U.S. Department of Health and Human Services
HRSA
Health Resources and Services Administration

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Introduction: NCLRP Online Application User Guide

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

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

Section 1: Create Account

The banner will be available on all pages of review and on the Application Profile.

The first step an applicant takes in order to begin the NCLRP Online Application is to create an account.

Steps:

1. Applicant navigates to the online application via the web link: https://programportal.hrsa.gov/extranet/application/NCLRP/login.seam

2. Applicant selects the "Create a NURSE Corps LRP Application Account" link in the bottom left hand section of the page.

- Please note that applicant can access login page from NCLRP website

NURSE CORPS Caring for communities in need

NURSE CORPS LOAN REPAYMENT PROGRAM APPLICATION

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 NURSE Corps LRP Application Account ▶

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

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 0915-0140 and the expiration date is 04/30/2017. Public reporting burden for this collection is estimated to average 2.2 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.

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**.

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.
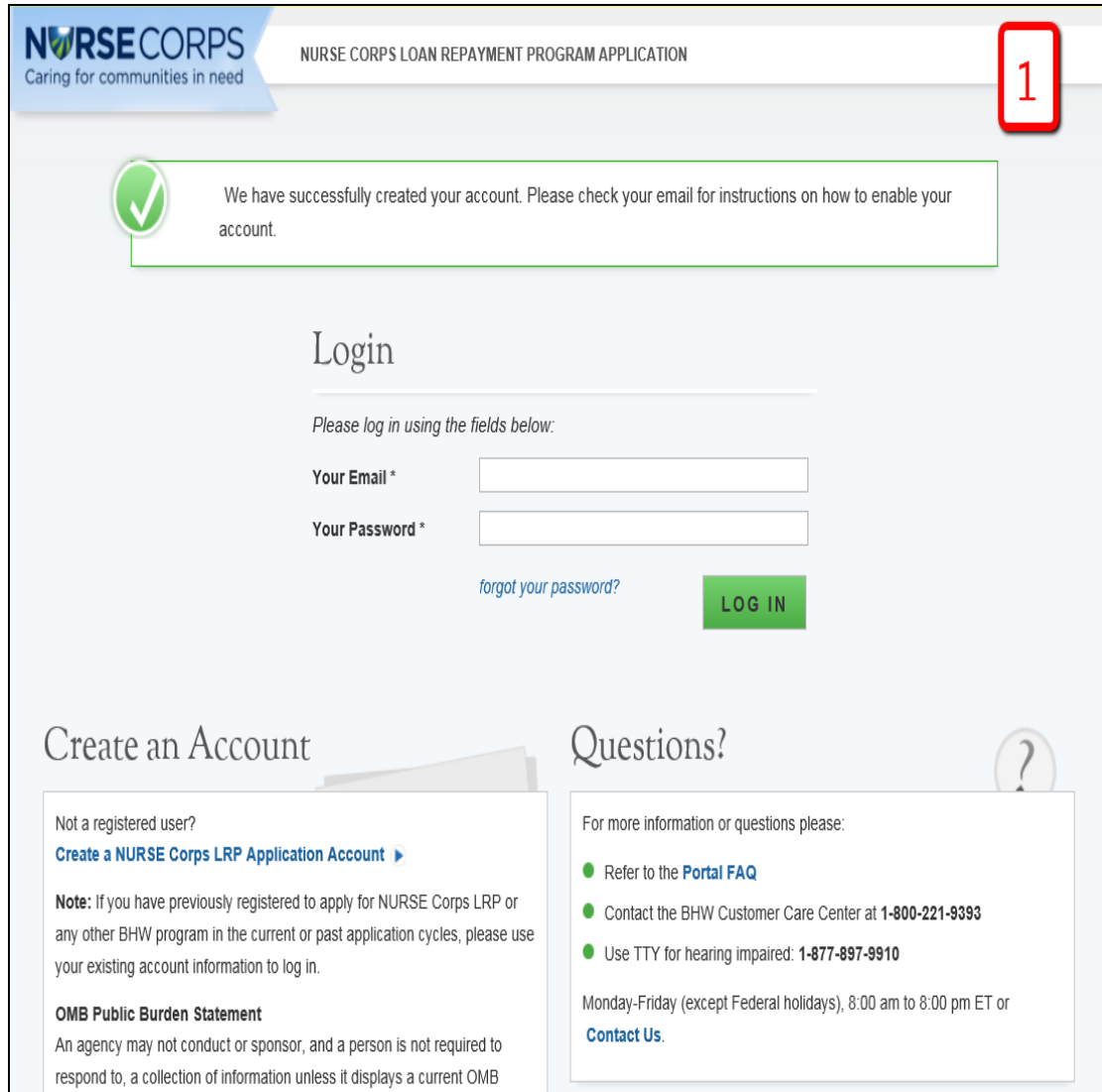
Steps:

1. Applicant answers each of the required fields.

2. Applicant selects CREATE to register for an account with the NURSE Corps Loan Repayment Program (NCLRP).

3. System re-directs the applicant to the NCLRP application "Log in" and 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." (See Figure 1)

4. Applicant goes to the email account used to create his/her NCLRP application and opens the message.

5. Applicant selects the activation link in the body of the email.

6. System re-directs the applicant to the NCLRP application "Log In" page notifying them that his/her account is enabled.

Business Rules:

• The email address provided by the applicant will serve as his/her NCLRP online application username.

• System cannot create account if applicant email already exists in a previously created account for any program in any application cycle
  • The applicant will receive an error message if he/she tries to create a new account with an existing email address

Business Rules Cont:

- The following information will be auto-populated on the General Information page based on the information entered on the Create Account 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.

- 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.

- System shall disable ability to create an account after application deadline.

Section 2: Loggin In

After an applicant activates his/her account, he/she will be able to log in. The applicant will enter his/her email address (username) and password he/she used when creating his/her account in order to log in. If the applicant forgets his/her password, he/she can reset the password by selecting the "forgot your password?" link. This will be later described in Section 3 (next page).
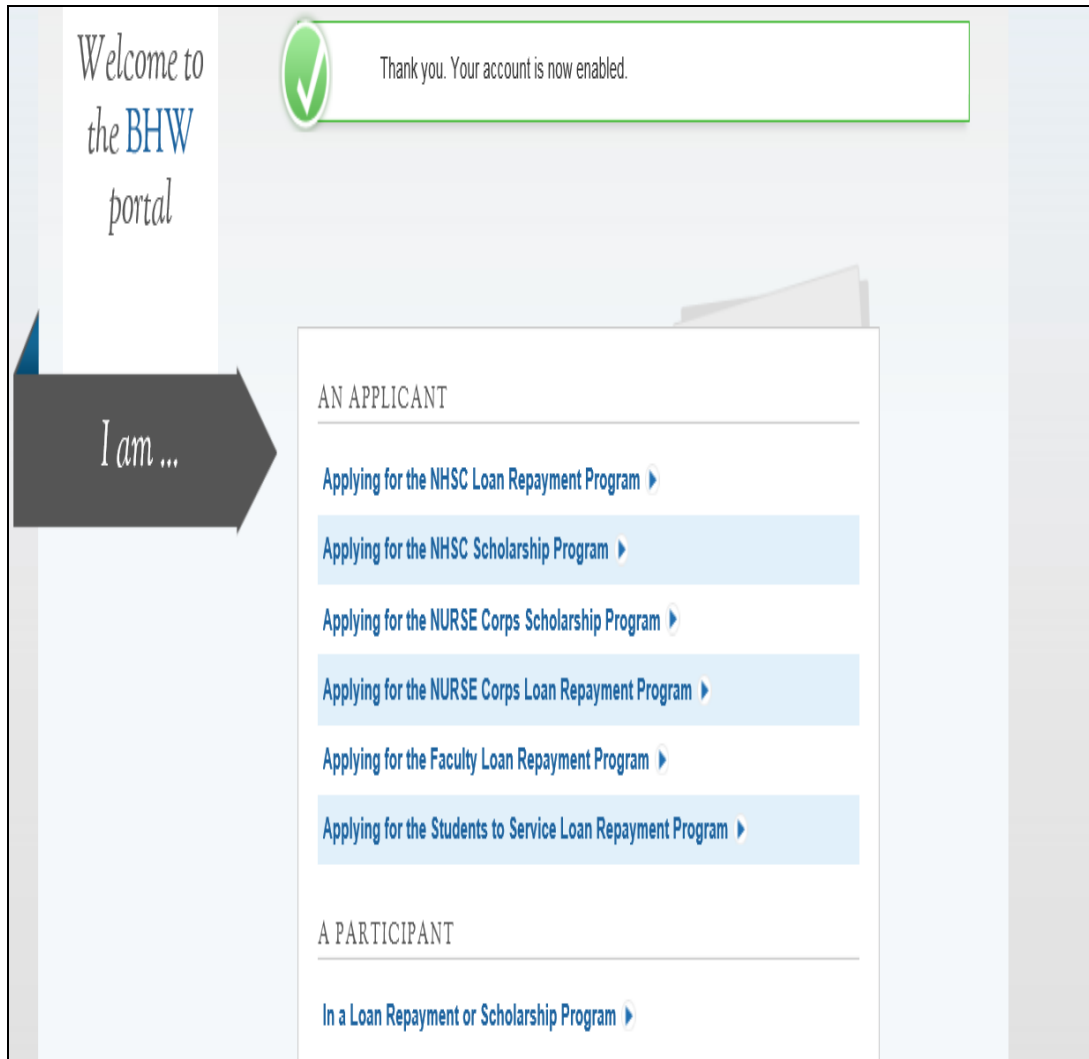
Steps:

1. Applicant enters his/her email address and password.

2. Applicant selects **LOGIN**

3. At first log in applicant is re-directed to the "Not Started" home page (screen shot displayed in section 4).
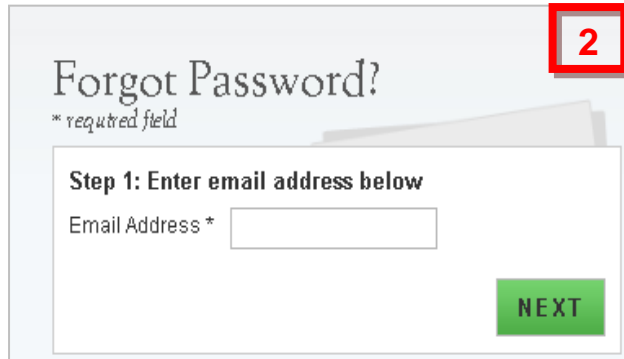
Business Rules:

*   After selecting the activation link in the email, the system notifies the applicant that his/her account is activated (this only happens on the initial log in).

*   At first log in, the applicant is directed to the "Not Started" home page which details the NCLRP application. Once an applicant begins his/her application he/she will not be directed to the NCLRP Not Started home page on the next log in.

*   After the applicant's second failed log in attempt, the applicant will be warned that his/her 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 he/she will be required to go through the "Forgot your Password" process or contact the Call Center to unlock his/her account.

Section 3: Forgot Your Password

If the applicant forgets his/her password, he/she will have to select the *forgot your password?* link and follow these steps in order to reset the password.

Steps:

1. Applicant selects *forgot your password?* on the log in page.

2. Applicant enters his/her email address and selects NEXT (see Figure 2).

3. Applicant answers his/her security question and selects SUBMIT (see Figure 3).

4. System displays confirmation and sends an email to applicant (see Figure 4).

2

Forgot Password?
* required field
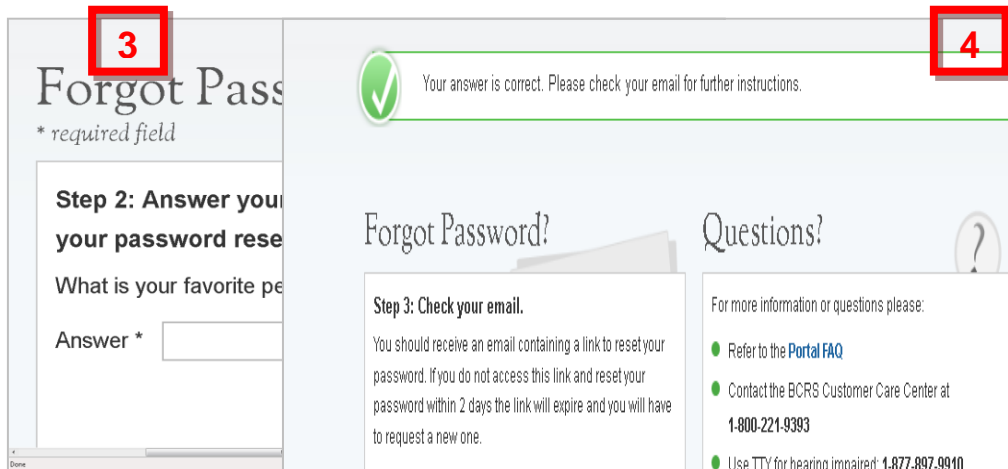
Step 1: Enter email address below

Email Address *

NEXT

3

Forgot Pass
* required field

Step 2: Answer you
your password rese

What is your favorite pe

Answer *

Done

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

4
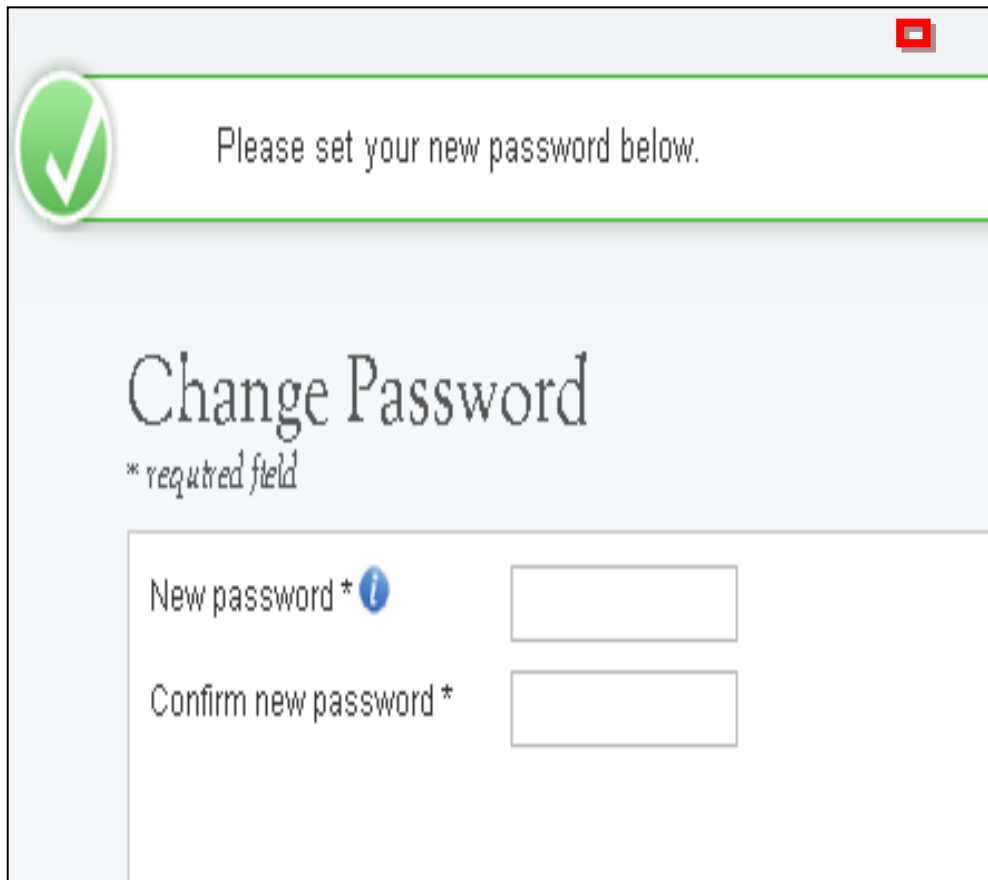
Forgot Password?

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 or questions please:

● Refer to the Portal FAQ

● Contact the BCRS Customer Care Center at
   1-800-221-9393

● Use TTY for hearing impaired: 1-877-897-9910

Steps Cont:

5. Applicant goes to his/her inbox to access the email sent to unlock his/her account.

6. Applicant selects Reset Password Link from email.

7. Applicant enters new password and selects **UPDATE PASSWORD** (see Figure 5).

8. System updates new password.

9. Applicant is directed to the BHW portal home page.

10. Applicant selects "Applying for the NURSE Corps Loan Repayment Program."

11. Applicant enters in email address and new password.

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 4: Home Page (Application Status = "Not Started" or "In Progress")

 The Not Started Home Page is the first page the applicant sees on his/her initial log in. Once an applicant begins his/her application he/she will no longer be directed to the Not Started Home Page but will be re-directed to the NCLRP In Progress Home Page when logging in.

NURSE Corps Loan Repayment Program Application

WELCOME TO THE NURSE CORPS LOAN REPAYMENT PROGRAM

Before you begin the application modules, please be sure to carefully read the **2017 Application and Program Guidance** (APG) and the important information below.

THINGS TO REMEMBER FOR NURSE CORPS LRP IN 2017

1. All NURSE Corps LRP Critical Shortage Facilities must have a Health Professional Shortage Area (HPSA) designation no later than January 1, 2017

A HPSA score and designation status can change at any time throughout the year. To eliminate the impact of fluctuations in HPSA scoring and designations during the NURSE Corps LRP 2017 application and award cycle and for the purposes of determining funding preference tiers, NURSE Corps LRP will "freeze" primary medical and mental health HPSA designations in the BMISS system as of January 1, 2017. The NURSE Corps LRP will assess all applications based on HPSA data, as of January 1 of a given year.

2. Employment Verification will be Electronically Processed

To streamline the application process and increase the integrity of the NURSE Corps LRP application review criteria, the Employment Verification will be electronically delivered to the point of contact (POC) at the employment site selected in the application's "Employment Information" section. Upon selecting your site, if your respective POC is not listed, you have the opportunity to enter the correct POC's email address in the "Other POC Email" field on the Employment Verification section of the application. Selecting this option will enable your POC to create an account on the Customer Service Portal for Site Administrators ('Portal') and complete your Employment Verification as your site POC. **Please Note: 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 refer to the instructions in the **NURSE Corps LRP Employment Verification Instructions and FAQs** for more information regarding this process. Please consider that completing the electronic Employment Verification, from initiation to completion by the site POC, requires time and coordination between the applicant and the site POC. It is the applicant's responsibility to ensure the timely completion of the NURSE Corps LRP application by the deadline of February 23, 2017 at 7:30 PM EST.

Upon the site POC's completion of the Employment Verification on the Portal, you will receive an email notification; however, it is suggested that you periodically check your online application Employment Verification section for status updates. As the applicant, you will not be able to view the completed Employment Verification until you have submitted your NURSE Corps LRP application. Upon submission, you will have a read only view of your entire application including the Employment Verification from your site POC. If you find the information submitted by your site POC is incorrect, you have the opportunity to reopen your application and resend the Employment Verification. **Please Note: you must resubmit the application once your employer has completed the Employment Verification.** Applications that have been re-opened but not resubmitted will not be considered for funding.

3. Ability to Edit and Withdraw an Application during the Application Cycle

Applicants will be allowed to remove or upload additional forms and change any information included in the application, or if necessary, withdraw the application. Applications that have been re-opened but not resubmitted will not be considered for funding. All applications must be finalized and submitted by February 23, 2017 at 7:30 PM EST. Applicants can withdraw their application at any time after submission, up until they have been sent a Confirmation of Interest for a NURSE Corps LRP Award.

Steps:

1. Applicant reads through the information displayed on the Not Started Home Page.

2. Applicant selects START MY APPLICATION.

Business Rules

- The APG, EVF FAQ and Funding Preference definition links will open in a new window when an applicant clicks on the link

- Once an applicant clicks START MY APPLICATION he/she will no longer be directed to this page when he/she log in

APPLY NOW

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 NURSE Corps LRP Award based on your responses in this section. If 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 all required fields in the current section are completed; however, you will be able to revisit previous sections to make edits. The online application is made up of the following sections:

1. Eligibility

2. General Information

3. Employment Information

4. Employment Verification

5. Qualifying Education

6. Loan Information

7. Supporting Documents

8. Self-Certification

9. Review and Submit

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

The following documents must be uploaded online:

1. Proof of Citizenship or U.S. National/Lawful Permanent Resident (i.e. birth certificates, current passport, etc.)

2. Authorization for Release of Employment information (see supporting documents section for template)

3. Authorization to Release Information (see supporting documents section for template)

4. Curriculum Vitae/Resume

5. Transcript (reflecting education leading to your eligible nursing degree)
   - Must have applicants name
   - Must have school name
   - Must have date of graduation
   - Must have degree/diploma type

6. Loan Supporting Documents
   - Lender issued document with the account number, original date of the loan, and the original amount of the loan
   - This includes an Account Statement and an Aid Summary Report/Disbursement Report
   - Documentation that Perkins Loans are not eligible for cancellation (if applicable)

7. Existing Service Obligation Form (if applicable)

Prior to submitting, you will have the opportunity to review your online application. **Please do so carefully.** At any time before the application close date of February 23, 2017 at 7:30 PM EST, you may edit the application, remove or upload additional forms and/or documents, or withdraw your application from consideration for an award. Your final "submitted" application will be available for review, download and/or printing.

If you are selected as a finalist for an award, you will receive an email regarding a portal status update, and upon entering the application portal you will be provided the opportunity to "accept" or "decline" the conditions of a NURSE Corps LRP award, via a Confirmation of Interest screen.

Please Note: By accepting the conditions illustrated in the Confirmation of Interest, you are committing to the completion of a two year service agreement with the NURSE Corps LRP. After you have accepted the offer, if your circumstances change and you are unable to participate in the NURSE Corps Loan Repayment Program you may be at risk of defaulting on your service agreement.

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

The final submission date is February 23, 2017 at 7:30 PM EST. After submission, you may log into your account to check your NURSE Corps LRP application status.

START MY APPLICATION

OMB No. 0915-0140 Expiration Date: 04/30/2017

If the applicant has already started his/her NCLRP online application and logged off, upon logging back in, he/she will be directed to the In Progress Home Page. The In Progress Home Page will display the "In Progress" status, and the applicant will be able to select "Continue" or the desired section by selecting the page name in the table.

NURSE Corps Loan Repayment Program Application

Hello Hank,

Welcome back to the NURSE Corps Loan Repayment Program online application!

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

Your application ID is: 338910

Application Deadline: **February 23, 2017 at 7:30 PM EST**

Please select "Continue" to resume the application process.

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

CONTINUE

OMB No. 0915-0140 Expiration Date: 04/30/2017

Steps:

1. Applicant reads information on status page.

2. Applicant navigates to a specific section by selecting the link to the desired page name in the table.

3. The page must already been completed or is in progress to select a specific section; or

4. If the applicant selects **CONTINUE** the system will direct the applicant to the 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 jump to a page that is "Not Started."

• If the applicant selects "Continue," the system shall direct them to the first incomplete page. For example, if Eligibility is "Complete", system shall direct applicant to General Information once he/she log back into the application if he/she select "Continue".

Section 5: Eligibility

The Eligibility page is used to ensure the applicant meets the qualification requirements to apply for an NCLRP application. If the applicant is deemed eligible, he/she will be able to continue with the application. If an individual does not pass the initial screening portion of the online application, he/she will not be able to continue.

Eligibility

required field

1. Do you or will you have a current, full, permanent, unencumbered, and unrestricted license to practice as a nurse in the state you intend to practice by the time you submit your application, or are you authorized to practice in the state you intend to practice pursuant to the Nurse Licensure Compact? *

○ Yes ○ No

2. Are you a citizen, national or lawful permanent resident of the United States? *

○ Yes ○ No

3. Do you have an existing service obligation? *

○ Yes ○ No

4. Do you have a judgment lien against your property from a Federal debt that has not been released or satisfied? *

○ Yes ○ No

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

○ Yes ○ No

6. Do you work for a health care facility or school of nursing that is Non-Profit or Public/Government owned? *

○ Yes ○ No

7. Are you currently working full time? (For Registered Nurses working at a health care facility, full-time is defined as working at least 32 hours per week. For Nurse Faculty working at a school of nursing, full-time is as defined according to your school of nursing for at least 9 months out of the year.) *

○ Yes ○ No

SAVE & CONTINUE

OMB No. 0915-0140 Expiration Date: 04/30/2017

Steps:

1. Applicant answers all required questions.

2. Applicant selects **CONTINUE** once he/she has answered all the eligibility questions.
3. Applicant will be directed to General Information page if he/she is eligible.

Business Rules:

- System shall require applicant to respond to all questions before he/she can continue

- If the applicant answers "Yes" to question 3, the system will display two sub-questions, each is required.
  - If applicant indicates "Yes" for "*Do you have an existing service obligation?*" he/she will be required to provide supporting documentation on the supporting documents page.

- System shall direct user to ineligible landing page if one or more answer(s) is:
  - Licensed Registered Nurse = No
  - Applicant Citizen or National = No.
  - Existing Service Obligation= Yes
    - Completed before submission = No
    - Uniformed service member = No
    - Applicant Judgment Lien = Yes
    - Applicant Defaulted Federal Debt = Yes
    - Applicant CSF type/School Accreditation = No
    - Minimum working hours/Working full-time = No

NURSE Corps Loan Repayment Program Application

Applicant Name: **Hank Bauer**

Your application status is: **Not Eligible**

Your application ID is: **338910**

Application Deadline: **February 23, 2017 at 7:30 PM EST**

Based on the answers you have provided in the previous section, you do not meet the NURSE Corps Loan Repayment Program eligibility requirements. To be eligible for loan repayment, a NURSE Corps LRP applicant must:

- Be a U.S. citizen, U.S. National or a Lawful Permanent Resident.

- Have a current, full, permanent, unencumbered, and unrestricted license to practice as a nurse in the state you intend to practice by the time you submit your application. Or be authorized to practice in the state you intend practice pursuant to the Nurse Licensure Compact.

- Work for a Non-Profit or Public/Government Owned Facility or an eligible School of Nursing.

- Work full time (For Registered Nurses working at a health care facility, full-time is defined as working at least 32 hours per week. For Nurse Faculty working at a school of nursing, full-time is as defined according to your school of nursing for at least 9 months out of the year).

Please select "Back to Application" if you feel your answers have been submitted incorrectly.

BACK TO APPLICATION

Business Rules Cont:

NOTE: The ineligible landing page will not give the specific reason that the applicant was deemed ineligible, only several possible reasons for ineligibility from the Eligibility section will be displayed

- If an applicant is logged in with an existing participant username and says no to having an existing service obligation he/she will get an error message and will not be able to continue with the application until he/she change his/her response to "Yes" to having an existing service obligation.

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 supplied when creating his/her account. These fields are editable.

General Information

required field

Please Note: If you have multiple applications for different Programs (such as NHSC LRP and NURSE Corps LRP), any changes you make to basic applicant information on this page (including your name, address, date of birth, birth location, and Social Security number) will automatically be reflected in all your other applications when you select Continue from this page.

APPLYING FOR

Important Note: Please be very careful to choose the correct options below according to the **Application and Program Guidance**. Failure to correctly select your application type may result in your application not being selected for funding.

Applicants who are registered nurses (RN), working full-time (as defined by his or her employer) as a nurse faculty member at an accredited public or private nonprofit school of nursing should select Nurse Faculty below.

Application Type *
- ○ Registered Nurse
- ○ Nurse Practitioner
- ○ Clinical Nurse Specialist
- ○ Nurse Mid-Wife
- ○ Registered Nurse Anesthetist
- ○ Nurse Faculty

FULL NAME

Field	Value
First Name *	NC
Last Name *	LRP
Middle Initial	
Title	Select ∨
Suffix	Select ∨
Former First Name	
Former Last Name	

Steps:

1. Applicant answers required fields.
   a. Required fields denoted with an asterisk (*)

2. Applicant selects **CONTINUE** once he/she have answered all the required fields.

3. Applicant will be directed to Employment page if all required fields are entered.
   a. If Nurse Faculty is selected applicant will be directed to the Employment School Search
   b. If any other application type is selected applicant will be directed to the Critical Shortage Facility Search

Business Rules:

- The following fields are populated from answers during the create account process:
  - First Name
  - Last Name
  - Middle Initial
  - Title
  - Suffix

- Applicant will select Application Type
  - If Registered Nurse, Nurse Practitioner, Clinical Nurse Specialist, Nurse Mid Wife or Registered Nurse Anesthetist is selected system will display functional role question which will be required
  - If Nurse Practitioner is selected system will also display main specialty question which will be required

PREFERRED MAILING ADDRESS

Line 1 *

Line 2

Country * [United States ▼]

State/Province/Region/Territory * [Select ▼]

City *

Zip/Postal Code *

PHONE

☐ My preferred phone is an international number

Preferred Phone *

☐ My alternate phone is an international number

Alternate Phone

SOCIAL SECURITY NUMBER

SSN * ⓘ

Confirm SSN *

PLACE OF BIRTH

Country * [United States ▼]

State/Province/Region/Territory * [Select ▼]

City *

Date of Birth *

Business Rules, cont:

- If Nurse Faculty is selected, system will display tenured question which will be required

- If applicant is not tenured system will prompt applicant to input Nurse Faculty appointment dates

- The faculty appointment must be at least 9 months for applicant to be eligible and continue with the application

- 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 and the Zip/Postal will be optional.

  - Based on the SSN entered, the applicant may receive an error message with an error code
    - The code can be used to determine the issue with the SSN

  - System shall mask the SSN and require the user to enter it twice
    - Error message will request the user re-enter his/her SSN if he/she do not match

  - Only the last 4 numbers of the applicant's SSN will be displayed after saving the page (xxx-xxx-1245).

  - The applicant will not be able to move forward if the SSN he/she entered exists in another NCLRP application account from any application cycle

  - If applicant selects that one of his/her phone numbers is non-U.S. number, the field transforms from a U.S. phone format to a text field.

  - The applicant Birth Date must be prior to application cycle start date.

  - If applicant selects 'Other' for how did you hear about NURSE Corps Loan Repayment Program, system will display text box for applicant to enter information.

DEMOGRAPHICS

Award selection will not be determined by this section

Gender
- ○ Male
- ○ Female

Ethnicity
- ○ Hispanic or Latino
- ○ Not Hispanic or Latino

Race
You may multi-select different race values.
- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African-American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Other

NATIONAL PROVIDER IDENTIFIER

Do you have an individual NPI Number? * ⓘ   ◉ Yes ○ No

NPI Number: [_____]

Forgot Your NPI Number?

Find your NPI Number by visiting the **NPI Registry**

Enable pop-ups to open the link or access the NPI Registry online: https://npiregistry.cms.hhs.gov/

HOW DID YOU HEAR ABOUT NURSE CORPS LOAN REPAYMENT PROGRAM

How did you hear about the NURSE Corps LRP? *   [Select ▼]

[SAVE & CONTINUE]

Unable to confirm your NPI Number ✖

We were unable to successfully validate the NPI number entered based on the first and last name provided. Below please find the name associated with this NPI number.

Note: This validation does not affect the eligibility of or ability to submit your application. If you would like to make a change click 'Go Back'.

JANE SMITH

[Go Back]   [Continue]
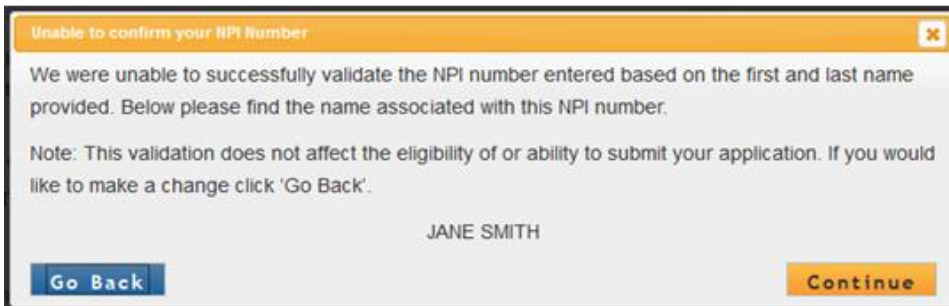
Business Rules, cont:

- System requires applicant to answer the question, "Do you have an individual NPI number?"

- System does not require the NPI number to be provided. The application can be submitted without an NPI number

- System shall display the NPI number if applicant provided it in a prior application. The NPI number can be updated by the applicant

- The system will store ONLY the most recent NPI number and record whether it is a full, partial, or non-match, defined as:
  - ○ Full match: NPI number found + the first and last name match
  - ○ Partial match: NPI number found + the first and/or last name do not match
  - ○ Non-match: NPI number not found

- System shall display an error message if the NPI number is a partial-match: "We were unable to successfully validate the NPI number entered based on the first and last name provided. Below please find the name associated with this NPI number. Note: This validation does not affect the eligibility of or ability to submit your application. If you would like to make a change click 'Go Back'.
  [Last name, First Name,]

- System shall display an error message if the NPI number is a non-match: "We were unable to validate the NPI number entered.   Note: This validation does not affect the eligibility of or ability to submit your application. If you would like to make a change click 'Go Back'.

- System shall display an error message if the NPI number is associated with an organizational NPI, instead of an individual person: "We are unable to validate the organization NPI number entered. Please enter your individual NPI number. Note: This validation does not affect the eligibility of or ability to submit your application. If you would like to make a change click 'Go Back'. (See screenshot to left)

Business Rules, cont:

- Once the applicant proceeds from the General Info page, the account settings will update with the appropriate information
  - Applicant home Preferred Mailing Address
  - Applicant Primary Phone Number & Extension
  - Applicant Alternate Phone Number & Extension

- Demographic information is optional

- If applicant is logged in with an existing application account, any basic information that is changed on this page (such as SSN, name, address, etc.) will automatically be updated on all existing accounts
  - Note: this is only for existing **application** accounts (such as an applicant that has applied to both NCLRP and NHSC LRP). This will not update any information on the participant record.

- If an applicant wishes to change his/her application type after completing the Employment Verification section, he/she must first cancel his/her Employment Verification if his/her Employment Verification has been initiated.

- System shall not allow applicant to change Date of Birht on the General Information page if electronic loans are present.

Section 7: Employment

The Employment Information page captures the applicant's current employment information. Depending on the applicant type, a Critical Shortage Facility will be required for NCLRP applicants or a school site will be required for NCLRP-NF applicants.

Employment: School Search

* required field

To be eligible for the NURSE Corps LRP-NF and meet the funding preferences, your site must be an accredited collegiate, associate degree or diploma school of nursing in a State where graduates are:

● authorized to sit for the NCLEX-RN or

● licensed RNs who will receive a graduate or equivalent degree or training to become an advanced education nurse.

Collegiate and associate degree schools of nursing are a department, division, or other administrative unit in the educational institution which provides primarily or exclusively a program of education in professional nursing. A diploma school of nursing means a school affiliated with a hospital or university, or an independent school, which provides primarily or exclusively a program of education in professional nursing. See section 801 of the Public Health Service Act for a full and complete definition of these terms. The educational programs in the school of nursing must be accredited by a national nursing accrediting agency or state approval agency recognized by the Secretary of the U.S. Department of Education.

Important Note:

● From the initiation of the CSF Site request through the submission of the Employment Verification (EV) by the site's Point of Contact (POC) could take approximately 5 business days. Therefore, it is recommended that you start the EV process as soon as possible.

● Employment Verification Forms and Applications not submitted by the November 25, 2015 at 9:00 AM EST deadline will not be considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.

● It is the responsibility of the applicant to ensure that a CSF Site request and EV have been submitted in advance to allow sufficient time for processing.

SEARCH YOUR SCHOOL OF EMPLOYMENT

State or Territory *   Maryland ▾

School *   Salisbury University ▾

SAVE & CONTINUE

Steps NCLRP-NF:

1. Applicant selects state in the drop down

2. Applicant chooses a school from the drop down

3. Applicant selects **SAVE & CONTINUE** once he/she have answered all the required fields.

4. Applicant will be moved to Employment Verification section

Steps NCLRP-NF: School Not Found:

1. If the applicant cannot find his/her school he/she will select "School not Found" in school drop down (see screen shot 6)

2. Applicant enters school information and selects **Enter School**

3. A popup will display, giving the applicant a choice of sending the request to Program or restarting the search (see screenshot 7)

4. If the applicant sends the request to program, he/she will be returned to Employment School Search Page and

SEARCH YOUR SCHOOL OF EMPLOYMENT

State *   Arizona ▼

School *   School Not Found ▼

ENTER SCHOOL INFORMATION

School Name *

Address Line 1 *

Address Line 2

City *

Zip *

[Enter School]

[SAVE & CONTINUE]

School Not Found Confirmation

If you are not able to find your school, there is a chance that it has not yet been added to our system. By clicking the button below, a message will be sent to our program analysts to research your school and determine its eligibility. By doing this, your application will be put in a holding status which will allow you to continue, but you will not be able to submit until your school has been found eligible and added to the system by the Nurse Corps Loan Repayment Program. All requests will be answered in (2) business days via the email address provided in your application.

School Name: wew
Address: wewe wwew,
Bethesda MD 20815

7

[Send Request to Program]
[Restart Search]

Business Rules:

- System shall limit school name field based on state selected
- System shall only provide schools in the school dropdown that:
- Exist in BMISS
- Are Accredited
- Have a status of non-profit/active
- System shall enable option "School Not Found" during entire application cycle which can be selected for any state
- System shall populate the following fields and require user to complete them in order to continue if applicant selects "School not Found"
- School Name
- School Address
- System shall require applicant to confirm or cancel program communication upon selecting "Enter School" if applicant does not see his/her school

- If applicant selects "Restart Search" from the School Not Found Confirmation Pop Up, he/she will be taken back to the employment search screen

- System shall send communication to Program with the following information if applicant confirms to send communication to Program
- Applicant first and last name
- Applicant email/username
- Applicant school name and address entered by applicant

- System shall put applicant in "In Progress-Employment Not Found" status if applicant sends school information to Program from the School Not Found pop up

- System shall enable Qualified Education page if user is in the "In Progress- Employment Not Found" status
- The Employment Verification page will not be enabled in this situation

Employment: School Search
* required field

8

SCHOOL INFORMATION HAS BEEN SENT TO PROGRAM

The status of your application has been changed to reflect that your school is not currently available. You will not be able to submit your application for the time being, but will be able to continue with the remaining sections of the application. You will receive a message soon regarding the eligibility of the school you entered and the next steps you will need to take. Please be aware that it can take the NURSE Corps LRP up to two business days (noting business hours are from 9:00 AM to 5:30 PM) to respond to site requests. If your school is found eligible, you will be able to search for it again, and will then need to complete the Employment Verification section of the application in order to submit.

School Name: wew
Address: wewe, wwew, Bethesda, MD 20815

To be eligible for the NURSE Corps LRP-NF and meet the funding preferences, your site must be an accredited collegiate, associate degree or diploma school of nursing in a State where graduates are:

- authorized to sit for the NCLEX-RN or
- licensed RNs who will receive a graduate or equivalent degree or training to become an advanced education nurse.

Collegiate and associate degree schools of nursing are a department, division, or other administrative unit in the educational institution which provides primarily or exclusively a program of education in professional nursing. A diploma school of nursing means a school affiliated with a hospital or university, or an independent school, which provides primarily or exclusively a program of education in professional nursing. See section 801 of the Public Health Service Act for a full and complete definition of these terms. The educational programs in the school of nursing must be accredited by a national nursing accrediting agency or state approval agency recognized by the Secretary of the U.S. Department of Education.

Important Note:

- From the initiation of the CSF Site request through the submission of the Employment Verification (EV) by the site's Point of Contact (POC) could take approximately 5 business days. Therefore, it is recommended that you start the EV process as soon as possible.
- Employment Verification Forms and Applications not submitted by the November 25, 2015 at 9:00 AM EST deadline will not be considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.
- It is the responsibility of the applicant to ensure that a CSF Site request and EV have been submitted in advance to allow sufficient time for processing.

[Search For My School Again]

[CONTINUE]

Business Rules cont:

- An analyst has the ability to make an applicant site "Eligible" or "Ineligible" from the Manage Application Documents screen when an applicant is in the "In Progress- Employment Not Found" status

- If an applicant site is made ineligible by an analyst his/her status will be "Ineligible" and he/she will be directed to the ineligible landing page after he/she refresh his/her screen or logs back in

- If an applicant is made eligible by an analyst the applicant will receive an email and his/her school will be added to BMISS
  - The applicant must repeat the steps outlined above to add his/her school of employment

Steps NCLRP:

1. Applicant fills out the name and address of his/her Critical Shortage Facility

2. Applicant selects [Verify Address]

3. Verified address appears at the bottom of the page (see figure 9)

4. If address entered is a match applicant selects [Yes]
- System will display a list of search results within a ½ mile radius of the Google address if user selects "**Yes**" to Google address match (see figure 10)

5. If address entered is not a match applicant selects [No]
- System will display a list of search results within a 10 mile radius of the Google address if user selects "**No**" to Google address match (see figure 11)

Employment: Critical Shortage Facility (CSF) Search

required field

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To be eligible for the NURSE Corps LRP and to meet the funding preferences, your site must be located in a Primary Medical Care or Mental Health HPSA (Health Professional Shortage Area).

A HPSA score and designation status can change at any time throughout the year, impacting the NURSE Corps LRP's ability to accurately assign your application to the correct preference. To eliminate the impact of fluctuations in HPSA scoring and designations during the NURSE Corps LRP 2016 application and award cycle, and for the purposes of determining funding preference, NURSE Corps LRP will "freeze" the HPSA designations and scores and will assess all applications based on HPSA data in our system as of January 1, 2016. To identify a facility's HPSA score as of January 1, 2016, please refer to the *What is a HPSA and how do I locate my facility's HPSA* score in the **Application and Program Guidance**.

Important Note:

● From the initiation of the CSF Site request through the submission of the Employment Verification (EV) by the site's Point of Contact (POC) could take approximately 5 business days. Therefore, it is recommended that you start the EV process as soon as possible.

● Employment Verification Forms and applications not submitted by the November 25, 2015 at 9:00 AM EST deadline will not be considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.

● It is the responsibility of the applicant to ensure that a CSF Site request and EV have been submitted in advance to allow sufficient time for processing.

ENTER SITE INFORMATION

Site Name *	Site
Address Line 1 *	123 Apple Street
Address Line 2	
City *	Bethesda
State or Territory *	Maryland
Zip *	20815

Verify Address

DOES THIS ADDRESS MATCH YOUR SITE?

Bethesda, MD 20815, United States

Yes   **No**

6. If applicant does not see his/her site he/she can expand the search radius.

7. Applicant selects site he/she currently work at by clicking "This is my site".

8. Applicant clicks **SAVE & CONTINUE**

9. Applicant is taken to Employment Verification Page.

Steps NCLRP: Site Not Found:

1. If applicant does not see his/her site he/she will click I Don't See My Site Here ▶ at the bottom of the search results

2. A popup will display, giving the applicant the choice of sending the request to program or restarting the search (see figure 12)

3. If the applicant sends the request to program he/she will be returned to Employment Site Search Page and language will be displayed indicating that he/she have sent his/her site information to Program (see figure 13).

4. Applicant will click Save and Continue and be directed to Qualifying Education page.

Business Rules:

• System shall enable Verify Address only when applicant enters all required fields for CSF address

• System shall provide address match from Google to the address entered by user (if possible)

• System shall inform applicant if there is no Google address match for address entered by applicant if address cannot be geocoded to a Google address

• System shall direct applicant to retype address and clear address fields if there is no Google address match for address entered by applicant on the **first** search attempt

• System shall display Site Not Found pop-up to send site information to Program if there is no Google address match for address entered by applicant on the **second or more** search attempts

• System shall display a list of search results within a ½ mile radius of the Google address if user selects "Yes" to Google address match

If you are not able to find your site, there is a chance that it has not yet been added to our system. By clicking the button below, a message will be sent to our program analysts to research your site and determine its eligibility. By doing this, your application will be put in a holding status which will allow you to continue, but you will not be able to submit until your site has been found eligible and added to the system by the NURSE Corps Loan Repayment Program. All requests will be answered in (2) business days via the email address provided in your application.

Site Name: Site

Address: 123 Apple Street
Bethesda MD 20815

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Send Request to Program

Already Sent

The status of your application has been changed to "In Progress, Awaiting Program Response." You will receive a message soon regarding the eligibility of the site you entered. Please be aware that it can take the NURSE Corps LRP up to two business days (noting business hours are from 9:00 AM to 5:30 PM) to respond to site requests.

Site Name: Site

Address: 123 Apple Street, Bethesda, MD 20815

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Search Again

Business Rules Cont:

- System shall allow applicant to change the radius of the search results

- System shall display a list of search results within a 10 mile radius of the address the applicant entered if user selects "No" to the Google address match

- System shall only provide sites in search results that:
  - Exist in BMISS
  - Have a Mental or Primary Care HPSA score as of the Jan 1 HPSA Lock
  - Have a status of non-profit/active

- System shall direct user to Employment Verification request page if user selects a site from the search results and selects Continue

- System shall enable Continue button only when user selects an option from the search results

- System shall require applicant to confirm or cancel program communication upon selecting "I do not see my site listed" from the search results

- If applicant selects "Restart Search" from the Site Not Found Confirmation Pop Up, he/she will be taken back to the employment search screen

- System shall send communication to Program with the following information if applicant confirms to send communication to Program
  - Applicant first and last name
  - Applicant email/username
  - Applicant site name and address entered by applicant

Employment: Critical Shortage Facility (CSF) Search

required field

You have selected the following CSF as your workplace:

Walter Reed National Military Medical Center

8901 Wisconsin Ave, Bethesda, MD 20889

Remove this CSF

SAVE & CONTINUE

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Business Rules Cont:

- System shall put applicant in "In Progress-Employment Not Found" status if applicant sends site information to Program from the Site Not Found pop up

- System shall enable Qualified Education page if user is in the "In Progress-Employment Not Found" status
    - The Employment Verification page will not be enabled in this situation

- An analyst has the ability to make an applicant site "Eligible" or "Ineligible" from the Manage Application Documents screen

- If the applicant's site is made ineligible by an analyst, his/her application status will update to "Ineligible," and he/she will be directed to the ineligible landing page after he/she refreshes his/her screen or logs back in

- If an applicant is made eligible by an analyst the applicant will receive an email and his/her site will be added to BMISS
    - The applicant must repeat the steps outlined above to add his/her site

Steps to remove a Site or School:

1. Applicant navigates to the employment page by clicking the Employment link at the top of the page

2. Applicant clicks "Remove School" or "Remove Site"

3. Once previous site is removed applicant will have to repeat steps to add another site

Business Rule:

- If the applicant has an initiated or completed Employment Verification, he/she must cancel the Employment Verification before he/she can remove his/her site

Section 8: Employment Verification

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

Employment Verification

To begin the Employment Verification process, select "Initiate" next to the site information below. Employment Verification is to be completed by your site point of contact (POC) through the Customer Service Portal ('Portal') for Site Administrators. You may need to contact your site POC to alert them that your EV will arrive via the Portal. Additional site POC information is available by clicking the site name below. For additional information regarding the Employment Verification process, please see the **NURSE Corps LRP Employment Verification FAQs**.

Once your application has been submitted the EV will be available for review. Please take time to ensure that all information is accurate and reflects your current employment status, salary and correct license information.

CURRENT REQUESTS

Site Name	Verification Type	Date Created	Status	Other POC Email	
Medstar-WHC- Women's Community Health Practice	Application	N/A	Not Started		Initiate ▶

Employment Verification

To begin the Employment Verification process, select "Initiate" next to the site information below. Employment Verification is to be completed by your site point of contact (POC) through the Customer Service Portal ('Portal') for Site Administrators. You may need to contact your site POC to alert them that your EV will arrive via the Portal. Additional site POC information is available by clicking the site name below. For additional information regarding the Employment Verification process, please see the **NURSE Corps LRP Employment Verification FAQs**.

Once your application has been submitted the EV will be available for review. Please take time to ensure that all information is accurate and reflects your current employment status, salary and correct license information.

CURRENT REQUESTS

Site Name	Verification Type	Date Created	Status	Other POC Email	
Medstar-WHC- Women's Community Health Practice	Application	11/02/2015	Initiated		Cancel

Steps:

1. System will populate EV request for site added on Employment page

2. Applicant can click site name to verify that the appropriate address, phone number and point of contact are listed

3. Applicant can enter "Other POC Email" if the applicant does not see his/her correct POC in the site information or if the site does not have a POC associated with it

4. Applicant clicks **Initiate ▶**

5. Applicant clicks **SAVE & CONTINUE**

6. Applicant is taken to the Education section

Business Rules:

- System shall populate an EV request for the site added on the Employment page

- System shall display EV status as Not Started before applicant initiates a EV Request

- System shall enable Cancel button if EV status is "In Progress," "Complete", or "Returned-Unverified"

- System shall allow applicant to resend EV if EV status is "Returned-Unverified"

Employment Verification

To begin the Employment Verification process, select "Initiate" next to the site information below. Employment Verification is to be completed by your site point of contact (POC) through the Customer Service Portal ('Portal') for Site Administrators. You may need to contact your site POC to alert them that your EV will arrive via the Portal. Additional site POC information is available by clicking the site name below. For additional information regarding the Employment Verification process, please see the NURSE Corps LRP Employment Verification FAQs.

Once your application has been submitted the EV will be available for review. Please take time to ensure that all information is accurate and reflects your current employment status, salary and correct license information.

CURRENT REQUESTS

Site Name	Verification Type	Date Created	Status	Other POC Email	
Medstar-WHC- Women's Community Health Practice	Application	11/02/2015	Complete		Cancel

Business Rules Cont:

- System shall send an email to "Other" POC entered by applicant with instructions on how to register a portal account

- If an applicant wishes to change his/her application type (which can be done by navigating to the General Information page), he/she must first cancel his/her Employment Verification if the Employment Verification has been initiated

- If an applicant wishes to remove his/her site (which can be done by navigating to the Employment page), he/she must first cancel his/her Employment Verification if the Employment Verification has been imitated

Steps to cancel EV

1. Applicant navigates to Employment Verification page using the navigation links at the top of the screen

2. EV status will be displayed and can either be Initiated, Complete or Returned Unverified

3. Applicant selects **Cancel** if he/she wish to cancel the EV

4. Applicant can re-initiate EV by clicking the **Initiate ▶** button

Business Rules:

- If the applicant wants to change Employment Site/School Site he/she must navigate to the Employment page and remove Employment Site/School after cancelling the EV

- If the applicant would like to change his/her application type he/she must navigate to the Employment page and remove Employment Site/School Site, then navigate to the General Information Page to change his/her application type after cancelling the EV

Employment Verification process tracker showing steps: 1 Eligibility, 2 General Information, 3 Employment, 4 Employment Verification (active), 5 Education, 6 Loans, 7 Supporting Documents, 8 Self Certification Review & Submit

Employment Verification

To begin the Employment Verification process, select "Initiate" next to the site information below. Employment Verification is to be completed by your site point of contact (POC) through the Customer Service Portal ('Portal') for Site Administrators. You may need to contact your site POC to alert them that your EV will arrive via the Portal. Additional site POC information is available by clicking the site name below. For additional information regarding the Employment Verification process, please see the NURSE Corps LRP Employment Verification FAQs.

Once your application has been submitted the EV will be available for review. Please take time to ensure that all information is accurate and reflects your current employment status, salary and correct license information.

CURRENT REQUESTS

Site Name	Verification Type	Date Created	Status	Other POC Email
Medstar-WHC- Women's Community Health Practice	Application	11/02/2015	Complete	Cancel

HISTORICAL REQUESTS

Site Name	Date Created	Status	Other POC Email
Medstar-WHC- Women's Community Health Practice	11/02/2015	Completed Cancelled	

SAVE & CONTINUE

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Business Rules Cont:

- If an applicant changed his/her Employment Site/ School Site or his/her application type the applicant must repeat the steps to add an Employment Site/School Site & initiate an EV

- An applicant may cancel an EV and complete the rest of the application but will not be able to submit his/her application until the Employment Verification has a status of "Complete".

- System will display at the bottom of the page a table of all EVs that have been cancelled called the "Historical Requests" table.

Section 9: Qualifying Education

The Qualified Education page is used to collect information about the applicant's nursing education information.

Steps:

1. Applicant selects [Add a New School]

2. Applicant is directed to the School Details page (see figure 14)

3. Applicant selects the state where the school is located

4. Applicant will select school based on list populated when state was selected

5. Applicant will select whether he/she received a degree from selected school, transferred from selected school or attended selected school for nursing prerequisites

6. Applicant will enter the date he/she began and ended his/her education at selected school
   - Date format is mm/yyyy

7. If applicant indicated that he/she received a degree from the schools, the applicant will select type of nursing degree(s) received and date(s) received from the school
   - Date format is mm/yyyy

8. Applicant selects [CONTINUE]

9. Applicant is taken to the "School Documents" page (see figure 15)

10. Applicant has to upload an Official/Unofficial transcript to continue to the next section

11. Applicant has the option to upload unlimited Additional Supporting Documents

Qualifying Education

* required field

Select the state and school name of each school you attended for your nursing education, including prerequisites and all other levels of education, for which you are requesting loan repayment. If during your nursing education you attended a school but did not graduate, for example you transferred, include the school and the dates attended. You must submit a transcript for each school added to show the nursing education coursework directly related to the attainment of your nursing degree(s). All transcripts must include the applicant's name, the school name, date of graduation, and degree type. If the date the degree was received is not on the transcript, a copy of the degree must be included. This can be uploaded as an additional supporting document. The start and end dates of education entered on the application must match with the dates on your transcripts to be eligible. All information provided in the transcript and online application must match exactly. Any disparities may cause your application to be deemed ineligible.

Please Note: If currently enrolled in a nursing degree program that will not be completed by the time of submission, loan repayment for that degree cannot be requested during this application cycle. Documents submitted should not be subject to modification. It is recommended that all documents be in a .PDF format.

You have not entered any schools yet.

[Add a New School]

[CONTINUE]

School Details
* required field

◀ Back to Qualifying Education

Select the state where the school is located *	Maryland ∨
Select the name of the school *	Johns Hopkins University - School of Nursing ∨

Select the box that applies to this school
- ☑ I received a nursing degree from this school.
- ☐ I transferred from this school.
- ☐ I attended this school only for nursing prerequisites.

Please enter all dates in the format mm/yyyy. The specific day of the month is not required.

On what date did you begin your education at the school identified above? *   09/2012

On what date did you end your education at the school identified above? *   06/2015

Select the type of nursing degree(s) received and enter the date received *

- ☐ Associate's
- ☐ Bachelor's
- ☑ Master's   06/2015
- ☐ Doctorate (non-MD or Ph.D)
- ☐ Diploma

Please enter any additional clarifying information that you would like to submit regarding your education background.

Complete

CONTINUE

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Steps Cont:

12. After applicant uploads his/her documents he/she will select **SAVE** and be directed back to the Qualifying Education landing page (see figure 16) where he/she will see the school(s) added.

13. Applicant can add an additional school or edit existing school information

14. Applicant will select **CONTINUE** after adding all schools and be directed to the Loan section

Business Rules:

- System shall require user to answer required fields to be able to continue

- System shall limit school name drop down based on state selected

- System shall require user to enter in "Other School" information if "Other" is selected for NCLRP School Name

- System shall require user to check at least one:
  - I received a nursing degree from this school
  - I transferred from this school
  - I attended this school for nursing prerequisites

- System shall not allow user to select both:
  - I received a nursing degree from this school
  - I attended this school for nursing prerequisites

School Documents

15

◀ **Back to Qualifying Education**

Transcripts must include the applicant's name, school name, degree type, and conferred/graduation date. It is highly recommended that the applicant combines all transcripts into a .PDF format and upload the document; however, you may also upload additional pages of your transcript in the Additional Education Supporting Document section. If your transcript does not include a degree conferred date, please upload your diploma/degree with this information in the Additional Education Supporting Document section. It is the responsibility of the applicant to ensure that all documents are viewable and readable.

Documents cannot be larger than 5MB. TIFFs, JPEG, PNG files are not acceptable forms.

	Document Title	Document File	Status	Action
○	Official/Unofficial transcript	**Application Document for Applicant Doc1.pdf**	Received	**Remove**
○	Additional Education Supporting Document	**Application Document for Applicant Doc1.pdf**	Received	**Remove**
○	Additional Education Supporting Document		Not Received	

[_____] Browse... **Upload**

SAVE

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Qualifying Education
* required field

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Select the state and school name of each school you attended for your nursing education, including prerequisites and all other levels of education, for which you are requesting loan repayment. If during your nursing education you attended a school but did not graduate, for example you transferred, include the school and the dates attended. You must submit a transcript for each school added to show the nursing education coursework directly related to the attainment of your nursing degree(s). All transcripts must include the applicant's name, the school name, date of graduation, and degree type. If the date the degree was received is not on the transcript, a copy of the degree must be included. This can be uploaded as an additional supporting document. The start and end dates of education entered on the application must match with the dates on your transcripts to be eligible. All information provided in the transcript and online application must match exactly. Any disparities may cause your application to be deemed ineligible.

Please Note: If currently enrolled in a nursing degree program that will not be completed by the time of submission, loan repayment for that degree cannot be requested during this application cycle. Documents submitted should not be subject to modification. It is recommended that all documents be in a .PDF format.

Name of School	City	State	Starting Date	Date School Ended	Degree Type	Transcript?	
Johns Hopkins University - School of Nursing	BALITMORE	Maryland	09/2012	06/2015	Master's	Yes	Edit

[Add a New School]

CONTINUE

Business Rules Cont:

- System shall require user to add at least one school with a nursing degree selected to be able to continue to the loan section.

- System shall require user to answer "Date Received Degree" and if "I received a nursing degree from this school" is selected.

- System shall require that "School Start Date" is after Birth Date.

- System shall require that School Start Date is prio to current date.

- System shall require that "School Start Date" is before "School End Date".

- System shall require that "School End Date" is on or before "Date Received Degree".

- System shall require that "School End Date" and "Date Received Degree" is on or before the application submission date.
  - This check will occur upon submission of the application.

- System shall allow user to edit school added by clicking "Edit" in the table and the education details will populate with information entered.

- System shall require a transcript for each school added.

- System shall allow unlimited "Additional Education Supporting Document" to be uploaded for each school added.

Qualifying Education

* required field

Select the state and school name of each school you attended for your nursing education, including prerequisites and all other levels of education, for which you are requesting loan repayment. If during your nursing education you attended a school but did not graduate, for example you transferred, include the school and the dates attended. You must submit a transcript for each school added to show the nursing education coursework directly related to the attainment of your nursing degree(s). All transcripts must include the applicant's name, the school name, date of graduation, and degree type. If the date the degree was received is not on the transcript, a copy of the degree must be included. This can be uploaded as an additional supporting document. The start and end dates of education entered on the application must match with the dates on your transcripts to be eligible. All information provided in the transcript and online application must match exactly. Any disparities may cause your application to be deemed ineligible.

Please Note: If currently enrolled in a nursing degree program that will not be completed by the time of submission, loan repayment for that degree cannot be requested during this application cycle. Documents submitted should not be subject to modification. It is recommended that all documents be in a .PDF format.

Name of School	City	State	Starting Date	Date School Ended	Degree Type	Transcript?	
Johns Hopkins University - School of Nursing	BALITMORE	Maryland	09/2012	06/2015	Master's	Yes	Edit

Add a New School

CONTINUE

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Business Rules Cont:

- System shall not allow the earliest school start date to be greater than three (3) months later than the latest loan date or the latest school end date to be greater than three (3) months prior to the earliest loan date **if applicant adds or edits a school after at least one loan is added**.
  - This is only if applicant navigates to education page after adding at least one loan (or chooses to edit application after submission).

- If an applicant inputs his/her dates as MM/DD/YYYY the system will default dates to MM/YYYY format.

- Education start date and degree received date is defaulted to the first day of the month in the BMISS system
  - For example, if an applicant indicated his/her education start date is 10/14/2015 and degree received date as 11/11/2019 the BMISS system will interpret it as 10/01/2015 & 11/01/2019 respectively.

- Education end date is defaulted to the last day of the month in the BMISS system
  - For example, if an applicant indicates his/her education end date as 10/14/2019 BMISS system will interpret it as 10/31/2019.

- Applicant can enter comments for each school added.

Section 10: Loan Information

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

Steps to Electronically Retrieve Loans:

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

   Access your Loans

2. Applicant is direct to the Department of Education's Federal Student Aid login page and logs in using their FSA ID.

3. Applicant will be automatically redirected to his/her S2S LRP application after authentication.

3. If NSLDS authentication and retrieval is successful, the applicant's loan(s) will display in the "Electronically Imported From Your NSLDS Account" table (See figure A)
   a. Applicant can view a read only version of his/her loan details by clicking the "View" button next to each loan electronically retrieved.
   b. The date and time of the last successful transaction with the NSLDS will be displayed for reference
   c. **Note:** The social security number and date of birth entered in the General Information section of the application must match the social security number and date of birth on file with the Department of Education.

4. Applicant will answer "Yes" or "No" to "Do you have additional Loans that need to be added?"

   a. applicant answers "No," the **CONTINUE** button will become available and the applicant will be directed to Supporting Documents section of the application.
   b. If applicant answers "Yes" applicant will be directed to Loan Details page

Disbursement Report or Promissory Note (**Non-Federal Loans**) - A copy of the document provided by your lender/servicer that outlines the details of your loan agreement, including your name, the date the loan was obtained, the purpose of the loan, account numbers, and the loans included in a consolidation (if applicable).

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

You have not added any loans yet.

LOG INTO YOUR NATIONAL STUDENT LOAN DATA SYSTEM ACCOUNT

Access your Loans

NEED HELP?

Don't have a Federal Student Aid ID or want to enter loans manually?

CONTINUE

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Steps Cont:

5. Applicants may update loans previously retrieved from NSLDS by clicking the Update Loans (Update Loans) button
   a. Applicant will be required to re-authenticate with the Departments of Education using his/her FSA ID.

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

Are you sure you want to remove all your loans retrieved from NSLDS?

NO, GO BACK   YES, I'M SURE
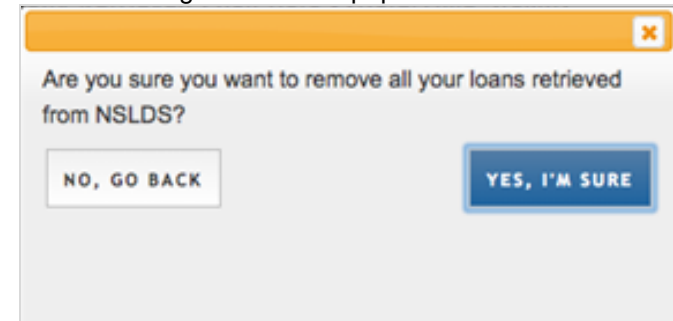
7. Applicants will be able to view a comprehensive report of all NSLDS federal loan data retrieved and submitted with his/her application upon submission of his/her application.
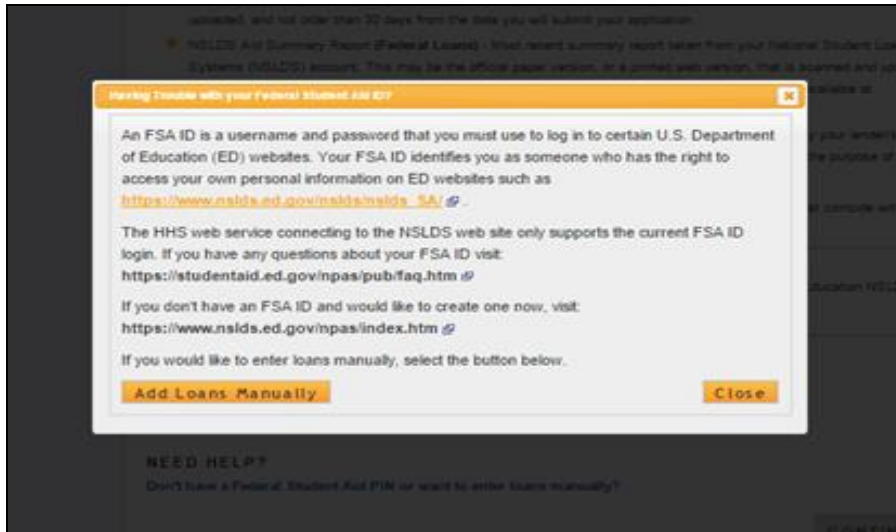
Steps to Manually Add Loans:

1. Applicant clicks on the **"Don't have a Federal Student Aid ID or want to enter loans Manually?"** link under the **"Need Help?"** heading.

2. Applicants will view a popup message with a link to Add Loans Manually.

3. Applicant will be directed to the Loan Details page when clicking the Add Loans Manually button.

Business Rules:

- System shall require at least one loan (Electronic or Manual) to be added to continue.

- System shall not require applicant to retrieve loans electronically.

- System shall check to see if applicant has already manually added federal loans and de-active "Access your Loans" button.

- System will deactivate the "Access your Loans" button and display a notice if the applicant is using Internet Explorer version 9 or lower.

- System shall redirect applicant to his/her application and prompt data exchange between HHS and DoED when user successfully authenticates.

- If the data exchange was not successful due to incomplete NSLDS data, the system shall display the following message "Certain loan information needed to successfully transmit from the NSLDS to your online application was incomplete. Please reach out to the NSLDS and try again - OR - add your loans manually."

- System shall display federal loans retrieved via web service under a table tiled "Electronically Imported From Your NSLDS Account"

Section 11: Loan Details

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

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

Steps to Manually Add Loans:

1. Appplicant fills in all required fields to continue:
   - Name of current servicing lender
   - Loan account number
   - Original date of the loan
   - Original amount of the loan
   - Current balance (Principal & Interest)
   - Interest rate (Optional)
   - Type of loan
   - Is this loan in default
   - Is this loan under Federal court judgment
   - Is this a consolidated loan

2. After the applicant enters all required fields, he/she will click **CONTINUE TO DOCUMENTS** (Continue to Documents) and will be taken to Loan Supporting Documents Page (See Figure B).

3. Applicant will upload necessary documents and click **SAVE** (Save).
   - Applicant can choose to add another loan. To add another loan, the applicant will click the Add New Loan button and repeat the steps above.

4. If the applicant wants to edit or remove his/her loan, the applicant can click the check box to Remove loan at the bottom of the Loan Details page.

Is this loan in default? *   ○ Yes ○ No

Is this Loan under Federal court judgment? *   ○ Yes ○ No

Please enter the name of the school that this loan was used to attend. *   [   ]

Was this loan sold? If you are unsure, ask your servicing lender. *   ○ Yes ○ No

Is this a consolidated loan? *   ○ Yes ○ No

CONTINUE TO DOCUMENTS

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Steps Cont:

5. If the applicant does not add another loan or edit his/her loan, he/she will click **CONTINUE** (Continue).

Business Rules:

- System shall allow account number to be alpha –numeric and allow special characters.

- System shall not allow "Current Balance As of Date" to be prior to "Original Date of Loan".

- System shall not allow user to enter a "Current Balance As of Date" more than 30 days prior to current date.

- System shall not allow user to enter a "Current Balance As of Date" after the present date.

- If loan is not consolidated, System shall require that "Original Date of Loan" be:
  - No more than 3 months prior to earliest education start date.
  - No more than 3 months after latest education end date.

- System shall require "Consolidated Loan Dates" to be :
  - No more than 3 months prior to earliest education start date.
  - No more than 3 months after latest education end date.

- If loan is consolidated, "Original Date of Loan" must be prior to all "Original Date of Loan" for all consolidated loans.

- If loan is in default/under court judgment "Original Date of Loan" must be prior to Date of Court Judgment/Date of Default.

① Eligibility   ② General Information   ③ Employment   ④ Employment Verification   ⑤ Education   ⑥ Loans

⑦ Supporting Documents   ⑧ Self Certification   Review & Submit

Supporting Documents

◄ Back to Loan Information

Select the document you would like to add to your application and then click "Upload."

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

[+] **REQUIRED LOAN SUPPORTING DOCUMENT(S)**

[+] **OPTIONAL ADDITIONAL LOAN SUPPORTING DOCUMENT(S)**

[+] **CONSOLIDATED LOAN SUPPORTING DOCUMENT(S)**

These documents are required to establish that the loan coincides with the nursing education periods entered on the Qualifying Education section of the application. All documents must include first and last name of the applicant.

Please Note: PDF file uploads are strongly encouraged to ensure uploaded documents can be reviewed. It is **the responsibility of the applicant** to submit documents that cannot be modified.

Documents cannot be larger than 5MB. .TIFF, .JPEG, .PNG files are not acceptable forms. Taking a picture of supporting document will not be an acceptable form of submission. All information provided in the supporting documents and online application must match exactly. Any disparities may cause your application to be deemed ineligible.

UPLOADED DOCUMENTS

You have not uploaded any documents yet.

UPLOAD DOCUMENT

○ Required Loan Supporting Documents

○ Additional Loan Supporting Document (Optional)

[_____] [Browse...] [Upload]

[SAVE]

Business Rules Cont:

- System shall require user to submit a Consolidated Loan Document, if "Yes" to Consolidated Loan.

- System shall require user to submit an "Account Statment" for each loan.

- System shall require user to submit a Disbursement Report for non-Federal loans only.

- System shall require user to submit an Aid Summary Report for Federal loans only.

- System shall allow user to continue to next section without uploading all or any required loan documents. Loan page status will be "In Progress" until all required documents have been uploaded for each loan. The applicant will not be able to submit his/her application until all required loan documentation has been uploaded.

- System should not allow applicant to manually enter a federal loan if loans have been electronically retrieved via NSLDS.

Section 12: Supporting Documents

The Supporting Documents page consists of all documents that an applicant must submit with his/her NCLRP application. The documentation consists of required documents for NCLRP and NCLRP-NF applications.

Steps:

1. Applicant selects the type of required document he/she will upload.

2. Applicant selects "Browse" to find the document he/she wishes to upload.

3. Applicant selects "Upload" when he/she selecs the appropriate document.

4. Applicant repeats these steps for all of the required documents.

5. Applicant clicks on "Authorization to Release Information" to download the respective form.

6. Applicant will fill out and upload forms to his/her application.

7. Applicant clicks "Save & Continnue" to proceed.

Business Rules:

- System shall display the required supporting documents to submit application for each applicant

- Each uploaded document will be linked for the applicant to view

- System shall allow applicant to upload different types of documents – PDF, jpeg, text, doc

- System shall allow applicant to upload document size up to 5 MB

- System shall display a required transcript for each school submitted on Qualified Education Information page

Supporting Documents

required field

Documents cannot be larger than 5MB. TIFFs, JPEG, PNG files are not acceptable forms. Taking a picture of supporting documents will not be an acceptable form of submission. All information provided in the supporting documents and online application must match exactly. Any disparities will cause your application to be deemed ineligible.

TEMPLATE DOCUMENTS

Please sign the following documents and upload below.

● **Authorization to Release Information**

UPLOAD DOCUMENTS

	Document Title	Document File	Status	Delete
○	Authorization to Release Information	Application Document for Applicant Doc1.pdf	Received	delete
○	Curriculum Vitae/Resume	Application Document for Applicant Doc1.pdf	Received	delete
○	Proof of US Citizenship or US National; Lawful Permanent Resident	Application Document for Applicant Doc1.pdf	Received	delete
○	Verification of Existing Service Obligation/Member of Reserve Document	Application Document for Applicant Doc1.pdf	Received	delete

[_____] Browse...   **Upload**

LOAN DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Wachovia 2345678	Required Loan Supporting Documents	Application Document for Applicant Doc1.pdf	Received

EDUCATION DOCUMENTS

School	Document Title	Document File	Status
Johns Hopkins University - School of Nursing	Official/Unofficial transcript	Application Document for Applicant Doc1.pdf	Received
Johns Hopkins University - School of Nursing	Additional Education Supporting Document	Application Document for Applicant Doc1.pdf	Received

SAVE & CONTINUE

Business Rules Cont:

- System shall display all loan documents uploaded for each manually added loan

- System shall require the "Existing Service Obligation" document to be upload if the applicant answered "Yes" to having an existing service in the Eligibility section

Section 13: Self-Certification

The purpose of the Certification page is for the applicant to confirm the statements regarding debarment, suspension, disqualification and related matters. The applicant also gives authorization to disclose financial information. The applicant will also agree to reading the Application Program Guidance and that all information in the application is true. The applicant must agree to all certifications in order to submit his/her.

Steps:

1. Applicant reads each certification statement.

2. Applicant checks the box that certifies each statement.

3. Applicant selects CONTINUE .

Business Rules:

•   System shall require the applicant to respond to each certification question to proceed.

•   System will clear Self Certification page if the applicant proceeds to the Review and Submit page but then navigates to another section on the application to make any edits
   a. The applicant must complete the Self-Certification each time after editing.

Section 14: Review & Submit

The Review & Submit page is the last page of the application. The Review & Submit page displays a table with each section and the corresponding section status. All sections must be in the "Complete" status for the applicant to submit the application. The applicant can select the top navigation menu or a particular section's link in the table to view that page.

Review & Submit

Your application ID: **297580**

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 accurate and complete. 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 2016 applications will be completed by September 30, 2016.

Page Name	Status
Eligibility	Complete
General Information	Complete
Employment	Complete
Employment Verification	Complete
Education	Complete
Loans	Complete
Supporting Documents	Complete
Self Certification	Complete
Review & Submit	In Progress

SUBMIT YOUR APPLICATION

I certify that the information given in this application, including supporting documentation uploaded into this application, is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any willfully false representation is sufficient cause for rejection of this application, or, if awarded NURSE Corps loan repayment, that I am liable for repayment of all awarded funds and further that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 1001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (45 CFR 79)

Password *   ●●●●●●●●●●

[SUBMIT]

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Steps:

1. Applicant reviews the application and makes any necessary edits

2. Applicant enters password

3. Applicant selects **SUBMIT**.

Business Rules:

•   Applicant can view and edit any page of the application by clicking on the page name before submitting.
   a. Applicant will then be required to complete the Self-Certification section again

•   Applicant must enter in his/her correct password in order to submit his/her application.

•   All page statuses except for review and submit must be complete for applicant to submit his/her application.

•   System shall not allow application to be submitted after the application deadline.

•   System shall update application status to a submitted status upon submission.

Section 15: Submitted Page

After the applicant submits his/her NCLRP application, he/she will be directed to the Submitted landing page and the overall application status will change to either "Submitted" or "Submitted – Ineligible." If any of the responses on the online application deem an applicant ineligible, the status upon submission will be "Submitted – Ineligible." If the responses submitted deem the applicant eligible the application status will be "Submitted." On the Submitted landing page, the applicant will have the ability to edit or withdraw his/her application. The applicant will have the ability to edit his/her application *until the application deadline.* The applicant may withdraw his/her application up until the applicant receives a Confirmation of Interest (COI), if applicable.

Business Rules:

- System shall update the application status to "Submitted-Ineligible" upon submission if:
  - Received degree date from education page is in the future
  - Applicant has an existing BHW service that has an obligation end date in the future (validated by SSN check)
  - The Employment Verification (EV) submitted by the site Point of Contact (POC) indicated that the applicant does not meet the required work hours per week to be eligible for an award
  - The EV submitted by the site's POC indicated that the applicant does not have a current, full, unrestricted, and unencumbered license
  - The EV submitted by the site's POC indicated that the applicants employment start date is after his/her submission date

- System shall disable the **Withdraw** button if/when applicant is sent Confirmation of Interest (COI)

- System shall update applicant status to "In Progress" upon selecting Edit

- System shall disable Edit when application cycle closes

- System shall save most recent application status upon cycle close (Example: If the applicant edits and never re-submits by the application close date, his/her final status will be "In Progress")

EMPLOYMENT VERIFICATIONS

Site Name	Initiation Date	Response Date	Status
Medstar-WHC- Women's Community Health Practice	11/02/2015	11/02/2015	Complete

GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Authorization to Release Information	Application Document for Applicant Doc1.pdf	Received
Curriculum Vitae/Resume	Application Document for Applicant Doc1.pdf	Received
Proof of US Citizenship or US National; Lawful Permanent Resident	Application Document for Applicant Doc1.pdf	Received
Verification of Existing Service Obligation/Member of Reserve Document	Application Document for Applicant Doc1.pdf	Received

LOAN SUPPORTING DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Wachovia 2345678	Required Loan Supporting Documents	Application Document for Applicant Doc1.pdf	Received

EDUCATION SUPPORTING DOCUMENTS

School	Document Title	Document File	Status
Johns Hopkins University - School of Nursing	Official/Unofficial transcript	Application Document for Applicant Doc1.pdf	Received
Johns Hopkins University - School of Nursing	Additional Education Supporting Document	Application Document for Applicant Doc1.pdf	Received

Business Rules Cont:

- System shall allow applicant to select Undo Withdrawal after he/she has Withdrawn the application if he/she wish to resubmit.

- System shall link a copy of submitted application in PDF after application has been submitted. The applicant will able to view the site POC's EV responses within this document.

- System shall display "Submitted-Ineligible" Landing Page content if applicant is deemed ineligible upon submission (Edit and Withdraw functionalities will still be enabled until the application deadline).

- All documents uploaded by the applicant will be linked on the Submitted Landing Page.

Section 16: Application Withdraw

An applicant has the option to withdraw his/her application after submission. The applicant may withdraw his/her application up until the applicant receives a COI, if that is an applicable. The applicant may resubmit the current application by using the Undo Withdrawal button. **However, the applicant must resubmit his/her application by the application deadline to be considered for an award.**

Withdraw Application

You have indicated that you are no longer interested in being a part of this application cycle. By selecting the Withdraw button below, your application will be removed from consideration and is no longer eligible for award. If the application cycle has passed, there is no way to undo this action. If this is not correct, you may go back to the Submitted landing page by clicking Home.

WITHDRAW

NURSE Corps Loan Repayment Program Application

Hello NC,

You have withdrawn your application from the 2016 application cycle for the NURSE Corps Loan Repayment Program. Your online application has been removed from consideration and is no longer eligible for an award.

Your overall application status is: **Withdrawn**

Your application ID is: **297580**

If you would like to be reconsidered for the 2016 NURSE Corps Loan Repayment Program, you may resubmit your current application using the Undo Withdrawal button below until November 25, 2015 at 9:00 AM EST. Applications not resubmitted by this time will not be considered for an award. By selecting Undo Withdrawal, you will be taken back into the online application and will be in-progress.

UNDO WITHDRAWAL

Steps:
1. From the Submitted Home Page an applicant will click the **Withdraw** button

2. The applicant will be directed to the "Withdraw Application" confirmation screen

3. The applicant clicks **Withdraw** and is directed to the Submitted Home page (see Figure 20)
   - Note: The applicant will now have a status of "Withdrawn"

4. On the Submitted Home page the applicant can undo the withdraw by clicking **UNDO WITHDRAWAL**

5. If the applicant clicks **UNDO WITHDRAWAL** he/she will be directed to the In Progress Landing Page

6. The applicant will click **CONTINUE** from In Progress application and will be directed to the Self Certification Page

7. Applicant will follow steps to complete and submit application.

8. The applicant will read each certification

9. Applicant indicates that he/she agrees by selecting the checkbox.

10. Applicant selects **SAVE & CONTINUE**.

NURSE Corps Loan Repayment Program Application

Hello NC,

Welcome back to the NURSE Corps Loan Repayment Program online application!

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

Your application ID is: **297580**

Application Deadline: **November 25, 2015 at 9:00 AM EST**

Please select "Continue" to resume the application process.

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

CONTINUE

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Steps Cont:

11. Applicant is directed to the Review and Submit Page

12. Applicant reviews the application.

13. The Applicant enters his/her password

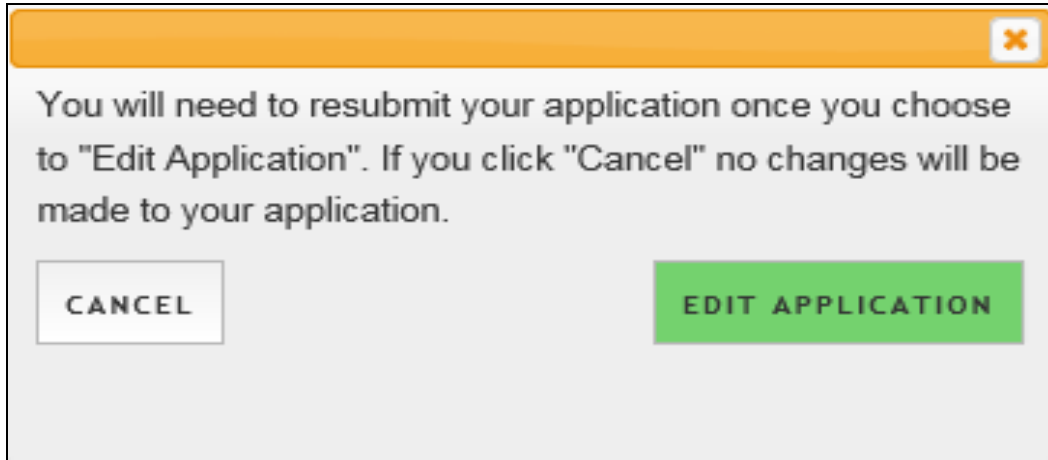14. Applicant selects SUBMIT and is directed to the Submitted Home Page.

Business Rules:

- The ability to withdraw an application will be disabled when the applicant is sent to COI.

- If an applicant wishes to re-submit his/her application he/she must resubmit by the application deadline.

- The system will save the most recent status once the application closes if applicant selects withdraw.

- An applicant may withdraw his/her application if his/her status is "Submitted" or "Submitted-Ineligible".
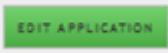
Section 17: Edit Application

If an applicant would like to edit his/her application after submission, he/she may do so prior to the application deadline. If an applicant edits his/her application, the applicant must re-submit his/her application by the application deadline. If the applicant does not resubmit his/her application, the applicant will not be considered for an NCLRP award.

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

CANCEL   EDIT APPLICATION

Steps:

1. The applicant clicks Edit Application.

2. The applicant clicks [CANCEL] or [EDIT APPLICATION] pop-up (below)

3. The applicant will be directed to the In Progress Landing Page (see figure 21)

4. The applicant navigates to any section to make the necessary edits

5. The applicant clicks Save & Continue at the bottom of the page where edits were made in order to save the edits

6. Once all edits are made and saved the applicant will navigate to the Self- Certification page

7. Applicant will follow steps to complete and resubmit application

NURSE Corps Loan Repayment Program Application

Hello NC,

Welcome back to the NURSE Corps Loan Repayment Program online application!

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

Your application ID is: **297580**

Application Deadline: **November 25, 2015 at 9:00 AM EST**

Please select "Continue" to resume the application process.

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

CONTINUE

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Business Rules:

- The applicant will not be able to Edit his/her application after the application deadline.

- An applicant must resubmit his/her application by the application deadline if he/she want to be considered for an award.

- The applicant will be directed to the In Progress landing page when selecting Edit.

- The applicant's status will be changed to "In-Progress" upon selecting Edit.

- All business rules apply on each page if the applicant selects Edit.

Section 18: Account Settings

The applicant can change his/her password, email and security question on the Account Setting page. In addition, the applicant will be able to see his/her application ID.

Steps to change password or email:
1. Applicant enters new password or email

2. Applicant confirms new password or email

3. Applicant enters current password

4. Applicant clicks to Change Password or Change Email

5. System displays confirmation that password or email has been successfully updated

Steps to change security information:
1. Applicant selects Security Question from the dropdown

2. Applicant enters new Security answer

3. Applicant enters current password in the "Current Password" box

4. Applicant clicks Change Security Information

5. System displays confirmation that security information has been successfully updated.

Business Rules:
- System shall inform user that password/email/security information is now changed upon selecting Save.

- System shall inform user that he/she must log out and log back in upon updating password/email/security information.

- System will not create account if email exists in a previously created account.

- System will send confirmation to new email if email was updated.

Section 19: Resolving Issues

Please follow the instructions to resolve any inquiries a NCLRP 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 JIRA 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.

Logging Issues: When logging issues in JIRA
- Log issues as "CC>NCLRP Online App > Eligibility Page"
  - CC refers to call center
  - Whichever page the issue is found on please indicate it after NCLRP Online App
    - If the issue occurs on the General Information page please log the issue as "CC>NCLRP Online App> General Info Page"
- Attach a screenshot to the issue (if applicable)
  - Please do not include a screen shot of the whoops error message
  - Have the applicant take a screen shot of the page the problem was found on and attach that to the bug
- Include the following details in the *Description* section:
  - Applicant information: Full name, last four of SSN, username, phone number, applicant id, application id
  - 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
  - Detailed description on how to reproduce the issue
  - The time and date this issue occurred
- Include the priority and severity 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 then he/she must triage the question to the NURSE Corps Loan Repayment Program.

Online Application Program Related Issues Contact: To escalate questions about the NCLRP application, please submit inquires to the following email: nursecorpslrpsupport@hrsa.gov.

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 used to log into the application
- Last four digits of SSN
- Section of online application the user was on when he/she encountered the problem
- Detailed summary of the problem
- Supporting Document (If applicable)

Section 20: Resolving Issue Flow Chart