

Application Landing Page

Online Application User Guide

January 2025

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PART 1 | INTRODUCTION

APPLICATION LANDING PAGE USER GUIDE

Purpose: The online Application Landing Page user guide is a vital tool for the Customer Care Center. It helps answer questions and resolve issues that applicants face while navigating the page's programs and functionalities. By providing analysts with detailed insights, step-by-step instructions, and troubleshooting tips, the guide enhances their ability to support users effectively throughout the application process. This improved proficiency enables BHW Analysts to offer timely and accurate assistance, ensuring a smoother and more productive experience for applicants. Ultimately, the guide aims to improve user satisfaction and efficiency, facilitating successful engagement with the various programs offered.

Roles: The Application Landing page will be the, “homepage” for external users. The Customer Care Center Analysts need to understand the functionality to support external users should they encounter any problems with the Application Landing or homepage.

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

PART 2 | APPLICATION LANDING PAGE

Upon logging in, the Bureau of Health Workforce (BHW) requires that all Applicants navigate to the Application Landing page. From here, the applicant can perform a multitude of actions and checks. This section of the user guide will highlight those features and how they perform.

THE APPLICATION LANDING PAGE LAYOUT

Once an applicant has either created an account or logged in using their existing account, the applicant will arrive to the Application Landing page. The Application Landing page is organized into different cards based on instruction and Program. The user will see a brief instruction throughout regarding the purpose of the page or Program as well as the Program organized by its type of (re)payment. For example, the Loan Repayment Programs for PSLRP, STAR LRP, FLRP, and S2S LRP, are found under the 'Loan Repayment Programs' section.

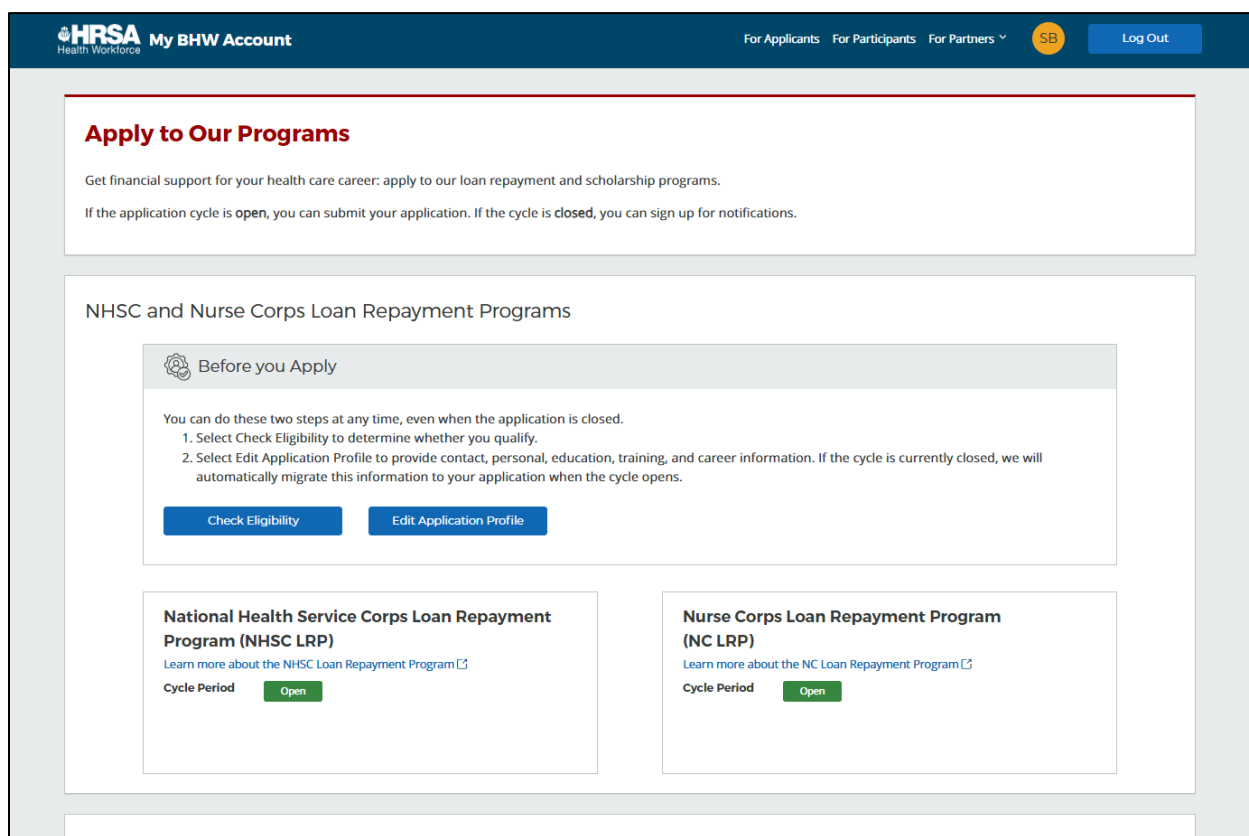


Figure 1: Application Landing Page

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Loan Repayment Programs

Pediatric Specialty Loan Repayment Program (PS LRP)

[Learn more about the Pediatric Specialty Loan Repayment Program](#)

Cycle Period [Open](#)

[Apply Now](#)

Faculty Loan Repayment Program (FLRP)

[Learn more about the Faculty Loan Repayment Program](#)

Cycle Period [Open](#)

[Access the Application](#)

Substance Use Disorder Treatment and Recovery Loan Repayment Program (STAR LRP)

[Learn more about the STAR Loan Repayment Program](#)

Cycle Period [Open](#)

[Apply Now](#)

Students to Service Loan Repayment Program (S2S LRP)

[Learn more about the S2S Loan Repayment Program](#)

Cycle Period [Open](#)

[Access the Application](#)

Scholarship Programs

National Health Service Corps Scholarship Program (NHSC SP)

[Learn more about the NHSC Scholarship Program](#)

Cycle Period [Open](#)

[Apply Now](#)

Nurse Corps Scholarship Program (NC SP)

[Learn more about the Nurse Corps Scholarship Program](#)

Cycle Period [Open](#)

[Apply Now](#)

Figure 2: Application Landing Page (Continued)

STEPS

1. The applicant either creates a BHW account or logs in using an existing account.
2. The applicant will interface with the landing page and utilize its features depending on the Program they are applying for.
 - Depending on the eligibility of the applicant and program cycle period, the applicant will experience various features and notice different statuses, which can be read more about in Part 3.

THE (MOBILE) APPLICATION LANDING PAGE LAYOUT

Like the Desktop Application Landing page above, the applicant also can view the same landing page, but within a mobile-phone version. The layout is condensed for better user interface and performs the same. See a screenshot below for better reference.

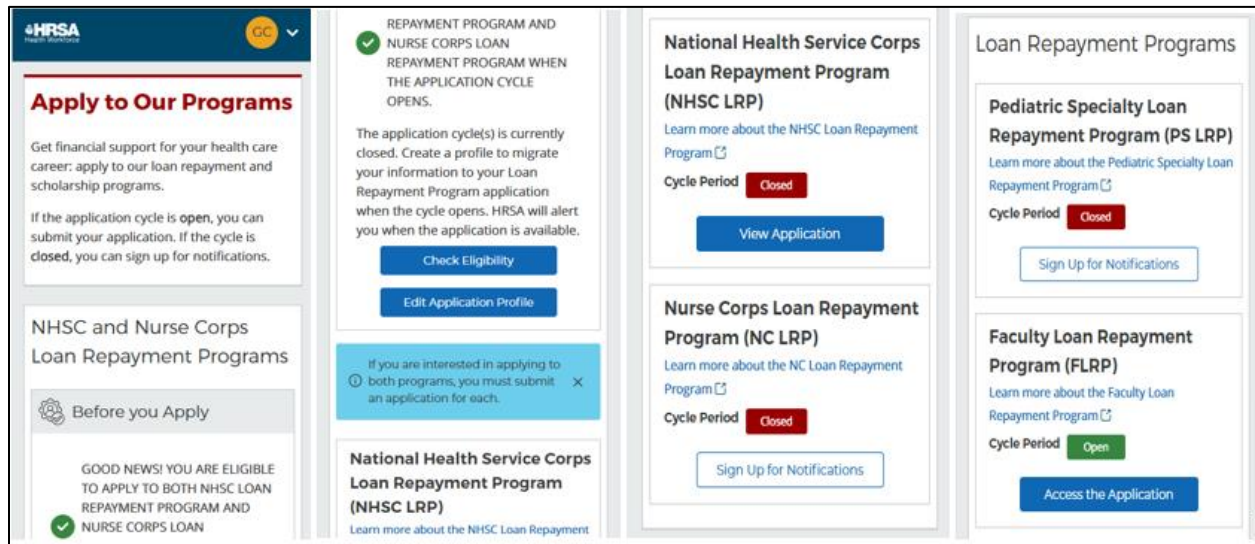


Figure 3: Application Landing Page (Mobile Version)

STEPS

1. From the applicant's mobile device, the applicant arrives to the landing page after creating a BHW account or logs in using an existing account.
2. The applicant with interface with the landing page and utilize its features depending on the Program they are applying for using the mobile-responsive design.
3. The user may scroll upward and downward in this column framed format.

Disclaimer: As of January 2025, the Application Landing mobile version only displays this user interface on select phones. Tablets such as an iPad will still function but be an eye-sore until future features are designed. Figure 3 (above) is presented horizontally to showcase the elongated layout even though a user would scroll from top to bottom.

PROGRAMS INCLUDED IN APPLICATION LANDING PAGE DISPLAY

The Programs included in the modernized display are the:

- National Health Service Corps Loan Repayment Program (NHSC LRP)
- Nurse Corps Loan Repayment Program (NCLRP)
- Pediatric Specialty Loan Repayment Program (PS LRP)

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- Substance Use Disorder Treatment and Recovery Loan Repayment Program (STAR LRP)
- Faculty Loan Repayment Program (FLRP)
- Students to Service Loan Repayment Program (S2S LRP)
- National Health Service Corps Scholarship Program (NHSC SP)
- Nurse Corps Scholarship Program (NC SP)

PART 3 | CYCLE PERIOD STATUSES AND ACTION BUTTONS

CYCLE PERIOD STATUS

From the Application Landing Page, the applicant may view one of two cycle period statuses depending on the stage of the Program cycle status on the application cards.

The cycle period statuses include:

- 'Open', which is green-colored or,
- 'Closed', which is red-colored.

There is a Cycle Period status for every respective Program.

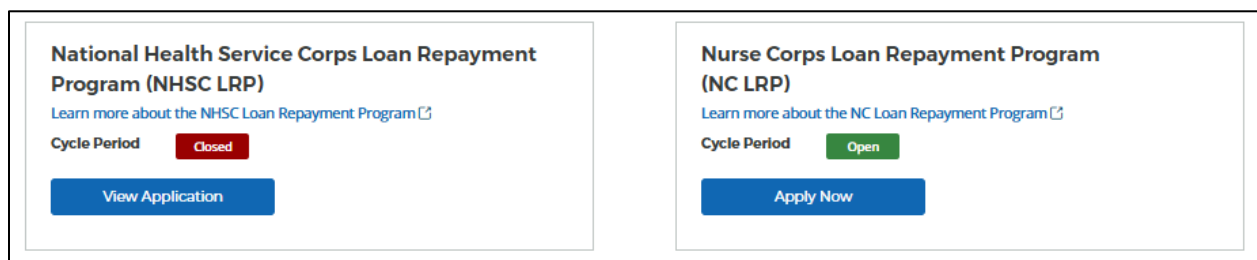


Figure 4: Cycle Period (Open & Close) Statuses

STEPS

1. The applicant successfully logged in to view the cycle period statuses either via their desktop or mobile device.
2. The "Cycle Open" status occurs when the date is between the program cycle open and cycle deadline.
3. The "Cycle Close" status occurs when the date is pre-program cycle open or post cycle deadline, including fiscal year end close.

ACTION BUTTONS

While viewing the Application Landing Page, the applicant may utilize various action-buttons depending on their eligibility, program cycle status, and application status.

Circumstances:

- **Apply Now** – if the application is not started and the cycle is open.
 - Clicking navigates to the welcome page for application.
 - Applicant status: Not Started
- **Continue Application**– if the application is in progress and the cycle is open.
 - Clicking navigates to the last saved page.

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- Applicant status:
 - In Progress
 - In Progress - Eligibility Failed
 - In Progress - School/Site Not Found
 - In Progress - EV
- **Confirm Interest** – if the application is the eligible for COI.
 - Clicking navigates to the welcome page for application.
 - Applicant status: Pending Response
- **View Application** – if the application is submitted (i.e. from submitted/review/ until eligible for COI) and while the cycle is closed.
 - Clicking navigates to the submitted pages.
 - Applicant Status:
 - Not Submitted at Deadline
 - Not Submitted at Deadline - Eligibility Failed
 - Not Submitted at Deadline - Employment Not Found
 - Submitted - Ineligible
 - Submitted Review Not Started
 - Review Ineligible
 - Review Discontinued (review)
 - Review Discontinued (actions card)
 - Withdrawn
 - Under Review & Verification
 - Under Quality Review
 - Under Exception Review
 - Eligible For COI
 - Declined Award
 - Declined Award by System
 - Cancelled COI
 - No Response
 - Ineligible From COI
 - Accepted Award
 - Pending Obligation
 - In Obligation
 - Obligation Confirmed
 - Obligation Voided
 - Not Selected for Award
 - Converted to Participant
- **Sign Up for Notifications** – if the Funding Cycle is closed.
 - Clicking navigates to the [HRSA Notifications Page](#).
 - Applicant status: N/A
- **Access the Application** – suffices the buttons above by redirecting the applicant to the Legacy version(s).

STEPS

1. The applicant successfully logged in to view the period statuses either via their desktop or mobile device.

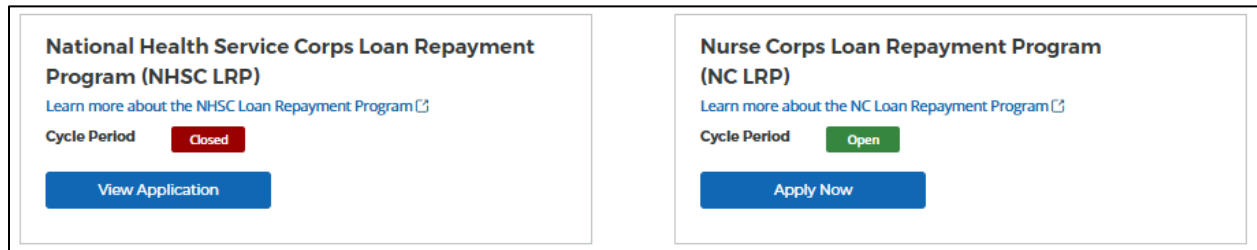


Figure 5: Action Buttons for 'View Application' and 'Apply Now.'

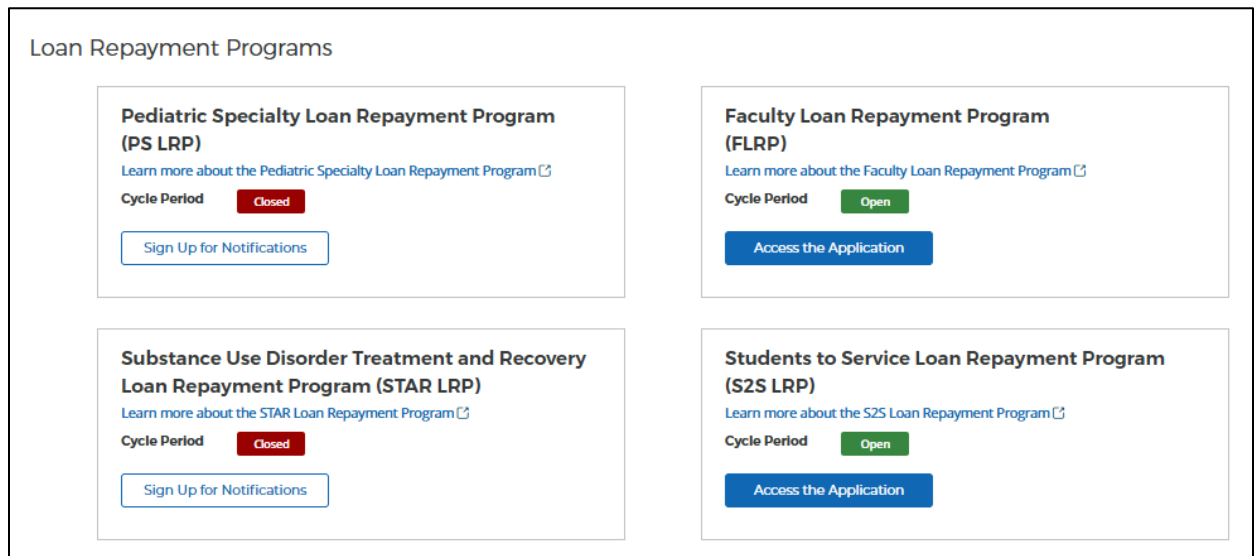


Figure 6: Action Buttons for 'Sign Up for Notifications' and 'Access the Application.'

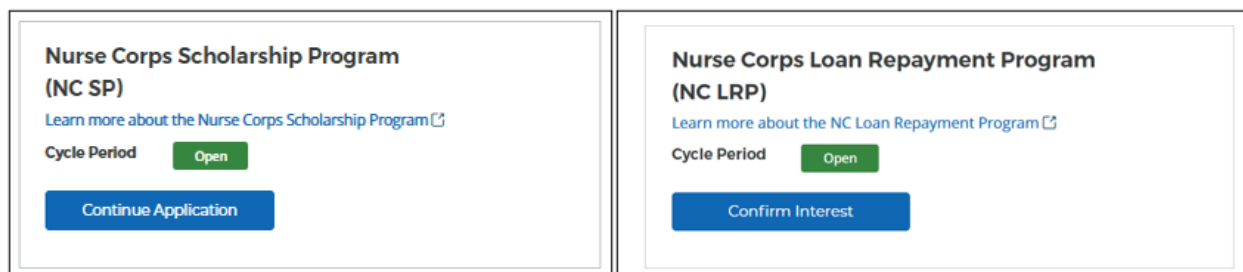


Figure 7: Action Buttons for 'Continue Application' and 'Confirm Interest.'

PRE-APPLICATION (ELIGIBILITY CHECK AND CREATING APP. PROFILE)

While viewing the Application Landing Page, the applicant may utilize various action-buttons depending on their eligibility, program cycle status, and application status.

The screenshot shows a web interface titled "NHSC and Nurse Corps Loan Repayment Programs". Below the title is a section header "Before you Apply" with a gear icon. A green checkmark icon is followed by the text: "GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO BOTH NHSC LOAN REPAYMENT PROGRAM AND NURSE CORPS LOAN REPAYMENT PROGRAM." Below this, it says: "One or more application cycle(s) is now open. Please click on the 'Apply' button to complete the applicable NHSC or Nurse Corps Loan Repayment Program application process." There are two blue buttons: "Check Eligibility" and "Edit Application Profile". At the bottom, a light blue banner contains the text: "If you are interested in applying to both programs, you must submit an application for each." with a close button (X) on the right.

Circumstances:

- **Check Eligibility**
 - Upon logging in, if the applicant has not yet started the Pre-Application, they may do so by checking their eligibility.
 - The applicant may check their eligibility regardless of Program cycle period (open or close).
- **Create Application Profile**
 - Ahead of applying to either NHSC LRP or NCLRP, an applicant can create a profile whether the cycle is open or closed.
- **Edit Application Profile**
 - If the applicant has already created a profile, then the user shall be able to edit and view their applicant profile regardless of whether the Program cycle period is open or closed.
- **Apply Now**
 - The system shall be dynamically display 'Apply Now' on either of the NHSC LRP or NCLRP cards depending on the eligibility outcome of the Pre-Application.
 - Applicant status: Not Started
- **Sign Up for Notifications**
 - This action-button is displayed if the pre-application status is ineligible, and cycle is open.
 - This action-button is blank if the pre-application is not started, and the cycle is open.
 - Clicking on 'Sign Up for Notifications' navigates the user to the [HRSA Notifications Page](#).

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- Applicant status: N/A

STEPS

1. The applicant successfully logged in to view the cycle period statuses either via their desktop or mobile device.
2. The applicant can verify their eligibility for either the NHSC LRP or NCLRP programs. Also, they have the option to create and/or edit their profile.
3. Depending on the outcome of their eligibility and the program cycle period the system will populate various actions in in the NHSC LRP and NCLRP program cards to select from.

The applicant may be either not eligible, eligible for only one Program, or potentially eligible for both Programs. Again, depending on the various scenarios, the applicant may also view different Success Messages, Cycle Messages, and/or Blue Banner messages. These can be seen in the table below.

#	Cycle Status	NHSC LRP	Actions Button	Cycle Status	NC LRP	Actions Button	Success/Caution Notification message + blue banner notification
1	Cycle Open	Eligible	Apply Now	Cycle open	Eligible	Apply Now	<u>Success Message</u> : GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO BOTH NHSC LOAN REPAYMENT PROGRAM AND NURSE CORPS LOAN REPAYMENT PROGRAM. <u>Cycle Message</u> : One or more application cycle(s) is now open. Please click on the “Apply” button to complete the applicable NHSC or Nurse Corps Loan Repayment Program application process. <u>Blue Banner</u> : If you are interested in applying to both programs, you must submit an application for each.
2	Cycle Open	Ineligible	Sign Up for Notifications	Cycle open	Eligible	Apply Now	<u>Success Message</u> : GOOD NEWS! YOU ARE ONLY ELIGIBLE TO APPLY TO NURSE CORPS LOAN REPAYMENT PROGRAM WHILE THE CYCLE IS STILL OPEN. <u>Cycle Message</u> : One or more application cycle(s) is now open. Please click on the “Apply” button to complete the applicable Nurse Corps Loan Repayment Program application process. <u>Blue Banner</u> : N/A

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3	Cycle Open	Eligible	Apply Now	Cycle open	Ineligible	Sign Up for Notifications	<u>Success Message:</u> GOOD NEWS! YOU ARE ONLY ELIGIBLE TO APPLY TO NATIONAL HEALTH SERVICE CORPS LOAN REPAYMENT PROGRAM WHILE THE CYCLE IS STILL OPEN. <u>Cycle Message:</u> One or more application cycle(s) is now open. Please click on the “Apply” button to complete the applicable NHSC Loan Repayment Program application process. <u>Blue Banner:</u> N/A
4	Cycle Open	Ineligible	Sign Up for Notifications	Cycle open	Ineligible	Sign Up for Notifications	<u>Success Message:</u> BASED ON YOUR ANSWERS, YOU ARE CURRENTLY NOT ELIGIBLE TO APPLY FOR NHSC OR NURSE CORPS LOAN REPAYMENT PROGRAMS. <u>Cycle Message:</u> Create a profile to receive alerts on future HRSA Loan Repayment Programs for which you may be eligible. <u>Blue Banner:</u> N/A
5	Cycle Closed	Eligible	Sign Up for Notifications	Cycle Closed	Eligible	Sign Up for Notifications	<u>Success Message:</u> GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO BOTH NHSC LOAN REPAYMENT PROGRAM AND NURSE CORPS LOAN REPAYMENT PROGRAM ONCE THE APPLICATION CYCLE OPENS. <u>Cycle Message:</u> The application cycle(s) is currently closed. Create a profile to migrate your information to your loan Repayment Program application when the cycle opens. HRSA will alert you when the application is available. <u>Blue Banner:</u> If you are interested in applying to both programs, you must submit an application for each.
6	Cycle Closed	Ineligible	Sign Up for Notifications	Cycle Closed	Eligible	Sign Up for Notifications	<u>Success Message:</u> GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO NURSE CORPS LOAN REPAYMENT PROGRAM ONLY WHEN THE APPLICATION CYCLE OPENS. <u>Cycle Message:</u> The application cycle(s) is currently closed. Create a profile to

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							migrate your information to your loan Repayment Program application when the cycle opens. HRSA will alert you when the application is available. <u>Blue Banner</u> : N/A
7	Cycle Closed	Eligible	Sign Up for Notifications	Cycle Closed	Ineligible	Sign Up for Notifications	<u>Success Message</u> : GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO NATIONAL HEALTH SERVICE CORPS LOAN REPAYMENT PROGRAM ONLY WHEN THE APPLICATION CYCLE OPENS. <u>Cycle Message</u> : The application cycle(s) is currently closed. Create a profile to migrate your information to your loan Repayment Program application when the cycle opens. HRSA will alert you when the application is available. <u>Blue Banner</u> : N/A
8	Cycle Closed	Ineligible	Sign Up for Notifications	Cycle Closed	Ineligible	Sign Up for Notifications	<u>Success Message</u> : BASED ON YOUR ANSWERS, YOU ARE CURRENTLY NOT ELIGIBLE TO APPLY FOR NHSC OR NURSE CORPS LOAN REPAYMENT PROGRAMS. <u>Cycle Message</u> : Create a profile to receive alerts on future HRSA Loan Repayment Programs for which you may be eligible. <u>Blue Banner</u> : N/A
9	Cycle Open	Eligible	Apply Now	Cycle Closed	Eligible	Sign Up for Notifications	<u>Success Message</u> : GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO BOTH NHSC LOAN REPAYMENT PROGRAM AND NURSE CORPS LOAN REPAYMENT PROGRAM. <u>Cycle Message</u> : However, the Nurse Corps Loan Repayment Program is currently closed at this time. <u>Blue Banner</u> : If you are interested in applying to both programs, you must submit an application for each.
10	Cycle Open	Ineligible	Sign Up for Notifications	Cycle Closed	Eligible	Sign Up for Notifications	<u>Success Message</u> : GOOD NEWS! YOU ARE ONLY ELIGIBLE TO APPLY TO THE NURSE CORPS LOAN REPAYMENT PROGRAM, BUT

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							ONLY WHEN THE APPLICATION CYCLE OPENS. <u>Cycle Message</u> : Create a profile to receive alerts on future HRSA Loan Repayment Programs for which you may be eligible. <u>Blue Banner</u> : N/A
11	Cycle Open	Eligible	Apply Now	Cycle Closed	Ineligible	Sign Up for Notifications	<u>Success Message</u> : GOOD NEWS! YOU ARE ONLY ELIGIBLE TO APPLY TO NATIONAL HEALTH SERVICE CORPS LOAN REPAYMENT PROGRAM WHILE THE CYCLE IS STILL OPEN. <u>Cycle Message</u> : Create a profile to receive alerts on future HRSA Loan Repayment Programs for which you may be eligible. <u>Blue Banner</u> : N/A
12	Cycle Open	Ineligible	Sign Up for Notifications	Cycle Closed	Ineligible	Sign Up for Notifications	<u>Success Message</u> : BASED ON YOUR ANSWERS, YOU ARE CURRENTLY NOT ELIGIBLE TO APPLY FOR NHSC OR NURSE CORPS LOAN REPAYMENT PROGRAMS. <u>Cycle Message</u> : Create a profile to receive alerts on future HRSA Loan Repayment Programs for which you may be eligible. <u>Blue Banner</u> : N/A
13	Cycle Closed	Eligible	Sign Up for Notifications	Cycle Open	Eligible	Apply Now	<u>Success Message</u> : GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO BOTH NHSC LOAN REPAYMENT PROGRAM AND NURSE CORPS LOAN REPAYMENT PROGRAM. <u>Cycle Message</u> : However, the National Health Service Corps Loan Repayment Program is currently closed at this time. <u>Blue Banner</u> : If you are interested in applying to both programs, you must submit an application for each.
14	Cycle Closed	Ineligible	Sign Up for Notifications	Cycle Open	Eligible	Apply Now	<u>Success Message</u> : GOOD NEWS! YOU ARE ONLY ELIGIBLE TO APPLY TO THE NURSE CORPS LOAN REPAYMENT PROGRAM. <u>Cycle Message</u> : Create a profile to receive alerts on future HRSA Loan Repayment

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							Programs for which you may be eligible. <u>Blue Banner</u> : N/A
15	Cycle Closed	Eligible	Sign Up for Notifications	Cycle Open	Ineligible	Sign Up for Notifications	<u>Success Message</u> : GOOD NEWS! YOU ARE ONLY ELIGIBLE TO APPLY TO THE NATIONAL HEALTH SERVICE CORPS LOAN REPAYMENT PROGRAM, BUT ONLY WHEN THE APPLICATION CYCLE OPENS. <u>Cycle Message</u> : Create a profile to receive alerts on future HRSA Loan Repayment Programs for which you may be eligible. <u>Blue Banner</u> : N/A
16	Cycle Closed	Ineligible	Sign Up for Notifications	Cycle Open	Ineligible	Sign Up for Notifications	<u>Success Message</u> : BASED ON YOUR ANSWERS, YOU ARE CURRENTLY NOT ELIGIBLE TO APPLY FOR NHSC OR NURSE CORPS LOAN REPAYMENT PROGRAMS. <u>Cycle Message</u> : Create a profile to receive alerts on future HRSA Loan Repayment Programs for which you may be eligible. <u>Blue Banner</u> : N/A
17	Cycle Closed	Not Started	Sign Up for Notifications	Cycle Closed	Not Started	Sign Up for Notifications	<u>Success Message</u> : N/A <u>Cycle Message</u> : You can do these two steps at any time, even when the application cycle is closed. 1. Select Check Eligibility to determine whether you qualify. 2. Select Edit Application Profile to provide contact, personal, education, training, and career information. If the cycle is currently closed, we will automatically migrate this information to your application when the cycle opens. <u>Blue Banner</u> : N/A
18	Cycle Open	Not Started	N/A	Cycle Closed	Not Started	Sign Up for Notifications	<u>Success Message</u> : N/A <u>Cycle Message</u> : You can do these two steps at any time, even when the application cycle is closed. 1. Select Check Eligibility to determine whether you qualify.

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							2. Select Edit Application Profile to provide contact, personal, education, training, and career information. If the cycle is currently closed, we will automatically migrate this information to your application when the cycle opens. <u>Blue Banner:</u> N/A
19	Cycle Closed	Not Started	Sign Up for Notifications	Cycle Open	Not Started	N/A	<u>Success Message:</u> N/A <u>Cycle Message:</u> You can do these two steps at any time, even when the application cycle is closed. 1. Select Check Eligibility to determine whether you qualify. 2. Select Edit Application Profile to provide contact, personal, education, training, and career information. If the cycle is currently closed, we will automatically migrate this information to your application when the cycle opens. <u>Blue Banner:</u> N/A
20	Cycle Open	Not Started	N/A	Cycle Open	Not Started	N/A	<u>Success Message:</u> N/A <u>Cycle Message:</u> You can do these two steps at any time, even when the application cycle is closed. 1. Select Check Eligibility to determine whether you qualify. 2. Select Edit Application Profile to provide contact, personal, education, training, and career information. If the cycle is currently closed, we will automatically migrate this information to your application when the cycle opens. <u>Blue Banner:</u> N/A

For example, the screenshot below depicts scenario #10 from the table above where an applicant is only eligible for NCLRP, however, the cycle period is closed although they still have the ability to 'Sign Up For Notifications' for NHSC LRP even though that cycle period is open.

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 Before you Apply

 **GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO NURSE CORPS LOAN REPAYMENT PROGRAM ONLY WHEN THE APPLICATION CYCLE OPENS.**

The application cycle(s) is currently closed. Create a profile to migrate your information to your Loan Repayment Program application when the cycle opens. HRSA will alert you when the application is available.

[Check Eligibility](#)[Edit Application Profile](#)

National Health Service Corps Loan Repayment Program (NHSC LRP)

[Learn more about the NHSC Loan Repayment Program](#)

Cycle Period **Open**

[Sign Up for Notifications](#)

Nurse Corps Loan Repayment Program (NC LRP)

[Learn more about the NC Loan Repayment Program](#)

Cycle Period **Closed**

[Sign Up for Notifications](#)

Figure 8: Scenario #10 Combination (Action-button status)

Public Burden Statement: The purpose of the Nurse Corps Scholarship Program (Nurse Corps SP) is to provide scholarships to nursing students in exchange for a minimum two-year full-time service commitment (or part-time equivalent), at an eligible health care facility with a critical shortage of nurses. The information that applicants supply is used to evaluate their eligibility, qualifications and to assess their continued compliance with the applicable standards for participation in the Nurse Corps SP. The OMB control number for this information collection is 0915-0301 and it is valid until xx/xx/xx. This information collection is required to obtain a benefit (Section 846(d) of the Public Health Service Act (42 United States Code 297n (d)), as amended). Data will be private to the extent permitted by the law. Public reporting burden for this collection of information is estimated to average approximately 36 minutes 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 14NWH04, Rockville, Maryland, 20857.

Form Approved | OMB No. 0915-0301 | Expires xx/xx/xxxx