U.S. Department of Health and Human Services

HRSA
Health Resources and Services Administration

BHW Management Information System Solution (BMISS)

Students to Service (S2S)
Loan Repayment Program (LRP)
FY 2017 Online Application User Guide

August 2016

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Introduction: S2S LRP Online Application User Guide

Purpose: The S2S LRP Online Application user guide serves as the main tool for the Customer Care Center to answer applicant questions regarding issues applicants have when calling for resolution. In addition to this user guide, the Customer Care Center Analysts must be familiar with the S2S LRP Application Program & Guidance, as some of the questions will be program based and are not discussed in this user guide. The primary intent for this user guide is to focus on the functionality developed for the S2S LRP Online Application.

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

Precondition: Applicant has a question regarding the S2S LRP Online Application and contacts the Customer Care Center for help to resolve an issue.

Section 1: BHW Portal

The BHW Portal allows applicants to navigate to the S2S LRP application. **Note**: Applicant will skip this page if he/she links directly from the HRSA website.
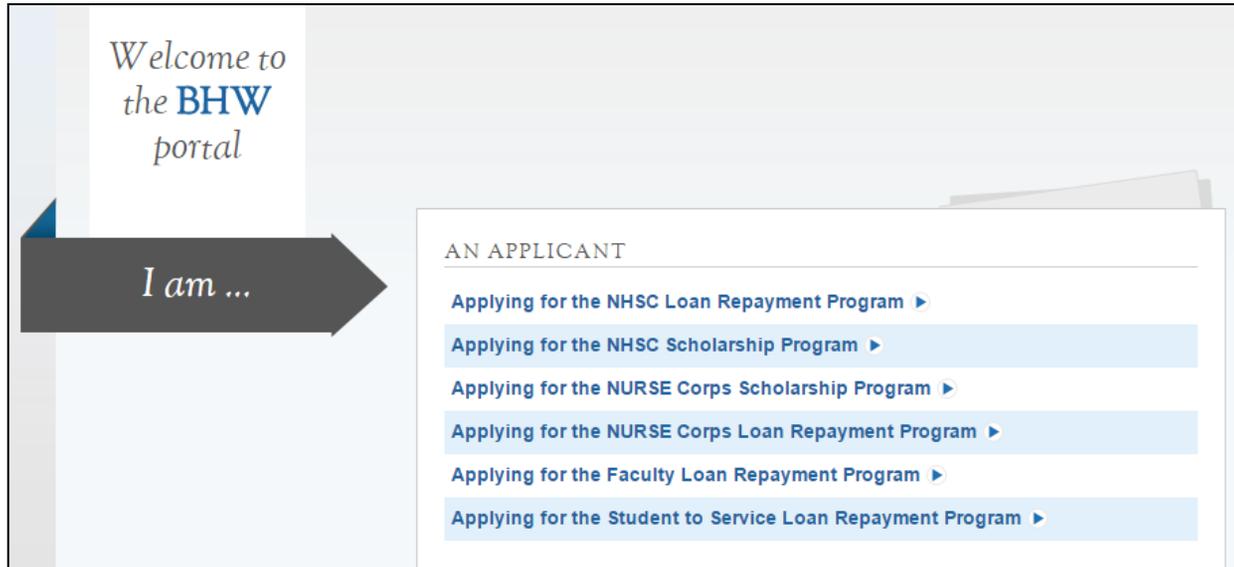
Steps:

1. Applicant selects "Applying for the Student to Service Loan Repayment Program."

2. System displays log in page (see Section 2 and 3).

3. Applicant can log in and begin his/her application.

Section 2: Create Account

The first action an applicant takes for the S2S LRP Online Application is to create an account.

Steps:

1. Applicant navigates to the Online Application via the weblink: https://programportal.hrsa.gov/extranet/application/s2s

2. Applicant selects the "Create an Account" link in the bottom left hand section of the page (see red arrow).

Business Rules:

- System shall disable abilty to create an account after application deadline

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

Steps:

1. Applicant answers each of the required fields.

2. Applicant selects **CREATE** to register for an account with S2S LRP.

3. The system will prompt the user at the top of his/her screen that his/her account is created. The system also sends an activation email to the applicant's email address.

4. The email will be from: noreply@hrsa.gov with a subject of "Activate your HRSA account." The applicant will open the email and click on the activation link in the body of the email (See Figure A).

5. The system will re-direct the applicant to the Home page notifying him/her that his/her account is activated.

Below is a sample of the activation email sent to an applicant. Once the applicant selects the link in the body of the email, the system will activate his/her account and re-direct the applicant to log into the application.
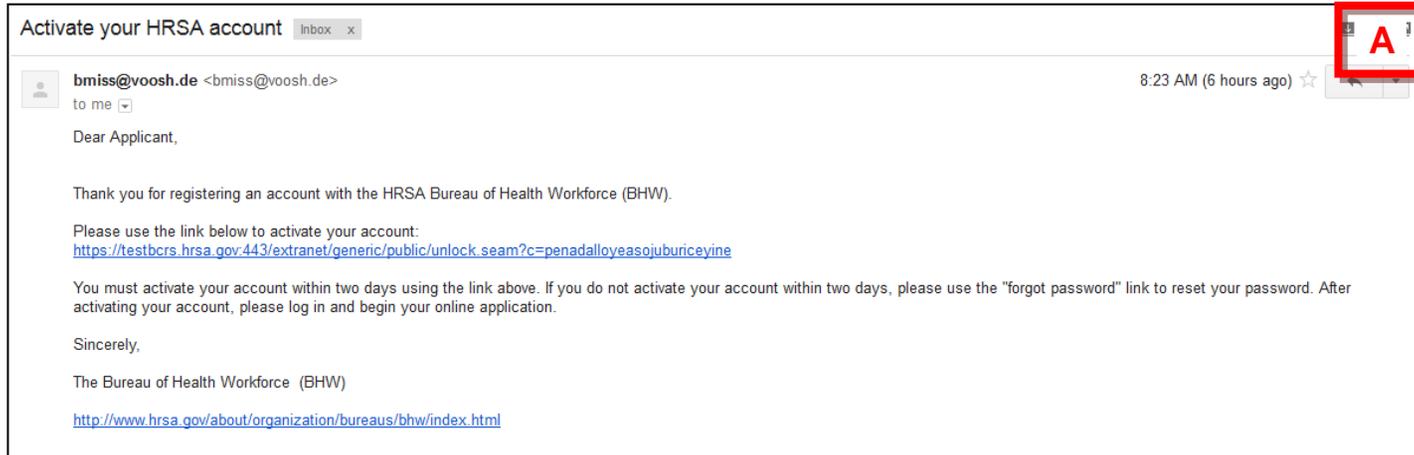
Business Rules:

- The email address provided by the applicant will serve as his/her username

- The following information will be auto-populated in the General Information and Education, Licensure, & Training sections of the application
  - o First Name
  - o Last Name
  - o Middle Initial
  - o Title
  - o Suffix
  - o Email Address

- Applicants can select the tool tip next to the Password field for details on password criteria

- System shall not allow user to log into account until account is activated

Section 3: Logging In

After activating an account, the applicant will be able to log in. The applicant will enter his/her email address and password used in creating his/her account. If the applicant forgets his/her password, he/she can reset his/her password by selecting the "Forgot your password?" link.

Steps:

1. Applicant enters his/her email address and password (see Figure 1).

2. Applicant selects **LOGIN** (Login) and the system brings him/her to the Not Started Home page.

Business Rules:

- The applicant will be warned after his/her second failed log in attempt

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

- System shall not allow user to create acount if Applicant's Primary Email already exists with a BMISS participant account

Section 4: Forgot Your Password

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

Steps:

1. Applicant selects *forgot your password?* (forgot your password).

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

3. Applicant answers his/her security question he/she selected when they created his/her account, and selects **SUBMIT** (Submit) (see Figure 3).

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

5. Applicant selects Reset Password Link from email.

6. Applicant enters new password and selects **UPDATE PASSWORD** (Update Password), (see Figure 5).

Notes:

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

Section 5: Home Page

The Not Started Home page is the first page the applicant sees upon his/her initial log in. Once the applicant has started his/her application, his/her status will change to "In Progress" and he/she will be directed to the S2S LRP "In Progress" Home Page when logging in.

Steps:

1. Applicant reads the information displayed on the Home Page.

2. Applicant selects **START MY APPLICATION** (Start My Application).

Notes:

- Applicants are requested to read the Application and Program Guidance (APG) document prior to starting his/her application

The NHSC will not approve any other postgraduate training programs and dental students who wish to pursue training other than the postgraduate training programs listed above are advised not to apply for participation in the NHSC S2S LRP.

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

All of these documents can be uploaded online:

- Proof of U.S. Citizenship or U.S. National
- Authorization to Release Information
- Verification of Good Standing
- Unofficial Transcript
- Application Essays
- CV/Resume
- Letters of Recommendation
- Proof of Passage of Required Licensure Exams
- Loan Information Verification
- Verification of Disadvantaged Background (If Applicable)
- Existing Service Obligation/Reserves Document (If Applicable)

All information provided in the supporting documents and online application must match. Any disparities may cause your application to be deemed ineligible.

The online application consists of the following sections:

1. Eligibility

2. General Information

3. Education

4. Letters of Recommendation

5. Loans

6. Supporting Documents

7. Self-Certifications

8. Review and Submit

The first section determines your eligibility. You will not be able to continue with the application if you are found ineligible based on your responses in this section. In addition, you will not be able to move forward to the next section of the application until you have completed all required fields in the previous section. You will have the opportunity to save your application to continue at a later date.

Prior to submission, you will have the opportunity to review and/or edit your application. Before submitting your application, you should review each section to verify that each is complete and represents the information you want to submit. Once the online application has been submitted, applicants will also have an opportunity to make edits or withdraw their applications. Final edits and resubmissions must be made before the close of the online application portal (October 13, 2016). You will not be able to edit your submitted application after the application deadline. Your submitted application will be available for download and print.

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

The final submission date is October 13, 2016 at 2:08 PM EDT. Remember to log into the NHSC S2S LRP online application to check the status of your application!

START MY APPLICATION

If the applicant returns to his/her previously saved application, once he/she logs in, the applicant is directed to the Home page and the application status will display an "In Progress" Application Status. The applicant will be able to continue with his/her last saved page or jump to any completed section by selecting the blue link.

Page Name	Status
Eligibility	In Progress
General Information	Not Started
Education	Not Started
Letters of Recommendation	Not Started
Loans	Not Started
Supporting Documents	Not Started
Self-Certifications	Not Started
Review & Submit	Not Started

Steps:

1. Applicant reads information on status page.

2. Applicant navigates to a specific section by selecting the page name hyperlinked in the table, or;

3. Applicant selects to continue his/her application from the last saved page by selecting **CONTINUE** (Continue).

Business Rules:

- System shall only link to pages that are in a "Complete" or "In Progress" status. The applicant will not be able to jump to a page that is "Not Started"

- If the applicant selects "Continue," the system shall direct the applicant to the last "In Progress" page. For example, if "Eligibility" is "Complete" and General Information in "In Progress" system shall direct applicant to General Information once he/she logs into the application if they select "Continue"

Section 6: Eligibility

The Eligibility page is used to ensure the applicant meets the qualification requirements to apply for an S2S LRP award. If the applicant is deemed eligible, he/she will be able to continue with the application. If an individual does not pass the initial screening portion of the online application, he/she will not be able to continue with the application.

Steps:

1. Applicant answers all required questions.

2. Applicant selects **CONTINUE** (Continue) once he/she has answered all the required questions.

3. Applicant will be directed to General Information page, if he/she is eligible.

4. Applicant will be directed to the In Progress – Ineligible landing page, if found ineligible. (see figure A)

Business Rules:

- Select any tool tip " " for additional information on specific question

- System shall require responses to the following questions if applicant indicates he/she has an existing service obligation:
  - Will there be a conflict in fulfilling the NHSC obligation?
  - Are you in a Reserve component of the Armed Forces, including the National Guard?
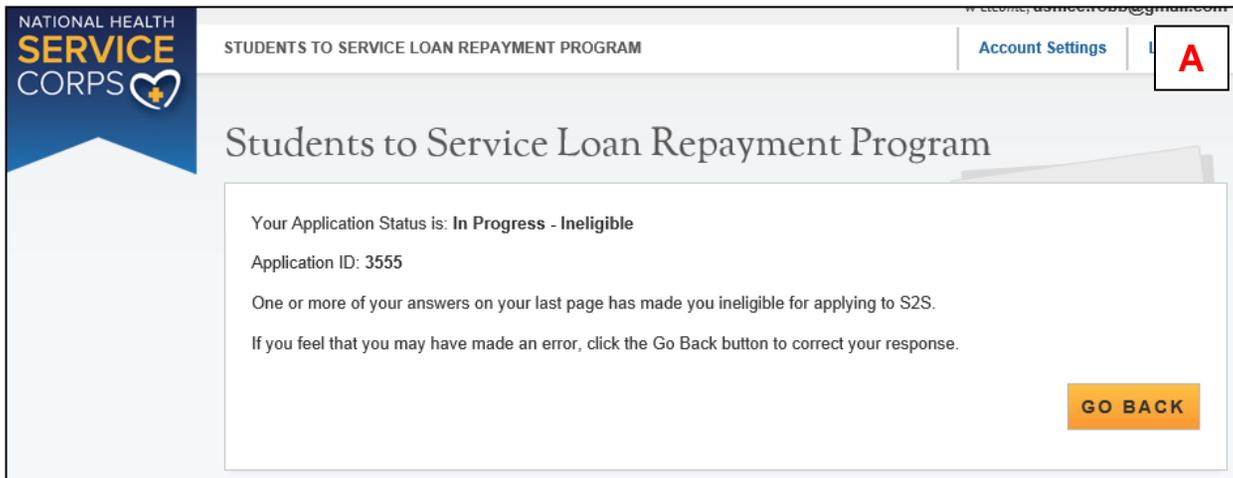
- System shall direct user to ineligible landing page if one or more of the following answers are selected (see figure A)
  - Are you a U.S. Citizen or U.S. National? = No
  - Are you in your final year of medical, osteopathic, or dental school and planning to complete your last day of your course work by May 31, 2017? = No
  - Have you applied to a Post Graduate Training Program?= No – applies only for Accredited MD and DO Program
  - Do you have an existing service obligation? = Yes and:
    - Will there be a conflict in fulfilling the NHSC obligation? = Yes
  - Do you have a judgment lien against your property from a Federal debt? = Yes
  - Are you currently in default on any Federal debt? = Yes
  - Are you eligible to hold an appointment as a Commissioned Officer of the Public Health Service or a Federal civil service? = No

Section 7: General Information

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

Steps:

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

2. Applicant selects **SAVE & CONTINUE** (Save & Continue) once he/she has answered all the required fields.

3. Applicant will be directed to Education page upon selecting continue if all required fields are entered.

EMAIL

Preferred * ℹ️   bcrsrelaunch+ZU1@gmail.com

Alternate ℹ️

SOCIAL SECURITY NUMBER

SSN ℹ️   XXXXX9915 **Edit**

PLACE OF BIRTH

Country *   United States ▼

State/Province/Region/Territory * District of Columbia ▼

City *   Washignton

Date of Birth *   01/01/1986 📅

DEMOGRAPHICS

Award selection will not be determined by this section

Gender   ◉ Male
                ○ Female

Ethnicity   ○ Hispanic or Latino
                ◉ Not Hispanic or Latino

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

DISADVANTAGED BACKGROUND ℹ️

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

◉ Yes ○ No

Business Rules:

- The following fields are populated from the create account process
    o First Name
    o Last Name
    o Middle Initial
    o Title
    o Suffix
    o Email Address

- System shall require that Applicant Birth Date is prior to application cycle start date

- System shall make State/Province/Region a text field if anything other than US is selected as the country

- System shall not allow applicant to move forward with application if SSN is found to exist in another account, has already been submitted for programs application cycle, is associated with an active participant with another program in BMISS, or is on BMISS blacklist

- System shall make the SSN entered show last 4 SSN digits after saving page (xxx-xxx-1245)

Note: To expedite resolving an issue the Customer Care Center should provide the error code listed in the error message when entering a log.

Section 8: Education

The Education page asks for details about an applicant's current school information.

Steps:

1. Applicant answers required fields (see figure A)

2. User selects CONTINUE (Continue) once he/she has answered all the required fields.

3. Applicant is taken to the Loan Information page.

Business Rules:

• System shall filter the specialty and based on the Discipline selected

• System shall limit school name field based on state selected

• System shall require School Start Date to be after the applicant's Date of Birth

• System shall require that School Start Date to be prior to current date

• System shall require Graduation Date to be after School Start Date

• System shall require that the Graduation Date be on or before June 30, 2017.

• System shall require Dentist applicants to confirm whether they have applied to post graduate training (see figure B).

Section 9: Letter of Recommendation

An applicant must submit two letters of recommendation with his/her S2S LRP application. The first letter should be from a primary care preceptor or individual who can discuss the applicant's interest in and commitment to a career in primary care and service to underserved populations and communities. The second letter should be from an individual who is familiar with the applicant and who is aware of the applicant's academic, professional, community, and/or civic activities, especially those related to primary care and underserved communities. The letter must have a handwritten signature.

A

Letters of Recommendation
required field

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

PRECEPTOR LETTER OF RECOMMENDATION

This letter may be from a primary care preceptor or another individual who can discuss the applicant's interest in and commitment to a career in primary care and service to underserved populations and communities. **The letter must have a handwritten signature and/or be on the institution's letterhead. If the requirements are not met the applicant will be deemed ineligible.**

Status: In Progress

Recommender Title	Dr.
First Name	Recommendation
Last Name	One
Email	bcrsrelaunch@gmail.com

`Resend Request Email` `Cancel this Recommendation`

ADDITIONAL LETTER OF RECOMMENDATION

The second letter of recommendation should be from an individual who is familiar with the applicant and who is aware of the applicant's academic, professional, community, and/or civic activities, especially those related to primary care and underserved communities. A recommender can be a current or former employer, community leader, colleague, or anyone who has knowledge of the applicant's interest and motivation in providing primary care in underserved communities. The letter must have a handwritten signature and/or be on the institution's letterhead. If the requirements are not met the applicant will be deemed ineligible.

Status: Not Started

Recommender Title *	Mrs. ▼
First Name *	Recommendation
Last Name *	Two
Email *	bcrsrelaunch+1@gmail.com

`Request Recommendation`

Steps:

1. Applicant will enter the title, first name, last name and email address for each recommender

2. The applicant will click `Request Recommendation` (Request Recommendation) for both letters

3. Applicant will click `SAVE & CONTINUE` and proceed to the supporting documents section

Business Rules:

- Once an applicant requests a recommendation, the recommender will receive an email containing a link to upload the recommendation document

- An applicant has the ability to cancel and resend a requested recommendation

- An applicant must have two completed recommendations in order to submit his/her application

- An applicant will receive an error message if he/she attempts to initiate a Letter of Recommendation request using his/her primary or alternate email address

- An applicant will receive an error message if he/she enters the same email address for both the Preceptor recommender and Additional recommender

Instructions for Uploading a Letter of Recommendation B

Please upload your letter of recommendation as soon as possible. The applicant cannot submit his/her application until the letters of recommendation are uploaded. You will not be able to upload your letter of recommendation after the application deadline (October 13, 2016 at 7:30 PM EDT) has passed.

Please review your contact information and update it if necessary. Once the application closes, this page will expire. If you have any questions, please contact the Customer Care Center at 1-800-221-9393. The recommendation letter MUST include the following:

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

APPLICANT INFORMATION

Applicant Name	Application ID	Program
Jane Smith	338557	Students to Service Loan Repayment Program

Applicant Email
marilynheymann.test+100@gmail.com

YOUR INFORMATION

Recommender Title * [Dr. ▼]

First Name * [Recommendation]

Last Name * [One]

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

File to Upload * [Browse...] No file selected.

[SUBMIT LETTER OF RECOMMENDATION]

Business Rules (continued):

- When the recommender clicks the link in the email, he/she will be directed to the letter of recommendation upload page (see figure B)

Section 10: Loan Information

The Loan Information page captures the loan data that an applicant will submit with his/her S2S LRP application. If an applicant has a National Student Loan Data System (NSLDS) account, and wishes to submit federal loans as part of his/her S2S LRP 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 S2S LRP 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** (see Figure A)

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

3. Applicant will be automatically redirected to his/her S2S LRP application upon successful 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 B)

   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 NSLDS transaction 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. In the case where the SSN and/or DOB do not match, the applicant will receive an error message

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

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

b. If applicant answers "Yes" applicant will be directed to Loan Details page

5. If the particpant had any Federal PLUS loans they will be required to answer an additional question for each loan on the loan details page (see Figure B) by clicking the 'Edit' link (see Figure C).

6. 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.

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

8. 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

Loan Details

B

◄ Back to Loan Information

Name of servicing lender	DEPT OF ED/NELNET
Original date of the loan	08/18/2011
Original amount of the loan	$19820.00
Current balance (Principal & accrued Interest)	$25248.00
Current balance As of Date	06/15/2015
Type of loan	DIRECT PLUS GRADUATE
Is this loan in default?	No
Interest Rate	7.900%
School Attended	COLLEGE OF OSTEOPATHIC MEDICINE

Was this loan taken out for your dependent child enrolled at least half-time at a school that participated in the Direct Loan Program? *

○ Yes - This loan is ineligible for LRP consideration.

○ No - This Loan is eligible for LRP Consideration, the applicant took out the loan for themselves.

SAVE

− ELECTRONICALLY IMPORTED FROM YOUR NSLDS ACCOUNT

C

Electronically received from U.S Department of Education, NSLDS- Mon Jul 18 13:40:09 EDT 2016

Loan Number	Name	Balance	View Details
1	DEPT OF ED/NELNET	$46,546.00	View
2	DEPT OF ED/NELNET	$8,859.00	View
3	DEPT OF ED/NELNET	$27,716.00	View
4	DEPT OF ED/NELNET	$47,841.00	View
5	DEPT OF ED/NELNET	$9,046.00	View
6	DEPT OF ED/NELNET	$8,238.00	View
7	DEPT OF ED/NELNET	$4,736.00	View
8	DEPT OF ED/NELNET	$34,297.00	View
9	DEPT OF ED/NELNET	$9,203.00	View
10	DEPT OF ED/NELNET	$25,248.00	Edit

D

ELECTRONICALLY IMPORTED FROM YOUR NSLDS ACCOUNT

Electronically received from U.S Department of Education, NSLDS- 2015-07-24 15:51:14.897

Loan Number	Name	Balance	View Details
1	DEPT OF ED/ FEDLOAN SERVICING(PHEAA)	$2,202.00	View
2	DEPT OF ED/NAVIENT	$33,962.00	View
3	DEPT OF ED/NAVIENT	$43,437.00	View
4	DEPT OF ED/NAVIENT	$10,500.00	View
5	COLORADO STATE UNIVERSITY	$0.00	View
6	MICHIGAN STATE UNIVERSITY	$0.00	View
7	NELNET (EFS)	$0.00	View
8	NELNET (EFS)	$0.00	View
9	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	$0.00	View
10	NEW HAMPSHIRE HIGHER EDUCATION ASST.	$0.00	View
11	NEW JERSEY HIGHER EDUCATION ASST. AUTH.	$0.00	View
12	WHEELOCK COLLEGE	$0.00	View
13	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	$0.00	View
14	DEBT MANAGEMENT AND COLLECTIONS SYSTEM	$0.00	View
15	BROWN UNIVERSITY	$0.00	View

Update Loans   Remove All Loans

E

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

NO, GO BACK   YES, I'M SURE

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
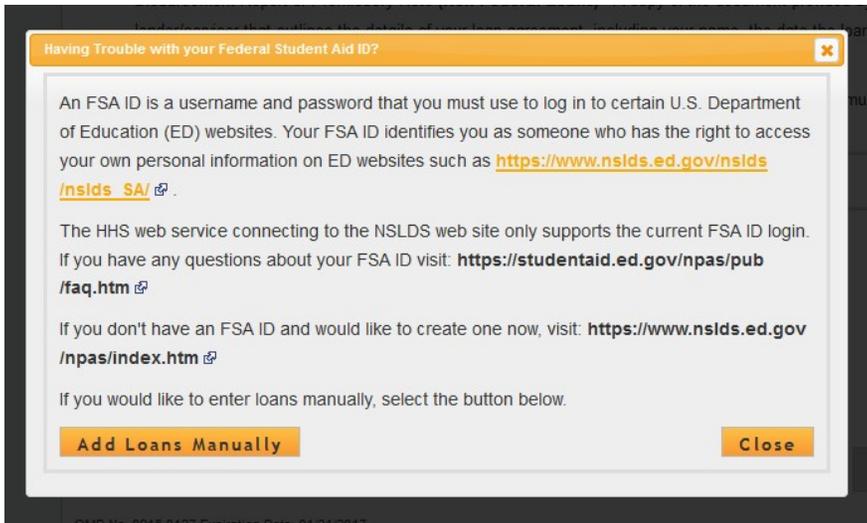
Business Rules:

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

- System shall not require applicant to retrieve loans electronically

- If applicant has already manually added federal loans, system will deactivate the "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. Applicant fills in all required fields to continue (See Figure A):
   - 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 D).

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

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

Was this loan taken out for your dependent child enrolled at least half-time at a school that participated in the Direct Loan Program? * **B**

    ○ Yes - This loan is ineligible for LRP consideration.

    ○ No - This Loan is eligible for LRP Consideration, the applicant took out the loan for themselves.

Is this loan in default? *

Is this a consolidated loan? *   ● Yes ○ No   **C**

Please provide the original date of each loan included in the consolidation. It is required to provide either (1) an Aid Summary Report, Disbursement Report, and/or Promissory Note or (2) a copy of the consolidated/refinanced promissory note from the current servicing lender. The documentation must show, for each loan consolidated, the original amount, original date of loan, original type of loan, and the dates must coincide with the nursing education period entered on the Qualifying Education section of the application.

How many loans do you have in this consolidation loan? *   [2 ▼]

Account Number 1 *   [11111111]

Original Date of Loan 1 *   [09/01/2013] 📅   Original loan amount 1 *   [10,000]

Account Number 2 *   [2222222]

Original Date of Loan 2 *   [09/01/2013] 📅   Original loan amount 2 *   [20,000]

CONTINUE TO DOCUMENTS

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

- System shall require applicant to answer an additional question for PLUS loans (see Figure B)

- If loan is consolidated, system will display additional questions about consolidated loan information (see Figure C).

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

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

- System shall require 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

D

- 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 11: Supporting Documents

The Supporting Documents page allows the applicant to upload his/her required application documents. Please note that some of the documents displayed on the Supporting Documents page dynamically appear based on answers provided on the online application (see business rules below).

Steps:

1. Applicant selects the document he/she would like to upload.

2. Applicant selects [**Browse**] (Browse) to find the document he/she will upload.

3. Applicant selects **Upload** (Upload) when appropriate document is selected.

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

5. Applicant clicks **SAVE & CONTINUE** (Save and Continue).

6. Applicant is directed to the Self Certification Page.

Business Rules:

- Applicants are encouraged to upload .PDF documents

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

- System shall require applicant to upload a "Uniformed Service" supporting document if applicant answered "Yes" to Existing Service question on Eligibility page

UPLOAD DOCUMENTS

	Document Title	Document File	Status	Delete
○	Application essay document		Not Received	
○	Authorization to Release Information		Not Received	
○	CV/Resume		Not Received	
○	National Board Scores		Not Received	
○	Proof of US Citizenship		Not Received	
○	Unofficial Transcript		Not Received	
○	Verification of Disadvantaged Background		Not Received	
○	Verification of Good Standing Report		Not Received	

[Browse...] No file selected.   [Upload]

LOAN DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 123456	Account Statement	TEST DOCUMENT PDF.pdf	Received
Access Group 123456	Disbursement Report	TEST DOCUMENT PDF.pdf	Received

[SAVE & CONTINUE]

- System shall require applicant to upload a "Disadvantaged Background" supporting document if applicant answered "Yes" to Disadvantaged Background question on General Information page

- System shall link to .pdf files of supporting documents in a template format

Section 12: Self Certification

The Self Certification page allows the applicant to certify that he/she has read and agrees to the terms and agreements displayed on the page.

Self Certification

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

Pursuant to 2 CFR 180.335 (2006) as implemented by 2 CFR 376.10 (2007), an applicant applying to enter into a covered transaction (which includes an application to participate in the S2S LRP) is required to notify the Federal agency office if the applicant knows that he or she:

- Is presently debarred, suspended, excluded, or disqualified from participation in covered transactions by any Federal agency or department;

- Within the 3-year period preceding the application, has been convicted of, or had a civil judgment rendered against him or her for any of the following offenses:
  - commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal State, or local) transaction or a contract under a public transaction;
  - violation of Federal or State antitrust statutes; or
  - commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving stolen property, making false claims, or obstruction of justice;

- Is presently indicted or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with the commission of any of the offenses set forth above; or

- Within a 3-year period preceding the application, has had any public transaction (Federal, State, or local) terminated for cause or default.

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

2. AUTHORIZATION FOR DISCLOSURE OF FINANCIAL INFORMATION:

☐ Pursuant to the Rights to Financial Privacy Act of 1978 (RFPA) (12 USC 3404), having read the statement of my RFPA rights, I hereby authorize the government or financial institution named in item 1 and/or 9 on each Loan Details page to release financial records relating to educational loans(s) identified on the Loan Details page to the S2S LRP for the purpose of assessing and verifying the amount and eligibility of the educational loan for payment under the S2S LRP. This authorization is valid for 3 months from the date of my signature, and may be revoked in writing at any time before my records are disclosed. *

3. APG CERTIFICATION:

☐ I certify that I have read and understand the terms to the 2017 NHSC S2S LRP Application and Program Guidance (APG) *

CONTINUE

Steps:

1. Applicant reads each certification.

2. Applicant indicates that he/she agrees by selecting each checkbox.

3. Applicant selects **CONTINUE** (Continue).

Notes:

- System shall require that the applicant responds to each certification question to proceed

- System will clear Self Certification page if the applicant proceeds to Review and Submit page but then edits another section of the application. The applicant will then be required to re-indicate that he/she agrees to each certification by selecting each checkbox.

Section 13: Review & Submit

The Review & Submit page is the last page of the application that contains a table with each application section and its corresponding status. All sections must be complete in order for the applicant to submit the application. The applicant can select the top navigation menu link within the application section table to view that section.

Steps:

1. Applicant reviews the application.

2. Applicant enters his/her password.

3. Applicant selects **SUBMIT** (Submit).

Business Rules:

- System shall not allow application to be submitted after the application deadline

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

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

- System shall direct user to landing page with links to supporting documents, and copy of his/her application and a copy of his/her NSLDS loan retrieval (if the applicant submitted federal loans electronically) after submission

Section 14: Submitted Landing Page

After the applicant submits his/her S2S LRP application, he/she will be directed to the Submitted Application landing page and the overall application status will change to "Submitted"

Students to Service Loan Repayment Program

Hello Jane,

You have submitted your 2017 National Health Service Corps Students to Service Loan Repayment Program online application!

Your Application Status is: **Submitted**

Application ID: 338557

VIEW YOUR SUBMITTED APPLICATION

To edit your application or upload additional documentation, you may do so prior to the application deadline, **October 13, 2016 at 7:30 PM EDT**, by clicking **EDIT YOUR APPLICATION**. If the deadline has passed, the contents and status of your application is final and cannot be edited by you or the NHSC.

Important Note: By selecting the "Edit Your Application" button, you will reset the application and your application status reverts back to "In Progress" and must repeat the process to **resubmit** your application prior to the application deadline **October 13, 2016 at 7:30 PM EDT**, even if changes were not made. If you do not resubmit your application by the application deadline your application cannot be reviewed. If you would like to view a read-only copy of your full application, without the need to resubmit, please click the **VIEW YOUR SUBMITTED APPLICATION** button at the top of this page.

Edit Application

If you are no longer interested in having your application considered, please click the Withdraw button below. If after withdrawing your application you wish to have it considered, you may log into the application until **October 13, 2016 at 7:30 PM EDT**, and select "Undo Withdrawal". You must complete the steps to resubmit your application prior to the application deadline.

Withdraw

GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Application essay document	TEST DOCUMENT PDF.pdf	Received
Authorization to Release Information	TEST DOCUMENT PDF.pdf	Received
CV/Resume	TEST DOCUMENT PDF.pdf	Received
National Board Scores	TEST DOCUMENT PDF.pdf	Received
Proof of US Citizenship	TEST DOCUMENT PDF.pdf	Received
Unofficial Transcript	TEST DOCUMENT PDF.pdf	Received
Verification of Disadvantaged Background	TEST DOCUMENT PDF.pdf	Received
Verification of Good Standing Report	TEST DOCUMENT PDF.pdf	Received

LOAN SUPPORTING DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 123456	Account Statement	TEST DOCUMENT PDF.pdf	Received
Access Group 123456	Disbursement Report	TEST DOCUMENT PDF.pdf	Received

Business Rules:

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

- Applicant can view a .pdf version of his/her application by clicking the "View your submitted Application" link

- Applicant can view a report of his/her NSLDS loan retrieval (if the applicant submitted federal loans electronically)

Section 15: Edit Application (Prior to Application Deadline)

If an applicant would like to edit his/her application after submission, he/she may do so prior to the application deadline. If an applicant edits his/her application, the applicant must re-submit the application by the application deadline. If the applicant does not resubmit his/her application, the applicant will not be considered for an S2S LRP award.

Steps:

1. The applicant clicks Edit Application

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

> You will need to resubmit your application once you choose to "Edit Application". If you click "Cancel" no changes will be made to your application.
>
> [CANCEL]   [EDIT APPLICATION]

3. The applicant will be directed to the In Progress landing page if he/she clicks [EDIT APPLICATION] or the applicant will remain on the submitted landing page if he/she clicks [CANCEL]

4. The applicant can navigate to any section of his/her application to make the necessary edits.

5. Once the applicant has made his/her edits, the applicant must click Save & Continue at the bottom of the page where edits were made in order to save the edits.

STUDENTS TO SERVICE LOAN REPAYMENT PROGRAM | Home | Account Settings | Log Out

Students to Service Loan Repayment Program

Hello Zeshawn,

Your Application Status is: **In Progress**

Application ID: **297452**

Please proceed with the application by clicking on the link of a section below. For more information, please refer to the **Application and Program Guidance** which outlines the eligibility criteria.

Page Name	Status
Eligibility	Complete
General Information	Complete
Education	Complete
Letters of Recommendation	Complete
Loans	Complete
Supporting Documents	Complete
Self-Certifications	In Progress
Review & Submit	Not Started

CONTINUE

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

7. Applicant indicates that he/she agrees to all the certifications by selecting each checkbox.

8. Applicant selects **SAVE & CONTINUE** (Save and Continue).

9. Applicant is directed to the Review and Submit page.

10. Applicant reviews the application.

11. Applicant enters his/her password.

12. Applicant selects **SUBMIT** (Submit) and is directed to the Submitted landing page.

Business Rules:

- The applicant will not be able to edit his/her application after the application cycle closes

- An applicant must resubmit his/her application by the application deadline, if he/she wants to be considered for an S2S LRP award

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

Section 16: Withdraw Application

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

Steps:

1. From the Submitted landing page an applicant clicks the [Withdraw] (Withdraw) button.

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

3. The applicant clicks [Withdraw] (Withdraw) and is directed to the Submitted Home page
   - Note: The applicant's status will be updated to "Withdrawn"

4. On the Submitted landing page the applicant may undo his/her withdrawal by clicking [UNDO WITHDRAWAL] (Undo Withdrawal), **if the application deadline has not passed**.

5. If the applicant clicks [UNDO WITHDRAWAL] (Undo Withdrawal), he/she will be directed to the In Progress Landing Page

STUDENTS TO SERVICE LOAN REPAYMENT PROGRAM   Home   Account Settings   Log Out

Students to Service Loan Repayment Program

Your Application Status is: **Withdrawn**

Application ID: 297452

Per your request, your application has been withdrawn for consideration for a 2016 Students to Service Loan Repayment (S2S LRP) award. Thank you for your interest in the S2S LRP.

If you would like to be reconsidered for the 2016 Students to Service Loan Repayment Program, you may resubmit your current application using the *Undo Withdrawal* button below until **August 21, 2015 at 7:30 PM EDT**. Applications not resubmitted by this time will not be considered for an award. By selecting *Undo Withdrawal*, you will be taken back into the online application and will be in-progress.

UNDO WITHDRAWAL

GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Application essay document	Test_Document.docx	Received
Authorization to Release Information	Test_Document.docx	Received
CV/Resume	Test_Document.docx	Received
National Board Scores	Test_Document.docx	Received
Proof of US Citizenship	Test_Document.docx	Received
Unofficial Transcript	Test_Document.docx	Received
Verification of good standing report	Test_Document.docx	Received

LOAN SUPPORTING DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 12345	Account Statement	Test_Document.docx	Received
Access Group 12345	NSLDS/Aid Summary Report	Test_Document.docx	Received

6. The applicant may make any changes to his/her application when application status is "In Progress," prior to the application deadline.

7. The applicant may also select **CONTINUE** (Continue) and will be directed to the Self Certification page.

8. Applicant indicates that he/she agrees to all certifications by selecting all the checkboxes.

9. Applicant selects **SAVE & CONTINUE** (Save and Continue).

10. Applicant is directed to the Review and Submit page.

11. Applicant reviews the application.

12. Applicant enters his/her password.

13. Applicant selects **SUBMIT** (Submit) and is directed to the Submitted landing page.

Business Rules:
- The ability to withdraw an application will be disabled when the applicant is sent a COI

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

Section 17: Resolving Issues

Please use the following instructions to resolve any inquires a S2S LRP applicant might have:

1. For Technical Issues:

Production Support Process:
- When a **technical** issue is encountered, e.g. Applicant cannot upload his/her Resume, the Customer Care Center should log the issue in the BMISS Issue Tracker. The S2S LRP Application BMISS HyperCare team will monitor the BMISS Issue Tracker to define and resolve the issue. Once the issue is resolved, the Hypercare team will notify the Customer Care Center Analyst of the resolution.

Capturing Issues:
- It is important to capture and log as much detail as possible. The BMISS HyperCard Support Team will need enough information to recreate the issue in order to solve the problem. Applicant details should include the following:
  – Applicant information: Full name, last four of SSN, email, phone number
  – The exact S2S LRP Online Application screen the applicant was on when the issue occurred (screenshot if applicable)
  – The Web Browser the applicant was using (e.g. Internet Explorer, Firefox, etc.)
  – The frequency of the issue (e.g. always, sometimes, etc.)

2. For Program Related Issues:

Division Support Process:
- If an applicant has a program question, the Customer Care Center will try to answer the problem by referring to the Application and Program Guidance. If the Customer Care Center is unable to answer the question then the Applicant's question and information are recorded and the Customer Care Center submits a ticket in the Escalation Management System (EMS). DNHSC analysts will answers the question and the Customer Care Center responds back to the Applicant.

Online Application Program Issues:
- For program/policy related questions, please submit a ticket in EMS.

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