

BHW Management Information System Solution (BMISS)

Nurse Corps Loan Repayment Program (NCLRP)

FY 2020 Online Application User Guide

June 2019

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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.

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

Section 1: Create My 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 application is to create an account.

Steps:

1. Applicant navigates to the online application via the web link: Program Portal Link
2. Applicant selects the “Create an NURSE Corps LRP Application Account” link in the bottom left hand section of the login page (**Figure 1**)

Please note that applicant can access login page from NCLRP website

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.

NURSE CORPUS
Caring for communities in need

NURSE CORPUS LOAN REPAYMENT PROGRAM APPLICATION

Login

Please log in using the fields below:

Your Email *

Your Password *

[Forgot your password?](#)

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 OMB control number for this project is 0915-0140. Public reporting burden for this collection is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, 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 14N39, Rockville, Maryland, 20857.

Questions?

For more information or questions please:

- Refer to the [Portal FAQ](#)
- Contact the BHW Customer Care Center at **1-800-221-9393**
- Use TTY for hearing impaired: **1-877-897-9910**

Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or [Contact Us](#).

[Public Burden Statement](#)

Figure 1: Login Page and “Create an NURSE Corps LRP Account” Link

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. **(Figure 2)**
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 their screen that “We have successfully created your account. Please check your email for instructions how to enable your account.” **(Figure 3)**
4. Applicant goes to the email account used to create their 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 their account is enabled.

Business Rules:

- The email address provided by the applicant will serve as their 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 they tries to create a new account with an existing email address
- Error message will prompt applicant to log in with their existing email
- 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.

Create My Account

* required field

Please read the [Application and Program Guidance \(APG\)](#) for eligibility criteria prior to creating an account. To be eligible to participate in the NURSE Corps Loan Repayment Program (NURSE Corps LRP) you must be:

- A U.S. citizen, U.S. National or a Lawful Permanent Resident
- Trained and Licensed in one of the eligible professional disciplines
- Be employed Full-time at an eligible Critical Shortage Facility (CSF)

Once you complete and submit the following information, an email message with a link to verify your email address will be sent to you. You will need to verify your email address within two (2) days to be able to login to your account. **The email that is provided with the application will be the only source of communication the NURSE Corps LRP will have to send updates regarding your application status.** It is recommended that the email address provided be one that is frequently accessed.

Please Note: All nursing program degrees must be completed at the time of submitting your application in order to be eligible to receive loan repayment from the NURSE Corps Loan Repayment Program.


First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Middle Initial	<input type="text"/>
Title	<input type="text" value="Select"/>
Suffix	<input type="text" value="Select"/>
Email *	<input type="text"/>
Confirm Email *	<input type="text"/>
Create Password * 	<input type="text"/>
Confirm Password *	<input type="text"/>
Security Question *	<input type="text" value="Select"/>
Security Answer *	<input type="text"/>

CREATE

Figure 2: Create My Account Screen

Welcome to the **BHW** portal

I am ...

 We have successfully created your account. Please check your email for instructions on how to enable your account.

AN APPLICANT

- [Applying for the NHSC Loan Repayment Program ▶](#)
- [Applying for the NHSC Scholarship Program ▶](#)
- [Applying for the NURSE Corps Scholarship Program ▶](#)
- [Applying for the NURSE Corps Loan Repayment Program ▶](#)
- [Applying for the Faculty Loan Repayment Program ▶](#)
- [Applying for the Students to Service Loan Repayment Program ▶](#)

A PARTICIPANT

- [In a Loan Repayment or Scholarship Program ▶](#)

A SITE POINT OF CONTACT, REPRESENTATIVE OR PCO

- [A Site Administrator ▶](#)
- [A State Primary Care Office Member ▶](#)
- [A School Representative ▶](#)

Figure 3: Enable Account Message

Section 2: Logging In

After an applicant activates their account, they will be able to log in (**Figure 4**). The applicant will enter their email address (username) and password they used when creating their account in order to log in. If the applicant forgets their password, they 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 their email address and password.
2. Applicant selects “Login”
3. At first log in applicant is re-directed to the “Not Started” home page.

Business Rules:

- After selecting the activation link in the email, the system notifies the applicant that their 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 their application they 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 their 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 they will be required to go through the “Forgot your Password” process or contact the Call Center to unlock their account.

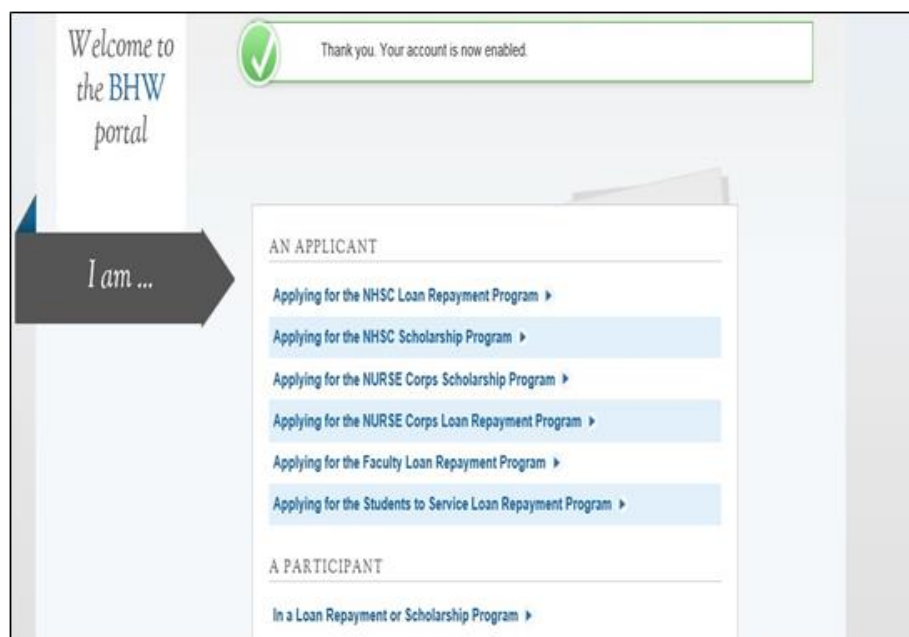


Figure 4: Account Enabled Message

Section 3: Forgot Your Password

If the applicant forgets their password, they will have to select the link and follow these steps in order to reset the password.

Steps:

1. Applicant selects “Forgot your password” on the log in page (**Figure 5**).
2. Applicant enters their email address and selects
3. Applicant answers their security question and selects ‘Submit’.
4. System displays confirmation and sends an email to applicant.
5. Applicant goes to their inbox to access the email sent to unlock their account.
6. Applicant selects Reset Password Link from email.
7. Applicant enters new password and selects .
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.

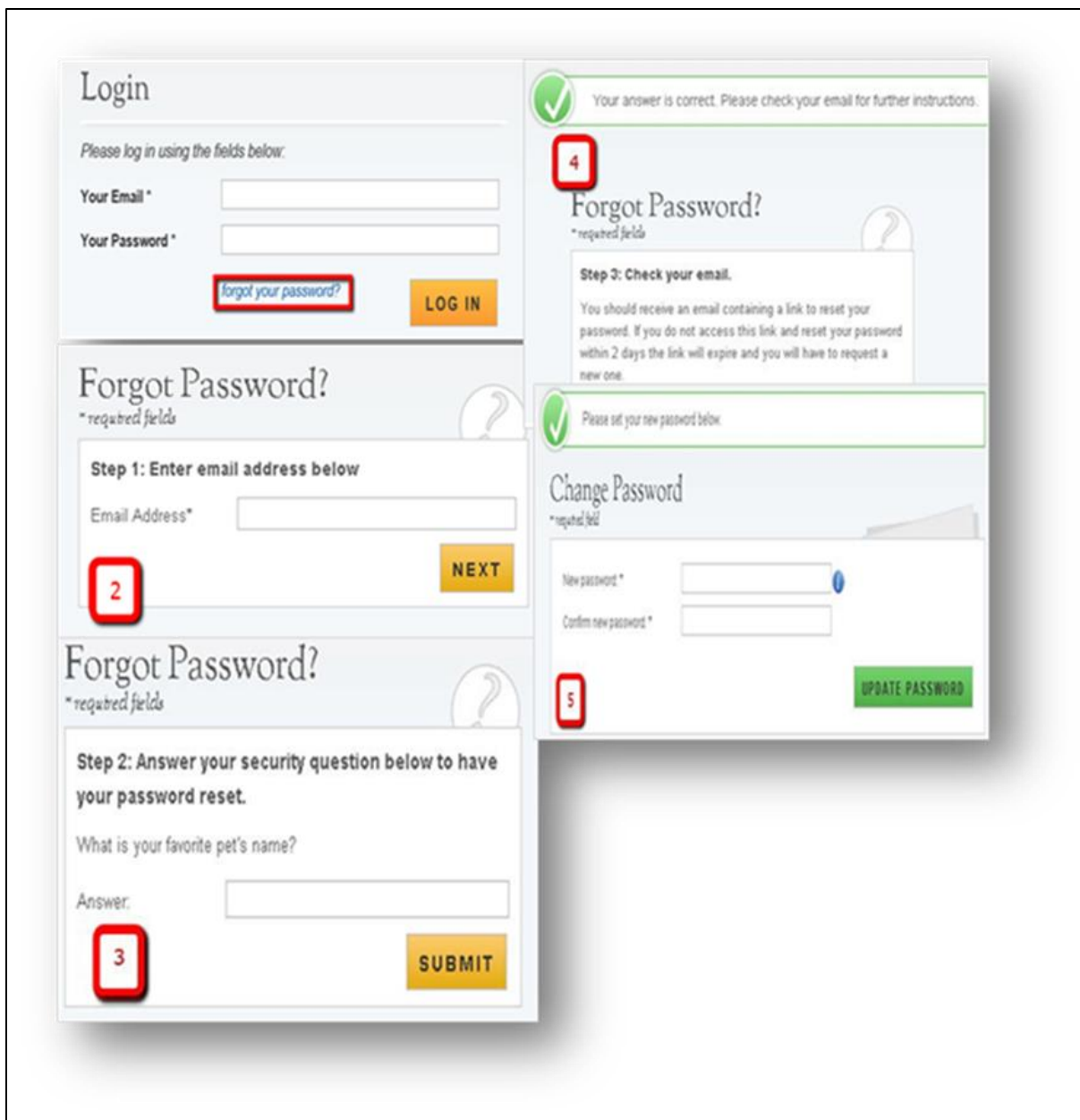


Figure 5: Forgot Password Screens

Section 4: Home Page (Application Status = “Not Started” or “In Progress”)

The Not Started Home Page is the first page the applicant sees on their initial login. Once an applicant begins their application they 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.

Steps:

1. Applicant reads through the information displayed on the Not Started Home Page (**Figures 6-8**)
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’ they will no longer be directed to this page when they log in

WELCOME TO THE NURSE CORPS LOAN REPAYMENT PROGRAM

Before you begin the application modules, please be sure to carefully read the [2019 Application and Program Guidance](#) (APG) and the important information below.

THINGS TO REMEMBER FOR NURSE CORPS LRP IN 2019

1. All NURSE Corps LRP Critical Shortage Facilities must have a Health Professional Shortage Area (HPSA) designation no later than January 1, 2019

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 2019 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, 2019. 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 21, 2019 at 12:00 AM 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.

Figure 6: Not Started Home Page

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 21, 2019 at 12:00 AM 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.

2019 FUNDING PREFERENCE

Historically, the number of qualified applicants has exceeded available NURSE Corps LRP funding. Consequently, the program uses funding preferences to determine the order in which qualified applicants are considered for an award. Applicants are grouped into funding preference tiers as described in the link provided below*. Additionally, applicants demonstrating the greatest financial need, defined as those qualified applicants whose debt to salary ratio (i.e., total qualifying educational loans divided by base annual salary) is 100 percent or greater, will be prioritized for funding. Starting with the first tier, awards will be made in order of decreasing debt to salary ratio until funds are expended. Nurse Practitioner applications will be evaluated separately from other RNs serving at a critical shortage facility. Specific to NURSE Corps LRP Nurse Faculty applications, a funding preference, in addition to those with the greatest financial need, will be given to applicants who are able to demonstrate at least 50% of their institution's students come from an environmentally or economically disadvantaged background.

- [Funding Preference Tiers for Registered Nurses and Nurse Faculty](#)
- [Disadvantaged Background Definition for Nurse Faculty](#)

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. Application Information
3. General Information
4. Employment Information
5. Employment Verification
6. Qualifying Education
7. Loan Information
8. Supporting Documents
9. Self-Certification
10. Review and Submit

Figure 7: Not Started Home Page (Continued)

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 21, 2019 at 12:00 AM 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 21, 2019 at 12:00 AM EST. After submission, you may log into your account to check your NURSE Corps LRP application status.

START MY APPLICATION

Figure 8: Not Started Home Page (Continued-2)

If the applicant has already started their NCLRP online application and logged off, upon logging back in, they 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.

Steps Continued:

1. Applicant reads information on status **page (Figure 9)**.
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 the system will direct the applicant to the first incomplete page

Business Rules Continued:

- 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 they log back into the application if they select “Continue”.

Hello Angela,

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

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

Your application ID is: **443789**

Application Deadline: **February 21, 2019 at 12:00 AM EST**

Please select "Continue" to resume the application process.

Page Name	Status
Eligibility	In Progress
Application Information	Not Started
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: 06/30/2020

Figure 9: Status Page

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, they will be able to continue with the application. If an individual does not pass the initial screening portion of the online application, they will not be able to continue.

Steps:

1. Applicant answers all required questions (**Figure 10**).
2. Applicant selects “Continue” once they has answered all the eligibility questions.
3. Applicant will be directed to General Information page if they is eligible (**Figure 11**).

Business Rules:

- System shall require applicant to respond to all questions before they can continue
- If the applicant answers “Yes” to question three, the system will display two sub-questions, each is required.
- If applicant indicates “Yes” for “Do you have an existing service obligation?” they 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

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 they will get an error message and will not be able to continue with the application until they change their response to “Yes” to having an existing service obligation.

1 Eligibility 2 Application Information 3 General Information 4 Employment 5 Employment Verification
 6 Education 7 Loans 8 Supporting Documents 9 Self Certification 10 Review & Submit

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

Will it be completely satisfied on or before the application submission date? *

Yes No

Are you in a Reserve component of the Armed Forces, including the National Guard, and not currently deployed? *

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: 06/30/2020

Figure 10: Eligibility Screen

NURSE Corps Loan Repayment Program Application

Applicant Name: **Angela Anderson**

Your application status is: **Not Eligible**

Your application ID is: **443789**

Application Deadline: **February 21, 2019 at 12:00 AM 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

Figure 11: Eligibility Status Screen

Section 6: Application Information

The Application Information page requires the applicant to identify which application type they would like to be considered for.

Steps:

1. Applicant will select Application Type (**Figure 12**).
 - a. 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
 - b. If Nurse Practitioner is selected system will also display main specialty question which will be required
2. Applicant answers required fields
 - a. Required fields denoted with an asterisk (*).
3. Applicant selects "Save & Continue" once they have answered all the required fields
4. Applicant will be directed to the General Information page if all required fields are entered

Business Rules:

- Applicant must select an application type to continue to the General Information page.
- Applicant must provide a response to any additional required questions displayed to continue to the General Information page.
- Applicant can navigate back to the Application Information page and change their response.
 - Note: If application has initiated and Employment Verification they must first cancel that request prior to changing their application type from full-time to half-time or vice versa.

1 Eligibility
2 **Application Information**
3 General Information
4 Employment
5 Employment Verification

6 Education
7 Loans
8 Supporting Documents
9 Self Certification
10 Review & Submit

Application Information

** required field*

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
- Nurse Anesthetist
- Nurse Faculty

Please Indicate your nursing functional role *

Please Indicate your specialty *

SAVE & CONTINUE

OMB No. 0915-0140 Expiration Date: 06/30/2020

Figure 12: Application Information Screen

Section 7: General Information

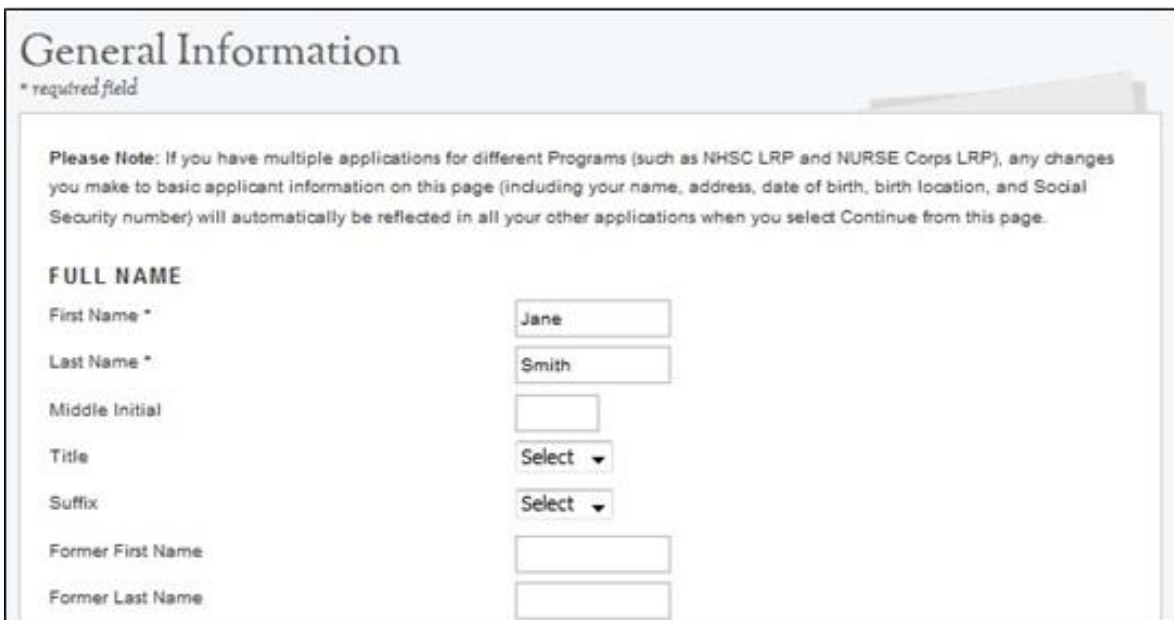
The General Information page consists of questions about the applicant's contact information. The information under Full Name (such as First and Last Name, etc.) is pre-populated from the answers the applicant supplied when creating their account. These fields are editable.

Steps:

1. Applicant answers required fields (**Figure 13**)
 - a. Required fields denoted with an asterisk (*)
2. Applicant selects "Continue" once they 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



The screenshot shows a web form titled "General Information" with a sub-header "* required field". A "Please Note" message states: "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." The form fields are as follows:

Field Label	Field Value/Type
First Name *	Jane
Last Name *	Smith
Middle Initial	
Title	Select ▼
Suffix	Select ▼
Former First Name	
Former Last Name	

Figure 13: General Information Screen

PREFERRED MAILING ADDRESS

Line 1 *

Line 2

Country * ▼

State/Province/Region/Territory * ▼

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 * ▼

State/Province/Region/Territory * ▼

City *


Date of Birth * 

Figure 14: General Information Screen (Continued)

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

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? *

SAVE & CONTINUE

Figure 15: General Information Screen (Continued - 2)

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**

Figure 16: NPI Validation Message

Business Rules Continued:

- 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 their SSN if they do not match
- Only the last four 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 they entered exists in another NCLRP application account from any application cycle
- If applicant selects that one of their 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.
- 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)
- 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 their application type after completing the Employment Verification section, they must first cancel their Employment Verification if their Employment Verification has been initiated.
- System shall not allow applicant to change Date of Birth on the General Information page if electronic loans are present.

Section 8: 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.

Steps NCLRP-NF:

1. Applicant selects state in the drop down (**Figure 17**)
2. Applicant chooses a school from the drop down
3. Applicant selects "save & Continue" once they 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 their school, they will select "School not Found" in school drop down (**Figure 18**)
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 (**Figure 19**)
4. If the applicant sends the request to program, they will be returned to Employment School Search Page and language will be displayed indicating that they has sent their school information to Program (**Figure 20**)
5. Applicant will click continue and be directed to Qualifying Education page

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 *

School *

SAVE & CONTINUE

Figure 17: School Search Screen

SEARCH YOUR SCHOOL OF EMPLOYMENT

State or Territory *

School *

ENTER SCHOOL INFORMATION

School Name *

Address Line 1 *

Address Line 2

City *

Zip *

Figure 18: School Not Found Menu Option

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: health
 Address: 123 Research Blvd ,
 Los Angeles CT 90012

Figure 19: School Not Found confirmation pop-up

Employment: School Search

* required field

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: Health

Address: 123 test rd, linda, CA 00000

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 December 19, 2018 at 2:08 PM 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

OMB No. 0915-0140 Expiration Date: 06/30/2020

Figure 20: Employment School Search Screen

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 their school
- If applicant selects “Restart Search” from the School Not Found Confirmation Pop Up, they 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
- 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 their status will be “Ineligible” and they will be directed to the ineligible landing page after they refresh their screen or logs back in
- If an applicant is made eligible by an analyst the applicant will receive an email and their school will be added to BMISS
 - The applicant must repeat the steps outlined above to add their school of employment

Steps NCLRP:

1. Applicant is required to answer the following question (**Figure 21**):
 - “Do you currently work at multiple CSF sites?”
2. If the applicant answers “Yes” to the question in step 1, they are required to answer the following question:
 - “Are you working at the same employer at all CSF sites?”
3. Applicant fills out the name and address of their Critical Shortage Facility
4. Applicant selects “Search”, and the system returns results
5. If applicant does not see their site, they can expand the search radius (max 10 miles) (**Figure 22**).
6. Applicant selects site they currently work at by clicking “Add Site” (**Figure 22**)
7. Applicant views their added sites in a section titled “My Selected CSF sites” (**Figure 23**).
8. Applicant is required to indicate if all sites have been added or not by selecting one of the following radio buttons (**Figure 23**)
 - “Yes, all of my sites have been added.”
 - “No, some of my sites are not yet added.”
9. Applicant clicks “Save & Continue”
10. Applicant is taken to Employment Verification Page.

Employment: Critical Shortage Facility (CSF) Search
* required field

To be eligible for the Nurse Corps LRP and to meet funding preferences, your site must be a private or public nonprofit, must fall into one of the CSF site types, and 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 2019 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, 2019. To identify a facility's HPSA score as of January 1, 2019, 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 June 24, 2019 at 10:55 AM EDT 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.

Do you currently work at multiple CSF Sites? * Yes No

Are you working at the same employer at all CSF sites? * Yes No

ENTER SITE INFORMATION

Site Name *

Address Line 1 *

Address Line 2

City *

State or Territory *

Zip *

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

Figure 21: Site Employment Search

Search

Select Your NURSE Corps CSF site(s)

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

If you don't see your site, please expand the mile radius:

Site Name	Site Address	Is This Your Site?
Neighborhood Health at Arlington CSB	2120 Washington Blvd Arlington, VA 22204	Add Site ▶
Neighborhood Health Arlington Dental	2100 Washington Blvd Arlington, VA 22204-5703	Add Site ▶
George Washington University (GWU) Hospital	900 23rd Street NW Washington, DC 20037	Add Site ▶
GW Medical Faculty Associates	2150 Pennsylvania Avenue, NW Washington, DC 20037	Add Site ▶
Community of Hope -- Admin. Office	1717 Massachusetts Ave NW Ste 805 Washington, DC 20036-2001	Add Site ▶
Mary's Center	1400 L St. NW Washington DC, DC 20009	Add Site ▶
Health Services for Children with Special Needs	1101 Vermont Avenue NW Washington, DC 20005	Add Site ▶

[I do not see my site ▶](#)

Figure 22: Employment Search Results

NHSC LRP - Test	5600 Fishers Lane Washington, DC 20009	Add Site ▶
-----------------	---	----------------------------

[I do not see my site ▶](#)

My selected NURSE Corps CSF site(s)

Site Name	Site Address	Is this your site?
Neighborhood Health at Arlington CSB	2120 Washington Blvd Arlington, VA 22204	Remove Site ▶
GW Medical Faculty Associates	2150 Pennsylvania Avenue, NW Washington, DC 20037	Remove Site ▶

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

Yes, all of my sites have been added.
 No, some of my sites are not yet added.

SAVE & CONTINUE

Figure 23: Selected CSF sites table and sites verification

Business Rules:

- The applicant is required to indicate if they work at multiple CSF types under a single employer.
 - The system shall display the following question and Yes/No radio button above the CSF site search section:
 - Do you currently work at multiple CSF sites?
 - If the Yes radio button is selected for, "Do you currently work at multiple CSF sites?" - the system shall dynamically populate the following:
 - Question Text: Are you working at the same employer at all CSF sites?
 - Yes/No Radio buttons

If the user selects "No" to question 1, the system will hide the second question from view.

Note: If the applicant selects NCLRP-NF, both questions are hidden from view on the employment search page

- The system shall allow the applicant to perform multiple site searches on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The system shall display all Nurse Corps CSF site search results on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The system shall allow the applicant to expand the search radius of the Nurse Corps CSF site search results on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The system shall display the applicant's selected CSF sites on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The applicant may select multiple CSF sites from Nurse Corps CSF site search results on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The applicant is required to indicate if they have listed all of the CSF sites on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The system shall validate if the applicant is eligible to apply with multiple sites and the page has been completed properly.
 - System shall allow applicant to change the radius of the search results
 - 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 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, they 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

Steps NCLRP: Site Not Found:

1. If applicant does not see their site, they will click “I Don’t See My Site Here” at the bottom of the search results **(Figure 22)**.
2. A popup will display, giving the applicant the choice of sending the request to program or restarting the search **(Figure 24)**.
3. If the applicant sends the request to program they will be returned to Employment Site Search Page and language will be displayed in a banner message indicating that they have sent their site information to Program **(Figure 25)**.
4. To continue with the application, the applicant must select “No, some of my sites have not yet been added.” And I click Save and Continue.

Steps NCLRP: Cancel Site Not Found:

1. If applicant wishes to cancel a site not found request, they must be in “Employment not Found – Pending **program** Response”
2. Applicant selects “Yes, all of my sites have been added”
3. Applicant will click Save and Continue
4. System will present a pop-up stating “Warning - Cancel Site not Found?” **(Figure 26)**.
5. To cancel, the user will select “continue” and the system shall update the application status back to “In-progress” and be directed to Employment Verification page.

Business Rules:

- The system shall allow the applicant to submit a site not found request
- If the application status is "In progress" or "Employment not found - Pending Applicant Response", the system shall display a popup
- If an application has a "Employment Not Found - Pending Program Response" and the user selects the "I don't see my site" link, the system shall display a popup with the following:
 - Text:
 - Already Sent
 - The status of your application has been changed to "In Progress, Awaiting Program Response." You will receive a message soon regarding th eligibility of the site you entered. Please be aware that it can take the Nurse Corps LRP up ot two business days (noting business hours are from 9:00am to 5:30 PM) to respond to site requests.
 - "Search again" button
 - When selected, the system closes the popup and directs the applicant to the Employment search page.
- The system shall notify users of a submitted Site not found request

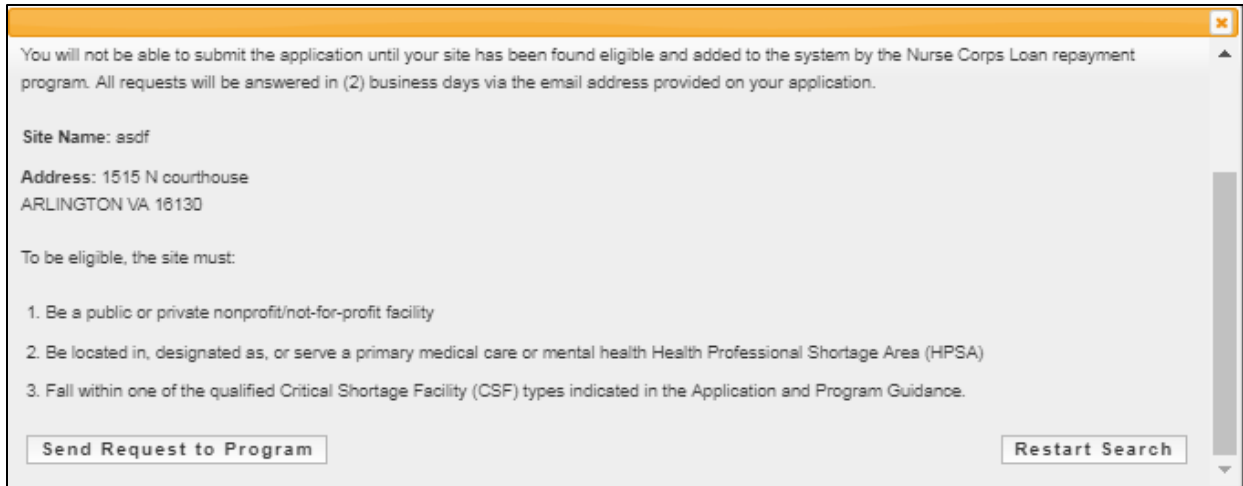


Figure 24: Request to Program or Restart Search Message

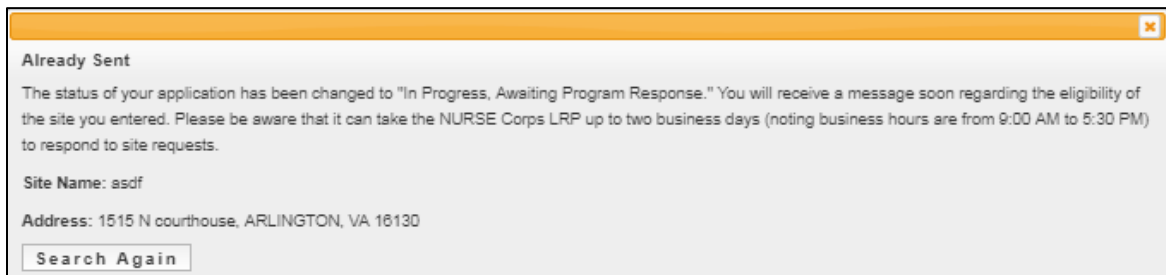


Figure 25: Already Sent Site-Not-Found

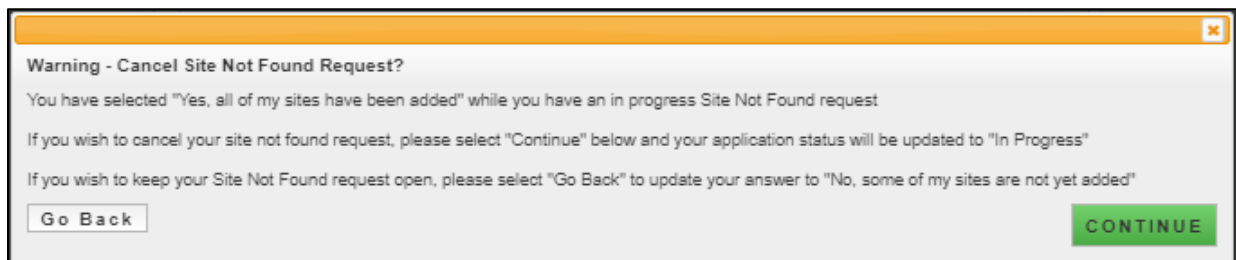


Figure 26: Cancel Site-Not-Found

Business Rules Continued:

- 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
- An analyst has the ability to make an applicant site “Eligible” from the Manage Application Documents screen,
- An analyst has the ability to make an applicant site “Ineligible (multisite only)” from the Manage Application Documents screen, returning the application status to “Employment not found – pending applicant response”
- If the applicant’s site is made ineligible by an analyst and they are a single site applicant, their application status will update to “Ineligible,” and they will be directed to the ineligible landing page after they refreshes their screen or logs back in
- If an applicant is made eligible by an analyst the applicant will receive an email and their site will be added to BMISS
 - The applicant must repeat the steps outlined above to add their 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 Rules:

- If the applicant has an initiated or completed Employment Verification, they must cancel the Employment Verification before they can remove their site

Section 9: 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 their 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 their application, cancel the existing EV, and re-initiate a new one.

Steps:

1. System will populate EV request for site added on Employment page (**Figure 27**)
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 their 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" (**Figure 28**)
- System shall allow applicant to resend EV if EV status is "Returned-Unverified"
- System shall allow applicant to continue to next section, Qualifying Education, if individual EV Request is in any status.
- 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 their application type (which can be done by navigating to the General Information page), they must first cancel their Employment Verification if the Employment Verification has been initiated
- If an applicant wishes to remove their site (which can be done by navigating to the Employment page), they must first cancel their Employment Verification if the Employment Verification has been initiated

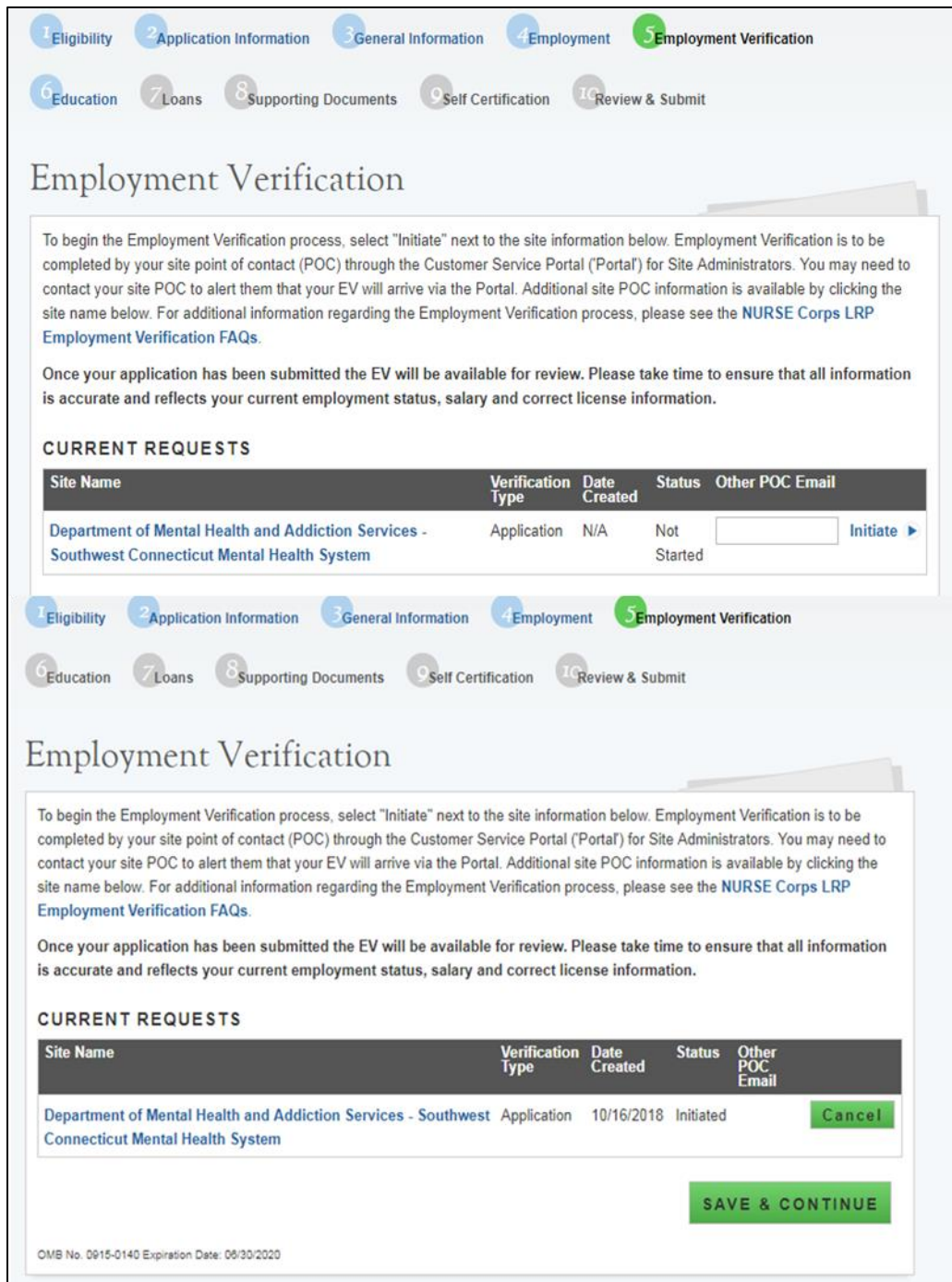


Figure 27: Employment Verification Screen

Steps to cancel EV:

1. Applicant navigates to Employment EV will be displayed and can either be Initiated, Complete or Returned Unverified
2. EV status will be displayed and can either be Initiated, Complete or Returned Unverified
3. Applicant selects “Cancel” if they wish to cancel the EV (**Figure 28**)
4. Applicant can re-initiate EV by clicking the “Initiate” button

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](#)

Figure 28: Cancel Employment Verification

Business Rules:

- If the applicant wants to change Employment Site/School Site they must navigate to the Employment page and remove Employment Site/School after cancelling the EV
- If the applicant would like to change their application type they must navigate to the Employment page and remove Employment Site/School Site, then navigate to the General Information Page to change their application type after cancelling the EV.
- If an applicant changed their Employment Site/ School Site or their 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 their 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 10: Qualifying Education

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

Steps:

1. Applicant selects "Add New School"
2. Applicant is directed to the School Details page (**Figure 29**)
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 they received a degree from selected school, transferred from selected school or attended selected school for nursing prerequisites
6. Applicant will enter the date they began and ended their education at selected school
 - a. Date format is mm/yyyy
7. If applicant indicated that they received a degree from the schools, the applicant will select type of nursing degree(s) received and date(s) received from the school
 - a. Date format is mm/yyyy
8. Applicant selects "Continue"
9. Applicant is taken to the "School Documents" page (**Figure 30**)
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

School Details

** required field*

[Back to Qualifying Education](#)

Select the state where the school is located *

Select the name of the school *

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? *

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

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

- Associate's
- Bachelor's
- Master's
- Doctorate (non-MD or Ph.D)
- Diploma

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

[CONTINUE](#)

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Figure 29: School Details Screen

School Documents

** required field*

[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
<input type="radio"/> Official/Unofficial transcript		Not Received	
<input type="radio"/> Additional Education Supporting Document		Not Received	

No file chosen

Figure 30: School Documents

Steps Continued:

12. After applicant uploads their documents they will select “Save” and be directed back to the Qualifying Education landing page where they will see the school(s) added (**Figure 31**)
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

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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

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Figure 31: Qualifying Education Screen

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
- 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 prior 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

Section 11: Loan Information

The Loan Information page (**Figure 32**) captures the loan data that an applicant will submit with their NCLRP application. If an applicant has a National Student Loan Data System (NSLDS) account, and wishes to submit federal loans as part of their NCLRP application, they will have the option to retrieve and submit their 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 (Figure 32)
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 their S2S LRP application after authentication.
4. If NSLDS authentication and retrieval is successful, the applicant's loan(s) will display in the "Electronically Imported From Your NSLDS Account" table (See figure A)
 - a. Applicant can view a read only version of their 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.
5. 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

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Loan Information

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

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

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

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

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

Important Note: *If you experience any technical difficulties, please contact the Bureau of Health Workforce's Customer Care Center at 1-800-221-9393 (TTY: 1-877-897-9910) Monday through Friday (except federal holidays) from 8:00 a.m. to 8:00 p.m. ET or **Contact Us**. If you are unable to resolve your technical difficulties or concerns in time to submit your complete application prior to December 19, 2018, the application deadline, please enter your loans manually. The period for submitting applications will not be extended due to difficulties with submitting your loans.*

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

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

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

Figure 32: Loan Information Screen

Steps Continued:

6. Applicants may update loans previously retrieved from NSLDS by clicking the “Update Loans” button
 - a. Applicant will be required to re-authenticate with the Departments of Education using their FSA ID.
7. Applicants can remove electronically retrieved loans by clicking the “Remove All Loans” button and confirming selection on pop-window (**Figure 34**)
8. Applicants will be able to view a comprehensive report of all NSLDS federal loan data retrieved and submitted with their application

● 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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Figure 33: Access National Student Loan Data System Account

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

NO, GO BACK **YES, I'M SURE**

Figure 34: Remove All Loans Message

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 (**Figure 35**)
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.

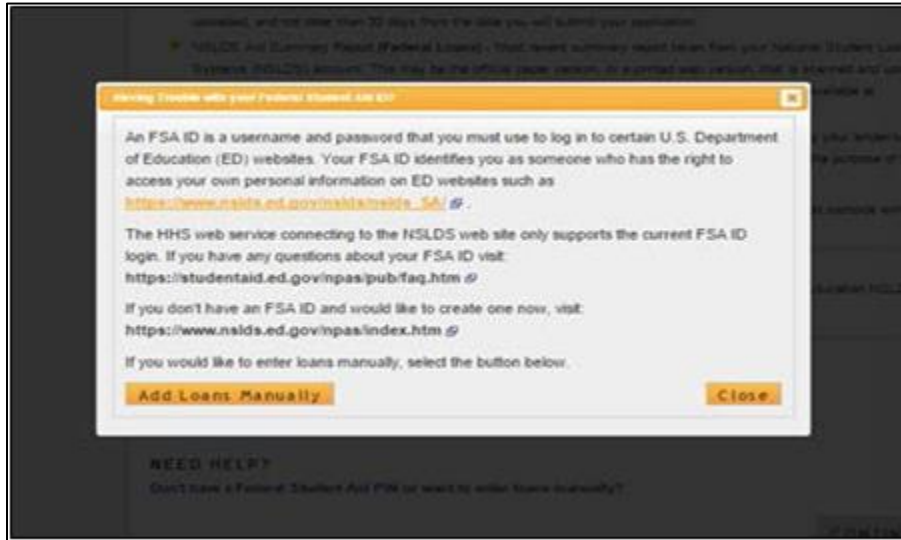


Figure 35: Manually Add Loans Message

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 their 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 titled “Electronically Imported From Your NSLDS Account”

Section 12: Loan Details

The Loan Details page captures additional loan data that the applicant will submit for each manual loan they will submit with the application (**Figure 36**).

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

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Loan Details

** required field*

[← Back to Loan Information](#)

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

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

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

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

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

Name of current servicing lender *

Loan account number *

Original date of the loan *

Original amount of the loan *

Current balance (Principal & accrued Interest) * as of

Type of loan *

Figure 36: Loan Details Screen

Steps to Manually Add Loans:

1. Applicant 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, they will click “Continue to Documents” and will be taken to Loan Supporting Documents Page (**Figure 37**).
3. Applicant will upload necessary documents and click “Save” (**Figure 38**).
 - 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 their 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 their loan, they will click “Continue”.

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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Figure 37: 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.
- 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.

Business Rules Continued:

- System shall require user to submit a Consolidated Loan Document, if “Yes” to Consolidated Loan.
- System shall require user to submit an “Account Statement” 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 their 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.

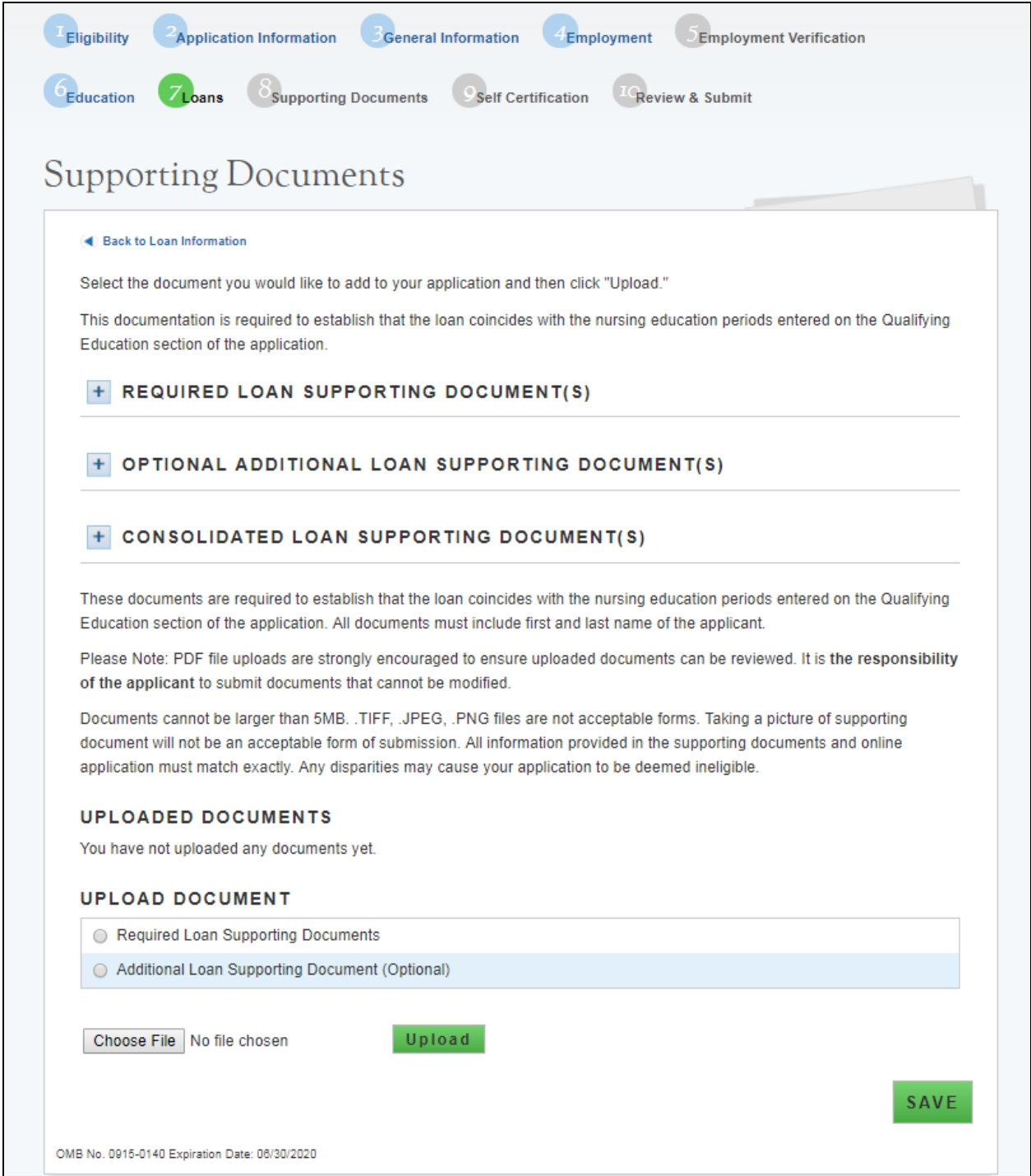


Figure 38: Loans Supporting Documents Screen

Section 13: Supporting Documents

The Supporting Documents page (**Figure 39**) consists of all documents that an applicant must submit with their NCLRP application. The documentation consists of required documents for NCLRP and NCLRP-NF applications.

Steps:

1. Applicant selects the type of required document they will upload.
2. Applicant selects "Browse" to find the document they wishes to upload.
3. Applicant selects "Upload" when they selects 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 their application.
7. Applicant clicks "Save & Continue" 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

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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
<input type="radio"/> Authorization to Release Information		Not Received	
<input type="radio"/> Curriculum Vitae/Resume		Not Received	
<input type="radio"/> Proof of US Citizenship or US National; Lawful Permanent Resident		Not Received	
<input type="radio"/> Verification of Existing Service Obligation/Member of Reserve Document		Not Received	
<input type="radio"/> Additional Supporting Document		Not Received	

No file chosen

LOAN DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 12345678	Required Loan Supporting Documents	Test document.pdf	Received

EDUCATION DOCUMENTS

School	Document Title	Document File	Status
Allan Hancock College	Official/Unofficial transcript	Test document.pdf	Received

Figure 39: Supporting Documents Screen

Business Rules Continued:

- System shall display all loan documents uploaded for each manually added loan (**Figure 40**)
- 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

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
<input type="radio"/> Authorization to Release Information	Test document.pdf	Received	delete
<input type="radio"/> Curriculum Vitae/Resume	Test document.pdf	Received	delete
<input type="radio"/> Proof of US Citizenship or US National; Lawful Permanent Resident	Test document.pdf	Received	delete
<input type="radio"/> Verification of Existing Service Obligation/Member of Reserve Document	Test document.pdf	Received	delete
<input type="radio"/> Additional Supporting Document		Not Received	

No file chosen

LOAN DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 12345678	Required Loan Supporting Documents	Test document.pdf	Received

EDUCATION DOCUMENTS

School	Document Title	Document File	Status
Allan Hancock College	Official/Unofficial transcript	Test document.pdf	Received

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Figure 40: Supporting Documents Landing Page

Section 14: 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 their.

Steps:

1. Applicant reads each certification statement (**Figures 41-42**)
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
 - The applicant must complete the Self-Certification each time after editing.

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Self Certification

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

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

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

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

Figure 41: Self-Certification Screen

2. AUTHORIZATION FOR RELEASE OF EMPLOYMENT INFORMATION

- I authorize my current, former, or future employer or the health care facility or school of nursing where I work as an RN or nurse faculty to disclose information pertaining to my employment status to the U.S. Department of Health and Human Services (HHS), and/or its contractors, for purposes of determining my eligibility to participate in the NURSE Corps LRP and, if I am selected to participate in the NURSE Corps LRP, to determine my compliance with the NURSE Corps LRP service requirements. "Information pertaining to my employment status" includes, but is not limited to, my salary, dates of employment, number of hours worked, position held, leave hours/records, nurse licensure data, or the existence of a service obligation to my employer or the health care facility or school of nursing. *
- To assess my eligibility to participate in the NURSE Corps LRP and, if I am selected to participate in the NURSE Corps LRP, to determine my compliance with the NURSE Corps LRP service requirements, I hereby authorize HHS, and/or its contractors, to release the following information to my current, former, or future employer(s) or the health care facility or school of nursing where I work as an RN or nurse faculty: my name, social security number and other information necessary to identify me. *
- This authorization will take effect on the date that I sign and submit my NURSE Corps Loan Repayment Program application. If I become a participant in the NURSE Corps LRP, this authorization shall remain in effect until the date my NURSE Corps LRP obligation, including any extension of the obligation pursuant to a continuation contract, has been fulfilled or this authorization is revoked by me in writing. If I do not become a participant in the NURSE Corps LRP, this authorization shall remain in effect until September 30, 2019. *

3. AUTHORIZATION FOR DISCLOSURE OF FINANCIAL INFORMATION

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

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

- I certify that I have read and understand the 2019 [Application and Program Guidance](#) (APG). *
- I certify that all of the information that I have provided in this application and required supplemental documents is true. *

SAVE & CONTINUE

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Figure 42: Self-Certification Screen

Section 15: 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.

Steps:

1. Applicant reviews the application and makes any necessary edits (**Figure 43**)
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.
 - Applicant will then be required to complete the Self- Certification section again
- Applicant must enter in their correct password in order to submit their application.
- All page statuses except for review and submit must be complete for applicant to submit their application.
- System shall not allow the application to be submitted after the application deadline.
- System shall update application status to a submitted status upon submission.

Review & Submit

Your application ID: **443799**

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 2019 applications will be completed by September 30, 2019.

Page Name	Status
Eligibility	Complete
Application Information	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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Figure 43: Review & Submit Screen

Section 16: Submitted Page

After the applicant submits their NCLRP application, they 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 their application. The applicant will have the ability to edit their **application until the application deadline**. The applicant may withdraw their 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 **(Figures 44-45)**:
 - 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 applicant does not meet the required work hours per week to be eligible for an award (minimum 32hrs totaled across all sites)
 - 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 their 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, their final status will be “In Progress”)

Business Rules Continued:

- System shall allow applicant to select Undo Withdrawal after they has Withdrawn the application if they 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.

NURSE Corps Loan Repayment Program Application

Hello Johnny,

You have submitted your 2019 NURSE Corps Loan Repayment Program online application and all required supporting documents.

Your overall application status is: **Submitted - Ineligible**

Your application ID is: **443799**

[VIEW YOUR SUBMITTED APPLICATION](#)

There are several possible reasons why your application may have been found ineligible. Some common reasons that applications are found ineligible upon submission include, but not limited to:

- The Employment Verification (EV) submitted by your site's Point of Contact (POC) indicated that you do not meet the required work hours per week to be eligible for an award
- The EV submitted by your site's POC indicated that you do not have a current, full, unrestricted, and unencumbered license
- The EV submitted by your site's POC indicated that your employment start date is after your submission date
- You did not receive your degree on or before the submission date of your application
- You have an existing service obligation that has not been completely satisfied on or before the submission date of your application

Note: The examples above do not list all possible reasons an applicant can be found ineligible upon submission of his/her application. For further guidance, please refer to the [2019 Application and Program Guidance](#).

If after reviewing your submitted application and supporting documents there are changes you would like to make to your application (including re-initiating an Employment Verification), you may edit and resubmit your application by the application deadline (December 19, 2018 at 2:08 PM EST). Applications not resubmitted by the deadline will not be considered for an award. Click the button below to edit your application.

[Edit Application](#)

If you are no longer interested in the 2019 NURSE Corps Loan Repayment Program Award, please click the button below to withdraw your application. Once you withdraw your application, you may resubmit your current application using the Undo Withdrawal button until December 19, 2018 at 2:08 PM EST. Applications not resubmitted by the deadline will not be considered for an award.

[Withdraw](#)

Figure 44: Review & Submit Landing Page-Ineligible

EMPLOYMENT VERIFICATIONS

Site Name	Initiation Date	Response Date	Status
Bridgeport Hospital School of Nursing	10/30/2018	10/30/2018	Complete

GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Authorization to Release Information	Test document.pdf	Received
Curriculum Vitae/Resume	Test document.pdf	Received
Proof of US Citizenship or US National; Lawful Permanent Resident	Test document.pdf	Received
Verification of Existing Service Obligation/Member of Reserve Document	Test document.pdf	Received
Additional Supporting Document		Not Received

LOAN SUPPORTING DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 12345678	Required Loan Supporting Documents	Test document.pdf	Received

EDUCATION SUPPORTING DOCUMENTS

School	Document Title	Document File	Status
Allan Hancock College	Official/Unofficial transcript	Test document.pdf	Received

Figure 45: Review & Submit Landing Page-Ineligible

Section 17: Application Withdraw

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

Steps:

1. From the Submitted Home Page an applicant will click the “Withdraw” button (**Figure 46**)
2. The applicant will be directed to the “Withdraw Application” confirmation screen
3. The applicant clicks and is directed to the Submitted Home page
 - 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” they 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 they agrees by selecting the checkbox.
10. Applicant selects ‘Save & Continue”

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](#)

Figure 46: Review & Submit Landing Page-Ineligible

Steps Continued:

11. Applicant is directed to the Review and Submit Page
12. Applicant reviews the application.
13. The Applicant enters their 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 their application they 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 their application if their status is "Submitted" or "Submitted-Ineligible".

Section 18: Edit Application

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

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
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

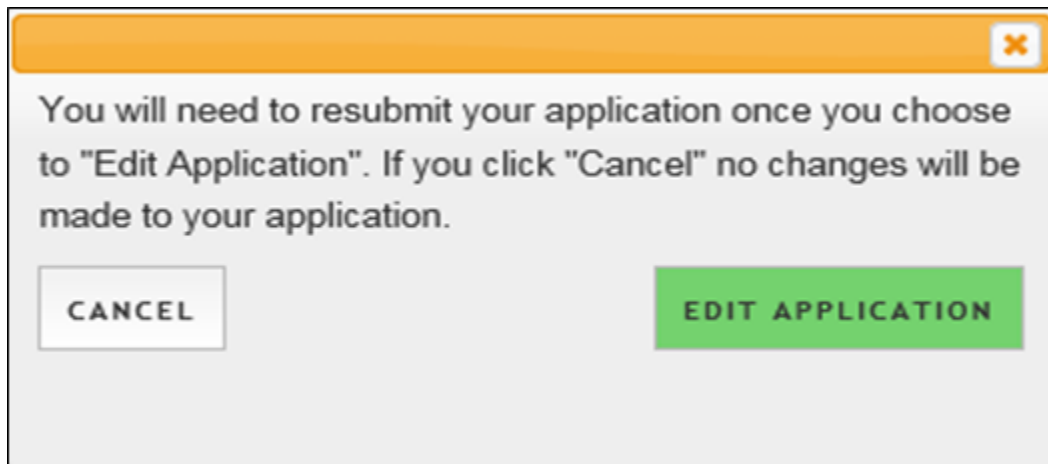


Figure 47: Edit Application Message

Business Rules:

- The applicant will not be able to Edit their application after the application deadline.
- An applicant must resubmit their application by the application deadline if they 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 19: Account Settings

The applicant can change their password, email and security question on the Account Setting page. In addition, the applicant will be able to see their 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

The screenshot shows the 'Account Settings' page with the following sections and fields:

- Application ID:** 287540
- ACCOUNT EMAIL ADDRESS:** The email address for your account is your username. This is also the email address which the Bureau of Health Workforce (BHW) will use for all communications.
- CHANGE EMAIL ADDRESS:** Fields for New Email Address, Confirm New Email Address, and Current Password. A green 'Change Email' button is present.
- CHANGE PASSWORD:** Fields for Create New Password, Confirm New Password, and Current Password. A green 'Change Password' button is present.
- CHANGE SECURITY INFORMATION:** A dropdown for Security Question, an Answer field, and a Current Password field. A green 'Change Security Information' button is present.
- FULL NAME:** Fields for First Name (NC), Last Name (LRP), Middle Initial, Title (dropdown), Suffix (dropdown), Former First Name, and Former Last Name.
- PREFERRED MAILING ADDRESS:** Fields for Line 1 (123 Apple Street), Line 2, Country (United States), State/Province/Region/Territory (Maryland), City (Bethesda), and Zip/Postal Code (20815).
- PHONE:** Checkboxes for international numbers and a Preferred Phone field (123) 456-7890. An Alternate Phone field is also present.
- A green 'SAVE' button is located at the bottom right of the form.

Figure 48: Account Settings Screen

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 they 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 20: Resolving Issues

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

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

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 they 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 inquiries 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 they encountered the problem
- Detailed summary of the problem
- Supporting Document (If applicable)

Section 21: Resolving Issue Flow Chart

