Rules:

- System shall allow user with existing portal account from past cycle (including other programs) to login with the existing login information.
- System shall require current NCLRP participants to login in with their portal account to apply for NCLRP Continuation application.



The participant will be prompted to fill in a series of fields in order to create an account. Once the participant selects “Create,” the system will send an activation email to the address used to create the account. The instructions for the participant are detailed in the email.

BHW PROGRAM PORTAL for SCHOLARS AND CLINICIANS [Login](#)

Create An Account

** required field*

Email *

Create Password *

Confirm Password *

Security Question *

Answer *

WHAT HAPPENS NEXT?

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

Steps:

1. Participant answers each of the required fields.
2. Participant selects **Register** to register for an account with the NCLRP.
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 participant's email address.
4. The email will be from: noreply@hrsa.gov with a subject of "Activate your HRSA account." The participant will open the email and click on the activation link in the body of the email (See Figure 3).
5. The system will re-direct the participant to the Home page notifying him/her that his/her account is activated.


Business Rules:




- The email address provided by the participant will serve as his/her username.
- The system will not allow the participant to use an email that is already attached to an existing participant account.



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

Activate your BHW participant account Inbox x

 3

 **bmiss@voosh.de** <bmiss@voosh.de> 11:02 AM (5 minutes ago) ☆  

to me ▾

Hello,

Thank you for registering an account with the Bureau of Health Workforce (BHW).

Please use the link below to log in and activate your account:
<https://testbcrs.hrsa.gov:443/extranet/generic/public/unlock.seam?c=iguifebuchafajocosidayami>

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

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

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

Sincerely,

The Bureau of Health Workforce

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



Section 4: Forgot Your Password

If the participant forgets his/her password, he/she will have to select the “**forgot your password**” link and follow these steps in order to reset it:

1. Pa

5. Pa

Steps:

2. Participant enters his/her email address and selects **Next** (see [Figure 2](#)).
3. The Participant answers his/her security question they selected when they created his/her account, and selects **Submit** (see [Figure 3](#)).
4. System displays confirmation and sends email to participant (see [Figure 4](#)).
6. Participant enters new password and selects **Update Password**, (see [Figure 5](#)).

Note:

- 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: Portal Home Page

The participant accesses the online continuation application through the Participant Portal Home Page. This is the first page the participant sees on his/her initial log in. The continuation application link will appear under the **I need to...** section. Once the participant has started his/her application, his/her status will change to “In Progress” and the continuation application link will move to the **Activities** section

My Profile

Name	Participant ID	Status
Lunette Castillo	1114812532	In Service

Program
NURSE Corps Loan Repayment Program

- + MY CONTACT INFORMATION
- + MY SITE INFORMATION
- + MY SERVICE INFORMATION
- + MY FINANCIAL INFORMATION
- + MY BANKING INFORMATION

Steps:

1. Participant selects **Request a Continuation Contract**.

Note:

- Once the participant starts his/her application the link will now appear under **Activities**. This also provides the participant with his/her application status.
- Participants are requested to read the following documents prior to starting his/her application:
 - 2016 Application and Program Guidance (APG)
 - When the participant selects **Request a Continuation Contract** he/she will be brought to the instructions page

Business Rules:

- System shall display the Continuation Application link on the participant's portal if the following conditions are met:
 - Participant's OED is within the range set by Program for the cycle
 - Note: If OED has passed while the cycle is still open, the participant will still be able to access the link
 - Cycle start date is current date or cycle close date has not passed
 - Participant has been specifically added to the current cycle on his/her participant profile and the cycle start date is current date or cycle close date hasn't passed
 - Participant status is:
 - Active > On Duty
 - Active > On Duty > Verification Due
 - Active > On Duty > Verification Overdue
 - Complete
 - Obligation Fulfilled



Need Assistance?

ACTIVITIES

Activity Type	Last Updated	Status
Verification 01/21/2015 5 - 07/20/2015	07/20/2015	Due
Continuation Application	08/14/2015	Submitted

[View All Activities](#) ▶

Business Rules, cont.:

- System shall remove the Continuation Application link on the participant's portal as follows:
 - Participant is in awarded status:
 - Continuation link should be removed upon awarded.
 - Participant is in Withdrawn status:
 - Continuation link should be removed at end of current FY (September 30 at 11:59 PM)
 - Participant is Ineligible from review:
 - Continuation link should be removed 6 months after the current FY (March 30 of the next year at 11:59 PM).
 - Participant is Discontinued Review:
 - Continuation link should be removed 6 months after the current FY (March 30 of the next year at 11:59 PM).
- System shall remove link if participant goes from an eligible participant status to an ineligible participant status during the cycle.
- System shall enable the link if participant goes from an ineligible participant status to an eligible participant status, and the cycle is still open.



Section 6: Instructions

Initially, when the participant selects **Request a Continuation Application** they are brought to the instructions page. This displays the conditions for eligibility and explains the required supporting documents.

Instructions

NURSE Corps Loan Repayment Program (LRP) has identified that you are eligible to apply to receive an additional 25 percent of your original qualifying nursing student loan balance by working at an approved critical shortage facility for a third year.

The continuation contract will not be effective until you have completed the 2-year service period under your initial contract. The continuation contract service period must begin immediately following the completion of your initial service commitment. There is no guarantee of an award. The continuation contract with all required supporting documents must be submitted by 04/28/2016 .

CONDITIONS FOR ELIGIBILITY

- Must continue to serve at an eligible, approved critical shortage facility (CSF) as set forth in his or her initial 2-year contract.
- Can be in the process of transferring, but cannot transfer to a lower tiered CSF. All transfers must be approved prior to receiving any additional award.
- Have a current, full, permanent, unencumbered, unrestricted license as an RN and retain it during the 1 year service obligation.
- Verify that NURSE Corps LRP payments received under the NURSE Corps LRP 2-year contract have been applied to reduce the original qualifying nursing education loan balances.
- Have no existing service obligation to any entity other than NURSE Corps LRP, excluding those in a Reserve component of the Armed Forces, including the National Guard who are not deployed.
- Be in full compliance with existing NURSE Corps LRP service obligation as verified by your In-service verifications (ISV). Participants who fail to complete and submit their ISV on time will jeopardize receiving service credit and a future continuation contract and may be recommended for default.
- Continue to meet all other program eligibility criteria and plan to work for the duration of the contract continuation at the approved facility.

REQUIRED SUPPORTING DOCUMENTS

It is recommended that you gather and prepare your documents before starting the application.

The following documents are required for the NURSE Corps LRP Continuation application:

- **Payment History** is a required document which indicates that all payments received under your initial NURSE Corps LRP contract have been applied to reduce your qualifying nursing education loans debt. This payment history can be obtained from your lender(s) and should reflect payments from your service start date through the continuation request submission.
- **Account Statement** is a required document which indicates that your loan is still in good standing with your lender/servicer.
- **NSLDS/Disbursement Report** is required to show the date of origination for each loan that is submitted.

CONTINUE

Steps:

1. Participant read information on status page.
2. Participant selects **Start Continuation Application**.



Whenever a participant logs out and logs back in to the Continuation application, the participant should be directed to the In Progress landing page. The participant will be able to see the status of each section and can navigate to different sections from this landing page.

Continuation Application

Hello Major Lazer,
Welcome!
Your overall application status is: **In Progress**
Your application ID is: **329180**
Please select Continue to resume filling out the online application.

Page Name	Status
Instructions	Complete
Employment	Complete
Employment Verification	Complete
Loan Information	Complete
Self Certification	Not Started
Review and Submit	Not Started

CONTINUE

Steps:

1. Participant reads information on status page.
2. Participant navigates to a specific section by selecting the page name hyperlinked in the table, or;
3. Participant continues his/her application from the last saved page by selecting **CONTINUE**.

Business Rules:

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



Section 7: Employment

The Employment Information of the Continuation application will display the current site stored in BMISS for the participant. The participant will have the option to indicate that the site is not correct.

	RICHMOND, VA 23220-4911
Is ALL of the site information listed above correct? * <input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Steps:</p> <ol style="list-style-type: none">Participant answers required fields.<ol style="list-style-type: none">Required fields denoted with an asterisk (*).Participant selects Save & Continue once he/she has answered all the required fields.
You will need to submit a Site Status Change Request before you can complete the continuation application. If you select No , you will be prompted to submit a Site Status Change Request and select your correct site before continuing to the Employment Verification step.	



Section 8: Employment Verification

On the Employment Verification page of the continuation application, Employment sites are required to answer questions about the participant's current employment information. The participant will be able to view the information entered by the site Point of Contact (POC) **before** submitting his/her application. If the participant believes any answers entered by the site POC are incorrect, a participant may cancel the existing EV and re-initiate a new one.

Employment Verification

To begin the Employment Verification process, click on your site that is listed under "Site Name." Verify that the point of contact (POC) at your site is listed. If you do not see your POC listed, you must enter the most recent email address of your POC under the "Other POC Email" section. Once complete, you will be able to send the employment verification to your employer by selecting "initiate" next to the site information below. Employment Verification (EV) is to be completed by your site point of contact (POC) through the Bureau of Health Workforce's Program Portal ("Portal") for Site Administrators. You may need to contact your site's POC(s) to alert them the Employment Verification will arrive through the Portal. For additional information regarding the Employment Verification process, please see the [NURSE Corps LRP Employment Verification FAQs](#).

Please note: Third party employment verifications will not be accepted. Employment verifications not completed by the applicant's immediate supervisor, or an authorized agent of the employer's human resource department, will result in a void of the Nurse Corps LRP application.

Please thoroughly review your Employment Verification once it is completed by your POC. If you feel that the responses listed are not accurate, contact your POC and resolve any concerns. If an error has been made, you must CANCEL the incorrect EV and re-INITIATE the EV process for that site again. Please Note: All EVs must be completed to submit an eligible application by the deadline. Information provided on the EV will be used to determine your eligibility for a Continuation Contract.

CURRENT REQUESTS

Site Name	Verification Type	Date Created	Status	Other POC Email
Mercy Hospital and Medical Center	Continuation	N/A	Not Started	<input type="text"/> Initiate ▶

HISTORICAL REQUESTS

Site Name	Date Created	Status	Other POC Email
Mercy Hospital and Medical Center	08/13/2015	Completed Cancelled	

SAVE & CONTINUE

Steps:

1. Sites shown in the Employment section will be listed in the table in the Current Requests section.
2. Participant may click site name to review the address, phone number and point of contact for his/her site.
3. Participant can initiate EV by clicking **Initiate** next to his/her site.
4. Participant selects **Save and Continue** once he/she has initiated his/her EV.
 - a. A participant may navigate to the Loans page without initiating an EV.
5. Participant is directed to the Loans page.

Business Rules:

- System shall display EV status as Not Started before participant initiates an EV Request.
- System shall allow participant to resend EV if EV status is "Returned-Unverified".
 - An EV will be returned unverified if the site POC indicates that the participant does not work at that site.
- System shall disable initiate button if EV status is "In Progress" or "Complete".
 - The participant still has the option to cancel the EV.



Employment Verification

To begin the Employment Verification process, click on your site that is listed under "Site Name." Verify that the point of contact (POC) at your site is listed. If you do not see your POC listed, you must enter the most recent email address of your POC under the "Other POC Email" section. Once complete, you will be able to send the employment verification to your employer by selecting "initiate" next to the site information below. Employment Verification (EV) is to be completed by your site point of contact (POC) through the Bureau of Health Workforce's Program Portal ('Portal') for Site Administrators. You may need to contact your site's POC(s) to alert them the Employment Verification will arrive through the Portal. For additional information regarding the Employment Verification process, please see the [NURSE Corps LRP Employment Verification FAQs](#).

Please note: Third party employment verifications will not be accepted. Employment verifications not completed by the applicant's immediate supervisor, or an authorized agent of the employer's human resource department, will result in a void of the Nurse Corps LRP application.

Please thoroughly review your Employment Verification once it is completed by your POC. If you feel that the responses listed are not accurate, contact your POC and resolve any concerns. If an error has been made, you must CANCEL the incorrect EV and re-INITIATE the EV process for that site again. Please Note: All EVs must be completed to submit an eligible application by the deadline. Information provided on the EV will be used to determine your eligibility for a Continuation Contract.

CURRENT REQUESTS

Site Name	Verification Type	Date Created	Status	Other POC Email	
HHC Harlem Hospital Center - Administrative Network Anchor & Nurse Corps	Continuation	03/25/2015	Complete	F455F2E9310720F978@EXAMPLE.com	Cancel

SAVE & CONTINUE

Business Rules, cont.:

- System shall deem employment page complete when EV in current requests table is complete.
- To be able to delete an EV the user must cancel a request that is "In Progress" or "Completed".
- System shall link to complete EV on the EV section of the application once completed by the site POC.
- System shall open read-only EV if clicked on once completed.



Section 9: Loan Information

The system will display all approved loans from the participant's previous obligation. The participant will have the ability to update their previously approved electronic Federal loans using their National Student Loan Data Systems (NSLDS) account or manually update each of the previously approved loan(s) to its current status as well as the current balance. The system will display all current (updated) loans in a separate table.

Steps to Access your loans:

1. Participant navigates to LOG INTO YOUR NATIONAL STUDENT LOAN DATA SYSTEM ACCOUNT and clicks **Access your Loans**
2. Participant is direct to the Department of Education's Federal Student Aid login page and logs in using their FSA ID
3. Participant will be automatically redirected to his/her continuations application after authentication
4. If NSLDS authentication and retrieval is successful, the participant's loan(s) will display in the Current and Updated Loans table
 - a. Participant 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. The social security number and date of birth associated with the participant must match the social security number and date of birth on file with the Department of Education
 - d. Previously approved should not have been consolidated
 - e. No new Federal loans can be present on an applicants NSLDS report since their previous obligation
5. Participant may update loans previously retrieved from NSLDS by clicking the **Update Loans** (Update Loans) button to display the 'Access your Loans' button
 - a. Participant 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

Loan Information

INSTRUCTIONS

Below you will find your previously approved loans from your NURSE Corps LRP award. For each approved NURSE Corps LRP (NCLRP) loan, you will be required to update the information using your National Student Loan Data Systems (NSLDS) account or manually. Once you have updated your loans, they will appear under the "Current and Updated Loans" section.

IMPORTANT NOTE: If you have consolidated any of your "Previously Approved" federal loans or received a new federal loan(s) since your previous NCLRP award, you will not be able to update your "Previously Approved" federal loans using your NSLDS account. You will be required to manually update and verify your loan information.

For consolidated loans, you must manually add any new loans which were added to the consolidation.

To Access Your Federal Student Loan(s) using your National Student Loan Data Systems (NSLDS) account use the "Access your Loans" button below. You will be directed to the Department of Education's Federal Student Aid login page and will be 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 redirected to your application with your loans displayed in the "Current and Updated Loans" section. You may also select the "Return to Source" button from the FSA ID Login screen at any time to return to your application.

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 the application deadline, please update your loans manually. The period for submitting applications will not be extended due to difficulties with submitting your loans.

To manually update Federal Student Loan(s) click the "Need Help?" link and select "Manually Update Loans". Add any new loans that were not previously approved, as well as any new consolidations that include loans previously approved by NURSE Corps LRP to the "Add New Loan" section. Then, update and verify the information for the loans that were previously approved by the NURSE Corps LRP in the "Previously Approved Loans" section. Lastly, confirm the loans you wish to submit for repayment and upload the required documentation in the "Current and Updated Loans" section. Documents submitted by fax, email or regular mail will not be reviewed.

PREVIOUSLY APPROVED LOANS

Lender	Account/Loan Number	Amount	Original Type	Action
DEPT OF ED/ FEDLOAN SERVICING(PHEAA)	1	\$2,202.00	Electronic	View
DEPT OF ED/NAVIENT	3	\$43,437.00	Electronic	View

CURRENT AND UPDATED LOANS

No loans in list.

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 edit loans manually?

Add New Loan



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



7. Participant 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
8. Participant can view a read only version of his/her loan details by clicking the “**View**” button next to each loan electronically retrieved.
9. The date and time of the last successful transaction with the NSLDS will be displayed for reference
10. Participant clicks **Upload Documents**.
11. Participant will be redirected to the Loan Documents page (see **Figure 4**).
 - a. Status will be updated to Documents Uploaded when all documents are uploaded.
12. Participant can choose to add another loan.
 - a. To add another loan, the participant will click the Add New Loan button and repeat the below steps 3-9.
 - b. **Note:** Only private loans may be added when loans are electronically retrieved.

Steps to Manually Update:

Loan Details

Lender	Account / Loan Number
DEPT OF ED/ FEDLOAN SERVICING(PHEAA)	1

[← Back to Loan Information](#)

ACCOUNT INFORMATION

Servicer Name	DEPT OF ED/ FEDLOAN SERVICING(PHEAA)
Account Number	1

BALANCE INFORMATION

Original Date of Loan	11/09/2010
Previously Verified Loan Amount	\$2,000.00
Type of loan	DIRECT UNSUBSIDIZED (TEACH)
Current Balance (Principle & Interest) or Payoff	\$2,202.00
As of date of your current statement	09/30/2014
Is this loan in default?	No
Is this loan under Federal Court Judgment?	No



1. To manually update previously approved electronic loans the participant must first click the “**Need help?**” link and choose to manually update loans.

2. Participant clicks ‘**Edit**’.

3. Participant is directed to Loan Details page (see Figure 2).

4. Participant is required to fill in all required fields to continue:

- a. Loan Status
- b. Sold/Transferred
- c. Servicer (previous electronic loans only)
- d. Account Number (previous electronic loans only)
- e. Current Balance
- f. Is the loan in default
- g. Is the loan under Federal court judgment
- h. Purpose of loan

5. If the loan has been consolidated, the participant will be required to enter the following information:

- a. The loan it was consolidated into
- b. Date of Consolidation
- o Note: The system will automatically set the balance of the loan to 0.

6. If the loan has been paid off through payments the participant will be required to enter the following information:

- a. Date of statement that shows pay-off
- o Note: The system will automatically set the balance of the loan to 0.

7. After the participant enters all information, he/she will click **Save and Continue** and will be taken to Loan Information Page (see Figure 1).

8. The loan now appears under Current and Updated Loans table (see figure 3).

9. Participant clicks **Upload Documents**.

10. Participant will be redirected to the Loan Documents page (see Figure 4).

- b. Status will be updated to Documents Uploaded when all documents are uploaded.

CURRENT AND UPDATED LOANS

Electronically received from U.S Department of Education, NSLDS - Fri Apr 15 11:25:14 EDT 2016

Lender	Account/Loan Number	Status	Amount	Updated Type	Action	Upload Documents	Delete
DEPT OF ED/ FEDLOAN SERVICING(PHEAA)	1	Updated - Missing Documents	\$2,202.00	Electronic	View	Upload Documents	
DEPT OF ED/NAVIENT	3	Updated - Missing Documents	\$43,437.00	Electronic	View	Upload Documents	

[Add New Loan](#) [Update Loans](#) [Remove Federal Loans](#) [SAVE & CONTINUE](#)



11. Participant can choose to add another loan.

- c. To add another loan, the participant will click the Add New Loan button and repeat the above steps 3-9 and below steps 1-3.



12. If the participant wants to edit his/her loan, the participant can click the **'Edit'** button.

13. If the participant does not add another loan or edit their loan, they will click **Save and Continue**.

Steps Upload loan Documents:

1. Participant will upload necessary documents and click **Save**.
 - a. Consolidated Loan Supporting Document is required if the participant indicates that his/her loan is consolidated.
2. Participant clicks **Save**.
3. Participant will be directed back to the Loan Information page (see **Figure 1**).
 - a. Status will be updated to Documents Uploaded when all documents are uploaded.

Business Rules:

- System shall require user to select one method (electronic or manual) to update/add Federal loans.
- System shall require fields if participant selects "Other" for Lending Institution:
 - Lender Name
 - Phone Number
 - Phone Extension
 - Fax Number
- System shall not allow Current Balance As of Date to be prior to Original Date of Loan or after current date.
- System shall not allow user to enter in a Current Balance As of Date more than 30 days from current date.
- System shall require that Original Date of Loan be,
 - After Loan Consolidated Dates, if Yes to Consolidated Loan
 - Prior to Loan in Default/Loan Judgment Dates, if Yes to Loan in Default or Loan under Judgment
- System shall require use to enter date if "Yes" to Loan in Default.

Loan Documents

Lender: DEPT OF ED/ FEDLOAN SERVICING(PHEAA) Account / Loan Number: 1

[Back to Loan Information](#)

INSTRUCTIONS

Provide a current account statement that includes your name, name of the lender/servicer, account number, and current balance (principal and interest). Provide an itemized payment history for this loan. Payment histories must reflect payments made during your initial 2-year service obligation. **Please note:** All payment histories must reflect the full disbursed award amount received thus far. Additionally, you must provide an NSLDS Aid Summary Report/Disbursement Report for each loan. For a consolidation, the NSLDS Aid Summary Report/Disbursement Report must illustrate all loans that have been consolidated.

Payment History Instructions

Did you make any payments toward this loan with your previous NURSE Corps LRP award? If so, please upload your payment history. All payments must be documented.

UPLOADED DOCUMENTS

No loan documents have been uploaded.

UPLOAD DOCUMENT

Choose document type. Documents denoted with an asterisk (*) are required.

Payment History*

Additional Document

No file selected.



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



Section 10: Self Certification

The Self-Certification page is where the participant is required to certify certain certifications by checking the checkbox next to each certification.

Self Certification

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

Pursuant to 2 CFR 180.335 (2006) as implemented by 2 CFR 376.10 (2007), an applicant applying to enter into a covered transaction (which includes an application to participate in the NURSE Corps Loan Repayment Program) 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, 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 government 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 of Financial Privacy Act of 1978 (RFPA) (12 USC 3404), having read the [statement of my RFPA rights](#), I hereby authorize the government or financial institution named in item 1 and/or 9 on each Loan Details page release financial records relating to educational loan(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. AUTHORIZATION TO RELEASE INFORMATION *

I hereby authorize, the HHS, and/or its contractors, to release the following information to the lenders/holders of my educational loans in order to determine my eligibility/qualifications to participate in the Nurse Corps LRP, and to determine the eligibility of my educational loans for repayment under the Nurse Corps LRP: my name, address(es), social security number, account number(s), account status, and other information necessary to identify me. In addition, any program or entity to which I owe a service obligation, or defaulted on a service obligation, to release information to that obligation to HHS and/or its contractors. This authorization will take effect on the date that I sign this release form. If I become a participant in the Nurse Corps LRP, this authorization shall remain in effect until the date my Nurse Corps obligation, including any extension of the obligation pursuant to a continuation contract has been fulfilled or this authorization is revoked by me in writing. If I do not become a participant in the Nurse Corps LRP, this authorization shall remain in effect until September 30 2016.

4. CERTIFY BY CHECKING THE BOX NEXT TO THE STATEMENT BELOW *

- I certify that I have read and understand the [Fiscal Year 2016 Application and Program Guidance \(APG\)](#).
- I certify that all of the information that I have provided in this application and required supplemental documents is true.

SAVE & CONTINUE

Steps:

1. Participant reads each certification.
2. Participant indicates that he/she agrees by selecting the checkbox.
3. Participant selects **Save and Continue**.

Notes:

- System shall require that the participant has responded to each certification question to proceed.
- System will clear Self Certification page if the participant proceeds to Review and Submit paged but then navigates to another section of the application.



Section 11: Sign Contract

The Sign Contract section will be where the participant signs his/her continuations contract. This will be the last page of the application. Once the participant signs the contract, he/she will submit the application and if eligible, will immediately be kicked off for review.

Sign Contract

This contract is not binding until countersigned by the Secretary of the Department of Health and Human Services or his/her designee.

[View a printable version of the NURSE CORPS LRP contract](#)

Page: 1 of 1 Automatic Zoom

NURSE Corps LOAN REPAYMENT PROGRAM Continuation Contract for RNs Serving at a CSF Fiscal Year (FY) 2016	U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES Health Resources and Services Administration Bureau of Health Workforce
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Consistent with paragraph 6 of the initial NURSE Corps Loan Repayment Program (NURSE Corps LRP) Contract ("Initial Contract"), the Secretary of Health and Human Services ("Secretary") and the undersigned participant ("Participant") agree to amend the Participant's Initial Contract for a third year. The terms and conditions of this amendment are set forth in the Initial Contract, this Continuation Contract, section 846 of the Public Health Service Act (42 United States Code (U.S.C.) section 297n), and 42 Code of Federal Regulations (C.F.R.) section 57.312. The Nursing Education Loan Repayment Program (NELRP) was renamed the NURSE Corps LRP in FY 2013, and this Continuation Contract reflects the program's new identity.

The Participant agrees to provide a third consecutive year of full-time service at an approved public or private nonprofit Critical Shortage Facility ("CSF") as defined by the Secretary. Full-time service is working as a registered nurse (RN) at a CSF for a minimum of 32 hours per week. No more than 35 workdays per service year may be spent away from the CSF for vacation, holidays, continuing education, illness, parental leave (maternity/paternity/adoption), or any other reason. The Participant further agrees to maintain a current, full, permanent, unencumbered, unrestricted license to practice as an RN

CERTIFICATION

I certify that I have read the above contract in its entirety and my electronic signature on this contract is intended to be the legally binding equivalent of my handwritten signature.

Once you select the "Sign and Submit" button you will not be able to make any additional edits to your application. Please take a moment to review all required documents and related information prior to submission.

SIGN AND SUBMIT

Steps:

1. Participant reviews the contract.
2. The Participant enters his/her SSN, Security Question answer, and password.
3. Participant selects **Submit**.

Business Rules:


- System shall not allow application to be submitted after the application deadline for the given cycle.
- All page statuses except for review and submit must be complete for participant to submit his/her application.
- Participant must enter his/her correct SSN, security answer and password in order to submit his/her application.
 - System shall display error message and not allow participant to submit if any of the information entered is incorrect.
- System shall direct user to landing page with links to uploaded documents and .PDF version of the application.
- System shall display appropriate contract for participant on the page.
- The contract for NCLRP is dependent on the participant's application type (Base or Nurse Faculty).




CERTIFICATION

I certify that I have read the above contract in its entirety and my electronic signature on this contract is intended to be the legally binding equivalent of my handwritten signature.

ENTER SIGNATURE INFORMATION

SSN * 

Confirm SSN *

Who is your favorite sports team? * 

Password *

Once you select the "Sign and Submit" button you will not be able to make any additional edits to your application. Please take a moment to review all required documents and related information prior to submission.

SIGN AND SUBMIT

•
Business Rules, cont.:

- System shall link to .PDF version of contract at top of page.
- System shall require user to check the checkbox that participant has read the contract and agrees to its terms.
- System shall include tool tip next to security question that participant can change security question and answer from account settings.



Section 12: Submitted Landing Page

After the participant submits his/her NCLRP continuations application, he/she will be directed to the Submitted landing page and the overall application status will change to "Submitted". On the Submitted landing page the participant will have the ability to withdraw his/her application. The participant **cannot edit** his/her application upon submission. The participant may withdraw his/her application until the application is under obligation if applicable.

Continuation Application

Hello Major Lazer,

You have submitted your Fiscal Year 2016 NURSE Corps Loan Repayment Program continuation application and all required supporting documents!

Your overall application status is: **Submitted**

Your application ID is: 329180

[View your submitted application](#)

[View NSLDS Report](#)

It is your responsibility to ensure that the entirety of your application and supporting documents (including Employment Verifications) has been accurately submitted.

If you are no longer interested in continuing your NURSE Corps service, please click the button below to withdraw your application from consideration. This action is final and cannot be reversed.

[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
Daily Planet Healthcare for the Homeless Program	04/14/2016	04/14/2016	Complete

LOAN SUPPORTING DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
DEPT OF ED/ FEDLOAN SERVICING(PHEAA) 1	Payment History	AA_Test_Document.docx	Received
DEPT OF ED/NAVIENT 3	Payment History	AA_Test_Document.docx	Received

GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Authorization to Release Information	Authorization_to_Release_Information_329180.pdf	Received
Contract	NCLRP_FY16_Continuation_Contract_329180.pdf	Received

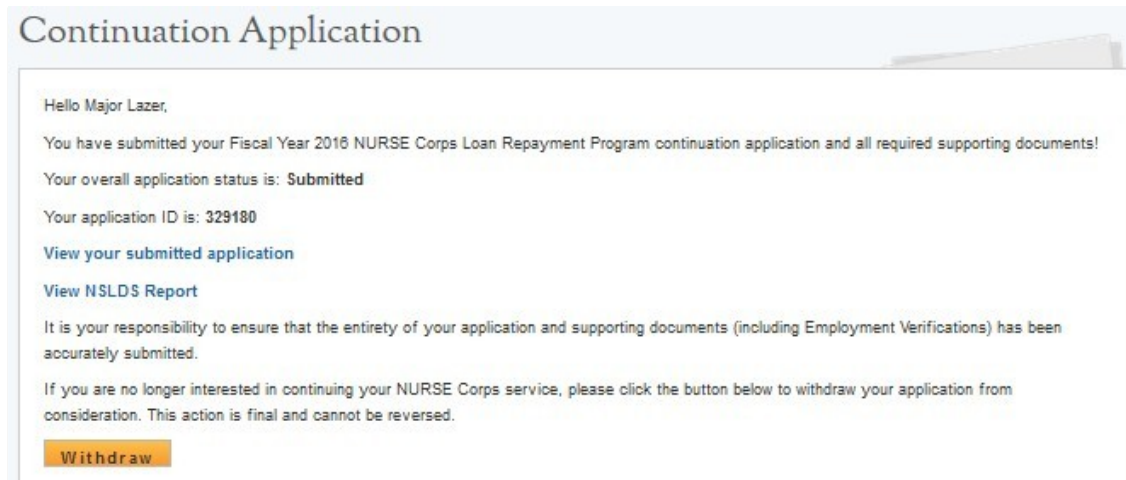
Business Rules:

- System shall allow user to Withdraw application.
- System shall disable Withdraw when participant is Sent to the Obligation module (upon status updating to "Pending Addendum" or "Pending Obligation").
- System shall link to documents uploaded in application after application has been submitted on the submitted landing page:
 - Loan/Payment History Documents
- System shall link the completed EV submitted by the site POC on the submitted landing page.
- System shall provide a .PDF copy of submitted application after application has been submitted.
- System shall display continuation application ID.
- System shall direct user to Withdraw confirmation screen upon selecting withdraw.



Section 13: Withdraw Application

A participant has the option to withdraw his/her application after submission. The participant may withdraw his/her application until the participant is in the Obligation Module. **Once the participant withdraws his/her application, he/she cannot resubmit the application and will not be considered for an award.**



Continuation Application

Hello Major Lazer,

You have submitted your Fiscal Year 2016 NURSE Corps Loan Repayment Program continuation application and all required supporting documents!

Your overall application status is: **Submitted**

Your application ID is: 329180

[View your submitted application](#)

[View NSLDS Report](#)

It is your responsibility to ensure that the entirety of your application and supporting documents (including Employment Verifications) has been accurately submitted.

If you are no longer interested in continuing your NURSE Corps service, please click the button below to withdraw your application from consideration. This action is final and cannot be reversed.

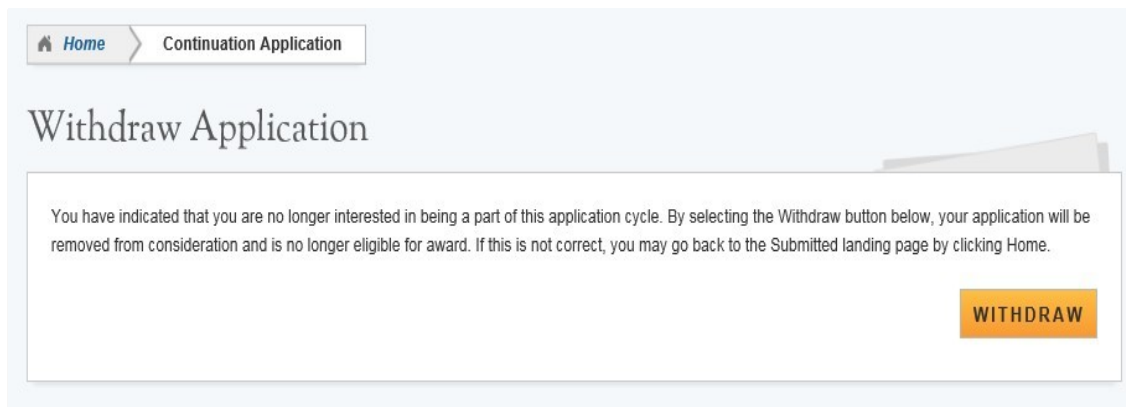
[Withdraw](#)

Steps:

1. From the Submitted landing page and participant will click **Withdraw**.
2. The participant will be directed to the “Withdraw Application screen for confirmation.
3. The participant clicks **Withdraw** and is directed to the Submitted Home page.
 - Note: The participant’s status will be updated to “Withdrawn”.

Business Rules:

- The ability to withdraw an application will be disabled when the participant is sent to obligation.
- Withdrawing the application will make the participants final status withdrawn, **which cannot be undone**.



Home > Continuation Application

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 this is not correct, you may go back to the Submitted landing page by clicking Home.

[WITHDRAW](#)



Section 14: Resolving Issues

Please use the following instructions to resolve any inquiries a NCLRP participant might have:

1. For Technical Issues:

Production Support Process:

- When a **technical** issue is encountered, e.g. Participant cannot upload his/her Resume, the Customer Care Center should log the issue in the BMISS Issue Tracker. The NCLRP Continuation 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. Participant details should include the following:
 - Participant information: Full name, last four of SSN, email, phone number
 - The exact NCLRP Continuation Online Application screen the participant was on when the issue occurred (screenshot if applicable)
 - The Web Browser the participant 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 a participant 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 Participant's question and information are recorded and the Customer Care Center contacts the appropriate DNHSC Analyst. DNHSC answers the question and the Customer Care Center responds back to the Participant.

Capturing Participant Information:

- The following participant information should be captured with as much detail of the issue as possible:
 - First and Last Name
 - Email Address
 - Phone Number
 - Last four digits of SSN
 - Section of Online Application the user was on when they encountered the problem
 - Detailed summary of the problem
 - Supporting Document (If applicable)

