



# BHW Management Information System Solution (BMISS)

## *Faculty Loan Repayment Program Online Application User Guide*

April 2018



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## **Introduction: FLRP Online Application User Guide**

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**Goal:** The FLRP online application user guide serves as the guidance for the Call Center to answer applicant inquiries. In addition to this user guide, the call center analysts must be familiar with the FLRP Application Program & Guidance, as some applicant questions will be policy based, and are not discussed in this document. The primary intent for this user guide is to focus on the functionality developed for the FLRP online application.

**Roles:** There are no roles associated with the FLRP online application, as any external user can apply.



## Section 1: Create Account

**Figure 1.1**

ONLINE APPLICATION

**FACULTY  
LOAN  
REPAYMENT  
PROGRAM**

### Login

Please log in using the fields below:

Your Email \*

Your Password \*

[forgot your password?](#)

**LOGIN**

### Create an Account

Not a registered user? **Create an account for the FLRP** ▶

Note: If you have previously registered to apply for the FLRP in past application cycles, you will still need to recreate an account.

**OMB Public Burden Statement**  
An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a current OMB control number. The current OMB control number for information collected through this application process is 0915-0150 and the expiration date is 09/30/2018. Public reporting burden for this collection is estimated to average 6.0 hour(s) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Office, 5600 Fishers Lane, Room 10C-03, Rockville, Maryland 20857.

### 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](#).

[Privacy Policy](#)

In order to begin the FLRP Online Application, the applicant must first create an account.

Steps:

1. Applicant navigates to the online application via the web link:

<https://programportal.hrsa.gov/extranet/landing.seam>

2. Applicant selects the “Create a FLRP Application Account” link in the bottom left hand section of the page (see figure 1.1).



**FACULTY LOAN REPAYMENT PROGRAM**

ONLINE APPLICATION

### Create My Account

*\* required field*

Please enter the information below to create your account for the Online Application. Once you complete and submit the information, you will receive access to login and complete the Online Application. Prior to creating your account, please refer to the [2018 Faculty Loan Repayment Program \(FLRP\) Application Program Guidance](#) which outlines eligibility criteria.

How did you hear about FLRP? \*

Have you applied to any other loan repayment programs? \*  Yes  No

First Name \*

Last Name \*

Middle Initial

Title

Suffix

Email \*

Confirm Email \*

Create Password \*

Confirm Password \*

Security Question \*

Security Answer \*

**CREATE**

**Figure 1.2**

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 email address provided when creating an account.

Steps:

1. Applicant responds to each of the required fields (see figure 1.2).
2. Applicant selects **CREATE** to register for an account with the Faculty Loan Repayment Program (FLRP).
3. System prompts the user at the top of his/her screen that “We have successfully created your account. Please check your email for instructions how to enable your account.”
4. Applicant goes to the email account used to create the FLRP application and finds the email from FLRP in the inbox.
5. Applicant selects the activation link in the body of the email.
6. System re-directs the applicant to the FLRP application “Log In” page, with a notification that his/her account is now activated.

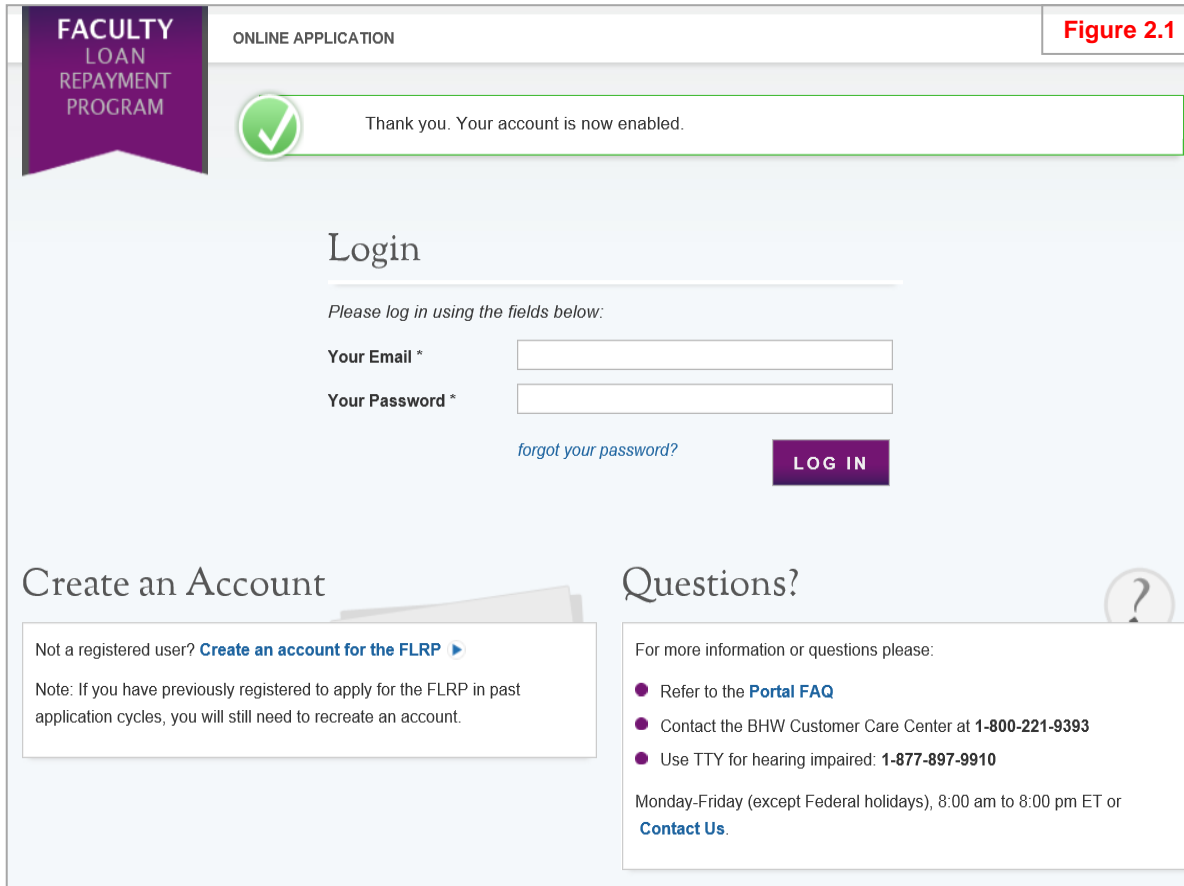
Business Rules:

- The email address provided by the applicant will serve as his/her FLRP online application username.
- The Applicant can view the FLRP Application and Program Guidance by selecting the link in the first paragraph.
- The following information will be auto-populated on the General Information page:
  - First & Last Name
  - Middle Initial
  - Title
  - Suffix
- Applicants can roll over the tool tip next to the “Password” field for details on password criteria.




## Section 2: Logging In

Once an applicant activates the account, the applicant is able to log in. The applicant will enter the email address (username) and password used when creating the account in order to log in. If the applicant forgets the password, the applicant can select the “forgot your password?” link to reset the password; this will be later described in Section 3 (next page).



**FACULTY LOAN REPAYMENT PROGRAM**

ONLINE APPLICATION Figure 2.1

 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

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

Note: If you have previously registered to apply for the FLRP in past application cycles, you will still need to recreate an 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. Applicant enters his/her email address and password (figure 2.1).
2. Applicant selects .
3. System re-directs applicant to the FLRP Online Application Home Page.

### Business Rules:

- After selecting the activation link in the email, the system notifies the applicant that the account is activated (this only happens once on the initial log in).
- After the applicant's second failed log in attempt, the applicant will be warned that the account will be locked if the next log in attempt is incorrect.
- The applicant's account will be locked after the third failed log in attempt and the applicant will be required to go through the “Forgot your Password” process or contact the Call Center to unlock the account.



## Section 3: Forgot Your Password

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

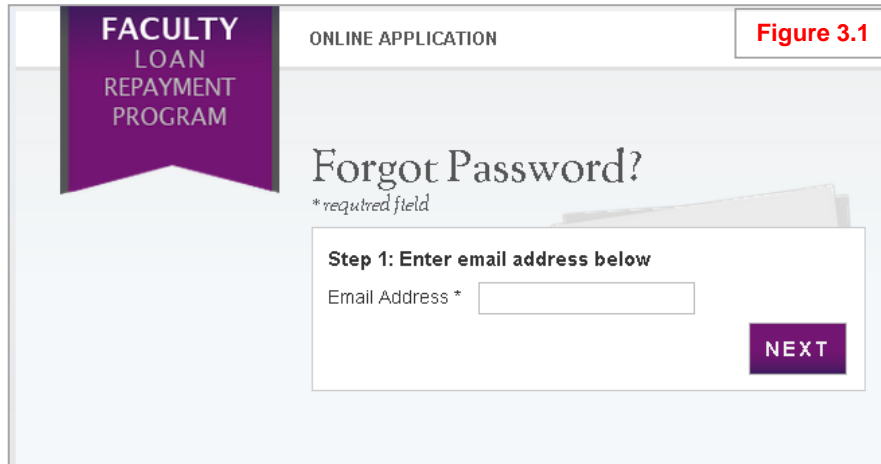


Figure 3.1

FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION

### Forgot Password?

*\*required field*

**Step 1: Enter email address below**

Email Address \*

NEXT

### Steps:

1. Applicant selects [forgot your password?](#) on the log in page.
2. Applicant enters the email address and selects **NEXT** (figure 3.1).
3. Applicant answers the security question and selects **SUBMIT** (figure 3.2).
4. System displays confirmation and sends an email to applicant (figure 3.3).

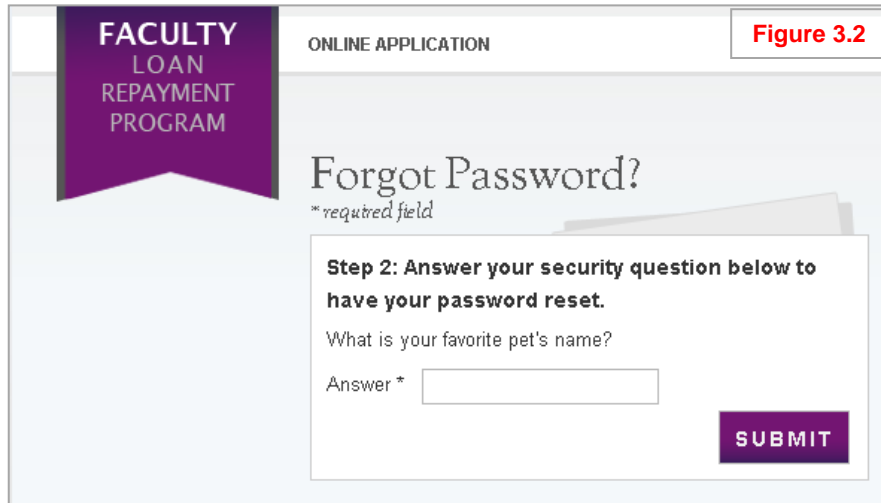


Figure 3.2

FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION

### Forgot Password?

*\*required field*

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

What is your favorite pet's name?

Answer \*

SUBMIT

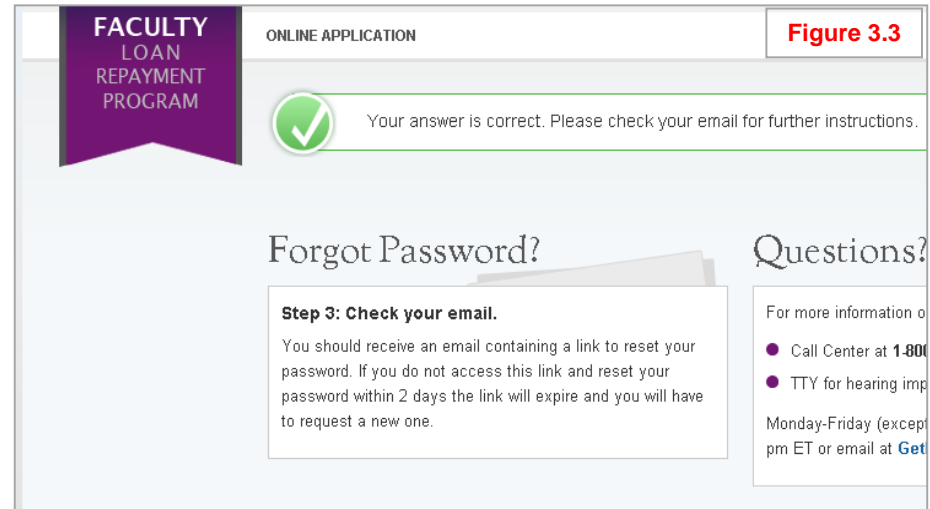



Figure 3.3

FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION

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

### Forgot Password?

**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.

### Questions?

For more information on

- Call Center at 1-800
- TTY for hearing imp

Monday-Friday (except pm ET or email at [Get](#)



Steps (continued):

5. Applicant goes into email inbox to access the email which was sent to activate the account.
6. Applicant selects Reset Password Link from the email.
7. Applicant enters new password and selects **UPDATE PASSWORD** (figure 3.4).
8. System updates new password.
9. Applicant is directed to the BHW portal home page.
10. Applicant selects “Applying for the Faculty Loan Repayment Program.”
11. Applicant enters in email address and new password.

Notes:

- Passwords must have a minimum length of eight characters; shall not contain slang, jargon, or personal information; shall not contain all or part of your username; and must contain: at least one English upper-case character (A-Z), at least one English lower-case character (a-z), at least one numerical digit (0-9), and at least one special character (e.g. @, !, \$, %). A character may not be repeated more than once in succession.

The screenshot shows the 'Change Password' interface on the BHW Program Portal. At the top left, the logo reads 'BHW PROGRAM PORTAL'. A red box in the top right corner is labeled 'Figure 3.4'. Below the header, a green checkmark icon is followed by the instruction 'Please set your new password below.' The main heading is 'Change Password' with a note '\* required field'. Below this are two input fields: 'New password \*' and 'Confirm new password \*'. An orange 'UPDATE PASSWORD' button is located at the bottom right of the form area.





## Section 4: Home Page

Upon logging into the application, the applicant will first see the Home Page. The Home Page will display content as it relates to the application status. If the applicant is in “Not Started” status, the page will display an outline of the FLRP application and a button that allows the applicant to begin the application. Once the application has been started, the status will be “In Progress” and the Home Page will display a table with the application progress.

ONLINE APPLICATION

Account Settings Log Out

**Figure 4.1**

**FACULTY LOAN REPAYMENT PROGRAM**

### Faculty Loan Repayment Program

Welcome to the 2018 Faculty Loan Repayment Program (FLRP) Online Application

Application ID: 7960

Thank you for your interest in the Faculty Loan Repayment Program (FLRP). Please be sure to carefully read the [2018 FLRP Application Program Guidance](#) before starting the application. The FLRP application is made up of two parts: the online application and supporting documents.

It is recommended that prior to beginning the online application you prepare all electronic copies of the required supporting documentation. *All information provided in the supporting documents and online application must match exactly. Any disparities will cause your application to be deemed ineligible.*

The following documents must be uploaded online:

- Proof of U.S. Citizenship or U.S. National; Lawful Permanent Resident
- Proof of Disadvantaged Background from School Official
- Existing Service Obligation/Member of Reserves Document (if applicable)
- [Authorization for Release of Employment Information](#)
- [Institution Employment/Loan Repayment Verification Form](#)
- Copy of Employment Contract and/or Letter of Employment
- Curriculum Vitae/Resume
- Unofficial Transcripts (for all schools you are requesting loan repayment)
- Copy of health professional degree or certificate (if school is completed)
- Letter of good standing from your Program Director with your expected graduation date (if in last year of school)
- Employer's Agreement or Waiver of Loan Repayment Match
- Payment History (if you have previously received a FLRP award)
- Loan Supporting Documents
  - A bank issued document with the account number, original date of the loan, and the original amount of the loan. This can be an Account Statement, Aid Summary Report, or Disbursement Report.
  - Documentation for loans not subject for cancellation (if applicable)

### Steps:

1. Applicant reads through the information displayed on the Home Page (see figure 4.1).
2. Applicant selects **START MY APPLICATION**



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

1. Eligibility
2. General Information
3. Qualified Education
4. Loan Information
5. Employment Information
6. Supporting Documents
7. Certification
8. Review and Submit

Prior to submitting, you will have the opportunity to review your online application. Please do so carefully. Once the application has been submitted, you will not be able to update or change application answers provided. Your final application will be available for review, download, and printing.

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

The final submission date is June 28, 2018 at 7:30 P.M. ET. Remember to log into the FLRP online application to check the status of your application.

#### **Paperwork Reduction Act Public Burden Statement**

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a current OMB control number. The current OMB control number for information collected through this application process is 0915-0150 and expired on 09/30/2018. The public reporting burden for this collection is estimated to average 6 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 10C-24, Rockville, Maryland, 20857.

OMB No. 0915-0150 Expiration Date: 09/30/2018

**START MY APPLICATION**



If the applicant has already started a FLRP online application and is logging back in, the home page will display the “In Progress” status if the applicant has already started his/her FLRP online application and logged off, upon logging back in, he/she are directed to the Home Page. The Home Page will now display “In Progress” status, and the applicant will be able to select “Continue” or a link to the desired section from the table.

The screenshot shows the 'Faculty Loan Repayment Program' online application interface. At the top, there is a purple banner with the text 'FACULTY LOAN REPAYMENT PROGRAM'. Below this, the page title is 'Faculty Loan Repayment Program'. The main content area includes a welcome message, the application status 'In Progress', and an application ID of 7960. A table titled 'Application Steps' lists various sections and their current status. A purple 'CONTINUE' button is visible at the bottom right of the page.

| Page Name              | Status      |
|------------------------|-------------|
| Eligibility            | In Progress |
| General Information    | Not Started |
| Education              | Not Started |
| Loan Information       | Not Started |
| Employment Information | Not Started |
| Supporting Documents   | Not Started |
| Certification          | Not Started |
| Review and Submit      | Not Started |

Steps:

1. Applicant reads information on status page (see figure 4.2).
2. Applicant selects to navigate to a specific section by selecting the active link to the desired page name in the table.
  - a. Only pages that have been completed or are in progress can be selected.
3. Applicant selects **CONTINUE**
  - a. System directs applicant to first incomplete page.

Business Rules:

- The system shall only link to pages that are in a “Complete” or “In Progress” status. The applicant will not be able to navigate to a page that has a “Not Started” status.
- If the applicant selects “Continue,” the applicant will be taken to the first incomplete page. For example, if Education Information is “Complete”, system shall direct applicant to Loan Information if “Continue” is selected from the Home Page.



**Eligibility**  
*\* required field*


**Figure 5.1**

1. Do you or will you have a degree in an eligible health profession discipline, as defined by the [2018 FLRP Application Program Guidance](#) before June 29, 2018? \*

Yes  No

2. Do you or will you have an employment commitment from an eligible health professions school for a full-time or part-time (as defined by the school) faculty position for a minimum of 2 years, with employment to commence on or before June 29, 2018? \*

Yes  No

3. Has your school certified you as having a disadvantaged background? \* 

Yes  No

4. Are you a U.S. Citizen, U.S. National or Lawful Permanent Resident? \*


Yes  No

5. Do you have an existing service obligation? \*

Yes  No

Will it be completely satisfied on or before the application deadline? \*

Yes  No

Are you in a Reserve component of the Armed Forces, including the National Guard? \* 

Yes  No

6. Do you have a judgment lien against your property from a Federal debt? \*

Yes  No

7. Are you currently in default on any Federal debt? \*

Yes  No

**CONTINUE**

OMB No. 0915-0150 Expiration Date: 09/30/2018

## Section 5: Eligibility

The Eligibility Page is used to determine if an applicant meets the basic eligibility requirements for the Faculty Loan Repayment Program. If based on the answers given, the applicant is eligible, the rest of the application will be available to complete. If the applicant is ineligible, the applicant will receive a screen detailing the eligibility requirements. The system will not tell the applicant what combination of answers caused the applicant to be deemed ineligible. The applicant has the opportunity to return to the Eligibility page to alter any answers.

### Steps:

1. Applicant answers all required questions (see figure 5.1).
2. Applicant selects **CONTINUE** once he/she have answered all the eligibility questions.
3. Applicant will be directed to General Information page if found eligible.

### Business Rules:

- If the applicant answers “Yes” to question 5, the system will display two sub-questions.
  - Each subquestion is required
  - If applicant indicates “Yes” for “*Will it be completely satisfied on or before the application deadline?*” he/she will be required to provide supporting documentation on the supporting documents page.
- Select any tool tip for additional information on specific questions.



## Section 6: General Information

The General Information page consists of questions about the applicant's contact information. The information under Full Name (such as First and Last Name, etc.) is pre-populated from the answers the applicant entered when creating his/her account. These fields are editable.

**General Information** Figure 6.1

\* required field

**1. FULL NAME**

First Name \*

Last Name \*

Middle Initial

Title

Suffix

**2. MAILING ADDRESS**

Line 1 \*

Line 2

Country \*

State/Province/Region/Territory \*

City \*

Zip/Postal Code \*

**3. PHONE**

My phone number is a non-U.S. #

Preferred Phone \*

My phone number is a non-U.S. #

Alternate Phone

**4. SOCIAL SECURITY NUMBER**

SSN \*

Confirm SSN \*

### Steps:

1. Applicant answers required fields (see figure 6.1).
2. Applicant selects **CONTINUE** once he/she have answered all the required fields.
3. Applicant will be directed to Education Information page if all required fields are entered.

### Business Rules:

- The following fields are populated from answers entered during the create account process:
  - First Name
  - Last Name
  - Middle Initial
  - Title
  - Suffix
- If the applicant selects a Country other than the United States, the State/Province/Region field transforms from a dropdown to a required text field.
- Only the last 4 numbers of the applicant's SSN will be displayed after the page is saved (xxx-xxx-1234).



### 5. PLACE OF BIRTH

Please Note: All applicants must provide documentation of their status as a U.S. citizen or U.S. National. Examples: Birth Certificate, Copy of certificate of citizenship of naturalization, U.S. Passport ID page, or Green Card. A Professional License, Drivers License, or Social Security Card will not be acceptable forms of documentation.

Country \*

State/Province/Region/Territory \*

City \*

Date of Birth \*

### 6. DEMOGRAPHICS

(Completion of these questions is voluntary)

Please indicate your gender  Male  Female

Please indicate your ethnicity  Hispanic or Latino  Not Hispanic or Latino

Please indicate your race  American Indian or Alaskan Native  
 Asian  
 Black or African-American  
 Native Hawaiian  
 White  
 Other

### 7. PREVIOUS AWARD

Have you previously received a FLRP award? \*  Yes  No

**CONTINUE**

### Business Rules cont.:

- The applicant will not be able to move forward if the SSN associated with the account is found to:
  - Have defaulted on a previous BHW obligation
  - Have an existing service with an obligation end date past the application deadline
  - Exist in another FLRP application account
- If applicant indicates that one of his/her phone numbers is a non-U.S. #, the field updates from a U.S. phone format field to a text field.
- Applicant Birth Date must be prior to application cycle start date.
- The Account Settings page will contain the following pre-populated fields upon submission of the application:
  - Applicant home Current Mailing Address
  - Applicant Preferred (Primary) Number
  - Applicant Alternate (Secondary) Phone Number



## Section 7: Qualifying Education

The Qualifying Education page collects eligible discipline, graduation status and other relevant education information from applicants.

Figure 7.1

### Steps:

1. Applicant selects eligible discipline and answers (see figure 7.1)
2. Applicant indicates whether he/she is currently enrolled in a health professions school.
3. Applicant selects **SAVE** at which point the eligible discipline is saved.
4. Applicant enters required school information in the “Add a New School” section (see figure 7.2).
  - a. Applicant will select the checkbox if he/she did or will receive a degree in his/her eligible health profession discipline.
  - b. If applicant indicated that he/she did or will receive a degree in his/her eligible health profession discipline, the applicant will be required to indicate the type(s) of degree received and date received in Step (4).
5. Applicant selects **Choose File** to select the appropriate document (unofficial transcript) to upload.
6. Applicant selects **Add and Save this school** in order to save the entered school information.
7. Applicant can edit or delete school information entered by selecting **Edit** or **delete** on the school information he/she wish to edit or delete.
8. After choosing to edit a school, the applicant selects **Add/Update this school** to save changes and updates.
9. Applicant selects **OK** to confirm intent to delete a school.
10. Applicant selects **CONTINUE** once all schools have been added to the table and all required fields have been entered.



**Figure 7.2**

**Add a New School**

I did or will receive my degree in my eligible health profession discipline (indicated above) from this school.

1. Enter your school information

Name \*

Address 1 \*

Address 2

Country \*

State/Province/Region/  
Territory \*

City \*

Zip/Postal Code \*

2. On what date did you begin your education at the school identified above? \*

3. On what date did you end your education at the school identified above? \*

4. Select the type of degree(s) received and enter the date received \*

Associate's

Bachelor's

Master's

Doctorate (non-MD or Ph.D)

Diploma

Other

Please upload your transcript for this school \*

Sample Appli...ocument.pdf

**Be sure to save your school information before continuing.**

11. Applicant will be directed to Loan Information page if all required fields are entered.

Business Rules:

- If applicant checks box “I did or will receive my degree in my eligible health profession discipline (indicated above) from this school” then the applicant must select the type of degrees receive and date degree received in Question 4.
- Applicant must enter at least one school at which the applicant received or will receive an eligible degree/discipline in order to continue.
- The School End Date and Received Degree Date (if applicable) of each school must be before or on 6/28 of the current fiscal year in order for the applicant to be eligible.
- The School End Date must be on or before the Received Degree Date.
- The School Start Date must be:
  - After Birth Date
  - Prior to Current Date
  - Before School End Date
- The applicant must submit an unofficial transcript for each school entered on the qualifying education page in order to continue to the Loan Information.





## Section 8: Loan Information

The Loan Information page collects the applicant's information regarding the loan information the applicant will submit with his/her FLRP Application. The applicant will be required to provide the loan account servicing lender, original amount, balance, related dates and supporting documentation for each loan submitted.

**FACULTY LOAN REPAYMENT PROGRAM**

ONLINE APPLICATION Account Settings Log Out

1 Eligibility 2 General Information 3 Qualifying Education **4 Loan Information** 5 Employment Information

6 Supporting Documents 7 Self Certification 8 Review & Submit

### Loan Information

You must enter loan information for each servicing lender associated with the loans you wish to be considered for repayment.

Your original loan date(s) must coincide with your eligible education dates entered on the Qualifying Education page for loans to be considered by FLRP for repayment.

**If you have multiple loans with the same servicing lender, you must enter details for each loan.**

Please click "Add a New Loan" to add a loan you are submitting for loan repayment. You must do this for each loan you wish to submit. Once you have added all of the loans you wish to submit for repayment, you may continue.

You will be able to review your loan documents on the Supporting Documents page.

You have not added any loans yet, click "Add a New Loan" below.

**Add a New Loan** ←

**CONTINUE**

**Figure 8.1**

### Steps:

1. Applicant selects **Add a New Loan** (see figure 8.1).
2. Applicant is directed to the Loan Details page (see figure 8.2)
3. Applicant selects **CONTINUE TO DOCUMENTS** once he/she has answered all required fields.
4. On the Supporting Documents page for the loan, the applicant will upload the required documentation for each loan (see figure 8.3).
5. Applicant selects the type of document he/she wants to upload.
6. Applicant selects **Choose File** to find the file that contains the document selected.
7. Applicant selects **Upload** to upload the file selected.
8. Applicant will see the documents that have been uploaded, the type of document uploaded and the status of the document.
  - a. The applicant will also have the option to remove the document in a table at the bottom of the page.
9. Applicant will repeat steps 1-7 for each loan submitted for repayment.
10. Applicant selects **SAVE** once he/she have uploaded all required documents.
11. After selecting **SAVE** the applicant will be directed to a loan summary page where he/she can view each loan submitted under each servicing lender with the loan's account number, balance, and if the applicant uploaded all required documents for the loan (see figure 8.4).



**FACULTY LOAN REPAYMENT PROGRAM**

ONLINE APPLICATION Account Settings Log Out

**Figure 8.2**

## Loan Details

*\* required field*

[Back to Loan Information](#)

All fields on this page are required. Once you continue, you will be prompted to upload your loan supporting documents on the next page.

- Name of current servicing lender \*
- Loan account number \*
- Original date of the loan \*
- Original amount of the loan \*
- Current balance (Principle & Interest) \*  as of
- Type of loan \*
- Is this loan in default? \*  Yes  No  
Date of default \*
- Is this Loan under Federal court judgment? \*  Yes  No  
Date of judgment \*
- Was this loan sold? If you are unsure, ask your servicing lender. \*  Yes  No  
Please give the name of the original servicing lender \*
- 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 education period entered on the Qualifying Education section of the application.  
How many loans do you have in this consolidation loan? \*

12. Applicants can edit a loan by selecting **Edit** next to the loan he/she wish to edit on the loan summary page.

Business Rules:

- If the applicant selects “Other” to Question 1 “Name of Current Servicing Lender,” the applicant will be required to enter the name of the servicing lender, phone number, and fax number.
- If the applicant answers “Yes” to Question 7 “Is this loan in default?” the applicant will be required to provide the date of default.
- If the applicant answers “Yes” to Question 8 “Is this loan under federal court judgment?” the applicant will be required to provide the date of judgment.
- If the applicant answers “Yes” to Question 9 “Was this loan sold?” the applicant will be required to provide the name of the original servicing lender.
- If the applicant answers “Yes” to Question 10 “Is this a consolidated loan,” the applicant will be required to give the number of loans that have been consolidated and the original dates of each consolidated loan.
- The applicant will be required to provide supporting documentation for each loan entered in order to submit the application. The applicant will be prompted to upload the documents on the Loan Supporting Documents page. The applicant may continue, but will not be able to submit the application until all supporting documents are uploaded. The required documents are determined by the loan type.



Figure 8.3

## Supporting Documents

[← Back to Loan Information](#)

Select the document you would like to upload and then click "Upload".

This documentation is required to establish that the loan coincides with the education periods entered on the Qualifying Education section of the application.

**Required Loan Supporting Document:** This document should be bank issued. It must reflect the loan account number, original date of loan, and original amount of loan. If the Required Loan Supporting Document does not reflect account number, original date, and amount of loan, please upload an Additional Loan Supporting Document that reflects this information. Examples of documents that may reflect some or all of this information: Account Statement, Aid Summary Report, Disbursement Report, Promissory Note

**Optional Additional Loan Supporting Document(s):** This document should be bank issued. It should be an additional supporting document that reflects any information missing on the Required Loan Supporting Document. You may upload as many Additional Loan Supporting Documents as need.

**Consolidated Loan Supporting Document(s):** If you have consolidated this loan, you must attach supporting document(s) for the original loans or a copy of the consolidated promissory note for each loan included in the consolidated loan. This document must be bank issued and must show the original amount, original date of the loan, and type of loan. You may upload as many supporting documents as needed.

Please note: The maximum document file size is 4MB. The following file types are suitable for being uploaded: jpg, doc, pdf.

Required Loan Supporting Document  
 Additional Loan Supporting Document (Optional)  
 Consolidated Loan Supporting Document

No file chosen

### UPLOADED DOCUMENTS

| Document Title                                 | Document File                   | Status   | Action                 |
|--|---------------------------------|----------|------------------------|
| Required Loan Supporting Document              | Sample Application Document.pdf | Received | <a href="#">Remove</a> |
| Additional Loan Supporting Document (Optional) | Sample Application Document.pdf | Received | <a href="#">Remove</a> |
| Consolidated Loan Supporting Document          | Sample Application Document.pdf | Received | <a href="#">Remove</a> |

- Applicants will have the option to edit any loans that have been entered by selecting **Edit** loan summary table. This will direct the applicant to the loan details page where the applicant may edit the loan information or remove the loan from the application.
- Applicant will have the option to delete any loan document that has been uploaded by selecting **Remove** uploaded documents table next to the document.
- The loan information page will display each servicing lender. The details associated with the servicing lender will be collapsed, and can be expanded to view the account number, balance, status of uploaded documents, and option to edit the loan.
- System shall require that Original Date of Loan be:
  - No more than (3) months prior to earliest school start date, If No to Consolidated Loan
  - No more than (3) months after latest School End Date, if No to Consolidated Loan
  - After Loan Consolidated Dates, if applicant indicated that the loan was consolidated
  - Prior to Loan in Default/Loan Judgment Dates, if Yes to Loan in Default or Loan under Judgment
- 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
  - Prior to Original Date of Loan
- The application will automatically remove any document uploaded for Consolidated Loans if the loan is edited and the Consolidated Loan supporting document is no longer required.



Figure 8.4

## Loan Information

You must enter loan information for each servicing lender associated with the loans you wish to be considered for repayment.

Your original loan date(s) must coincide with your eligible education dates entered on the Qualifying Education page for loans to be considered by FLRP for repayment.

**If you have multiple loans with the same servicing lender, you must enter details for each loan.**

Please click "Add a New Loan" to add a loan you are submitting for loan repayment. You must do this for each loan you wish to submit. Once you have added all of the loans you wish to submit for repayment, you may continue.

You will be able to review your loan documents on the Supporting Documents page.

### + ACCESS GROUP

### - SUN TRUST

| Account # | Balance | Submitted All Required Docs ? | Action               |
|-----------|---------|-------------------------------|----------------------|
| 22222     | 12,000  | YES                           | <a href="#">Edit</a> |

[Add a New Loan](#)

[CONTINUE](#)



## Section 9: Employment Search & Information

The Employment Information page asks for the applicant's current employment information. FLRP applicants must apply with a school as the site of employment.

**Figure 9.1**

### Employment Search

*\* required field*

Search for the name and address of the accredited school at which you are employed.

**Please type out the full address; use "Street" instead of "St."**

|                      |   |
|----------------------|---|
| Name *               | <input type="text" value="University of Virginia"/> |
| Address Line 1 *     | <input type="text" value="111 Main Street"/>        |
| Address Line 2       | <input type="text"/>                                |
| City *               | <input type="text" value="Charlottesville"/>        |
| State or Territory * | <input type="text" value="Virginia"/>               |
| Zip/Postal Code *    | <input type="text" value="22903"/>                  |

#### SEARCH RESULTS

- University of Virginia - School of Nursing, UNIVERSITY OF VIRGINIA, MCLEOD HALL, BX 1, NURSING SCH, CHARLOTTESVILLE, VA, 22903
- University of Virginia - School of Medicine, UNIVERSITY OF VIRGINIA, BOX 416 MED CENTER, CHARLOTTESVILLE, VA, 22908
- I do not see my school listed. Please add this school with the address above as the accredited school in which I am employed

#### Steps:

1. Applicant enters required information for the employment site (see figure 9.1).
2. Applicant selects .
3. Applicant chooses the appropriate school from the list of search results. If the applicant does not see the correct school on the list of results, the option at the bottom of the results list, "I do not see my school listed. Please add this school with the address above as the accredited school at which I am employed" should be selected.
4. Upon selecting a school, the applicant will be required to enter all required fields (see figure 9.2).
5. Applicant selects .

#### Business Rules:

- Applicant must enter a school name and address in order to continue.
- Applicant must indicate contract duration and contract appointment dates if response to appointment status = Not Tenured
  - Applicant must select appointment duration months from dropdown if "Other" is selected
  - Appointment End Date must be after Appointment Start Date
  - Appointment Start Date must be on or prior to July 31st of the current fiscal year



Figure 9.2

## Employment Information

\* required field

The answers in this section must correspond with the answers on the Institution Employment/Loan Repayment Verification Form. Inaccurate or inconsistent information entered in this section will result in your application not receiving an accurate ranking and not being considered for funding.

1. Accredited School at which you are employed

**University of Virginia - School of Nursing**  
**UNIVERSITY OF VIRGINIA**  
**MCLEOD HALL, BX 1, NURSING SCH**  
**CHARLOTTESVILLE, VA 22903, United States**

**Search Again**

2. Are you working full time or part time? \*

Full Time  Part Time

3. What is your position title? \*

Professor

4. What is your appointment status? \*

Tenured  Not Tenured

Please indicate your contract duration \*

9 months  12 months  Other

Please indicate your contract appointment dates

Start Date \*  

End Date \*  

**CONTINUE**



## Section 10: Supporting Documents

The Supporting Documents page displays all required documentation that an applicant must submit with his/her FLRP application. Applicants may be required to upload documents that correspond to the answers provided on the application.

**Supporting Documents** Figure 10.1

Select the document you would like to upload and then click "Upload". You may download a blank form to the corresponding document from the "Uploaded Documents" table.

If your document has multiple pages, please upload all pages as a single document. There is only one space for each required document. The maximum document file size is 4MB. The following file types are suitable for being uploaded: jpg, doc, pdf.

Valid documents for the Proof of U.S. Citizenship or U.S. National include U.S. birth certificate, Copy of certificate of citizenship of naturalization, U.S. Passport ID page, or Green Card.

Please provide a letter of employment if you are serving as a tenured faculty.

- Proof Of U.S. Citizenship or National/Lawful Permanent Resident
- Proof of Disadvantaged Background from School Official
- Existing Service Obligation/Member of Reserves Document
- Authorization to Release Information
- Institution Employment/Loan Repayment Verification Form
- Copy of Employment Contract/Letter of Employment
- Curriculum Vitae/Resume
- Letter of good standing from your Program Director with your expected graduation date
- FLRP Payment History
- Employer's Agreement or Waiver of Loan Repayment Match
- Additional Supporting Document

### Steps:

1. Applicant selects the type of required document intended to upload (see figure 10.1).
2. Applicant selects  to find the document he/she wishes to upload.
3. Applicant selects  when he/she selects the appropriate document.
4. Applicant repeats these steps for all of the required documents.
5. Applicant selects  (see figure 10.2).

### Business Rules:

- The file name of the uploaded documents will be displayed.
- Applicant can upload the following formats:
  - .jpg
  - .doc
  - .pdf
  - .txt
- Applicant can upload document size up to 4 MB.
- The document status will be updated as:
  - Not Received
  - Received
- A transcript will be required for each school submitted on the Qualified Education page for the applicant to continue.
- If the applicant answered "Yes" to Existing Service Complete Prior to Deadline on the Eligibility page, a "Service Obligation Document" is required for the applicant to continue.



Figure 10.2

| UPLOADED DOCUMENTS  |   |              |
|---|---|--------------|
| Document Title  | Document File                                   | Status       |
| Proof Of U.S. Citizenship or National/Lawful Permanent Resident                       | <a href="#">Sample Application Document.pdf</a> | Received     |
| Proof of Disadvantaged Background from School Official                                |   | Not Received |
| Existing Service Obligation/Member of Reserves Document                               |   | Not Received |
| <a href="#">Authorization to Release Information</a>                                  |   | Not Received |
| <a href="#">Institution Employment/Loan Repayment Verification Form</a>               |   | Not Received |
| Copy of Employment Contract/Letter of Employment                                      |   | Not Received |
| Curriculum Vitae/Resume   |   | Not Received |
| Letter of good standing from your Program Director with your expected graduation date |   | Not Received |
| FLRP Payment History  |   | Not Received |
| Employer's Agreement or Waiver of Loan Repayment Match                                |   | Not Received |
| Additional Supporting Document  |   | Not Received |

| TRANSCRIPTS                                  |   |          |
|--|---|----------|
| Document Title                               | Document File                                   | Status   |
| University of Virginia Unofficial Transcript | <a href="#">Sample Application Document.pdf</a> | Received |

| LOAN DOCUMENTS      |   |          |
|---------------------|---|----------|
| Service & Account # | Document Type                                     | Status   |
| Bank One 11111      | <a href="#">Required Loan Supporting Document</a> | Received |

**CONTINUE**

- If the applicant answered “Yes” to Still in School on the Education page, a Letter of Good Standing is required in lieu of a copy of diploma or certificate.
- If the applicant answered “Yes” to Previously Received FLRP Award on the General page, a copy of the most recent FLRP Payment History will be required.
- The applicant will be able to view documents that have been uploaded after application submission.
- All required documents must have a status of “Received” for the applicant to submit the application.
- The Document Type of each loan under the Loan Documents table will be displayed based on the type of loan document:
  - Required Loan Supporting Document
  - Additional Loan Document
  - Consolidated Loan Supporting Document
- The loan service and account number will be displayed next to each loan document uploaded.
- The required loan documents and required school transcripts must be uploaded on the Loan Information page and Qualified Education page respectively. The status of the documents will be reflected on the Supporting Documents page.





## Section 11: Self-Certification

The purpose of the Self-Certification page is for the applicant to confirm the statements regarding debarment, suspension, disqualification and related matters form. The applicant also gives authorization for disclosure of financial information. The applicant must agree to these certifications in order to submit the FLRP application.

### Self Certification

**Figure 11.1**

**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 FLRP) is required to notify the Federal agency office if the applicant knows that he or she:

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

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

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

Pursuant to the Rights 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 and/or 9 on each Loan Details page to release financial records relating to educational loans(s) identified on the Loan Details page to the Faculty Loan Repayment Program for the purpose of assessing and verifying the amount and eligibility of the educational loan for payment under the Faculty Loan Repayment Program. This authorization is valid for 6 months from the date of my signature, and may be revoked in writing at any time before my records are disclosed. \*

**CONTINUE**

### Steps:

1. Applicant reads the Certification Regarding Debarment, Suspension, Disqualification and Related Matters statement (see figure 11.1).
2. Applicant checks the box that certifies to the statement.
3. Applicant reads the Authorization for Disclosure of Financial Information.
4. Applicant checks the box showing he/she gives authorization.
5. Applicant selects **CONTINUE**.

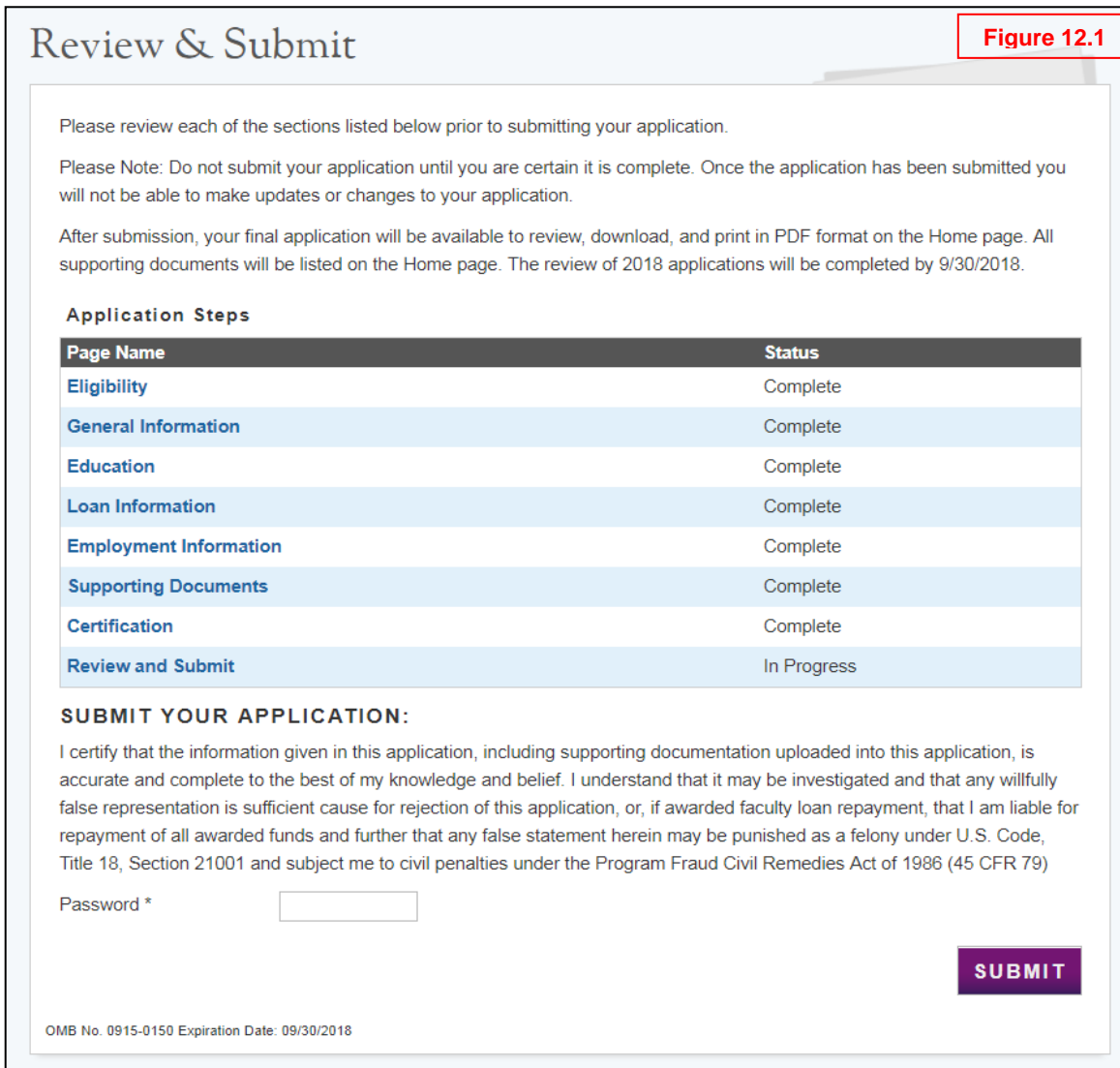
### Business Rules:

- The applicant must check both boxes to continue.
- The applicant will be directed to the Review and Submit page after he/she completes the certification page.



## Section 12: Review & Submit

The Review & Submit page is the final opportunity that the applicant has to review and update the application prior to submission. The Review & Submit page has a table with each section and the status of that section. The applicant can select the top navigation menu or a link in the Review & Submit table to view the chosen page.



**Review & Submit**

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

Please Note: Do not submit your application until you are certain it is complete. Once the application has been submitted you will not be able to make updates or changes to your application.

After submission, your final application will be available to review, download, and print in PDF format on the Home page. All supporting documents will be listed on the Home page. The review of 2018 applications will be completed by 9/30/2018.

**Application Steps**

| Page Name              | Status      |
|------------------------|-------------|
| Eligibility            | Complete    |
| General Information    | Complete    |
| Education              | Complete    |
| Loan Information       | Complete    |
| Employment Information | Complete    |
| Supporting Documents   | Complete    |
| Certification          | Complete    |
| Review and 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 faculty loan repayment, that I am liable for repayment of all awarded funds and further that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 21001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (45 CFR 79)

Password \*

**SUBMIT**

OMB No. 0915-0150 Expiration Date: 09/30/2018

Figure 12.1

### Steps:

1. Applicant reviews the application (see figure 12.1).
2. Applicant enters the password and selects **SUBMIT**.

### Business Rules:

- Applicant may view and edit any page of the application by clicking on the page name before submitting.
- Applicant must enter in his/her correct password in order to submit the application.
- All page statuses except for review and submit must be complete for applicant to submit the application.



## Section 13: Home Page (“Submitted” status)

After the applicant submits the FLRP application, the home page will display a “Submitted” status (see figure 13.1). The home page will always display the overall application status. Additionally, the page will provide the applicant links to the uploaded supporting documentation. The tables are divided by type of documents, with the supporting documentation in the first table, transcripts in the second table, and the loan documents in the last table. The table displays the document title, the document file, and the status (which will all be received), and provides the applicant the ability to view each document. The applicant will also have the ability to update the Account Settings, view the submitted application (in .pdf, non-editable form) and view the FAQs page.

The screenshot shows the 'Faculty Loan Repayment Program' online application interface. At the top, there is a navigation bar with 'Account Settings' and 'Log Out' links. The main content area displays a welcome message and the application status as 'Submitted'. Below this, there is a button labeled 'View your submitted application'. The page is organized into three sections, each with a table of received documents:

**Received Documents**

| Document Title  | Document Name  | Status   |
|---|--|----------|
| Proof Of U.S. Citizenship or National/Lawful Permanent Resident                       | 1-22-18 Leadership Spotlight Email Draft - MJ Edits (2).docx     | Received |
| Proof of Disadvantaged Background from School Official                                | 1-22-18 Leadership Spotlight Email Draft - MJ Edits (4) (3).docx | Received |
| Existing Service Obligation/Member of Reserves Document                               | 2018 Investment Options Brochure.pdf                             | Received |
| Authorization to Release Information  | Catch Up Muster Poster.pdf                                       | Received |
| Institution Employment/Loan Repayment Verification Form                               | Mariah Fletcher.docx   | Received |
| Copy of Employment Contract/Letter of Employment                                      | CAPTURE TEMPLATE_E-Verify_Planning Workbook.docx                 | Received |
| Curriculum Vitae/Resume   | Resume. Mariah Fletcher.docx                                     | Received |
| Letter of good standing from your Program Director with your expected graduation date | E-Verify Outline (Blank).docx                                    | Received |
| Employer's Agreement or Waiver of Loan Repayment Match                                | Enrich Summary.docx  | Received |
| Additional Supporting Document  | Leadership Spotlight Email Draft.bq.docx                         | Received |

**Transcripts**

| Document Title                               | Document File                       | Status   |
|--|-------------------------------------|----------|
| University of Virginia Unofficial Transcript | 2018 Publicis 401k Plan SPD (1).pdf | Received |

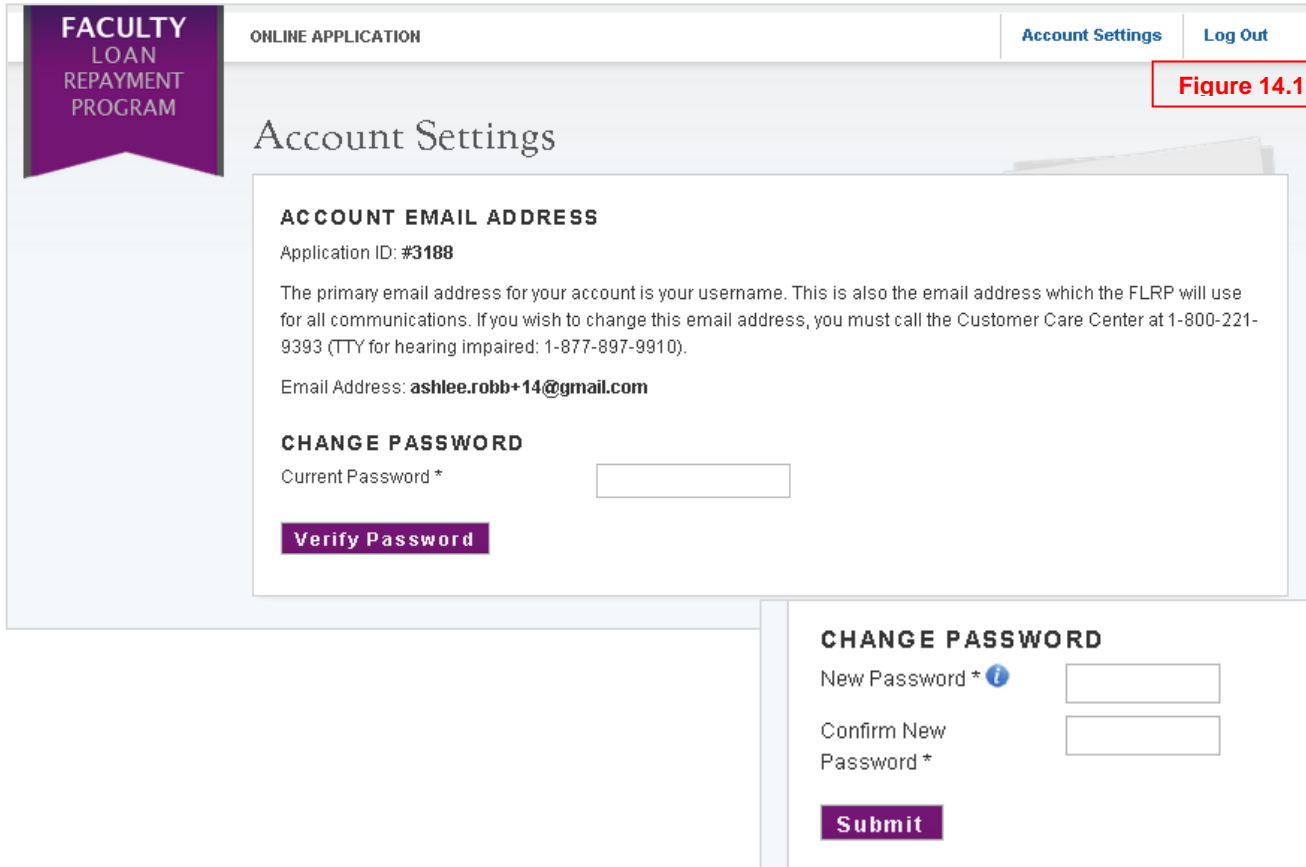
**Loan Documents**

| Servicer & Account Number                 | Document Name                                  | Status   |
|---|--|----------|
| American Collegiate Services (ACS) 123456 | Required Loan Supporting Document              | Received |
| American Collegiate Services (ACS) 123456 | Additional Loan Supporting Document (Optional) | Received |



## Section 14: Account Settings

If the applicant has not yet submitted the application, the only functionality the Account Setting page will serve is to change the password. In addition, the applicant will be able to see the application ID.



The screenshot shows the 'Account Settings' page for the Faculty Loan Repayment Program. The page has a purple header with the program name and a navigation bar with 'Account Settings' and 'Log Out' links. The main content area is titled 'Account Settings' and contains two sections: 'ACCOUNT EMAIL ADDRESS' and 'CHANGE PASSWORD'. The 'ACCOUNT EMAIL ADDRESS' section displays the application ID (#3188) and the current email address (ashlee.robb+14@gmail.com). The 'CHANGE PASSWORD' section has a 'Current Password' field and a 'Verify Password' button. A second, larger 'CHANGE PASSWORD' section is shown below, featuring 'New Password' and 'Confirm New Password' fields, each with an information icon, and a 'Submit' button. A red box labeled 'Figure 14.1' highlights the 'Verify Password' button in the first section.

### Steps to reset password:

1. Applicant enters his/her current password (see figure 14.1).
2. Applicant selects **Verify Password**.
3. System displays New Password and Confirm New Password fields.
4. Applicant enters New Password and Confirm New Password.
5. Applicant selects **Submit**.
6. System displays confirmation that password has been successfully updated.

### Business Rules:

- The applicant will not be able to change the email address until the applicant becomes a participant in BMISS.




## Bureau of Health Workforce

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Once the applicant has submitted his/her application, the Account Settings page will show the previous page with the functionality to change his/her password as well as additional information. Not only will the applicant have the ability to view his/her application ID and change password, but also edit his/her preferred mailing address, as well as home and mobile phone numbers.

#### Steps:

1. Applicant updates any desired information.
2. Applicant selects  .
3. System updates information.

#### Business Rules:

- The following fields are auto-populated and read-only:
  - Email Address
  - Application ID
- The following fields are auto-populated and can be edited:
  - Preferred Mailing Address
  - Phone



## Section 15: Resolving Issues

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Please follow the instructions to resolve any inquiries a FLRP applicant might have:

### 1. For Technical Issues:

- When a technical issue is encountered, e.g. Applicant cannot upload supporting documents, the Call Center should log this issue in the BMISS Issue Tracker with the applicant's contact information and a description of the problem. At this point, the BMISS HyperCare Support Team would define and resolve the issue as well as notify the Call Center analyst of the resolution.

**Call Center email:** [GetHelp@hrsa.gov](mailto:GetHelp@hrsa.gov)

**Call Center phone number:** 1-800-221-9393 or TTY for hearing impaired at 1-800-897-9910

#### Logging Issues:

- When logging issues into the BMISS Issue Tracker (<http://www.hrsabmissspuat.com:1000/default.aspx>)
  - Log issues as “FLRP Online App” for the *Type of Issue* field.
  - Attach a screenshot to the issue (if applicable)
  - Include the following details in the *Summary* section:
    - Applicant information: Full name, email, phone number, unique ID and last four of SSN
    - The exact Online Application screen the applicant was on when the issue occurred
    - The Web Browser the applicant was using
    - The frequency of the issue

### 2. For Program Related Issues:

- If an applicant has a program question, the Call Center will try to answer the problem by referring to the Application and Program Guidance. If the Call Center is unable to answer the question, the Faculty Loan Repayment Program should be contacted by Call Center.

#### Online Application Program Related Issues Contacts:

**FLRP main email:** [NURSECORPSLRPSupport@hrsa.gov](mailto:NURSECORPSLRPSupport@hrsa.gov)

**FLRP main phone number:** 301-594-4098

#### Capturing Applicant Information:

- The following applicant information should be captured and as much detail of the issue as possible:
  - First and Last Name
  - Email Address
  - Phone Number
  - Unique ID
  - Section of online application the user was on when the problem was encountered
  - Detailed summary of the problem
  - Supporting Document (If applicable)



## Section 16: Resolving Issue Flow Chart

