

BHW Management Information System Solution (BMISS) Faculty Loan Repayment Program (FLRP) FY 2021 Online Application User Guide

Last Revised: 04/05/21

OMB No. 0915-0150 Expiration: 1/31/2027

Public Burden Statement

The purpose of this information collection is to obtain information through the Faculty Loan Repayment Program (FLRP), which is used to assess an applicant's eligibility and qualifications for the FLRP. 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 0906-0082 and it is valid until 1/31/2027. This information collection is required to obtain or retain a benefit (Section 738(a) of the Public Health Service Act (42 USC 293b (a))). The information is protected by the Privacy Act, but it may be disclosed outside the U.S. Department of Health and Human Services, as permitted by the Privacy Act and Freedom of Information Act, to Congress, the National Archives, and the Government Accountability Office, and pursuant to court order and various routine uses as described in the System of Record Notice 09-15-0037. Public reporting burden of this collection of information is estimated to average 0.6 hours 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 Information Collection Clearance Officer, 5600 Fishers Lane, Room 13N82, Rockville, Maryland, 20857.

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Introduction: FLRP Online Application User Guide

Goal: The FLRP online application user guide serves as the guidance for the Call Center to answer applicant inquiries. In addition to this user guide, the call center analysts must be familiar with the FLRP Application Program & Guidance, as some applicant questions will be policy based, and are not discussed in this document. The primary intent for this user guide is to focus on the functionality developed for the FLRP online application.

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

Section 1: Create Account

In order to being the FLRP Online Application, the applicant must first create an account.

Steps:

1. Applicant navigates to the online application via the [Application Web Link](#)
2. Applicant selects the “Create a FLRP Application Account” link in the bottom left hand section of the page (**Figure 1**)

FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION

Login

Please log in using the fields below:

Your Email *

Your Password *

[Forgot your password?](#) **LOGIN**

Create an Account

Not a registered user? [Create an account for the FLRP ►](#)

Note: If you have previously registered to apply for the FLRP in past application cycles, you will still need to recreate an account.

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Questions?

For more information or questions please:

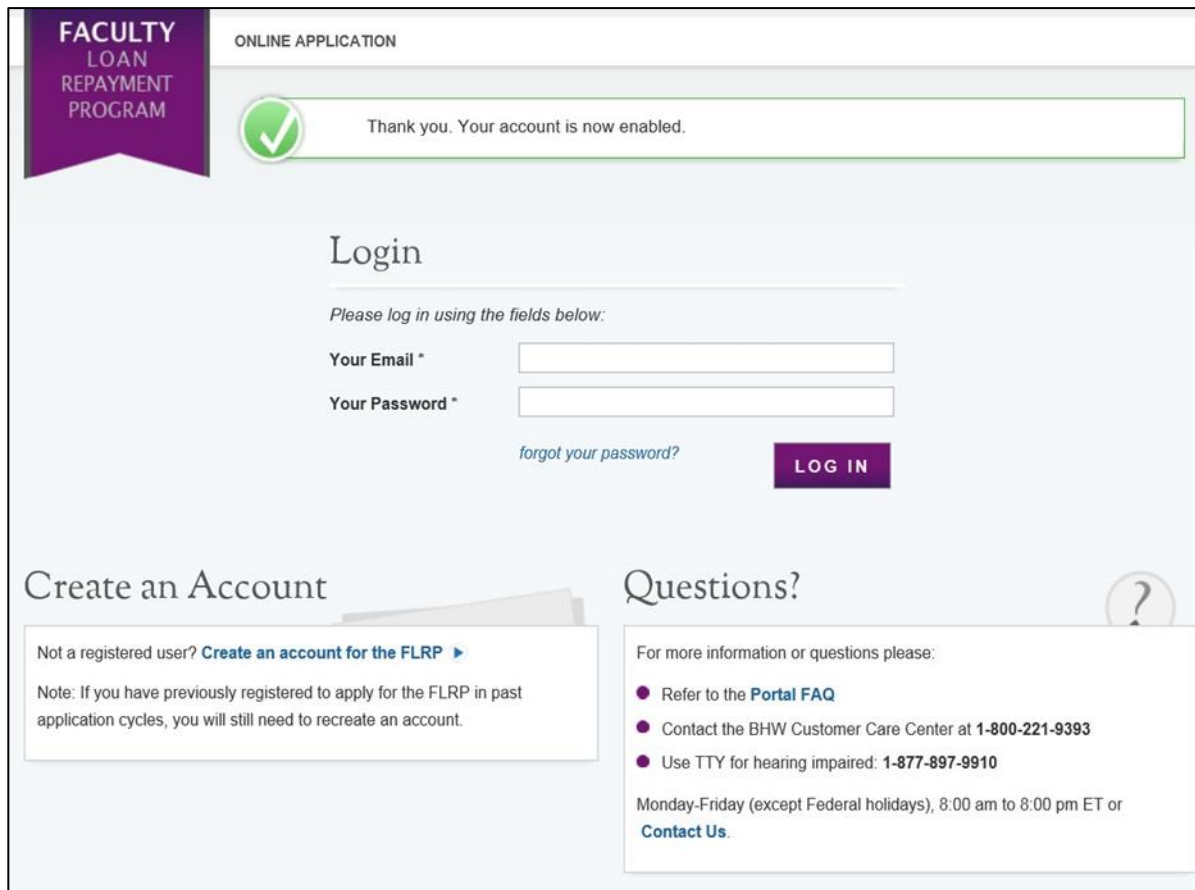
- [Refer to the Portal FAQ](#)
- Contact the BHW Customer Care Center at 1-800-221-9393
- Use TTY for hearing impaired: 1-877-897-9910

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

Figure 1: Create Account Link

Section 2: Logging In

Once an applicant activates the account, the applicant is able to log in. The applicant will enter the email address (username) and password used when creating the account in order to log in. If the applicant forgets the password, the applicant can select the “forgot your password?” link to reset the password; this will be later.



The screenshot displays the 'FACULTY LOAN REPAYMENT PROGRAM' header on the left. The main heading is 'ONLINE APPLICATION'. A green checkmark icon is followed by the message: 'Thank you. Your account is now enabled.' Below this is a 'Login' section with the instruction 'Please log in using the fields below:'. It contains two input fields: 'Your Email *' and 'Your Password *'. A link 'forgot your password?' is positioned below the password field. A purple 'LOG IN' button is to the right. At the bottom left, there is a 'Create an Account' section with a note about re-creating an account. At the bottom right, a 'Questions?' section provides contact information for the BHW Customer Care Center, including a phone number and a 'Contact Us' link.

Figure 2: Account Enabled Message

Steps:

1. Applicant enters his/her email address and password
2. Applicant selects “Log In”
3. System re-directs applicant to the FLRP Online Application Home Page.

Business Rules:

- After selecting the activation link in the email, the system notifies the applicant that the account is activated (this only happens once on the initial log in).
- After the applicant’s second failed log in attempt, the applicant will be warned that the account will be locked if the next log in attempt is incorrect.
- The applicant’s account will be locked after the third failed log in attempt and the applicant will be required to go through the “Forgot your Password” process or contact the Call Center to unlock their account.

Section 3: Home Page

Upon logging into the application, the applicant will first see the Home Page. The Home Page will display content as it relates to the application status. If the applicant is in “Not Started” status, the page will display an outline of the FLRP application and a button that allows the applicant to begin the application. Once the application has started, the status will be “In Progress” and the Home Page will display a table with the application progress.

The screenshot shows the 'FACULTY LOAN REPAYMENT PROGRAM' logo on the left. The main header area includes 'ONLINE APPLICATION' and links for 'Account Settings' and 'Log Out'. The title 'Faculty Loan Repayment Program' is prominently displayed. The main content area contains a welcome message, the application ID '15783', and instructions to read the '2021 FLRP Application Program Guidance'. It lists required supporting documents that must be uploaded online, including proof of citizenship, disadvantaged background, service obligation, employment authorization, institution verification, employment contract, curriculum vitae, transcripts, health professional degree, letter of good standing, employer's agreement, payment history, and loan supporting documents.

FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION [Account Settings](#) [Log Out](#)

Faculty Loan Repayment Program

Welcome to the 2021 Faculty Loan Repayment Program (FLRP) Online Application

Application ID: 15783

Thank you for your interest in the Faculty Loan Repayment Program (FLRP). Please be sure to carefully read the [2021 FLRP Application Program Guidance](#) before starting the application. The FLRP application is made up of two parts: the online application and supporting documents.

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

The following documents must be uploaded online:

- Proof of U.S. Citizenship or U.S. National; Lawful Permanent Resident
- **Proof of Disadvantaged Background from School Official**
- Existing Service Obligation/Member of Reserves Document (if applicable)
- **Authorization for Release of Employment Information**
- **Institution Employment/Loan Repayment Verification Form**
- Copy of Employment Contract and/or Letter of Employment
- Curriculum Vitae/Resume
- Unofficial Transcripts (for all schools you are requesting loan repayment)
- Copy of health professional degree or certificate (if school is completed)
- Letter of good standing from your Program Director with your expected graduation date (if in last year of school)
- Employer's Agreement or Waiver of Loan Repayment Match
- Payment History (if you have previously received a FLRP award)
- Loan Supporting Documents

Figure 3: FLRP Application Home Page

- A bank issued document with the account number, original date of the loan, and the original amount of the loan. This can be an Account Statement, Aid Summary Report, or Disbursement Report.
- Documentation for loans not subject for cancellation (if applicable)

The online application is made up of several sections. The first section that must be completed is Eligibility. You will not be able to continue with the application if you are found ineligible for a FLRP award based on your responses in this section. Once you are found eligible to participate in the program, you will be able to save your information and move on to the General Information section. The system will prevent you from accessing the next section until you have completed all required fields in the prior section. The online application consists of the following sections:

1. Eligibility
2. General Information
3. Qualified Education
4. Loan Information
5. Employment Information
6. Supporting Documents
7. Certification
8. Review and Submit

Prior to submitting, you will have the opportunity to review your online application. Please do so carefully. Once the application has been submitted, you will not be able to update or change application answers provided. Your final application will be available for review, download, and printing.

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

The final submission date is July 1, 2021 at 7:30 P.M. ET. Remember to log into the FLRP online application to check the status of your application.

Paperwork Reduction Act Public Burden Statement

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START MY APPLICATION

Figure 4: FLRP Application Home Page (continued)

If the applicant has already started a FLRP online application and is logging back in, the home page will display the "In Progress" status if the applicant has already started his/her FLRP online application and logged off, upon logging back in, he/she are directed to the Home Page. The Home Page will now display "In Progress" status, and the applicant will be able to select "Continue" or a link to the desired section from the table.

Steps:

1. Applicant reads information on status page (**Figure 5**)
2. Applicant selects to navigate to a specific section by selecting the active link to the desired page name in the table.
 - a. Only pages that have been completed or are in progress can be selected.
3. Applicant selects “Continue” and the system directs the applicant to the first incomplete page.

Business Rules:

- The system shall only link pages that are in a “Complete” or “In Progress” status. The applicant will not be able to navigate to a page that has a “Not Started” status.
- If the applicant selects “Continue”, the applicant will be taken to the first incomplete page. For example, if Education Information is “Complete”, the system shall direct the applicant to the Loan Information if “Continue” is selected from the status page.

ACULTY
LOAN
REPAYMENT
PROGRAM

ONLINE APPLICATION [Account Settings](#) [Log Out](#)

Faculty Loan Repayment Program

Welcome to the 2021 Faculty Loan Repayment Program (FLRP) Online Application

Your Application Status is: **In Progress**

Application ID: 15783

Please proceed with the application by clicking on the link of a section below. For more information, please refer to the [2021 FLRP Application Program Guidance](#), which outlines the eligibility criteria.

Application Steps

Page Name	Status
Eligibility	Complete
General Information	In Progress
Education	Not Started
Loan Information	Not Started
Employment Information	Not Started
Supporting Documents	Not Started
Certification	Not Started
Review and Submit	Not Started

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CONTINUE

Figure 5: Application Status Page

Section 4: Eligibility

The Eligibility Page is used to determine if an applicant meets the basic eligibility requirements for the Faculty Loan Repayment Program. If the applicant is deemed eligible based on the answers provided on this page, the rest of the application will be available for completion. If the applicant is deemed ineligible, the applicant will receive a screen detailing the eligibility requirements. The system will not tell the applicant what combination of answers caused the applicant to be deemed ineligible. The applicant has the opportunity to return to the Eligibility page to alter any answers.

Steps:

1. Applicant answers all required questions (**Figure 6**).
2. Applicant selects “Continue” once they have answered all eligibility questions.
3. Applicant will be directed to General Information page if found eligible.

Business Rules:

- If the applicant answers “Yes” to question 5, the system will display two sub-questions.
 - Each sub-question is required
 - If the applicant indicates “Yes” for “*Will it be completely satisfied on or before the application deadline?*”, they will be required to provide supporting documentation on the Supporting Documents section of the application.
- The applicant may select any tool tip for additional information on specific questions.

FACULTY
LOAN
REPAYMENT
PROGRAM

ONLINE APPLICATION

Account Settings
Log Out

1 Eligibility

2 General Information

3 Qualifying Education

4 Loan Information

5 Employment Information

6 Supporting Documents

7 Self Certification

8 Review & Submit

Eligibility

* required field

1. Do you or will you have a degree in an eligible health profession discipline, as defined by the [2021 FLRP Application Program Guidance](#) before June 25, 2021? *

☐ Yes
☐ No

2. Do you or will you have an employment commitment from an eligible health professions school for a full-time or part-time (as defined by the school) faculty position for a minimum of 2 years, with employment to commence on or before June 25, 2021? *

☐ Yes
☐ No

3. Has your school certified you as having a disadvantaged background? *

☐ Yes
☐ No

4. Are you a U.S. Citizen, U.S. National or Lawful Permanent Resident? *

☐ Yes
☐ No

5. Do you have an existing service obligation? *

☐ Yes
☐ No

6. Do you have a judgment lien against your property from a Federal debt? *

☐ Yes
☐ No

7. Are you currently in default on any Federal debt? *

☐ Yes
☐ No

CONTINUE

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Figure 6: Eligibility Page

Section 5: General Information

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

Steps:

1. Applicant answers required fields (**Figure 7 - 8**)
2. Applicant selects "Continue" once they have answered all required fields.
3. Applicant will be directed to the Education Information page if all required fields are entered.

Business Rules:

- Required fields are denoted with an asterisk.
- The applicant is required to answer the race and ethnicity demographic question
 - The user has an option to select "I do not wish to disclose"
- The following fields are populated from answers entered during the create account process:
 - First Name
 - Last Name
 - Middle Initial
 - Title
 - Suffix
- If the applicant selects a country other than the United States, the State/Province/Region field transforms from a dropdown to a required text field.
- Only the last four numbers of the applicant's SSN is displayed after the page is saved (xxx-xxx-1234).
- The applicant will not be able to move forward if the SSN associated with the account is found to:
 - Have defaulted on a previous BHW obligation
 - Have an existing service with an obligation end date past the application deadline
 - Exist in another FLRP application account
- If applicant indicates that one of his/her phone numbers is a non-U.S. #, the field updates from a U.S. phone format field to a text field.
- Applicant Birth Date must be prior to application cycle start date.
- The Account Settings page will contain the following pre-populated fields upon submission of the application:
 - Applicant home Current Mailing Address
 - Applicant Preferred (Primary) Number
 - Applicant Alternate (Secondary) Phone Number

General Information

* required field

1. FULL NAME

First Name *

Last Name *

Middle Initial

Title

Suffix

2. MAILING ADDRESS

Line 1 *

Line 2

Country *

State / Province / Region / Territory *

City *

Zip / Postal Code *

3. PHONE

☐ My phone number is a non-U.S. #

Preferred Phone *

☐ My phone number is a non-U.S. #

Alternate Phone

4. SOCIAL SECURITY NUMBER

SSN * 

Confirm SSN *

Figure 7: General Information Page

5. PLACE OF BIRTH

Please Note: All applicants must provide documentation of their status as a U.S. citizen or U.S. National. Examples: Birth Certificate, Copy of certificate of citizenship of naturalization, U.S. Passport ID page, or Green Card. A Professional License, Driver's License, or Social Security Card will not be acceptable forms of documentation.

Country *

State / Province / Region / Territory *

City *

Date of Birth * 

6. DEMOGRAPHICS

Please indicate your gender ☐ Male ☐ Female

Please indicate your ethnicity * ☐ Hispanic or Latino ☐ Not Hispanic or Latino ☐ I do not wish to disclose

Please indicate your race * ☐ American Indian or Alaskan Native
☐ Asian
☐ Black or African-American
☐ Native Hawaiian
☐ White
☐ Other
☐ I do not wish to disclose

7. PREVIOUS AWARD

Have you previously received a FLRP award? * ☐ Yes ☒ No

CONTINUE

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Figure 8: General Information Page (continued)

Section 6: Qualifying Education

The Qualifying Education page collects eligible discipline, graduation status and other relevant education information from applicants.

Steps:

1. Applicant selects eligible discipline and answers **(Figure 9)**
2. Applicant indicates if they are currently enrolled in a health professions school.
3. Applicants selects 'Save', at which point the eligible discipline is saved.
4. Applicant enters required school information in the "Add a New School" section **(Figure 10)**
 - a. Applicant selects the checkbox if they did or will receive a degree in their eligible health profession discipline
 - b. If the applicant indicates that they did or will receive a degree in their eligible health profession discipline, the applicant will be required to indicate the type(s) of degree received and date received.
5. Applicant selects "Choose File" to select the appropriate document (unofficial transcript) to upload.
6. Applicant selects "Add and Save this school" in order to save the entered school information.
7. Applicant can edit or delete school information entered by selecting "Edit" or "Delete" next to the school information he/she wish to edit or delete.
8. After choosing to edit a school, the applicant selects "Add/Update this school" to save changes and updates.
9. Applicant selects **OK** to confirm intent to delete a school.
10. Applicant selects 'Continue' once all schools have been added to the table and all required fields have been entered.
11. Applicant will be directed to Loan Information page if all required fields are entered.

The screenshot shows the 'Qualifying Education' page of the 'FACULTY LOAN REPAYMENT PROGRAM' online application. The page has a purple banner on the left with the program name. A navigation bar at the top includes 'ONLINE APPLICATION' and links for 'Account Settings' and 'Log Out'. Below this is a progress bar with eight steps: 1. Eligibility, 2. General Information, 3. Qualifying Education (highlighted), 4. Loan Information, 5. Employment Information, 6. Supporting Documents, 7. Self Certification, and 8. Review & Submit. The main heading is 'Qualifying Education' with a note '* required field'. The form contains two questions: 'What is your eligible discipline? *' with a dropdown menu showing 'Select', and 'Are you currently enrolled in a health professions school? *' with radio buttons for 'Yes' and 'No'. A purple 'SAVE' button is at the bottom right. At the very bottom, it says 'OMB No. 0915-0150 Expiration Date: 08/31/2021'.

Figure 9: Qualifying Education Page

Business Rules:

- If applicant checks box “I did or will receive my degree in my eligible health profession discipline (indicated above) from this school” then the applicant must select the type of degrees received and date degree received in Question 4.
- Applicant must enter at least one school at which the applicant received or will receive an eligible degree/discipline in order to continue.
- The School End Date and Received Degree Date (if applicable) of each school must be before or on 6/28 of the current fiscal year in order for the applicant to be eligible.
- The School End Date must be on or before the Received Degree Date.
- The School Start Date must be:
 - After Birth Date
 - Prior to Current Date
 - Before School End Date
- The applicant must submit an unofficial transcript for each school entered on the qualifying education page in order to continue to the Loan Information.

Section 7: Loan Information

The Loan Information page collects the applicant's information regarding the loan information the applicant will submit with his/her FLRP Application. The applicant will be required to provide the loan account servicing lender, original amount, balance, related dates and supporting documentation for each loan submitted.

The screenshot shows the 'FACULTY LOAN REPAYMENT PROGRAM' logo on the left. The top navigation bar includes 'ONLINE APPLICATION', 'Account Settings', and 'Log Out'. A progress bar at the top lists eight steps: 1. Eligibility, 2. General Information, 3. Qualifying Education, 4. Loan Information (highlighted in purple), 5. Employment Information, 6. Supporting Documents, 7. Self Certification, and 8. Review & Submit.

Loan Information

You must enter loan information for each servicing lender associated with the loans you wish to be considered for repayment.

Your original loan date(s) must coincide with your eligible education dates entered on the Qualifying Education page for loans to be considered by FLRP for repayment.

If you have multiple loans with the same servicing lender, you must enter details for each loan.

Please click "Add a New Loan" to add a loan you are submitting for loan repayment. You must do this for each loan you wish to submit. Once you have added all of the loans you wish to submit for repayment, you may continue.

You will be able to review your loan documents on the Supporting Documents page.

You have not added any loans yet, click "Add a New Loan" below.

Add a New Loan

CONTINUE

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Figure 11: Loan Information Page

Steps:

1. Applicant selects “Add a New Loan” (**Figure 11**)
2. Applicant is directed to the Loan Details page (**Figure 12**)
3. Applicant selects “Continue to Documents” once he/she has answered all required fields.
4. On the Supporting Documents page for the loan, the applicant will upload the required documentation for each loan (**Figure 13**).
5. Applicant selects the type of document he/she wants to upload.
6. Applicant selects ‘Choose File’ to find the file that contains the document selected.
7. Applicant selects “Upload” to upload the file selected.
8. Applicant will see the documents that have been uploaded, the type of document uploaded and the status of the document.
 - a. The applicant will also have the option to remove the document in a table at the bottom of the page.
9. Applicant will repeat steps 1-7 for each loan submitted for repayment.
10. Applicant selects “Save” once he/she have uploaded all required documents.
11. After selecting “Save”, the applicant will be directed to a loan summary page where he/she can view each loan submitted under each servicing lender with the loan’s account number, balance, and if the applicant uploaded all required documents for the loan (**Figure 14**).

Business Rules:

- If the applicant selects “Other” to Question 1 “Name of Current Servicing Lender,” the applicant will be required to enter the name of the servicing lender, phone number, and fax number.
- If the applicant answers “Yes” to Question 7 “Is this loan in default?” the applicant will be required to provide the date of default.
- If the applicant answers “Yes” to Question 8 “Is this loan under federal court judgment?” the applicant will be required to provide the date of judgment.
- If the applicant answers “Yes” to Question 9 “Was this loan sold?” the applicant will be required to provide the name of the original servicing lender.
- If the applicant answers “Yes” to Question 10 “Is this a consolidated loan,” the applicant will be required to give the number of loans that have been consolidated and the original dates of each consolidated loan.
- The applicant will be required to provide supporting documentation for each loan entered in order to submit the application. The applicant will be prompted to upload the documents on the Loan Supporting Documents page. The applicant may continue, but will not be able to submit the application until all supporting documents are uploaded. The required documents are determined by the loan type.

FACULTY
LOAN
REPAYMENT
PROGRAM

ONLINE APPLICATION

Account SettingsLog Out

Loan Details

** required field*

[Back to Loan Information](#)

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

1. Name of current servicing lender *

Access Group

2. Loan account number *

12345678

3. Original date of the loan *

10/10/2012

4. Original amount of the loan *

\$150,000.00

5. Current balance (Principle & Interest) *

\$100,000.00 as of 10/06/2018

6. Type of loan *

Alternative Loan

7. Is this loan in default? *

☐ Yes ☒ No

8. Is this Loan under Federal court judgment? *

☐ Yes ☒ No

9. Was this loan sold? If you are unsure, ask your servicing lender. *

☐ Yes ☒ No

10. Is this a consolidated loan? *

☐ Yes ☒ No

CANCEL

CONTINUE TO DOCUMENTS

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Figure 12: Loan Details

Supporting Documents

[Back to Loan Information](#)

Select the document you would like to upload and then click "Upload".

This documentation is required to establish that the loan coincides with the education periods entered on the Qualifying Education section of the application.

Required Loan Supporting Document: This document should be bank issued. It must reflect the loan account number, original date of loan, and original amount of loan. If the Required Loan Supporting Document does not reflect account number, original date, and amount of loan, please upload an Additional Loan Supporting Document that reflects this information. Examples of documents that may reflect some or all of this information: Account Statement, Aid Summary Report, Disbursement Report, Promissory Note

Optional Additional Loan Supporting Document(s): This document should be bank issued. It should be an additional supporting document that reflects any information missing on the Required Loan Supporting Document. You may upload as many Additional Loan Supporting Documents as need.

Consolidated Loan Supporting Document(s): If you have consolidated this loan, you must attach supporting document(s) for the original loans or a copy of the consolidated promissory note for each loan included in the consolidated loan. This document must be bank issued and must show the original amount, original date of the loan, and type of loan. You may upload as many supporting documents as needed.

Please note: The maximum document file size is 4MB. The following file types are suitable for being uploaded: jpg, doc, pdf.

- ☐ Required Loan Supporting Document
- ☐ Additional Loan Supporting Document (Optional)
- ☐ Consolidated Loan Supporting Document

No file chosen

UPLOADED DOCUMENTS

Document Title	Document File	Status	Action
Required Loan Supporting Document	Sample Application Document.pdf	Received	Remove
Additional Loan Supporting Document (Optional)	Sample Application Document.pdf	Received	Remove
Consolidated Loan Supporting Document	Sample Application Document.pdf	Received	Remove

Figure 13: Loan Supporting Documents

Business Rules (continued):

- Applicants will have the option to edit any loans that have been entered by selecting Edit in the loan summary table. This will direct the applicant to the loan details page where the applicant may edit the loan information or remove the loan from the application.
- Applicant will have the option to delete any loan document that has been uploaded by selecting Remove in the uploaded documents table next to the document.
- The loan information page will display each servicing lender. The details associated with the servicing lender will be collapsed, and can be expanded to view the account number, balance, status of uploaded documents, and option to edit the loan.
- System shall require that Original Date of Loan be:
 - No more than (3) months prior to earliest school start date, if No to Consolidated Loan
 - No more than (3) months after latest School End Date, if No to Consolidated Loan
 - After Loan Consolidated Dates, if applicant indicated that the loan was consolidated
 - Prior to Loan in Default/Loan Judgment Dates, if Yes to Loan in Default or Loan under Judgment
- System shall require Consolidated Loan Dates to be:
 - No more than 3 months prior to earliest school start date
 - No more than 3 months after latest school end date
 - Prior to Original Date of Loan
- The application will automatically remove any document uploaded for Consolidated Loans if the loan is edited and the Consolidated Loan supporting document is no longer required.

Loan Information

You must enter loan information for each servicing lender associated with the loans you wish to be considered for repayment.

Your original loan date(s) must coincide with your eligible education dates entered on the Qualifying Education page for loans to be considered by FLRP for repayment.

If you have multiple loans with the same servicing lender, you must enter details for each loan.

Please click "Add a New Loan" to add a loan you are submitting for loan repayment. You must do this for each loan you wish to submit. Once you have added all of the loans you wish to submit for repayment, you may continue.

You will be able to review your loan documents on the Supporting Documents page.

ACCESS GROUP

SUN TRUST

Account #	Balance	Submitted All Required Docs ?	Action
22222	12,000	YES	Edit

Add a New Loan

CONTINUE

Figure 14: Loan Summary Page

Section 8: Employment Search & Information

The Employment Information page asks for the applicant's current employment information. FLRP applicants must apply with a school as the site of employment.

Steps:

1. Applicant enters required information for the employment site (**Figure 15**)
2. Applicant selects "Search"
3. Applicant chooses the appropriate school from the list of search results. If the applicant does not see the correct school on the list of results, the option at the bottom of the results list, "I do not see my school listed. Please add this school with the address above as the accredited school at which I am employed" should be selected.
4. Upon selecting a school, the applicant will be required to enter all required fields (**Figure 16**)
5. Applicant selects "Continue"

Business Rules:

- Applicant must enter a school name and address in order to continue.
- Applicant must indicate contract duration and contract appointment dates if response to appointment status = Not Tenured
 - Applicant must select appointment duration months from dropdown if "Other" is selected
 - Appointment End Date must be after Appointment Start Date
 - Appointment Start Date must be on or prior to July 31st of the current fiscal year

1 Eligibility

2 General Information

3 Qualifying Education

4 Loan Information

5 Employment Information

6 Supporting Documents

7 Self Certification

8 Review & Submit

Employment Search

** required field*

Search for the name and address of the accredited school at which you are employed.

Please type out the full address; use "Street" instead of "St."

Name *	university of maryland
Address Line 1 *	123 Street Lane
Address Line 2	
City *	Anytown
State or Territory *	Maryland
Zip / Postal Code *	00000

Search

SEARCH RESULTS

☐ Anne Arundel Community College, ANNE ARUNDEL COMM COLL, 101 COLLEGE PARKWAY, ARNOLD, MD, 21012

☐ Bowie State University, BOWIE STATE UNIVERSITY, SCHOOL OF NURSING, BOWIE, MD, 20715

☐ I do not see my school listed. Please add this school with the address above as the accredited school in which I am employed

CONTINUE

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Figure 15: Employment Search

1 Eligibility

2 General Information

3 Qualifying Education

4 Loan Information

5 Employment Information

6 Supporting Documents

7 Self Certification

8 Review & Submit

Employment Information

** required field*

The answers in this section must correspond with the answers on the Institution Employment/Loan Repayment Verification Form. Inaccurate or inconsistent information entered in this section will result in your application not receiving an accurate ranking and not being considered for funding.

1. Accredited School at which you are employed

Anne Arundel Community College
ANNE ARUNDEL COMM COLL
101 COLLEGE PARKWAY
ARNOLD, MD 21012, United States

Search Again

2. Are you working full time or part time? *

☐ Full Time ☐ Part Time

3. What is your position title? *

4. What is your appointment status? *

☐ Tenured ☐ Not Tenured

CONTINUE

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Figure 16: Employment Information

Section 9: Supporting Documents

The Supporting Documents page displays all required documentation that an applicant must submit with his/her FLRP application. Applicants may be required to upload documents that correspond to the answers provided on the application.

The screenshot shows the 'Supporting Documents' page of an application system. At the top, there is a progress bar with eight steps: 1. Eligibility, 2. General Information, 3. Qualifying Education, 4. Loan Information, 5. Employment Information, 6. Supporting Documents (highlighted in purple), 7. Self Certification, and 8. Review & Submit. Below the progress bar, the title 'Supporting Documents' is displayed. The main content area contains instructions: 'Select the document you would like to upload and then click "Upload". You may download a blank form to the corresponding document from the "Uploaded Documents" table.' It also states: 'If your document has multiple pages, please upload all pages as a single document. There is only one space for each required document. The maximum document file size is 4MB. The following file types are suitable for being uploaded: jpg, doc, pdf.' Further instructions specify valid documents for Proof of U.S. Citizenship or U.S. National (birth certificate, certificate of citizenship of naturalization, U.S. Passport ID page, or Green Card) and request a letter of employment for tenured faculty. A list of document types is provided with radio buttons: Proof of Disadvantaged Background from School Official, Employer's Agreement or Waiver of Loan Repayment Match, Institution Employment/Loan Repayment Verification Form, Copy of Employment Contract/Letter of Employment, Letter of good standing from your Program Director with your expected graduation date, Proof Of U.S. Citizenship or National/Lawful Permanent Resident, Authorization to Release Information, Additional Supporting Document, and Curriculum Vitae/Resume. At the bottom, there is a 'Choose File' button, the text 'No file chosen', and a purple 'Upload' button.

Figure 17: Supporting Documents

Steps:

1. Applicant selects the type of required document intended to upload (**Figure 17**).
2. Applicant selects "Browse" to find the document he/she wishes to upload.
3. Applicant selects "Upload" when he/she selects the appropriate document.
4. Applicant repeats these steps for all of the required documents.
5. Applicant selects "Continue" (**Figure 18**).

Business Rules:

- The file name of the uploaded documents will be displayed.
- Applicant can upload the following formats:
 - Jpg
 - .doc
 - .pdf
 - .txt
- Applicant can upload document size up to 4 MB.
- The document status will be updated as:
 - Not Received
 - Received
- A transcript will be required for each school submitted on the Qualified Education page for the applicant to continue.
- If the applicant answered “Yes” to Existing Service Complete Prior to Deadline on the Eligibility page, a “Service Obligation Document” is required for the applicant to continue.
- If the applicant answered “Yes” to Still in School on the Education page, a Letter of Good Standing is required in lieu of a copy of diploma or certificate.
- If the applicant answered “Yes” to Previously Received FLRP Award on the General page, a copy of the most recent FLRP Payment History will be required.
- The applicant will be able to view documents that have been uploaded after application submission.
- All required documents must have a status of “Received” for the applicant to submit the application.
- The Document Type of each loan under the Loan Documents table will be displayed based on the type of loan document:
 - Required Loan Supporting Document
 - Additional Loan Document
 - Consolidated Loan Supporting Document
- The loan service and account number will be displayed next to each loan document uploaded. The required loan documents and required school transcripts must be uploaded on the Loan Information page and Qualified Education page respectively. The status of the documents will be reflected on the Supporting Documents page.

UPLOADED DOCUMENTS

Document Title	Document File	Status
Proof Of U.S. Citizenship or National/Lawful Permanent Resident		Not Received
Proof of Disadvantaged Background from School Official		Not Received
Authorization to Release Information		Not Received
<u>Institution Employment/Loan Repayment Verification Form</u>		Not Received
Copy of Employment Contract/Letter of Employment		Not Received
Curriculum Vitae/Resume		Not Received
Letter of good standing from your Program Director with your expected graduation date		Not Received
Employer's Agreement or Waiver of Loan Repayment Match		Not Received

TRANSCRIPTS

Document Title	Document File	Status
university of Maryland Unofficial Transcript	Testdocument.pdf	Received

LOAN DOCUMENTS

Service & Account #	Document Type	Status
Access Group 1234567890	Required Loan Supporting Document	Received

CONTINUE

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Figure 18: Uploaded Supporting Documents

Section 10: Self-Certification

The purpose of the Self-Certification page is for the applicant to confirm the statements regarding debarment, suspension, disqualification and related matters form. The applicant also gives authorization for disclosure of financial information. The applicant must agree to these certifications in order to submit the FLRP application.

Self Certification

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

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

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

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

2. AUTHORIZATION FOR DISCLOSURE OF FINANCIAL INFORMATION:

☒ Pursuant to the Rights to Financial Privacy Act of 1978 (RFPA) (12 USC 3404), having read the [statement of my RFPA rights](#) I hereby authorize the government or financial institution named in item 1 and/or 9 on each Loan Details page to release financial records relating to educational loans(s) identified on the Loan Details page to the Faculty Loan Repayment Program for the purpose of assessing and verifying the amount and eligibility of the educational loan for payment under the Faculty Loan Repayment Program. This authorization is valid for 6 months from the date of my signature, and may be revoked in writing at any time before my records are disclosed. *

CONTINUE

Figure 19: Self-Certification

Steps:

1. Applicant reads the Certification Regarding Debarment, Suspension, Disqualification and Related Matters statement (**Figure 19**)
2. Applicant checks the that certifies to the statement
3. Applicant reads the Authorization for Disclosure of Financial Information
4. Applicant selects "Continue"

Business Rules:

- The applicant must check both boxes to continue.
- The applicant will be directed to the Review and Submit page after he/she completes the certification page.

Section 11: Review & Submit

The Review & Submit page is the final opportunity that the applicant has to review and update the application prior to submission. The Review & Submit page has a table with each section and the status of that section. The applicant can select the top navigation menu or a link in the Review & Submit table to view the chosen page.

Review & Submit

Please review each of the sections listed below prior to submitting your application.

Please Note: Do not submit your application until you are certain it is complete. Once the application has been submitted you will not be able to make updates or changes to your application.

After submission, your final application will be available to review, download, and print in PDF format on the Home page. All supporting documents will be listed on the Home page. The review of 2021 applications will be completed by 9/30/2021.

Application Steps

Page Name	Status
Eligibility	Complete
General Information	Complete
Education	Complete
Loan Information	Complete
Employment Information	Complete
Supporting Documents	Complete
Certification	Complete
Review and Submit	In Progress

SUBMIT YOUR APPLICATION:

I certify that the information given in this application, including supporting documentation uploaded into this application, is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any willfully false representation is sufficient cause for rejection of this application, or, if awarded faculty loan repayment, that I am liable for repayment of all awarded funds and further that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 21001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (45 CFR 79)

Password *

SUBMIT

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Figure 20: Review & Submit Page

Steps:

1. Applicant reviews the application (**Figure 20**).
2. Applicant enters the password and selects

Business Rules:

- Applicant may view and edit any page of the application by clicking on the page name before submitting.
- Applicant must enter in their correct password in order to submit the application.
- All page statuses except for the review and submit must be complete in order for the applicant to submit the application.

Section 12: Home Page (“Submitted” status)

After the applicant submits the FLRP application, the home page will display a “Submitted” status (see figure 13.1). The home page will always display the overall application status. Additionally, the page will provide the applicant links to the uploaded supporting documentation. The tables are divided by type of documents, with the supporting documentation in the first table, transcripts in the second table, and the loan documents in the last table. The table displays the document title, the document file, and the status (which will all be received), and provides the applicant the ability to view each document. The applicant will also have the ability to update the Account Settings, view the submitted application (in .pdf, non-editable form) and view the FAQs page.

**FACULTY
LOAN
REPAYMENT
PROGRAM**

ONLINE APPLICATION

Account SettingsLog Out

Faculty Loan Repayment Program

Welcome to the 2021 Faculty Loan Repayment Program (FLRP) Online Application

You have submitted your 2021 Faculty Loan Repayment Program online application!

Your Application Status is: **Submitted**

This stage of the review process consists of checking the accuracy and completeness of each supporting document you uploaded to your application. Please make sure you keep your contact information up to date on the Account Settings page.

Application ID: 15783

[View your submitted application](#)

Received Documents

Document Title	Document Name	Status
Proof Of U.S. Citizenship or National/Lawful Permanent Resident	Testdocument.pdf	Received
Proof of Disadvantaged Background from School Official	Testdocument.pdf	Received
Authorization to Release Information	Testdocument.pdf	Received
Institution Employment/Loan Repayment Verification Form	Testdocument.pdf	Received
Copy of Employment Contract/Letter of Employment	Testdocument.pdf	Received
Curriculum Vitae/Resume	Testdocument.pdf	Received
Letter of good standing from your Program Director with your expected graduation date	Testdocument.pdf	Received
Employer's Agreement or Waiver of Loan Repayment Match	Testdocument.pdf	Received

Transcripts

Document Title	Document File	Status
university of Maryland Unofficial Transcript	Testdocument.pdf	Received

Loan Documents

Servicer & Account Number	Document Name	Status
Access Group 1234567890	Required Loan Supporting Document	Received

Figure 21: Submitted Landing Page

Section 13: Resolving Issues

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

For Technical Issues:

- a. When a technical issue is encountered, e.g. Applicant cannot upload supporting documents, the Call Center should log this issue in the BMISS Issue Tracker with the applicant's contact information and a description of the problem. At this point, the BMISS HyperCare Support Team would define and resolve the issue as well as notify the Call Center analyst of the resolution.
- b. **Call Center email:** GetHelp@hrsa.gov
- c. **Call Center phone number:** 1-800-221-9393 or TTY for hearing impaired at 1-800-897-9910

For Logging Issues:

- a. When logging issues into the BMISS Issue Tracker (<http://www.hrsabmissspuat.com:1000/default.aspx>) – Log issues as “FLRP Online App” for the *Type of Issue* field.
 - Attach a screenshot to the issue (if applicable)
 - Include the following details in the *Summary* section:
 - Applicant information: Full name, email, phone number, unique ID and last four of SSN
 - The exact Online Application screen the applicant was on when the issue occurred
 - The Web Browser the applicant was using
 - The frequency of the issue

For Program Related Issues:

- a. If an applicant has a program question, the Call Center will try to answer the problem by referring to the Application and Program Guidance. If the Call Center is unable to answer the question, the Faculty Loan Repayment Program should be contacted by Call Center.

Online Application Program Related Issues Contacts:

- **FLRP main email:** NURSECORPSLRPSupport@hrsa.gov
- **FLRP main phone number:** 301-594-4098

Capturing Applicant Information:

- The following applicant information should be captured and as much detail of the issue as possible:
 - First and Last Name
 - Email Address
 - Phone Number
 - Unique ID
 - Section of online application the user was on when the problem was encountered
 - Detailed summary of the problem
 - Supporting Document (If applicable)