BHW Management Information System Solution (BMISS)

Nurse Corps Loan Repayment Program (NCLRP)

FY 2020 Confirmation of Interest and Welcome Kit User Guide

May 2020

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Introduction: NCLRP Confirmation of Interest and Welcome Kit User Guide

Goal: This user guide explains all the functionality available to a NCLRP applicant in order to confirm their interest in the NCLRP award, and to view the welcome kit materials on the participant portal once the applicant is converted to a participant. The functionality includes:

- External Confirmation of Interest (COI) Screens
- External Participant Portal and Welcome Kit Screens

Roles: This user guide details functionality for a NCLRP Applicant.

Preconditions:

1. NCLRP applicant has been deemed eligible from review.

Post Conditions:

1. NCLRP has been sent COI and has either:
    a. Accepted the award
    b. Declined the award
    c. Been deemed ineligible from their COI response
    d. Did not respond to COI by the deadline
    e. Analyst cancelled the applicant's COI
2. NCLRP applicant has accepted the award and has been converted to a participant

Section 1: NCLRP COI and Welcome Kit Process Flow

Below is a process flow for what an applicant can expect upon being sent COI and once they are converted to a participant. There are five possible outcomes when an applicant is sent COI: an applicant does not respond to COI by the deadline given to them, an analyst cancels COI for an applicant before the applicant has responded, the applicant is deemed ineligible from COI, an applicant declines their interest in the award, or an applicant accepts the award. When an applicant accepts the award, they will be sent to the Obligation Module for final approval. If the applicant is approved in the Obligation Module, they will be converted to a participant and their application portal will update to their participant portal with their Welcome Kit materials.
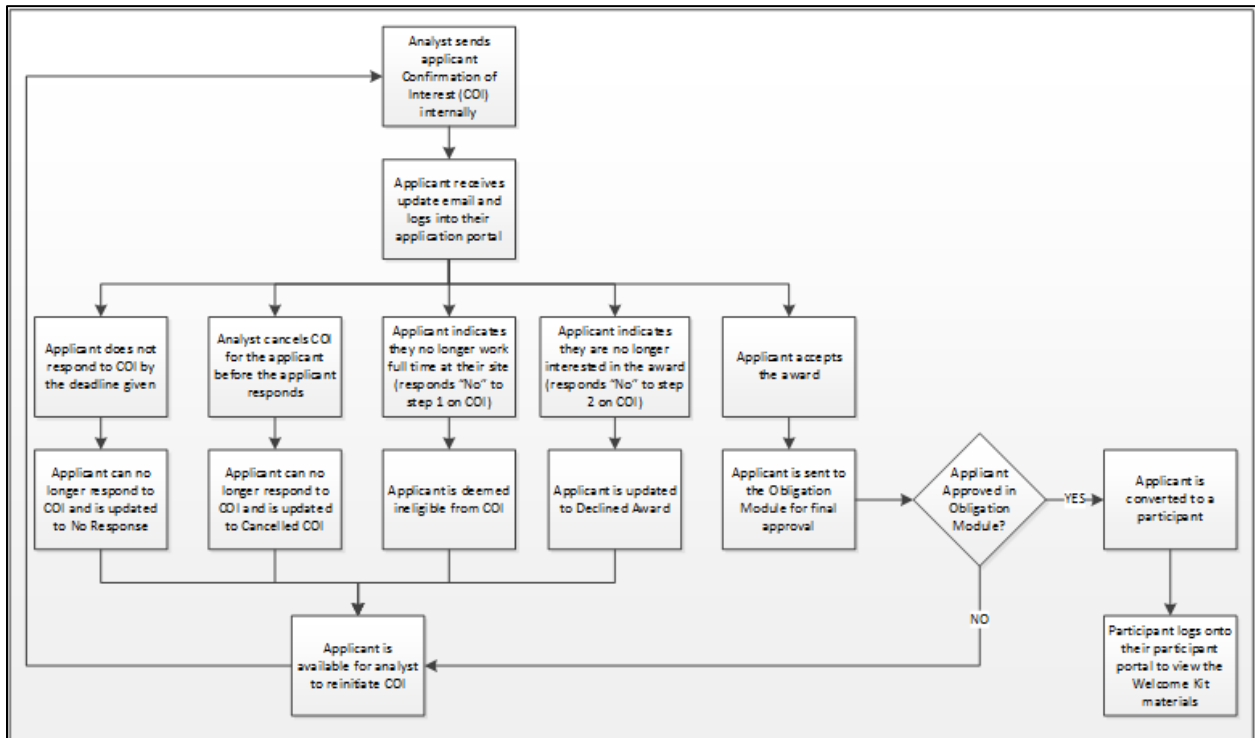

Figure 1: COI Process flow

Section 2: Applicant is Sent COI

Once the applicant has been sent COI internally, they will receive an email to login to their applicant portal. Once logged into their applicant portal, the applicant will have the opportunity to accept the award, decline the award, or indicate that they are no longer eligible for the award.

Steps:
1. Analyst sends applicant COI through the internal Manage COI screens.
2. Applicant receives email that they have an update on their application.
3. Applicant logs into their application.
4. Applicant views the COI information and responds to the questions appropriately **(Figure 2)**

Business Rules:

- Only applicants that have been sent COI by an analyst will see the COI landing page upon logging into their application
- Applicants sent COI will have an external status of "Finalist for Award"
- The COI landing page will display the date the applicant is required to respond to COI to be considered for the award
  - The applicant will have up until 11:59 PM EST on the date given to respond to COI
  - The date the applicant is required to respond to COI is set by analysts internally
- Applicants can view a PDF version of their submitted application by selecting "View your submitted application"

- Applicant can view all supporting documents uploaded on the application on the COI landing page
- The COI landing page will display the **Qualified Educational Loan Amount**
  - The **Qualified Educational Loan Amount** is the total loan amount that was verified as eligible during review
  - The applicant will receive 60% of their Qualified Educational Loan Amount, minus Federal Taxes and Employee Taxes
- The applicant will be required to verify information in order to accept the award

Nurse Corps Loan Repayment Program Application

Home | Account Settings | Log Out

Your application has been identified as "finalist" for a 2020 Nurse Corps Loan Repayment Program award. Below is your **Approved Educational Loan Amount** and the current **Site** where you are employed. By accepting these terms and clicking the **Sign and Submit** button, you will be electronically signing your contract. This is **not a guarantee** of an award; however, if funding is available and your contract is countersigned by the Secretary of the U.S. Department of Health and Human Services designee, you will receive a 2020 Nurse Corps Loan Repayment Program award. If you are selected for an award; you will **not** be allowed to terminate your contract prior to the service deadline. All matters of non-compliance will be subject to default of the Nurse Corps Loan Repayment Program agreement.

You are required to complete the following steps by the deadline date provided in the Confirmation of Interest email.

Please also make sure that your contact information is up to date on the **account settings** page.

Your overall Application Status is: **Finalist For Award**

View your submitted application

Approved Educational Loan Amount: $39,306.89

Estimated Gross Award Amount (60% of your Approved Educational Loan Amount): $23,584.13

Please Note: The above Estimated Gross Award Amount is a pre-tax value. Taxes will be withheld during disbursement.

Step 1   Below is the Site information that you submitted with your application:

Site Information

Site Name	Site Address
Contra Costa Health Services - Public Health Division	597 Center Avenue Martinez, California 94553

Figure 2: Step 1- Applicant COI Screen Site Information

Section 3: Applicant is Ineligible from COI

An applicant can be deemed Ineligible from COI if they indicate that they no longer work at the site they applied with or no longer work full time at the site they applied with.

Steps:

1. Applicant logs into their application
2. Applicant selects "No, and I understand this makes me ineligible to accept this award" to the first question **(Figure 3).**
3. Applicant is directed to the Ineligible Confirmation page **(Figure 4).**
4. Applicant confirms they are ineligible by selecting Submit.
5. Applicant is directed to the Ineligible landing page **(Figure 5).**

Business Rules:

- Only applicants that have been sent COI by an analyst will see the COI landing page upon logging into their application
- Applicants sent COI will have an external status of "Finalist for Award"
- The COI landing page will display the date the applicant is required to respond to COI to be considered for the award
- The applicant will have up until 11:59 PM EST on the date given to respond to COI
- The date the applicant is required to respond to COI is set by analysts internally
- The site the applicant applied with will be displayed under Step 1

Please also make sure that your contact information is up to date on the **account settings** page.

Your overall Application Status is: **Finalist For Award**

View your submitted application

Approved Educational Loan Amount: $39,306.89

Estimated Gross Award Amount (60% of your Approved Educational Loan Amount): $23,584.13

Please Note: The above Estimated Gross Award Amount is a pre-tax value. Taxes will be withheld during disbursement.

Step 1   Below is the Site information that you submitted with your application:

Site Information

Site Name	Site Address
Contra Costa Health Services - Public Health Division	597 Center Avenue Martinez, California 94553

Are you currently working full-time (as defined for Nurse Faculty) or at least 32 hours (for RNs) at the site above? (If the site information is not correct, please contact the Customer Care Center at 1-800-221-9393 prior to completing this request.) *
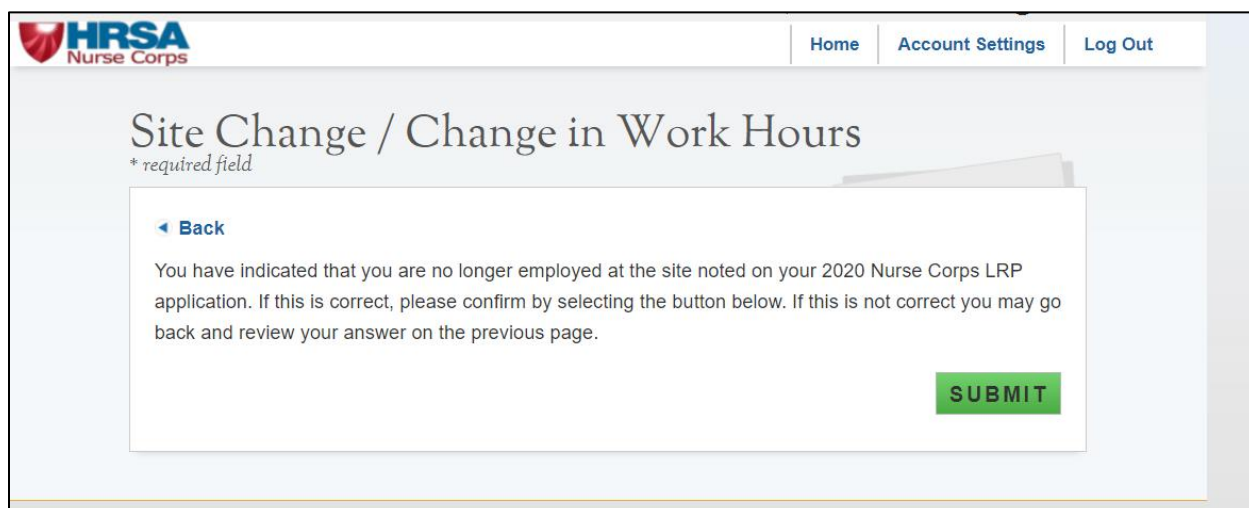
○ Yes

◉ No, and I understand this makes me ineligible to accept this award.

CONTINUE

Figure 3: Step 1- Applicant Selects No

Business Rules Continued:

- If the applicant responds to Step 1 "No, and I understand this makes me ineligible to accept this award," they will be directed to the Ineligible Confirmation page **(Figure 4)** upon selecting Continue
- Applicant can go back by selecting Back or Home at the top of the Ineligible Confirmation page if they want to change their response
- Applicant must select Submit to confirm that they are ineligible for the award
- Applicant will be directed to the Ineligible landing page upon confirming their Ineligibility **(Figure 5)**
- Analysts can reinitiate COI for applicants after being deemed ineligible
- Applicants can view a PDF version of their submitted application by selecting View your submitted application on the Ineligible landing page
- Applicants can view all supporting documents uploaded on the application on the Ineligible landing page

Figure 4: Ineligible¬ Confirmation Page

Nurse Corps Loan Repayment Program Application

Hello Nayeli,

Based on your response, you will no longer be considered for a 2020 Nurse Corps Loan Repayment Program award. You are either not working at the site or you are no longer working full time (or at least 32 hours per week) at the site you submitted on your application.

Your online application will be removed from consideration and is no longer eligible for an award.

Your overall application status is: **Ineligible**

Your application ID is: **502844**

VIEW YOUR SUBMITTED APPLICATION

VIEW YOUR NSLDS RETRIEVED LOANS REPORT

EMPLOYMENT VERIFICATIONS

Site Name	Initiation Date	Response Date	Status
Contra Costa Health Services - Public Health Division	02/10/2020	02/10/2020	Complete

GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Authorization to Release Information	HRSA Auth to Release Info.pdf	Received
Curriculum Vitae/Resume	Resume 2-2020.doc	Received
Proof of US Citizenship or US National; Lawful Permanent Resident	Birth Certificate.pdf	Received
Additional Supporting Document		Not Received

Figure 5: Ineligible Landing Page

Section 4: Applicant Declines Award

An applicant can decline the Nurse Corps LRP award on the COI page.

Steps:

1. Applicant logs into their application
2. Applicant selects "Yes" to the first question **(Figure 6)**. Applicant is prompted to answer Step 2.
3. Applicant selects: "I wish to decline the 2020 Nurse Corps LRP Award. I understand that I will no longer be considered for the Nurse Corps LRP award" to Step 2 **(Figure 6)**
4. Applicant is directed to the Decline Confirmation page **(Figure 7).**
5. Applicant enters comments for declining the award.
6. Applicant selects Decline.
7. Applicant is directed to the Declined-landing page **(Figure 8).**

Business Rules:

- Only applicants that have been sent COI by an analyst will see the COI landing page upon logging into their application
- Applicants sent COI will have an external status of "Finalist for Award"

Your overall Application Status is: **Finalist For Award**

View your submitted application

Approved Educational Loan Amount: $4,067,578.00

Estimated Gross Award Amount (60% of your Approved Educational Loan Amount): $2,440,546.80

Please Note: The above Estimated Gross Award Amount is a pre-tax value. Taxes will be withheld during disbursement.

Step 1   Below is the Site information that you submitted with your application:

Site Information

Site Name	Site Address
CHS New Tazwell	1596 Highway 33 South New Tazewell, Tennessee 37825-7104

Are you currently working full-time (as defined for Nurse Faculty) or at least 32 hours (for RNs) at the site above? (If the site information is not correct, please contact the Customer Care Center at 1-800-221-9393 prior to completing this request.) *

◉ Yes

○ No, and I understand this makes me ineligible to accept this award.

Step 2   Please confirm or decline your intent to accept the Nurse Corps LRP award below. *

○ I wish to accept the 2020 Nurse Corps LRP Award, contingent on availability of funding.

◉ I wish to decline the 2020 Nurse Corps LRP Award.

[CONTINUE]

Figure 6: Applicant Declines Award

Figure 7: Decline Confirmation Page

Business Rules Continued:

- The site the applicant applied with will be displayed under Step 1
- If the applicant responds to Step 1 "Yes," Step 2 will be displayed
- If the applicant responds to Step 2 "I wish to decline the 2020 Nurse Corps LRP Award. I understand that I will no longer be considered for the Nurse Corps LRP award," they will be directed to the Declined Confirmation page upon selecting Continue
- Applicant can go back by selecting Back or Home at the top of the Declined Confirmation page if they want to change their response
- Comments are required to decline the award
- Applicant selects Submit to confirm that they wish to decline the award
- Applicant will be directed to the Declined landing page upon confirming their intent to decline the award **(Figure 8)**
- Analysts can reinitiate COI for applicants after declining the award

Nurse Corps Loan Repayment Program Application

Hello Terri,

Based on your response, you will not be considered for a 2020 Nurse Corps Loan Repayment Program award because you have declined the award offer.

Your online application will be removed from consideration and is no longer eligible for an award.

Your overall application status is: **Declined Award**

Your application ID is: **519946**

VIEW YOUR SUBMITTED APPLICATION

EMPLOYMENT VERIFICATIONS

Site Name	Initiation Date	Response Date	Status
CHS New Tazwell	03/02/2020	03/02/2020	Complete

GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Authorization to Release Information	**Nurse Corps Loan Repayment Program.pdf**	Received
Curriculum Vitae/Resume	**Terri Moran's CV.docx**	Received
Proof of US Citizenship or US National; Lawful Permanent Resident	**SECURITY.pdf**	Received
Additional Supporting Document	**Print-friendly Billing Statement 2020-02-16.pdf**	Received
Additional Supporting Document	**Print-friendly Billing Statement 2020-02-16.pdf**	Received
Additional Supporting Document		Not Received

LOAN SUPPORTING DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Great Lakes Loan Servicing 021902500010203	Required Loan Supporting Documents	**MyStudentData.txt**	Received

Figure 8: Decline Landing Page

Section 5: Applicants Accepts Award

An applicant can accept the Nurse Corps LRP award on the COI page.

Steps:

1. Applicant logs into their application
2. Applicant selects "Yes" to the first question **(Figure 9).**
3. Applicant is prompted to answer Step 2.
4. Applicant selects "I wish to accept the 2020 Nurse Corps LRP Award, contingent on availability of funding" **(Figure 9).**
5. Applicant is prompted to fill out their banking information **(Figure 10).**
6. Applicant fills out their banking information and signs agreement **(Figure 11)**.
7. Applicant is directed to provide tax information on the 'Electronic Withholding Allowance Certificate' page **(Figure 12)**.
8. Applicant is directed the sign contract page **(Figure 13).**
9. Applicant reads contract.
10. Applicant enters their SSN information, security answer, and password.
11. Applicant selects Submit.
12. Applicant is directed to the Accepted Award landing page **(Figure 14).**

Business Rules:

- Only applicants that have been sent COI by an analyst will see the COI landing page upon logging into their application

Your overall Application Status is: **Finalist For Award**

View your submitted application

Approved Educational Loan Amount: $120,433.54

Estimated Gross Award Amount (60% of your Approved Educational Loan Amount): $72,260.12

Please Note: The above Estimated Gross Award Amount is a pre-tax value. Taxes will be withheld during disbursement.

Step 1   Below is the Site information that you submitted with your application:

Site Information

Site Name	Site Address
Broward Health Medical Center	1600 S. Andrews Ave Ft. Lauderdale, Florida 33316

Are you currently working full-time (as defined for Nurse Faculty) or at least 32 hours (for RNs) at the site above? (If the site information is not correct, please contact the Customer Care Center at 1-800-221-9393 prior to completing this request.) *

⦿ Yes

○ No, and I understand this makes me ineligible to accept this award.

Step 2   Please confirm or decline your intent to accept the Nurse Corps LRP award below. *

⦿ I wish to accept the 2020 Nurse Corps LRP Award, contingent on availability of funding.

○ I wish to decline the 2020 Nurse Corps LRP Award.

Figure 9: Applicant Accepts Award

Please also make sure that your contact information is up to date on the **account settings** page.

Your overall Application Status is: **Finalist For Award**

View your submitted application

Approved Educational Loan Amount: $76,877.00

Estimated Gross Award Amount (approximately 60% of your Approved Educational Loan Amount): $46,126.20

Please Note: The above Estimated Gross Award Amount is a pre-tax value. Taxes will be withheld during disbursement.

Step 1   Below is the Site information that you submitted with your application:

Site Information

Site Name	Site Address
Chamberlain College Nursing - IL	3300 N. Campbell Ave. Chicago, Illinois 60618

Are you currently working full-time (as defined for Nurse Faculty) or at least 32 hours (for RNs) at the site above? (If the site information is not correct, please contact the Customer Care Center at 1-800-221-9393 prior to completing this request.) *

⦿ Yes

◯ No, and I understand this makes me ineligible to accept this award.

Step 2   Please confirm or decline your intent to accept the NURSE Corps LRP award below. *

⦿ I wish to accept the 2019 NURSE Corps LRP Award, contingent on availability of funding.

◯ I wish to decline the 2019 NURSE Corps LRP Award.

Step 3   Please enter your banking information. This account will be used to deposit your NURSE Corps Loan Repayment award.

Bank Name *

Account Type *   Select ▼

Routing Number * ⓘ

Re-enter Routing Number *

Account Number * ⓘ
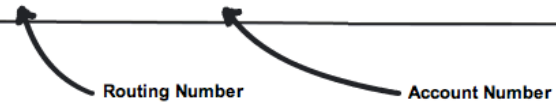
Re-enter Account Number *

Figure 10: Estimated Award Amount and Banking Information

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Business Rules Continued:

- Applicants sent COI will have an external status of "Finalist for Award"
- The estimated gross award amount will be displayed above Step 1
- The site the applicant applied with will be displayed under Step 1
- If the applicant responds to Step 1 "Yes," Step 2 will be displayed
- If the applicant responds to Step 2 "I wish to accept the 2020 Nurse Corps LRP Award, contingent on availability of funding," Step 3 will be displayed
- Applicants will be required to enter the following banking information in Step 3:
  - Bank Name
  - Account Type
  - Routing Number
  - Re-enter Routing Number
  - Account Number
  - Re-enter Account Number
- The Routing Number and Re-entered Routing numbers must match
- The Account Number and Re-entered Account Numbers must match
- The Routing Number must be 9 digits
- The Bank Name must be at least 4 characters
- The Account Type can be:
  - Checking
  - Savings
- Applicant selects their tax documentation preference by reviewing the agreement and selecting Yes/No to receiving documentation electronically.
- The applicant can view a PDF version of the contract by selecting View a printable version of the Nurse Corps LRP contract

Step 4   State whether you would like to receive your tax documents electronically and be available from the Portal or if you would like to receive them by mail.

AGREEMENT

As a scholarship or loan repayment program participant, you have the option to receive your tax documents (Form W-2, and if applicable, Form 1099-Misc.) in an electronic format. If you do not consent to receive your tax documents electronically, you will continue to receive paper copies via mail. If you consent to receive your tax documents electronically, you will receive your electronic documents for the applicable tax year immediately following the date of your consent and all future years, unless you withdraw your consent.

You may receive paper tax documents or electronic tax documents but not both. Tax documents will be furnished based on your delivery preference in effect as of January 16th each year. You are not required to update your preference yearly. However, you will be able to change your preference using the "Set My Tax Document Delivery Preference"link in the "I Need to" section of the BHW Program Portal until 11:59 PM ET January 15th of each year.

If you previously set your preference to receive electronic tax documents but subsequently change your preference to receive paper copies, your withdrawal of consent will apply only to future tax documents that have not already been provided, electronically.

Please select your tax document delivery preference *

◉ Yes, I have read the above Disclosure Statement and consent to receive my tax documentation electronically via my BHW portal account.

◯ No, I do not wish to receive tax documents electronically. I wish to receive documents via mail.

CONTINUE

Figure 11: Applicant Agreement

Business Rules Continued (2):

- Applicants are required to provide their federal tax withholding selections for:
  - Filing Status
  - Exactly Two Jobs **(optional)**
  - Amount Claimed for Dependents **(optional)**
  - Other Income **(optional)**
  - Deductions **(optional)**
  - Extra Withholding Amount **(optional)**
  - Exemption status
- Applicants are required to certify they have provided correct tax withholding information.
- After self-certification, applicants will be required to enter the following information, which will qualify as signing the contract:
  - SSN
  - Confirm SSN
  - Security answer
  - Password
- The SSN and Confirm SSN numbers must match for the applicant to submit
- The SSN and Confirm SSN numbers must match the SSN entered by the applicant on the online application for the applicant to submit
- If the SSN entered on COI does not match the SSN entered on the application, the applicant can either re-enter the SSN on COI, or contact the Call Center to reach out to Program if they believe the SSN they have entered on COI is correct, and the SSN they had entered on their application is incorrect
- The system will generate and store an electronically signed electronic federal tax withholdings document (W4) to the applicant profile upon full submission of the COI.
  - The PDF file is stored in the Award documents section of the applicant profile
  - Once the applicant is converted to a participant, the PDF is accessible from the Participant profile, Tax information tab.
- If the applicant does not complete the COI, or is deemed ineligible, the tax selections will not be saved.

NURSE Corps Loan Repayment Program Application

Electronic Withholding Allowance Certificate

Estimated Gross Award Amount
(approximately 60% of your approved loan amount): $50,000

Estimated Gross Award Amount is provided to assist in completion of your W4. The value provided is estimated and is subject to change. If you have questions on completing your W4, please refer to the IRS W4 Instructions or consult a tax expert. Nurse Corps does not provide tax guidance.

Filing status (Step 1c on Form W-4)*	Select ▼
Exactly Two Jobs (Step 2(c) on Form W-4)	☐
Amount Claimed for Dependents (Step 3 on Form W4)	$ _____
Other Income (Step 4a on Form W4)	$ _____
Deductions (Step 4b on Form W4)	$ _____
Extra Withholding Amount (Step 4c on Form W4)	$ _____
Tax Exempt	No ▼

☐ Under penalties of perjury, I declare that this certificate, to the best of my knowledge and belief, is true, correct, and complete.

ENTER SIGNATURE INFORMATION

SSN*   _____

Confirm SSN*   _____

What was the street number of the house
you grew up in?*   _____

Password   _____

[SIGN & CONTINUE]

*Required Field

Figure 12: Electronic Withholding Allowance Certificate Selections

Business Rules Continued (3):

- Applicants are required to verify that they have read the contract
- If the applicant indicates "No" to having read the contract, they will be directed to the Ineligible landing page upon selecting Sign and Submit
- If the applicant indicates "Yes" to having read the contract, they will be required to enter the following information, which will qualify as signing the contract:
  - SSN
  - Confirm SSN
  - Security answer
  - Password
- The SSN and Confirm SSN numbers must match for the applicant to submit
- The SSN and Confirm SSN numbers must match the SSN entered by the applicant on the online application for the applicant to submit
  - If the SSN entered on COI does not match the SSN entered on the application, the applicant can either re-enter the SSN on COI, or contact the Call Center to reach out to Program if they believe the SSN they have entered on COI is correct, and the SSN they had entered on their application is incorrect
- If the applicant is a previous participant in BCRS, and their SSN is found to have defaulted, waivered, or is on the BMISS Blacklist, they will be deemed ineligible upon submitting COI
- If the applicant is a previous participant in BCRS, and their Obligation End Date was pushed out to be after the submission date of their application, they will be deemed ineligible upon submitting COI

Sign your Electronic Contract
*required field

◀ Back

This contract is not binding until countersigned by the Secretary of the Department of Health and Human Services or his/her designee. If you are selected for an award; you will not be allowed to terminate your contract prior to the service deadline. All matters of non-compliance will be subject to default of the Nurse Corps Loan Repayment Program agreement.

View a printable version of the NURSE Corps LRP contract

CONTRACT

This updated version of the Telcoin Whitepaper represents a number of revisions based on community feedback, business strategy refinement, and legal counsel. This current version should be considered the definitive version of the Whitepaper, superseding any previous versions.

CAUTIONARY NOTE ON FORWARD-LOOKING STATEMENTS

This whitepaper contains certain forward-looking statements. A forward-looking statement is a statement that does not relate to historical facts and events. The forward-looking statements are based on analyses or forecasts of future results and estimates of amounts not yet determinable or foreseeable. These statements appear in a number of places in this whitepaper and include statements regarding Telcoin's intent, belief or current expectations with respect to Telcoin's financial position, business strategies, plans and prospects and future prospects of the industry. In many cases, but not all, forward-looking statements can be identified by forward-looking terms such as "aim", "believe", "could", "estimate", "expect", "intend", "may", "might", "outlook", "plan", "possibility", "potential", "probably", "project", "risk", "seek", "should", "target", "will" and similar terms. These forward-looking statements are based on current estimates and assumptions that Telcoin makes to the best of its present knowledge and are subject to risks, uncertainties and assumptions. Should one or more of these risks or uncertainties materialize, or should underlying

CERTIFICATION

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

◉ Yes ○ No

ENTER SIGNATURE INFORMATION

SSN * ⓘ

Confirm SSN *

Who is your favorite sports team? * ⓘ

Password *

[SIGN AND SUBMIT]

Figure 13: Electronic Contract

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Business Rules Continued (3):

- The security question the applicant selected when creating their application will be displayed
- The security answer entered on COI must match the security answer entered on the application to submit
- The password must be correct to submit
- Applicant will be directed to the Accepted Award landing page upon submitting COI (**Figure 12**)
- Applicants can view a PDF version of their submitted application by selecting View your submitted application on the Accepted Award landing page
- Applicants can view all supporting documents uploaded on the application on the Accepted Award landing page

Figure 14: Accepted Award Landing Page

Section 6: Applicant Does Not Respond to COI

If an applicant does not respond to COI by the deadline given, they will be updated to No Response and will no longer be able to respond to COI.

Steps:
1. Applicant logs into their application.
2. Applicant views No Response- Offer Expired landing page.

Business Rules
- Applicants will be able to see the COI landing pages up until 11:59 PM EST of the deadline date they were given
- When the offer expires, applicants will receive an email update and their status will update to "No Response – Offer Expired" (**Figure 15**)
- Analysts can reinitiate COI for applicants after missing the deadline
- Applicants can view a PDF version of their submitted application by selecting View your submitted application on the No Response landing page
- Applicants can view all supporting documents uploaded on the application on the No Response landing page

NURSE Corps Loan Repayment Program Application

Hello Morgan,

We did not receive your confirmation to accept the 2019 NURSE Corps Loan Repayment Program award by the deadline of November 12, 2018 which was communicated on November 13, 2018 .

Your online application has been removed from consideration and is no longer eligible for a 2019 NURSE Corps Loan Repayment Program award.

Your overall application status is: **No Response - Offer Expired**

Your application ID is: **444767**

VIEW YOUR SUBMITTED APPLICATION

EMPLOYMENT VERIFICATIONS

Site Name	Initiation Date	Response Date	Status
Los Angeles LGBT Center	11/13/2018	11/13/2018	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
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
University of Maryland - School of Nursing	Official/Unofficial transcript	Test document.pdf	Received

Figure 15: No Response - Offer Expired Landing Page

Section 7: Analyst Cancels COI

After an applicant has been sent COI and before they have responded, analysts can cancel COI for the applicant. If COI is cancelled for an applicant, the applicant will view the Offer Recalled landing page upon logging into their application portal, and will no longer be able to respond to COI.

Steps:
1. Applicant logs into their application.
2. Applicant views Offer Recalled landing page (**Figure 16**).

Business Rules:
- Applicants will see the Offer Recalled landing page only if an analyst cancels COI for an applicant prior to the applicant submitting their response to COI.
- Analysts can reinitiate COI for applicants after COI has been cancelled
- Applicants can view a PDF version of their submitted application by selecting View your submitted application on the Offer Recalled landing page
- Applicants can view all supporting documents uploaded on the application on the Offer Recalled landing page

NURSE Corps Loan Repayment Program Application

Hello Morgan,

Your 2019 NURSE Corps Loan Repayment Program award offer has been withdrawn for administrative review. You will receive an email notification regarding any changes to your application status.

Your overall application status is: **Offer Recalled**

Your application ID is: **444767**

VIEW YOUR SUBMITTED APPLICATION

EMPLOYMENT VERIFICATIONS

Site Name	Initiation Date	Response Date	Status
Los Angeles LGBT Center	11/13/2018	11/13/2018	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
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
University of Maryland - School of Nursing	Official/Unofficial transcript	Test document.pdf	Received

Figure 16: Offer Recalled Landing Page

Section 8: Participant Portal and Welcome Kit

After an applicant has been converted to a participant, their portal will be updated to a Participant Portal. The Participant Portal is where participants can view their Welcome Kit.

Steps:

1. Participant logins to their participant portal (**Figure 17**).
2. Participant views welcome message (**Figure 18**).
3. Participant views Welcome Kit materials (**Figure 19**).

Business Rules:

- Once converted, participants will be directed the Participant Portal upon logging in as an applicant or participant
- The participant will receive a welcome message upon logging into the Participant Portal
  - o The welcome message will be displayed as an alert at the top of the page until the participant reads the message
  - o The welcome message will also be available under the My Messages tab at the top of the page
- Once the participant views the welcome message, the message will no longer be marked as new but will be available in their inbox for the remainder of their obligation
- Participants can submit an inquiry through the welcome message (screenshot 11) by selecting to submit an inquiry through the Customer Service Portal or can access their Welcome Kit materials through the welcome message by selecting to view documents and details
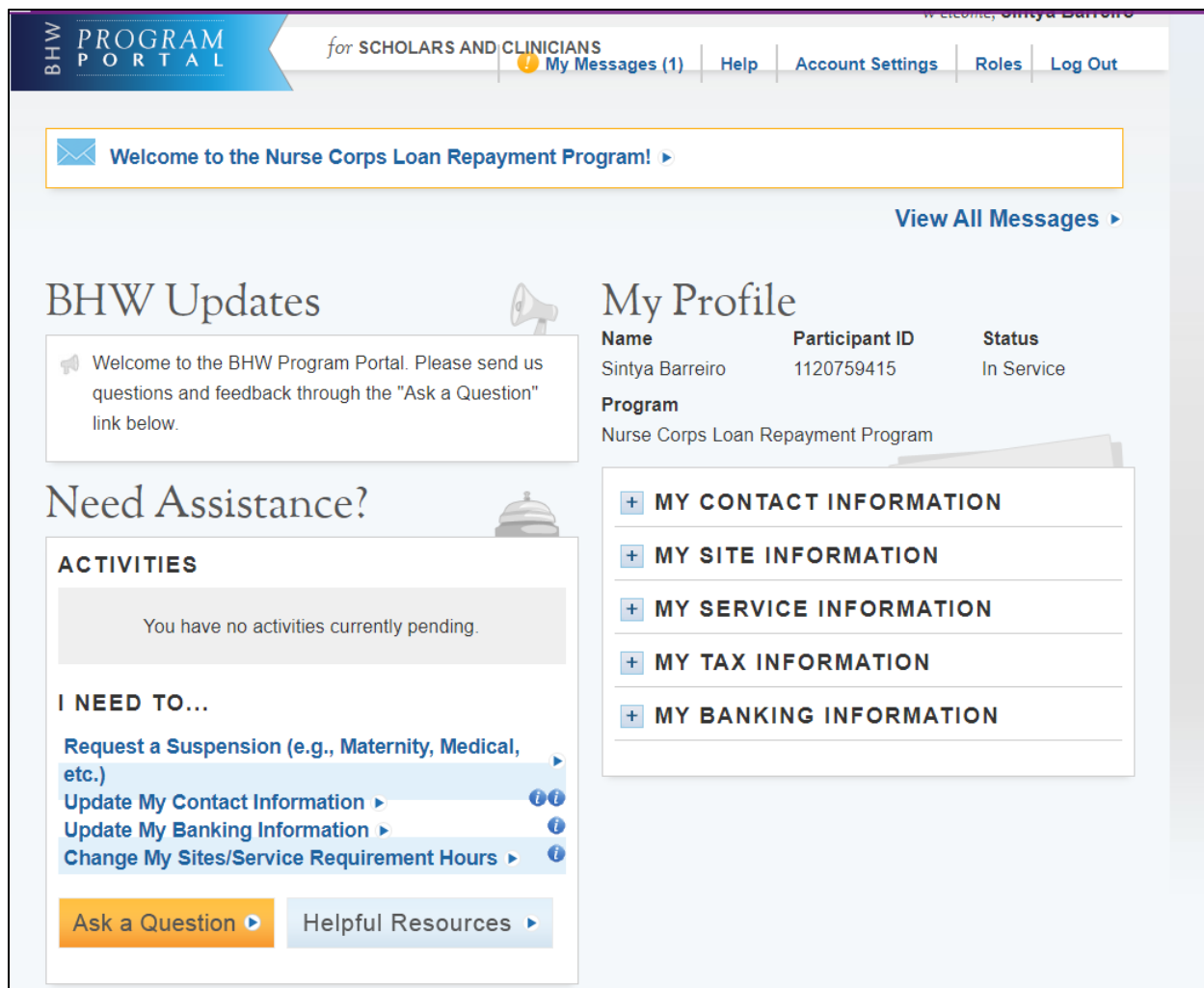
Figure 17: Participant Portal Profile

- Participant can view the following Welcome Kit documents under **My Service Information** (screenshot 12):
    - Welcome Letter
    - Contact Us
    - Next Steps
    - Responsibilities
    - Timeline At-A-Glance
    - FAQs
    - 2013 Submitted Application
    - Award Letter
    - Participant Award Worksheet (PAW)
    - Contract

Figure 18: Participant Welcome Message

Figure 19: Participant Welcome Kit Materials

Section 9: 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 submit COI, the Call Center should log this issue in TTPro 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 TTPro
- Log issues as "CC>NCLRP COI > Sign Contract Page"
    - CC refers to call center
    - Whichever page the issue is found on please indicate it after NCLRP COI or NCLRP Participant Portal
- If the issue occurs on the Sign Contract page of COI please log the issue as "CC>NCLRP COI> Sign Contract 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
        - **Please do not include the applicant's full SSN in the description
    - The exact 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.

COI and Participant Portal Program Related Issues Contact:

Robin Clinkscale: RClinkscale@hrsa.gov

Or calls the NCLRP Main line: 301-594-4098

Capturing Applicant Information:

- The following applicant information should be captured and as much detail of the issue as possible:
    - First and Last Name
    - Email Address used to log into the application
    - Last four digits of SSN
        - **Please do not include the applicant's full SSN
    - Section the user was on when they encountered the problem
    - Detailed summary of the problem
    - Supporting Document (If applicable)

Section 10: Resolving Issue Flow Chart