National Health Service Corps (NHSC) Scholarship Program (SP)

Online Application User Guide

February 2023

OMB No.: 0915-0146
Expiration Date: XX/XX/20XX

CONTENTS

PART 1 | INTRODUCTION

NHSC SP ONLINE APPLICATION USER GUIDE

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

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

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

PART 2 | REGISTRATION AND LOG-IN

The Bureau of Health Workforce (BHW) requires that all Applicants create a BHW Program Portal account. Creating and activating an account allows an Applicant to apply online. An Applicant can access the Program Portal **here**. This section of the user guide will highlight how to create and log-into your Program Portal account.

CREATING AN ACCOUNT

To create a program portal account, an Applicant can navigate to the Sign-Up page and complete the required fields below.

LOGGING-IN

Once an account for the Program Portal has been created and activated, you can log-into the portal from the NHSC SP Applicant sign-in page.

Enter the email address and password you used when creating your account. If you forget your password, you can reset it by selecting the **Forgot your password?** link.

FAILED LOG-IN ATTEMPTS

If the email and password combination is incorrect, the system will display a warning message. After three (3) unsuccessful login attempts, your account will be locked and cannot be accessed until the password is rest using the **Forgot your password** link.

FORGOT YOUR PASSWORD?

If you forget your account password or would like to reset it, select the **Forgot your password?** link. You will be required to enter your email address and an answer to your security question in the fields provided to reset your password.

FIRST TIME LOG-IN

If Applicant is logging-in to the Portal for the first time, they will be taken directly to the Welcome page.

PART 3 | NHSC SP APPLICATION

WELCOME

The Welcome page is the first page the Applicant will see on their initial log-in. Once the Applicant has started their application, their status will change to "In Progress".

STEPS

1. Applicant reviews the information displayed on the Welcome Page for NHSC SP program.
2. Once an Applicant has finished reviewing the necessary information and confirmed acknowledgement of the Assurances statements, they can click **Start Application** to begin the NHSC SP application process.

HRSA Health Workforce **Application Portal**   Account Settings MH   Log Out

2023 NHSC SP Application

National Health Service
Corps Scholarship Program

- Welcome
- Eligibility
- Personal Information
- Academic Information
- Letter of Recommendation
- Documents
- Review
- Certify and Submit

Welcome

Thank you for your interest in the National Health Service Corps Scholarship Program (NHSC SP). Please be sure to carefully read the APG before starting the application. In order to submit your NHSC SP application, you must upload all supporting documentation.

Please gather and prepare electronic copies of all the required supporting documents before you begin the application. Within the online application, you will also be required to submit one academic and one non-academic letter of recommendation. Instructions are in the "Letters of Recommendation" section of the online application.

Link to Application Program Guidance
To learn more about the FY 2023 NHSC SP, please read the Application Program Guidance.

Cycle Dates

Application Open Date	**Application Close and Submission Deadline**
January 12, 2023	April 26, 2023

Application Status	**Application ID**
Not Started	Pending - Unassigned

Application Overview

ELIGIBILITY - The responses to the questions below will determine your eligibility for the National Health Service Corps Scholarship Program (NHSC SP) . Prior to responding to the questions in this section, read the NHSC SP Program Application and Program Guidance to determine your eligibility.

PERSONAL INFORMATION - The personal information you enter in this section, such as your name, address, date of birth, birth location, and Social Security number will used as a part of your application for communication of program information and updates, and verification of documentation.

ACADEMIC INFORMATION - In this section, you will identify the discipline/specialty for which you are applying. The options provided are specific to the current list of NHSC SP Program approved disciplines and specialties. You will certify the accuracy and truthfulness of your selections before you submit your complete application. You will not qualify for the NHSC SP Program if you do not meet the application deadline prior to April 26, 2023, 8:00 PM EDT.

LETTERS OF RECOMMENDATION - The first letter should be from a faculty advisor, department chair or faculty member in the program the applicant is in who can speak to his/her qualifications. The second letter should be from an individual who is familiar with the applicants professional, community, and/or civic activities, especially those related to underserved communities.

DOCUMENTS - In this section, you will be asked to upload various pieces of documentation to support and verify the credibility of your application. You are encouraged to save your documents as .PDF files before uploading to your application. You should not attempt to upload documents larger than 5MB, or files formatted as .TIFF, .JPEG, .PNG and .TXT. In addition, the NHSC SP Program must be able to review the details of your application documents clearly. Submitting pictures, password protected, and incomplete or illegible documents will disqualify your application from consideration. All information provided in the supporting documents and online application must match exactly. Any disparaties will cause your application to be deemed ineligible. For further specifics on required and supporting documentation, please refer to the Documents Needed table below.

REVIEW & SUBMIT - Please review each section listed below prior to submitting your application. Do not submit your application until you are certain it is complete. After submission, your final application will be available to review, download, and edit. We recommend that you print a copy (PDF) from the Home page for your records. All supporting documents will be listed on the Home page for your records. The review of fiscal year 2023 applications will be completed by April 26, 2023, 8:00 PM EDT.

Documents Needed

SUPPORTING DOCUMENT TITLE	REQUIREMENT STATUS	INSTRUCTIONS
Proof of U.S. Citizenship, U.S. National or Lawful Permanent Resident	Required Document	To be eligible to apply to NHSC SP, you must be a U.S. citizen. You will be required to provide verifying documentation during your application process. Valid birth certificates, current passports, or naturalization papers are accepted. Driver's license, social security cards, state issued identifications, etc., are not acceptable.
Authorization to Release Information Form	Required Document	This form authorizes entities identified in the form to disclose information regarding applicants who have been selected and accept the scholarship award. The form must be dated and have the applicant's signature.
Acceptance Report/ Verification of Good Standing	Required Document	Applicants must be enrolled or accepted for full-time enrollment in a fully accredited program during the 2023-2024 school year (applicant must begin classes by September 30, 2023) to receive an award. Each applicant is required to submit a report from the school verifying their acceptance or enrollment in good standing. This form must be completed and signed by the school official and applicant. Please note all information will be verified for accuracy. The school identified in the Acceptance Report/Verification of Good Standing will be the applicant's "initial school of record."
Unofficial Transcript	Required Document	Each applicant must submit transcript(s) from the last degree earned and the current degree program. An unofficial transcript is acceptable and must display the applicant name, school name, and grade point average (GPA). Applicants should enter the cumulative GPA for their last degree earned to the application.
Current Tuition and Fees Schedule	Required Document	Each applicant must provide a tuition and fees schedule for the 2023-2024 school year or, if not yet available, the most recent tuition and fees schedule published by the school in the school catalog or on its website.
Essay	Required Document	Applicants must provide typed responses to the essay question. Essay 1
Verification of Disadvantaged Background	Supporting Document	An individual from a disadvantaged background is defined as someone who (1) comes from an environment that has inhibited the individual from obtaining knowledge, skills, and abilities, required to enroll in and graduate from a health professions or nursing school (Environmentally Disadvantaged) OR (2) comes from a family with an annual income below a level based on low-income thresholds according to family size established by the U.S. Census Bureau, adjusted annually for changes in the Consumer Price Index, and adjusted by the Secretary of Health and Human Services (HHS) for adaptation to this program (Economically Disadvantaged). The NHSC SP DAB form must be signed by a school official or applicant.
Existing Service Obligation/Reserves Document	Supporting Document	An applicant with existing service obligation (State Loan Repayment Programs, NHSC Loan Repayment, etc.) is not eligible for an NHSC SP award unless the entity to which the obligation is owed provides a written statement that i) there is no potential conflict in fulfilling the NHSC SP obligation and the entity's obligation and ii) the NHSC SP obligation will be served first. Members of AccessKey Reserve component of the Armed Forces or National Guard are exempt.

Paperwork Reduction Act Public Burden Statement

The purpose of this information collection is to obtain information through the National Health Service Corps Scholarship Program, which is used to assess applicant's eligibility and qualifications for the NHSC SP. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-0146 and it is valid until 07/31/2023. This information collection is required to obtain or retain a benefit (NHSC SP: Section 338A of the PHS Act and Section 338C-H of PHS Act.) Public reporting burden for this collection of information 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 Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857 or paperwork@hrsa.gov.

Please note, due to system security controls you have 30 minutes to save each section, or you will be automatically logged off the system and your changes will not be saved. Please read the National Health Service Corps Scholarship Program (NHSC SP) Application Program Guidance (APG) for any questions regarding the NHSC SP. If you experience any problems, please contact the BHW Customer Care Center at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except Federal holidays), 8:00 AM to 8:00 PM ET or Contact Us.

☑ I will provide one year of primary care services in an NHSC approved site in a health professional shortage area for each year or partial year of federal support provided, with a minimum 2-year full time service obligation.

☑ My service will begin following graduation from the health professional training program that is being supported or after completion of an approved postgraduate training program and being permanently licensed in my profession.

☑ If needed, I will relocate to another area based on the needs of the National Health Services Corps. (I understand that if I do not obtain a placement at an NHSC approved service site, the NHSC has the right to assign me to any NHSC-approved service site within the 50 United States, the District of Columbia, and its territories.)

☑ I understand that if I fail to meet the NHSC's service requirements as stated above, I will be liable to pay the United States damages equaling 3 times the scholarship award amount plus interest as calculated by the Federal Government.

[Start Application]

BUSINESS RULES

- Applicants are requested to review the following content on Welcome screen prior to starting their application:

- o Application and Program Guidance (APG)
- o Cycle Dates
- o Application Overview
- o Documents Needed
- o Paperwork Reduction Act Public Burden Statement
- o Assurances
- Applicant must accept all the Assurances statements to "Start Application".
- If Applicant logs in to their previously saved application, they will be directed to the last saved NHSC SP application page.
  - o Applicant can continue from their last saved page or jump to any completed section of the application using the left-hand navigation menu.
  - o Applicant will not be able to jump a page that is not started.
- Applicant may return to the Welcome page at any time to reference application information, view their status or retrieve their application ID.

ELIGIBILITY

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

STEPS

1. Applicant answers all required questions.
2. Applicant selects **Save & Continue** after all questions have been answered on Eligibility page.
3. The ineligible modal (pop up) will appear over the screen if Applicant is considered ineligible.
4. Applicant is directed to the Personal Information page if they are considered eligible.

BUSINESS RULES

- Applicant can select any tool tip to see additional information relevant to a question.
- System shall require responses to the follow up questions if Applicant responds "Yes" to question 5 (existing service obligation):
  - Will it be completely satisfied on or before application submission?
  - Are you in a Reserve component of the Armed Forces including the National Guard?
- System shall consider Applicant ineligible if one or more of the following answers are selected:
  - Q1: Applicant US Citizen or National = No
  - Q2: Applicant dismissed, placed on probation, suspended, or voluntary withdrawn from a health profession school for academic or disciplinary = Yes
  - Q4: Applicant judgment lien against property from a federal debt = Yes
  - Q4: Applicant defaulted federal or non-federal obligation = Yes
  - Q5: Applicant existing service obligation = Yes and:
    - Completed before submission= No and:
    - Uniformed service member = No
  - Q6: Applicant defaulted a service obligation = Yes
  - Q7: Applicant enrolled as a full-time student = No
- If system has determined Applicant is ineligible, the ineligible modal is displayed over the Eligibility page.
  - Applicant can review and change their responses after closing modal.

Ineligible for NHSCSP ✖

Applicant name
Michelle Hsu

Your application status
Not Eligible

Your application ID
2023740117

Application deadline
April 26, 2023

Based on the answers you have provided in the previous section, you do not meet the 2023 NHSC Scholarship Program eligibility requirements.

Please select Back to Application if you wish to change your responses.

Close

PERSONAL INFORMATION

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

STEPS

3. Applicant answers required fields.
4. Applicant selects **Continue** once they have answered all the required fields on the Name card.
5. Home (Permanent) address card will appear on the Personal Information page.
6. Applicant selects **Continue** once they have answered all the required fields on the Home (Permanent) Address card.
7. Contact Information card will appear on the Personal Information page.
8. Applicant selects **Continue** once they have answered all the required fields on the Contact Information card.
9. Place of Birth card will appear on the Personal Information page.
10. Applicant selects **Continue** once they have answered all the required fields on the Place of Birth card.
11. Demographics card will appear on the Personal Information page.
12. Applicant selects **Continue** once they have answered all the required fields on the Demographics card.
13. Emergency Contact card will appear on the Personal Information page.
14. Applicant selects **Continue** once they have answered all the required fields on the Emergency Contact card.
15. Background card will appear on the Personal Information page.
16. Applicant selects **Continue** once they have answered all the required fields on the Background card.
17. NHSC SP Service card will appear on the Personal Information page.
18. Applicant selects **Save & Continue** once they have answered all the required fields on the NHSC SP Service card.
19. Applicant will be directed to Academic Information page upon selecting **Save & Continue** if all required fields are entered.

Eligibility ⊘

■ Personal Information

Academic Information

Letter of Recommendation

Documents

Review

Certify and Submit

Name
Section 1 of 8

First Name
Minnie

Last Name
Hunt

Middle Initial (Optional)

Title (Optional)
Select...

Suffix (Optional)
Select...

Former First Name
(Optional)

Former Last Name
(Optional)

Continue

Home (Permanent) Address
Section 2 of 7

Address Line 1

Address Line 2 (Optional)

Country
Select...

State/Territory/Region/Province
Select...

City

ZIP Code

Preferred Mailing Address

☐ My preferred mailing address is the same as my home address

Address Line 1

Address Line 2 (Optional)

Country
Select...

State/Territory/Region/Province
Select...

City

ZIP Code

Continue

Contact Information
Section 3 of 7

☐ This is an international number (Optional)

☐ This is an international number (Optional)

Preferred Email ❓

mhsu1@hrsa.gov

Preferred Phone Number

Alternate Phone Number (Optional)

Alternate Email (Optional) ❓

[Continue]

Place of Birth
Section 4 of 7

Social Security Number ❓

Confirm Social Security Number

Date of Birth

Country
Select... ▾

State/ Territory/ Region/ Province
Select... ▾

City

[Continue]

Demographics
Section 5 of 7

Award selection will not be determined by this section.

Gender (Optional)
◯ Male   ◯ Female

Ethnicity
◯ Hispanic or Latino   ◯ Not Hispanic or Latino   ◯ I do not wish to disclose

Race
[ ] [+]

[Continue]

Emergency Contact
Section 6 of 7

First Name

Last Name

Middle Initial (Optional)

Address Line 1

Address Line 2 (Optional)

Country

Select...

State/Territory/Region/ Province

Select...

City

ZIP Code

☐ This is an international number (Optional)

Preferred Phone Number

☐ This is an international number (Optional)

Alternate Phone Number (Optional)

Continue

Background
Section 7 of 8

Have you ever been certified as having come from a disadvantaged background making you eligible to participate in federal programs such as the Scholarships for Disadvantaged Students, Loans to Disadvantaged Students, or the Nursing Workforce Diversity Grant Program; or have you ever been the recipient of a scholarship for students of Exceptional Financial Need? ❓

○ Yes ○ No

Continue

NHSC SP Service
Section 8 of 8

How did you hear about the NHSC SP?

Friends

Continue

Back   Save and Continue

BUSINESS RULES

- The following fields are populated for existing users:
    - First Name
    - Last Name
- System shall display Preferred Email Address as read-only with the login email address information.
- If Applicant selects a non-US Country, then State/Territory/Region/Province becomes a free form input field and Zip code length constraints are no longer applicable.
- System shall require Applicant to enter a preferred phone number.
- System shall require Applicant to indicate their preferred mailing address.
- The alternate phone number is required if Applicant selects that option that the number is international.
- System shall require Applicant Birth Date is prior to application cycle start date.
- System shall display error message and not allow Applicant to continue if they enter an SSN that is tied to an existing user.
    - Error message will request Applicant to login with existing portal account.
- System shall mask the SSN and require Applicant to enter the SSN twice.
    - Applicant is required to re-enter their SSN if the SSNs do not match.
    - Applicant can edit SSN and re-enter numbers.
- System shall not allow Applicant to edit SSN if they login with an existing portal account.

ACADEMIC INFORMATION

The Academic Information page consists of questions regarding the applicant's education background, discipline and specialty and degree information, as well as collecting information about the school for which the applicant is requesting scholarship funding.

ACADEMIC INFORMATION | BACKGROUND EDUCATION INFORMATION

The Background Education Information card collects the applicant's education history.

STEPS
1. Applicant answers required fields.
2. Applicant clicks **Continue** on Background Education Information card.
3. Applicant will see Discipline, Training and Certification Information card on the Academic Information page.
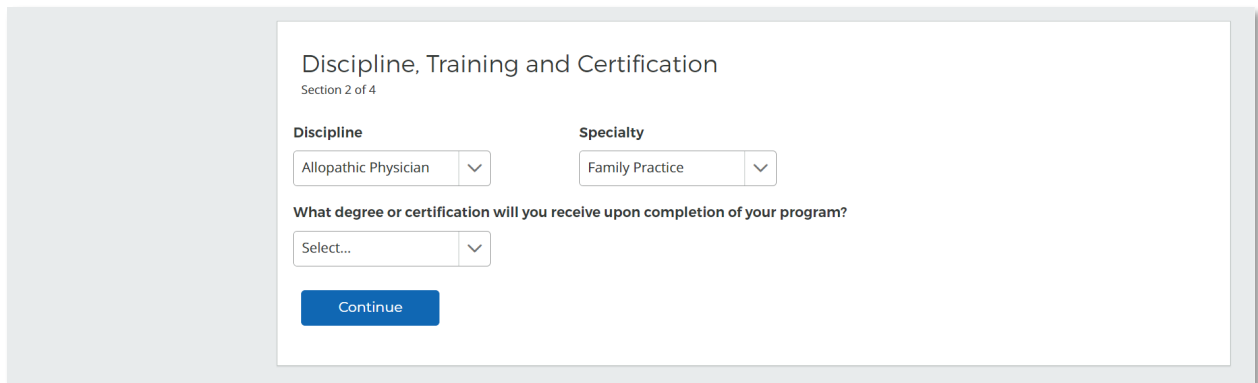
BUSINESS RULES

- System shall require Applicant to enter the name of their school for highest education received.
- System shall require Applicant to enter their Country, State/Territory/Region/Province and City for highest education received.
- System shall require Applicant to enter their highest level of education and the year that they received it in.
- System shall require Applicant to enter their Overall GPA.
    - Standard GPAs must consist of numbers and decimals between 1 and 4 with up to 3 decimal places.
    - If the Applicant checks "Non-Standard GPA", they can enter an alphanumeric GPA.

ACADEMIC INFORMATION | DISCIPLINE, TRAINING AND CERTIFICATION INFORMATION

The Discipline, Training and Certification Information card asks for details about Applicant's discipline, specialty and degree information.

STEPS

1. Applicant selects Discipline of the program they are pursuing.
2. Applicant selects Specialty of the program they are pursuing. If the discipline does not have a specialty, Applicants should select "None" for the Specialty field.
3. Applicant selects Degree they will obtain upon completing the program they are pursuing.
4. Applicant clicks **Continue** on the Discipline, Training and Certification Information Card.
4. Applicant will see the School Search card on the Academic Information page.

BUSINESS RULES

- System shall require Applicant to select a Discipline.
- Once the user makes their discipline selection:

- o The Specialty and Degree (drop down) menus appear on the card.
  - o Specialty and Degree drop downs will display the mapped options corresponding to the Discipline selected.
- System shall require Applicant to select the following specialty and degree options if Applicant selects "Dentist" as a discipline:
  - o Specialty:
    - Geriatrics
    - General Practice
    - Pediatrics
    - Public Health Dentistry
  - o Degree:
    - DMD
    - DDS
- System shall require Applicant to select the following specialty and degree options if Applicant selects "Osteopathic Physician" as a discipline:
  - o Specialty:
    - Family Practice
    - Internal Medicine
    - OB/GYN
    - Pediatrics
    - Psychiatry
    - Family Practice w/OB
    - Internal Medicine - Geriatrics
    - Family Practice - Geriatrics
    - Psychiatry - Geriatrics
  - o Degree:
    - DO
- System shall require Applicant to select the following specialty and degree options if Applicant selects "Allopathic Physician" as a discipline:
  - o Specialty:
    - Family Practice
    - Internal Medicine
    - OB/GYN
    - Pediatrics
    - Family Practice w/OB
    - Internal Medicine - Geriatrics
    - Family Practice - Geriatrics
    - Psychiatry - Geriatrics
  - o Degree:
    - MD
- System shall require Applicant to select the following specialty and degree options if Applicant selects "Certified Nurse Midwife" as a discipline:
  - o Specialty:
    - None
  - o Degree:
    - Associate`s

- Diploma
- Bachelor`s
- Master`s
- Post - Master`s Certificate
- Doctor of Nursing Practice (DNP)

- System shall require Applicant to select the following specialty and degree options if Applicant selects "Nurse Practitioner" as a discipline:
  - Specialty:
    - Adult
    - Family Practice
    - Geriatrics
    - Psychiatry
    - Pediatrics
    - Women`s Health
    - Psychiatrics - Mental Health
  - Degree:
    - Post - Master`s Certificate
    - Doctor of Nursing Practice (DNP)
    - Master`s (Direct Entry)
    - Master`s
    - Master`s (Bridge)
    - Ph.D
- System shall require Applicant to select the following specialty and degree options if Applicant selects "Physician Assistant" as a discipline:
  - Specialty:
    - Adult
    - Family Practice
    - Geriatrics
    - Pediatrics
    - Women`s Health
    - Psychiatry
  - Degree:
    - Post- Master`s Certificate
    - Associate`s
    - Master`s
    - Bachelor's
- Once Applicant's school is added to the School Search card, the Discipline, Training and Certification card will become a read-only section.

ACADEMIC INFORMATION | SCHOOL SEARCH | ADD SCHOOL

On the School Search card, the Applicant identifies the school they currently attend or will attend for their pursuing program. The Applicant will look for their school using the School Search. If both the school and degree

program are recognized by NHSC SP, the Applicant can successfully select the school from the search results and add it to their application to complete the card.

STEPS

1. Applicant enters School Name and State/Territory fields.
2. Applicant clicks **Search** button to perform school search.
3. Applicant views search results containing list of schools. The system displays School Name and Address for each school.
   a. Applicant can click the hyperlink "Click here if your school is not listed in the above search results." to expand the list of search results. This can be repeated twice to expand on previous iterations.
4. Applicant looks for their school in the search results.
   a. If the Applicant's school is not found in the expanded search results, Applicant will be prompted to provide information to make a school request. *Follow additional School Search steps for School Not Found (School).*
5. Applicant who successfully found their school can select the checkbox next to the desired School Name.
6. Applicant clicks the **Add School** button to add the school selected to their application.
   a. If the school selected to be added does not have an accredited degree offering recognized by NHSC SP that matches the discipline and degree provided, Applicant will be prompted to provide information to make a school request. *Follow additional School Search steps for School Not Found (Degree).*
7. Applicants verifies school listed under School Added.
8. Applicant clicks **Continue** button on School Search card.

School Search
Section 4 of 6

Please select the "Search" button below to identify your school. If you are unable to locate your school, you will be prompted to request a new school. Upon submission of your request, National Health Service Corps Scholarship Program will review and verify your school's accreditation and follow up with you.

Please note: The process to add a school may take up to 48 hours (two business days). *Requests must be submitted with ample time remaining before the application cycle closes.*

School Name

University of maryland

State/ Territory

Maryland

Search

Search Results

	SCHOOL NAME ↑↓	ADDRESS ↑↓
☑	University of Maryland - School of Medicine	621 W Lombard St, Baltimore MD 21201-1512

Click here if your school is not listed in the above search results.

Add School

School Added

SCHOOL NAME	ADDRESS
Schools not added.	

Continue

Search Results

	SCHOOL NAME ↑↓	ADDRESS ↑↓
☑	University of Maryland - School of Medicine	621 W Lombard St, Baltimore MD 21201-1512

Add School

School Added

SCHOOL NAME	ADDRESS	
University of Maryland - School of Medicine	621 W Lombard St, Baltimore MD 21201-1512	🗑 Remove

Continue

BUSINESS RULES

- System shall require Applicant to enter the School name (at least one character) and select State/Territory for the Search button to be enabled.
- System shall display search results in order of high, medium and low likelihood.
  - System shall allow the Applicant to iterate the search results by clicking the hyperlink "Click here if your school is not listed in the above search results."
  - If an Applicant's school is not displayed in the search results, the Applicant will check the "Click here if your school is not listed in the above search results - let me request a new school." box to create a new School not found request.
- System shall require Applicant to add school from search results to complete the School Search card
  - Add School button is enabled when Applicant selects school in the search results
  - System shall not allow the Applicant to select more than one school.
  - Applicant can add only one school under the School Added table.
  - System shall allow the user to remove the school on the School Added table.
- System shall check if the selected school added from search results has an accredited degree offering that matches applicant`s program discipline and degree.
  - If the school is found to have the accredited degree offering the system will display the school added successfully in the School Added table.
  - If school is NOT found to have the accredited degree offering the system will require the applicant to create a school request. See next section.
- Once a school is added and displayed in the Schools Added table the system will not allow the applicant to change the Discipline/Specialty/Degree combination, or the school added.
  - Applicant must first remove school from school added table to change their Discipline, Specialty Degree combination or perform a new school search.

ACADEMIC INFORMATION | SCHOOL SEARCH | DEGREE NOT FOUND

On the School Search card, the Applicant identifies the school they currently attend or will attend for their pursuing program. The Applicant will look for their school using the School Search. If the selected school does not have a degree program recognized by NHSC SP that matches discipline and degree combination provided, the system displays additional fields for the Applicant to submit a school request to complete the School Search card.

STEPS

Applicant has completed Steps 1-6 of the School Search, but Add School displays additional fields instead of directly listing the School Added table. These Applicants must follow additional steps to submit a school request and complete the School Search card.

1. Applicant clicks the **Add School** button to add the school selected to their application.
   a. If the selected school does not have an accredited degree offering recognized by NHSC SP that matches the discipline and degree provided, Applicant is prompted to provide information to make a school request.
2. Applicant reviews pre-populated School Information.

3. Applicant reviews pre-populated Accreditation Information.
4. Applicant may select **Add POC** button to provide optional Point of Contact Information.
5. Applicant clicks **Save** to create school request.
6. Applicant verifies school and status of their school request in School Added table.
7. Applicant clicks **Continue** on School Search card.
    a. While the School Search card has been completed, Applicants who submit a school request will later need to return to this section to verify their requested school has been approved and added.

School Search
Section 4 of 6

Please select the "Search" button below to identify your school. If you are unable to locate your school, you will be prompted to request a new school. Upon submission of your request, National Health Service Corps Scholarship Program will review and verify your school's accreditation and follow up with you.

Please note: The process to add a school may take up to 48 hours (two business days). *Requests must be submitted with ample time remaining before the application cycle closes.*

School Name

University of V

State/Territory

Virginia

[Search]

Search Results

	SCHOOL NAME ↑↓	ADDRESS ↑↓
☐	Eastern Virginia Medical School	721 Fairfax Ave, Norfolk VA 23507-2007
☑	University of Virginia - School of Medicine	200 Jeanette Lancaster Way, Charlottesville VA 22903
☐	Virginia Commonwealth University - School of Medicine	1201 E Marshall St, Richmond VA 23298
☐	Virginia Tech Carilion - School of Medicine	2 Riverside Cir, Roanoke VA 24016

[Add School]

School Information

Your school or degree program is not in our system. Please complete the following fields. The National Health Service Corps Scholarship Program Staff will review your request and update our system accordingly.

School Name

University of Virginia - School of Medicine

Address Line 1

200 Jeanette Lancaster Way

Address Line 2

State/ Territory/ Region/ Province	City	ZIP Code
Virginia	Charlottesville	22903

Accreditation Information

We do not have current accreditation information for your degree program at your selected school. Providing the accreditation information for your degree program will help the National Health Service Corps Scholarship Program staff verify your program's accreditation.

Discipline	Specialty	Degree Certification
Osteopathic Physician	Family Practice	DO

Degree Program Accreditation Body

Select...

Point of Contact Information (Optional)   Add POC

Providing at least one point of contact for your degree program will help the National Health Service Corps Scholarship Program staff verify your school and degree information.

No POCs added at this time.

When you select "Save" a request will be sent to the National Health Service Corps Scholarship Program staff to review your school and degree information. You will be notified by email with a decision about the accreditation eligibility of your school when the review is complete. The process to add a school may take up to 48 hours (two business days).

While the request is under review you may not change your school information. You may, however; cancel your request to select or request a different school. You may continue to complete other sections of your application while your school information is being verified.

If a new degree is added to a school or a school not found request is approved, it will take 24 hours to reflect in the next search results.

Save   Cancel

School Added

SCHOOL NAME	ADDRESS	STATUS	
University of Virginia - School of Medicine	200 Jeanette Lancaster Way, Charlottesville VA 22903	Submitted and Under Review	🗑 Cancel Request

Continue

BUSINESS RULES

- System shall require Applicants who found their school and clicked Add School button, but system determined the school does not have an accredited program matching their provided discipline and degree to create a school request.

- o   System shall display School Information fields as read only.
- o   System shall allow Applicant to Save school request when required fields are completed.
- System shall display the school requested, address and status of the school request created under the School Added table.
    - o   Application status is updated to "In Progress - School not Found" when degree or school not found request is created.
    - o   The Applicant may cancel their degree or school not found request by selecting the Cancel Request button.
    - o   Once a school is added under the Schools Added table the system will not allow the applicant to change the Discipline, Specialty degree combination or the school requested to be added.
        - ▪   Applicant must first cancel school request on the school added table to change their Discipline, Specialty, Degree combination or perform a new school search or school request.
    - o   System shall allow Applicant to continue the online application with school added as a school request with a status of "Pending", "Submitted" or "Under Review". However, the Applicant will not be able to submit their application.
- System shall notify Applicant when review of the school request (new degree) is complete.
    - o   Application status is updated from "In Progress – School not Found" to "In Progress".
    - o   If school request is approved, the School Added table displays the school successfully added. No status is displayed since the school has been added.
    - o   If school request is denied, the requested school is removed from the School Added table.
    - o   If a new degree is added to a school as a result of a school request, it will take 24 hours to reflect in the next search results.

ACADEMIC INFORMATION | SCHOOL SEARCH | SCHOOL NOT FOUND

On the School Search card, the Applicant identifies the school they currently attend or will attend for their pursuing program. The Applicant will look for their school using the School Search. If the school is not recognized by NHSC SP, the system displays additional fields for the Applicant to submit a school request to complete the School Search card.

STEPS

Applicant has completed Steps 1-4 of the School Search but did not find their school in the search results. These Applicants must follow additional steps to submit a school request and complete the School Search card.

1. Applicant looks for their school in the search results.
    a. If the Applicant's school is not found in the expanded search results, Applicant selects checkbox displayed next to "Click here if your school is not listed in the above search results – let me request a new school".
2. Applicant enters the School Information.
3. Applicant reviews pre-populated fields and can optionally select accreditation body for their program if known in Accreditation Information.
4. Applicant may select Add POC button to provide optional Point of Contact Information.

5. Applicant clicks **Save** to create school request.
6. Applicant verifies school and status of their school request in School Added table.
7. Applicant clicks **Continue** on School Search card.
    a. While the School Search card has been completed, Applicants who submit a school request will later need to return to this section to verify their requested school has been approved and added.

School Search
Section 4 of 6

ⓘ School not listed in the search results.   ✕

Please select the "Search" button below to identify your school. If you are unable to locate your school, you will be prompted to request a new school. Upon submission of your request, National Health Service Corps Scholarship Program will review and verify your school's accreditation and follow up with you.

Please note: The process to add a school may take up to 48 hours (two business days). *Requests must be submitted with ample time remaining before the application cycle closes.*

School Name

University of v

State/Territory

Virginia   ⊗ ⌄

[Search]

Search Results

	SCHOOL NAME ↑↓	ADDRESS ↑↓
☐	Arizona College Of Nursing- Falls Church	3130 Fairview Park Dr STE 800, Falls Church VA 22042
☐	Averett University	420 W Main St, Danville VA 24541-3612
☐	Blue Ridge Community College - Weyers Cave, Virginia	PO BOX 80, Weyers Cave VA 24486-0080
☐	Bon Secours Memorial - College of Nursing	8550 Magellan Pkwy, Richmond VA 23227
☐	Bryant & Stratton - Virginia Beach	301 Centre Pointe Dr, Virginia Beach VA 23462-4417
☐	Bryant & Stratton College - Hampton	4410 Claiborne Sq E Ste 233, Hampton VA 23666
☐	Bryant & Stratton College - Richmond	8141 Hull Street Rd, Richmond VA 23235
☐	Centra College	905 Lakeside Dr, Lynchburg VA 24501
☐	Chamberlain University	1951 Kidwell Dr, Vienna VA 22182
☐	Chamberlain University, Arlington	2450 Crystal Dr, Arlington VA 22202-4812

« ‹ 1 2 3 4 5 › »

☑ Click here if your school is not listed in the above search results - let me request a new school.

School Information

Your school or degree program is not in our system. Please complete the following fields. The National Health Service Corps Scholarship Program Staff will review your request and update our system accordingly.

School Name

Address Line 1

Address Line 2 (Optional)

State/ Territory/ Region/ Province	City	ZIP Code
Select...		

Accreditation Information

We do not have current accreditation information for your degree program at your selected school. Providing the accreditation information for your degree program will help the National Health Service Corps Scholarship Program staff verify your program's accreditation.

Discipline	Specialty	Degree Certification
Allopathic Physician	Family Practice	MD

Degree Program Accreditation Body

Select...

Point of Contact Information (Optional)   Add POC

Providing at least one point of contact for your degree program will help the National Health Service Corps Scholarship Program staff verify your school and degree information.

No POCs added at this time.

When you select "Save" a request will be sent to the National Health Service Corps Scholarship Program staff to review your school and degree information. You will be notified by email with a decision about the accreditation eligibility of your school when the review is complete. The process to add a school may take up to 48 hours (two business days).

While the request is under review you may not change your school information. You may, however; cancel your request to select or request a different school. You may continue to complete other sections of your application while your school information is being verified.

If a new degree is added to a school or a school not found request is approved, it will take 24 hours to reflect in the next search results.

Save   Cancel

School Added

SCHOOL NAME	ADDRESS	STATUS	
University of V - School of Nursing	12345 Medical Center, Richmond VA 20202	Submitted and Under Review	Cancel Request

Continue

BUSINESS RULES

- System shall require Applicant who do not find school in expanded search results to create a school request in order to add their school. Applicant selects checkbox displayed next to "Click here if your school is not listed in the above search results – let me request a new school".
    - System shall require Applicant to enter School Information fields.
    - System shall allow Applicant to Save school request when required fields are completed.
- System shall display the school requested, address and status of the school request created under the School Added table.
    - Application status is updated to "In Progress - School not Found" when degree or school not found request is created.
    - The Applicant may cancel their degree or school not found request by selecting the **Cancel Request** button.
    - Once a school is added under the Schools Added table the system will not allow the applicant to change the Discipline, Specialty degree combination or the school requested added.
        - Applicant must first cancel school request on the school added table to change their Discipline, Specialty, Degree combination or perform a new school search or school request.
    - System shall allow Applicant to continue the online application with school added as a school request with a status of "Pending", "Submitted" or "Under Review". However, the Applicant will not be able to submit their application.
- System shall notify Applicant when review of the new school request is complete.
    - Application status is updated from "In Progress – School not Found" to "In Progress".
    - If school request is approved, the School Added table displays the school successfully added. No status is displayed since the school has been added.
    - If school request is denied, the requested school is removed from the School Added table.
    - If a new school is added as a result of a school request, it will take 24 hours to reflect in the next search results.

ACADEMIC INFORMATION | DEGREE INFORMATION DATES

The Degree Information Dates card guides the Applicant in determining NHSC SP contract years they can obtain funding for based on their program's dates (Start Date, End Date, and Graduation Date). The system calculates the time left until completion of the Applicant's program and generates the start and end dates of applicable funding contract years. The Applicant makes their selection of funding requests from these contract years.

STEPS

1. Applicant answers required fields.
2. Applicant reviews system-generated values: time left until completion of program, funding contract years, and funding contract year dates.
3. Applicant selects checkbox for year they want to request funding.
4. Applicant selects **Continue** on Degree Information Dates card.

Degree Information Dates
Section 5 of 6

As of 09/30/2023, in what year of your health professions program will you be enrolled? ⓘ

First ▼

What is the length of your program?

3 years ▼

Type of Tuition

◉ Resident   ○ Non Resident

Please review this table to understand the number of years required for service if awarded.

YEARS OF SCHOLARSHIP SUPPORTED ↑↓	YEARS OF SERVICE OBLIGATION ↑↓
Up to 1 Full-Time School Year (2023-2024)	2 Years Full-Time
Up to 2 Full-Time School Years (2024-2025)	2 Years Full-Time
Up to 3 Full-Time School Years (2025-2026)	3 Years Full-Time
Up to 4 Full-Time School Years (2026-2027)	4 Years Full-Time

Program Start Date

08/07/2023 📅

Program End Date

05/29/2026 📅

Expected Graduation Date

05/29/2026 📅

TIME LEFT UNTIL COMPLETION OF PROGRAM ⓘ

Years
3

Months
1

START AND END DATES

Your academic school year must be between July 1st and June 30th (these are the start and end dates of each contract year). The system will populate a start date and end date for each contract year that corresponds to each year of your program.

You must indicate which year(s) you are seeking scholarship funding for by checking the box 'I am requesting funding for Year #'. You must request funding for the upcoming school year and the additional funding years must be consecutive school years.

Please note: The NHSC SP will only provide scholarship support for a maximum of 4 years. ⓘ

Funding Contract Year 1 Start Date 07/01/2023	**Funding Contract Year 1 End Date** 06/30/2024	☐ I am requesting funding for Year 1
Funding Contract Year 2 Start Date 07/01/2024	**Funding Contract Year 2 End Date** 06/30/2025	☐ I am requesting funding for Year 2
Funding Contract Year 3 Start Date 07/01/2025	**Funding Contract Year 3 End Date** 05/29/2026	☐ I am requesting funding for Year 3

Continue

Back   Save and Continue

BUSINESS RULES

- System shall require Applicant to enter the program start, program end, and graduation dates.
- Both the program start and end dates cannot be in the past.
- Program start, end and graduation dates cannot be the same date.
- Program graduation date cannot be prior to program start and end date.
- Program end date cannot be prior to the program start date.
- Program end date cannot be beyond graduation date.
- Program start date cannot be more than 5 years in the past.
- Program start date cannot be beyond the upcoming fiscal year.
- System shall calculate time left until completion with the difference between application cycle close date and program end date.
- Time left until completion will dynamically be updated when the program start, end and graduation dates are updated/changed.
- System shall calculate and display the funding contract year(s).
- For each funding contract year, start date and end date will be defaulted to July 1st and June 30th.
- System shall display the past funding contract years as read only and cannot be requested funding for.
- System shall display checkbox against the funding contract year for Applicant to request funding for.
- Applicant must request funding for the first funding contract year; i.e. the upcoming academic school year.
- Applicant can maximum request 4 years of funding.
- Applicants must request funding for consecutive years.
- System shall display the years of scholarship supported and service obligation table.

LETTERS OF RECOMMENDATION

The applicant must submit two letters of recommendation with his/her NHSC SP application. The first letter should be from a faculty advisor, department chair or faculty member who can speak to the applicant's qualifications. The second letter should be from an individual who is familiar with the applicant's professional, community, and/or civic activities, particularly those related to underserved communities.

STEPS

1. Applicant inputs all required fields for Academic Letter of Recommendation.
2. Applicant selects Request Letter to send request to the contact provided for Academic Letter of Recommendation.
3. Applicant selects **Continue** to see Non-Academic Letter of Recommendation card.
4. Applicant inputs all required fields for Non-Academic Letter of Recommendation.
5. Applicant selects Request Letter to send request to the contact provided for Non-Academic Letter of Recommendation.
6. Applicant selects **Continue** on Non-Academic Letter of Recommendation card.
7. Applicant selects **Save and Continue** after both letters have been requested.
8. Applicant is directed to the Documents page.

BUSINESS REQUIREMENTS

- System shall not allow Applicant to input the following Emails:
    a. Applicant's BHW account email.
    b. Same Email for both Academic Letter of Recommendation and Non-Academic Letter of Recommendation.
- System shall not allow Applicant to request Academic Letter of Recommendation and Non-Academic Letter of Recommendation until all fields have been entered.
- System shall not allow Applicant to Save and Continue to the next page until Applicant has requested both Letter of Recommendations.
- System shall allow Applicant sends one request for each Letter of Recommendation at a time.
- System shall perform the following when the **Request Letter** button is selected for each Letter of Recommendation:
    a. Send request email to email provided.
    b. Update status to "In Progress".
    c. Disable the **Request Letter** button and enable the **Cancel this Recommendation** button.
- System shall allow Applicant to cancel each letter of recommendation request after it has been sent.
- System shall perform the following when the **Cancel this Recommendation** button is selected for each Letter of Recommendation:
    a. Disable external Letter of Recommendation page sent in request email.
    b. Update status to "Cancelled".
    c. Disable the **Cancel this Recommendation** button and enable the **Request Letter** button.
- System shall update status of each Letter of Recommendation to "Complete" when the Recommender has submitted their letter.

LETTER OF RECOMMENDATION (EXTERNAL)

The Recommender will provide a letter of recommendation document for upload. They will upload the letter online on the external Letter of Recommendation page. To access the external Letter of Recommendation page, the Recommender will be given a unique hyperlink which is provided in the email notification they receive upon the Applicant makes the request from the online application.

STEPS

1. Recommender clicks hyperlink provided in recommendation request email to access the external Letter of Recommendation page.
2. Recommender clicks **Select or Drop File Here** button or drags file to this button to begin upload process.
3. Recommender selects document they want to upload using file explorer. This step is skipped if file is dragged and dropped onto **Select or Drop File Here** button.
4. Recommender selects document type for the file.
5. Recommender can enter an optional comment if desired.
6. Recommender clicks **Upload** to complete Letter of Recommendation request.

Academic Letter of Recommendation Upload Page (External)

Non-Academic Letter of Recommendation Upload Page (External)

BUSINESS RULES

- System shall send an email notification to Recommender once Applicant requests a recommendation
- Document Type must be selected to upload document.
  a. System shall display Academic Letter of Recommendation document type to Recommender requested to submit Academic Letter of Recommendation.
  b. System shall display Non-Academic Letter of Recommendation document type to Recommender requested to submit Non-Academic Letter of Recommendation.
- System shall allow Recommender to upload document up to 5 MB in size.
- System shall only allow Applicant to upload documents with file name consist of letters (a-z), dash (-), or underscore (_).
- System shall NOT allow the Recommender to remove document they have previously uploaded.
- System shall allow the Recommender to re-upload the document multiple times should they wish to change the uploaded document.
- System shall display the most recent uploaded document.
- System shall deactivate each external LOR page when any of the follow scenarios occur:

a. Applicant who requested the letter of recommendation submitted their application
b. Applicant cancelled the request sent to Recommender
c. The application cycle closes at the submission deadline

- System will notify Applicant the Academic Letter of Recommendation and Non-Academic Letter of Recommendation have been completed through email.

Upload Document

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

⊕ Select or Drop File Here

Uploaded Documents

Letter of Recommendation A.pdf   181.666 kb

Select document type

◯ Academic Letter of Recommendation

Comment (Optional)

Enter a description or purpose of the document

[Upload]   [Cancel]

Academic Letter of Recommendation - Uploaded Documents Section

Upload Document

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

DOCUMENT TITLE ↑↓	DOCUMENT FILE	DATE UPLOADED ↑↓	COMMENT
Non-Academic Letter of Recommendation	Letter of Recommendation B.pdf	2023-02-06T22:54:13.807Z	Not Available

⊕ Select or Drop File Here

Uploaded Documents

Test copy.pdf   33.164 kb

Select document type

◯ Non-Academic Letter of Recommendation

Comment (Optional)

Enter a description or purpose of the document

[Upload]   [Cancel]

Non-Academic Letter of Recommendation - Uploaded Documents Section

DOCUMENTS

The Documents page allows the applicant to upload his/her required application documents. All required documents must be uploaded. Applicants may upload additional supporting documents. Please note that some of the documents displayed on the Documents page appear dynamically based on answers provided on the online application.

STEPS

1. Applicant clicks **Select or Drop File Here** button or drags file to this button to begin upload process.
2. Applicant selects document they want to upload using file explorer. This step is skipped if file was dragged and dropped onto **Select or Drop File Here** button.
3. Applicant selects the document type(s) they would like to upload the file for.
4. Applicant can enter an optional comment if desired.
5. Applicant and clicks **Upload** button.
6. Applicant will repeat steps above for all required documents.
7. Applicant clicks **Save & Continue** button.
8. Applicant is directed to the Review Page.

Letter of Recommendation ⊘

■ Documents

Review

Certify and Submit

ESSAY QUESTION

The mission of the National Health Service Corps (NHSC) is to build healthy communities by supporting qualified health care providers dedicated to working in areas of the United States with limited access to care. With this mission, we know that patients often need health care providers to better understand them as a whole person. This is particularly important among underserved populations receiving care. Please describe an experience in which you have contributed to the well- being of an underserved community and the impact/result of your contribution.

TEMPLATE DOCUMENTS

Please use the following document templates for the corresponding supporting documents. You will need to print and complete the forms, obtain the required signatures, and scan them in order to upload.
- Authorization to Release Information
- Acceptance Report/Verification of Good Standing
- Verification of Disadvantaged Background

Required Documents
- Acceptance Report/Verification of Good Standing
- Authorization to Release Information
- Current Year Tuition and Fees Schedule
- Essay
- Proof of Citizenship
- Unofficial Transcript

Additional Supporting Documents
- Verification of Disadvantaged Background
- Optional Supporting Document - 1
- Optional Supporting Document - 2
- Optional Supporting Document - 3
- Existing Service Obligation/Uniformed Service Member

Important Note: Uploaded documents will not be saved to your application until you select "Save and Continue" at the bottom of the screen. Please ensure you select "Save and Continue" to save your document upload progress before navigating away from the page and/or application process.

⊕ Select or Drop File Here

Uploaded Documents

DOCUMENT TITLE↑↓	DOCUMENT FILE↑↓	DATE UPLOADED↑↓	COMMENT

Back   Save and Continue

Uploaded Documents

⊕ Select or Drop File Here

Acceptance Report Good Standing.pdf   184.907 kb

Select document type

- [ ] Acceptance Report/Verification of Good Standing
- [ ] Authorization to Release Information
- [ ] Current Year Tuition and Fees Schedule
- [ ] Essay
- [ ] Existing Service Obligation/Uniformed Service Member
- [ ] Optional Supporting Document - 1
- [ ] Optional Supporting Document - 2
- [ ] Optional Supporting Document - 3
- [ ] Proof of Citizenship
- [ ] Unofficial Transcript
- [ ] Verification of Disadvantaged Background

Comment (Optional)

Enter a description or purpose of the document

Upload   Cancel

Uploaded Documents

DOCUMENT TITLE↑↓	DOCUMENT FILE↑↓	DATE UPLOADED↑↓	COMMENT	
Acceptance Report/Verification of Good Standing	Acceptance Report Good Standing.pdf	2/6/2023, 6:20 PM ET	N/A	🗑Remove
Authorization to Release Information	Authorization to Release Information.pdf	2/6/2023, 6:21 PM ET	test	🗑Remove
Current Year Tuition and Fees Schedule	Current Year Tuition and Fees Schedule.pdf	2/6/2023, 6:21 PM ET	N/A	🗑Remove
Essay	Essay 1.pdf	2/6/2023, 6:21 PM ET	test	🗑Remove
Proof of Citizenship	Proof of US Citizenship.pdf	2/6/2023, 6:22 PM ET	N/A	🗑Remove
Unofficial Transcript	Unofficial Transcript.pdf	2/6/2023, 6:22 PM ET	N/A	🗑Remove

BUSINESS RULES

- All Applicants are required to upload the following documents:
    a. Acceptance Report/Verification of Good Standing
    b. Authorization to Release Information
    c. Current Year Tuition and Fees Schedule

       d.   Essay

       e.   Proof of Citizenship

       f.   Unofficial Transcript

- System shall require Applicant to upload the document for "Existing Service Obligation/Uniformed Service Member" if the Applicant responded "Yes" to the eligibility question regarding having an existing service obligation.
- Applicants are encouraged to upload PDF documents.
- System shall only allow Applicant to upload documents with file name consist of letters (a-z), dash (-), or underscore (_).
- System shall allow Applicant to upload documents up to 5 MB in size.
- System shall allow Applicant to remove document(s) they have previously uploaded.
- System shall allow a user to overwrite a previously uploaded document.

REVIEW

The Review page displays a summary of the sections that make up the online application and the status of each section. The Applicant can verify if any sections are not complete and prevent them from submitting their application.
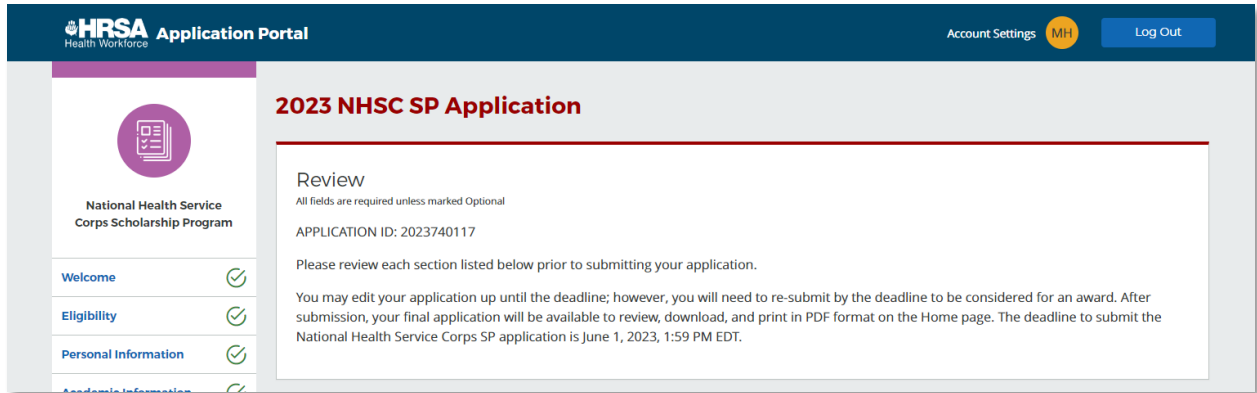
STEPS

1. Applicant reviews the status of the sections they have completed.
2. Applicant agrees and check the checkbox to the Review Acceptance statement.
3. Applicant is directed to the Certify and Submit page upon clicking the **Certify to Submit** button.
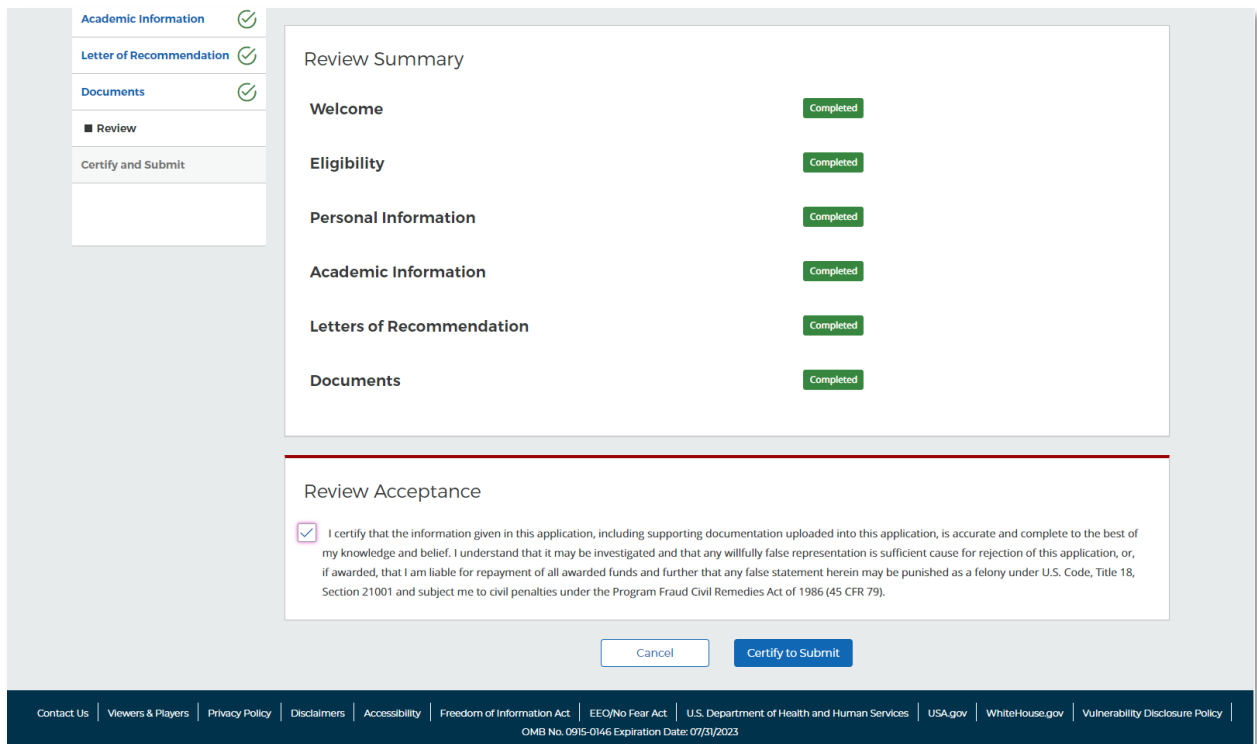
BUSINESS RULES

- All pages and all required fields must be completed for Applicant to navigate to the Certify and Submit page.
- The following sections can have an "In Progress" status when Applicant has already answered fields on the page:
  - Academic Information: Applicant cannot continue to Certify and Submit page if they had to create a school/degree request in the Academic Information section and the request has not yet been approved.
  - Letters of Recommendation: Applicant cannot continue to Certify and Submit page if both the Academic Letter of Recommendation and Non-Academic Letter of Recommendation requests have not been submitted by Recommenders.
- Applicant must check the Review Acceptance checkbox to be allowed to continue to the Certify and Submit screen.
- If Applicant navigates away from the Review page or updates a page previously completed with Save and Continue, the system shall reset the Review Acceptance checkbox.

CERTIFY AND SUBMIT

The Certify and Submit page is the last page of the online application. The Applicant must agree to all self-certification statements and input their correct password to submit their NHSC SP online application.

STEPS

1. Applicant selects checkbox for each statement indicating their agreement.
2. Applicant enters their password.
3. Applicant clicks **Submit** button to submit completed application.

BUSINESS RULES

- System shall require Applicant to respond all three certification statements to be allowed to proceed.
- System shall not allow application to be submitted after the application deadline.
- System will clear the Certify and Submit page if Applicant navigates to another section of the online application prior to submitting their application.
- System shall validate Applicant has entered their correct password to submit the online application successfully.

SUBMITTED APPLICATION

After the Applicant submits their NHSC SP online application, they will be directed to the NHSC SP Submitted landing page. The Applicant will see an application status of "Submitted" or "Submitted – Ineligible." The Applicant will have the ability to edit their application (before the submission deadline) and download a PDF of their application from the Submitted landing page.

STEPS

1. Applicant is directed to the Submitted landing page upon a successful application submission.
2. Applicant can download their **Application Summary Report in PDF** from the submitted screen.
3. Applicant can edit their application by clicking **Edit your Submitted Application** button.
4. Applicant can withdraw their application by clicking **Withdraw your Application** button. *See Withdraw for additional steps*
5. There are several possible reasons why an Applicant may be found ineligible. Some common reasons that Applicants are found ineligible upon submission include, but not limited to:
   a. The Applicant has an existing service obligation that has not been completely satisfied on or before the submission date of the application.

NHSC SP Application Submitted Landing page – Submitted

NHSC SP Application Submitted Landing page – Submitted-Ineligible

BUSINESS RULES

- System shall display Edit your Submitted Application button when Application Cycle is open.
- System shall not display Edit your Submitted Application button when Application Cycle is close.
- System shall display Download Application PDF hyperlink.
- System shall display Withdraw your Application when Application Cycle is open.
- System shall not display Withdraw your Application when Application Cycle is close.

WITHDRAW SUBMITTED APPLICATION (PRIOR TO APPLICATION DEADLINE)

If an Applicant would like to withdraw their application after submission, they may do so prior to the application deadline.

STEPS

1. Applicant selects **Withdraw your Application** button from the application submitted landing page.
2. Applicant selects **Cancel** button to exist the Withdraw Application pop up modal and no action is taken.
3. At the Withdraw Application pop up modal, Applicant selects **Withdraw** button to withdraw their application.
4. Applicant is directed to Withdrawn submitted landing page.
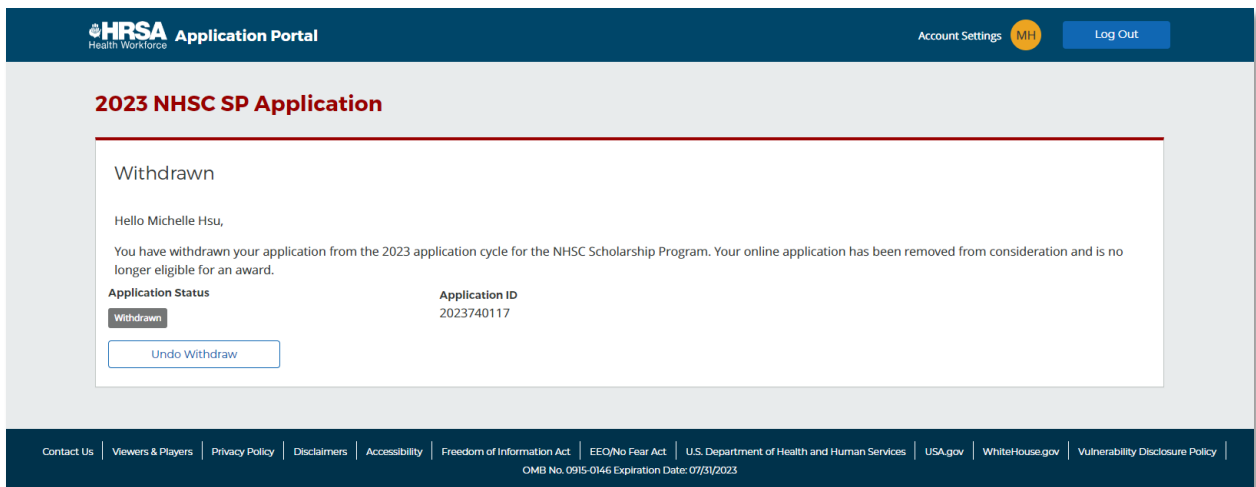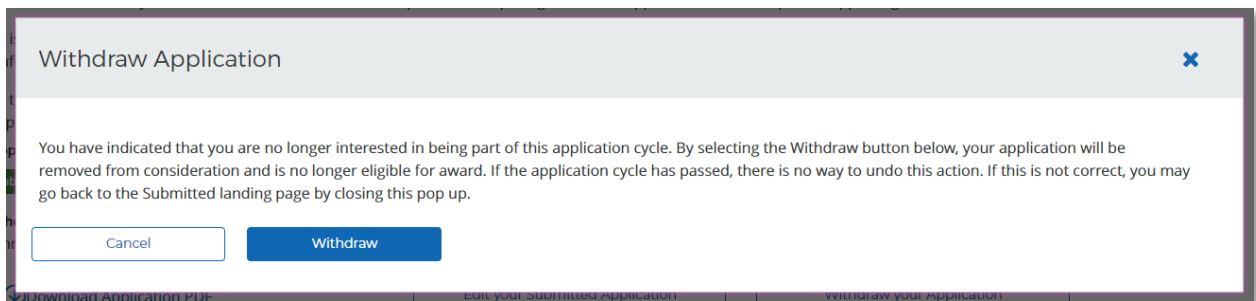
BUSINESS RULES

- Applicant may withdraw their application by clicking on the "Withdraw your Application" button and then a popup module will display.
  - If Applicant decides to withdraw their application, then their status will be updated to 'Withdrawn', the popup window will close, and navigate the user to a withdrawn page.

- o Applicant will only be able to withdraw their application if they are in any of the following statuses:
    - SUBMITTED_REVIEW_NOT_STARTED
    - SELECTED_FOR_REVIEW
    - REVIEW_INELIGIBLE
    - REVIEW_INCOMPLETE
    - UNDER_DOCUMENT_REVIEW_AND_ELIGIBILITY
    - UNDER_QUALITY_REVIEW
    - UNDER_EXCEPTION_REVIEW
    - AWAITING_SCORES_AWARD_AMOUNT
    - ELIGIBLE_COI
    - UNDER_REVIEW_VERIF
- o Only when the cycle is open can Applicant undo their withdrawn application by selecting the Undo Withdrawn button. The applicant's status will then be updated from withdrawn to 'In Progress' and navigate the user to the Welcome page.
    - The applicant will need to resubmit their application (even if no edits or updates were made).
    - Note: All the information will be saved from the previous submit, but the applicant will need to select the certify and submit checkboxes prior to resubmitting.

EDIT SUBMITTED APPLICATION (PRIOR TO APPLICATION DEADLINE)

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

STEPS

1. From the Submitted landing page, Applicant clicks the **Edit your Submitted Application** button, and a popup modal will display.
2. Applicant will be directed to the Welcome page when they click **Edit Application** from the popup modal.
3. Applicant can navigate to any section of their application to make the necessary edits.
4. Once Applicant has made their edits, they must click **Save & Continue** button at the bottom of the page where edits were made to properly capture and save the edits.
5. Once all edits are completed and saved, Applicant will navigate to the Review page to check the **Review Acceptance** checkbox once again on the Review page.
6. Applicant navigates to the Certify & Submit page to complete all certifications.
7. Applicant enters their password.
8. Applicant selects **Submit** button and gets directed to the Submission landing page.

BUSINESS RULES

- System shall not allow Applicant to edit their application after the application cycle closes.
- Applicant must successfully resubmit their application by the application deadline, otherwise their application will not be considered for a NHSC SP award.

RESOLVING ISSUES

1. **For Technical Issues:**
   a. Production Support Process: When a technical issue is encountered, e.g. Applicant cannot upload their Transcript, the Customer Care Center should log the issue in the BMISS Issue Tracker. The NHSC SP Application BMISS Hypercare team will monitor the BMISS Issue Tracker to define and resolve the issue. Once the issue is resolved, the Hypercare team will notify the Customer Care Center Analyst of the resolution.
   b. Capturing Issues: It is important to capture and log as much detail as possible. The BMISS Hypercare Support Team will need enough information to recreate the issue to solve the problem. Applicant details should include the following:
      - Applicant information: Full name, last four of SSN, email, phone number.
      - The exact NHSC SP Online Application screen the Applicant was on when the issue occurred (screenshot if applicable)
      - The Web Browser the Applicant was using (e.g. Internet Explorer, Firefox, etc.)
      - The frequency of the issue (e.g. always, sometimes, etc.)

2. **For Program Related Issues:**

   a. Division Support Process: If an Applicant has a program question, the Customer Care Center will try to answer the problem by referring to the Application and Program Guidance. If the Customer Care Center is unable to answer the question, then the Applicant's question and information are recorded, and the Customer Care Center submits a ticket in the Escalation Management System (EMS). Nurse Corps analysts will answer the question and the Customer Care Center responds back to the Applicant.
   b. Online Application Program Issues: For program/policy related questions, please submit a ticket in EMS.
   c. Capturing Applicant Information: The following Applicant information should be captured with as much detail of the issue as possible:
      - First and Last Name.
      - Email Address.
      - Phone Number.
      - Last four digits of SSN.
      - Section of Online Application the user was on when they encountered the problem.
      - Detailed summary of the problem.
      - Supporting Document (if applicable).