



BHW Management Information System Solution (BMISS)

Faculty Loan Repayment Program Online Application User Guide

May 2015



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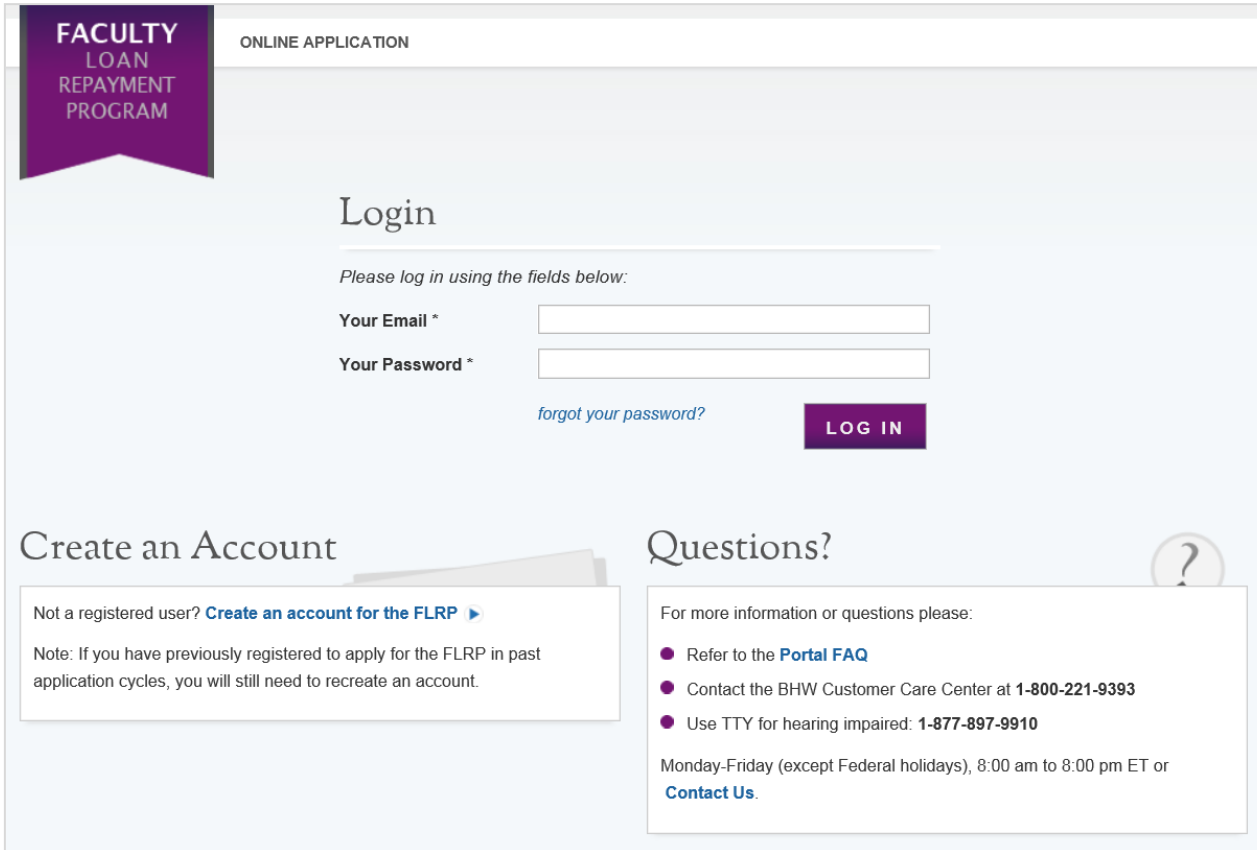
Introduction: FLRP Online Application User Guide

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



**FACULTY
LOAN
REPAYMENT
PROGRAM**

ONLINE APPLICATION

Login

Please log in using the fields below:

Your Email *

Your Password *

[forgot your password?](#) **LOG IN**

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.

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](#).

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

Steps:

1. Applicant navigates to the online application via the web link:
<https://programportal.hrsa.gov/extranet/landing.seam>
2. Applicant selects the “Create a FLRP Application Account” link in the bottom left hand section of the page



The applicant will be prompted to fill in a series of fields in order to create an account. Once the applicant selects “Create,” the system will send an activation email to the email address provided when creating an account.

FACULTY LOAN REPAYMENT PROGRAM ONLINE APPLICATION [Login](#)

Create My Account

** required field*

Please enter the information below to create your account for the Online Application. Once you complete and submit the information, you will receive access to login and complete the Online Application. Prior to creating your account, please refer to the [2015 Faculty Loan Repayment Program \(FLRP\) Application Program Guidance](#) which outlines eligibility criteria.

How did you hear about FLRP? *

Have you applied to any other loan repayment programs? * ☐ Yes ☐ No

First Name *

Last Name *

Middle Initial

Title

Suffix

Email *

Confirm Email *

Create Password *

Confirm Password *

Security Question *

Security Answer *

CREATE

Steps:

1. Applicant responds to each of the required fields
2. Applicant selects **CREATE** to register for an account with the Faculty Loan Repayment Program (FLRP).
3. System prompts the user at the top of his/her screen that “We have successfully created your account. Please check your email for instructions how to enable your account.”
4. Applicant goes to the email account used to create the FLRP application and finds the email from FLRP in the inbox.
5. Applicant selects the activation link in the body of the email.
6. System re-directs the applicant to the FLRP application “Log In” page, with a notification that his/her account is now activated

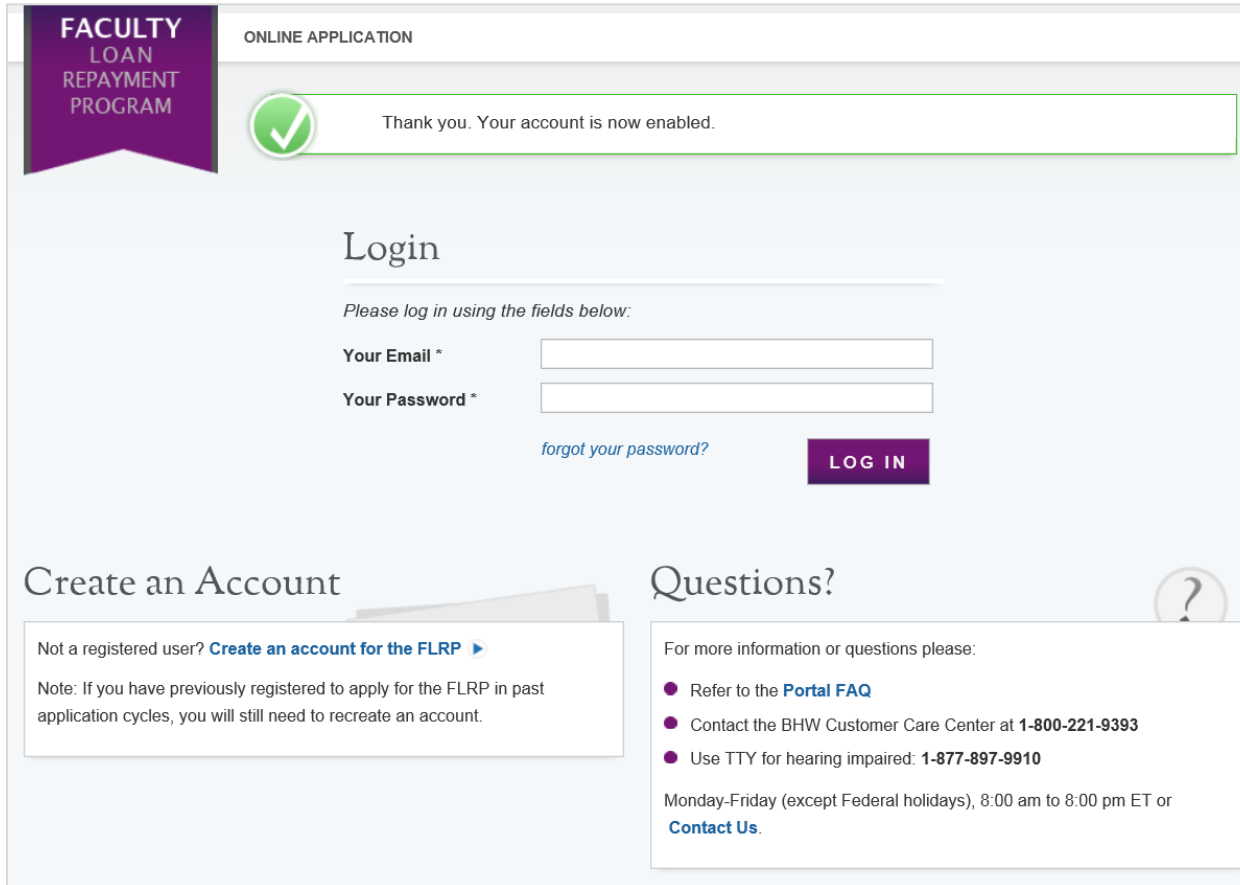
Business Rules:

- The following information will be auto-populated on the General Information page:
 - First & Last Name
 - Middle Initial
 - Title
 - Suffix
- Applicants can roll over the tool tip next to the “Password” field for details on password criteria.




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 described in Section 3 (next page).



**FACULTY
LOAN
REPAYMENT
PROGRAM**

ONLINE APPLICATION

 Thank you. Your account is now enabled.

Login

Please log in using the fields below:

Your Email *

Your Password *

[forgot your password?](#) **LOG IN**

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.

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](#).

Steps:

1. Applicant enters his/her email address and password (figure 2.1).
2. Applicant selects **LOGIN**.
3. System re-directs applicant to the FLRP Online Application Home Page.

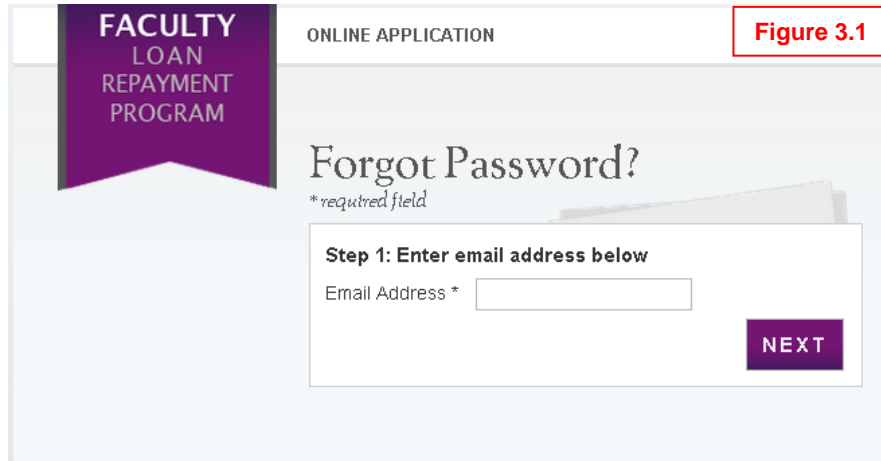
Business Rules:

- 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 the account.



Section 3: Forgot Your Password

If the applicant forgets the password, the applicant will have to select the [forgot your password?](#) link and follow these steps in order to reset it:



FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION

Forgot Password?
**required field*

Step 1: Enter email address below

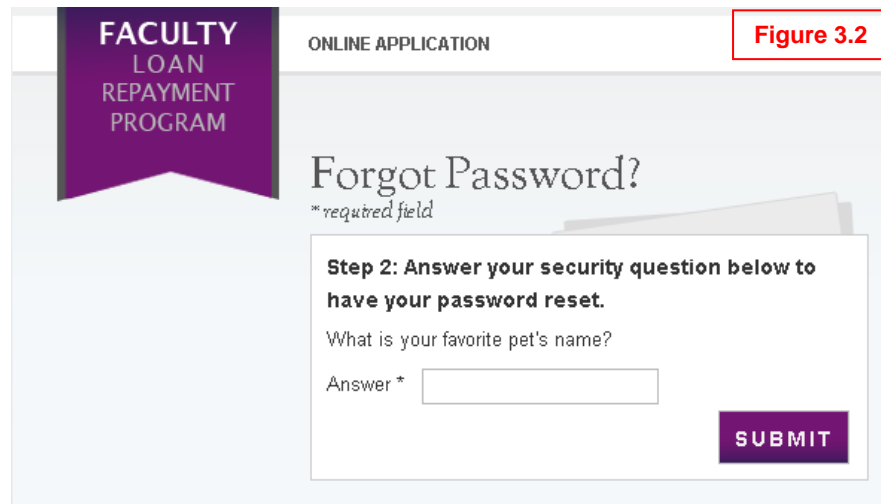
Email Address *

NEXT

Figure 3.1

Steps:

1. Applicant selects [forgot your password?](#) on the log in page.
2. Applicant enters the email address and selects **NEXT** (figure 3.1).
3. Applicant answers the security question and selects **SUBMIT** (figure 3.2).
4. System displays confirmation and sends an email to applicant (figure 3.3).



FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION

Forgot Password?
**required field*

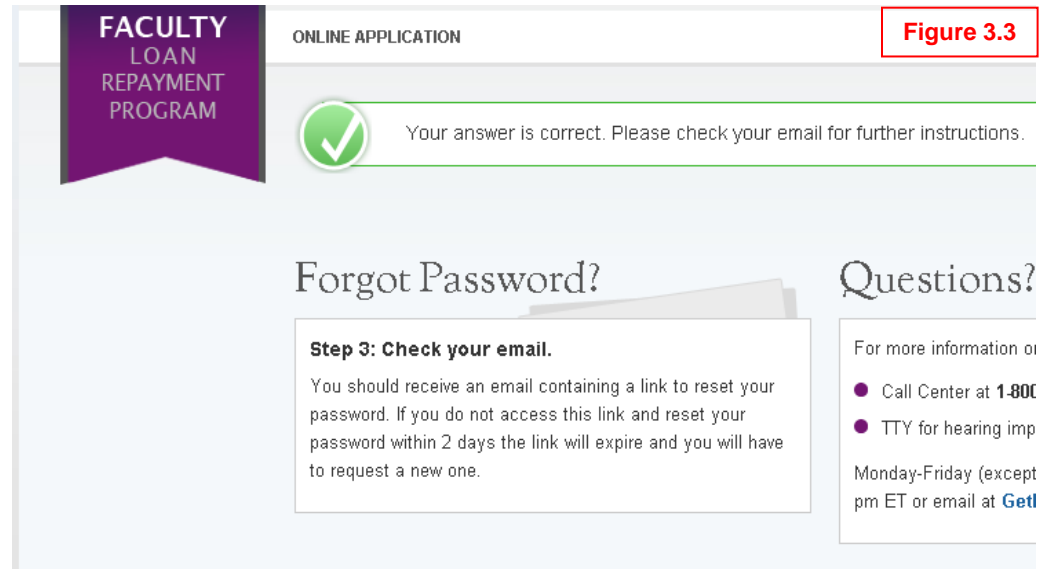
Step 2: Answer your security question below to have your password reset.

What is your favorite pet's name?

Answer *


SUBMIT

Figure 3.2



FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION

 Your answer is correct. Please check your email for further instructions.

Forgot Password?

Step 3: Check your email.

You should receive an email containing a link to reset your password. If you do not access this link and reset your password within 2 days the link will expire and you will have to request a new one.

Questions?

For more information on

- Call Center at **1-800**
- TTY for hearing imp

Monday-Friday (except pm ET or email at [GetIt](#)

Figure 3.3



Steps (continued):

5. Applicant goes into email inbox to access the email which was sent to activate the account.
6. Applicant selects Reset Password Link from the email.
7. Applicant enters new password and selects **UPDATE PASSWORD** (figure 3.4).
8. System updates new password.
9. Applicant is directed to the BHW portal home page.
10. Applicant selects “Applying for the Faculty Loan Repayment Program.”
11. Applicant enters in email address and new password.

Notes:

- Passwords must have a minimum length of eight characters; shall not contain slang, jargon, or personal information; shall not contain all or part of your username; and must contain: at least one English upper-case character (A-Z), at least one English lower-case character (a-z), at least one numerical digit (0-9), and at least one special character (e.g. @, !, \$, %). A character may not be repeated more than once in succession.



Section 4: 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 (see figure 4.1), 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 been started, the status will be “In Progress” and the Home Page will display a table with the application progress (see figure 4.2)

The screenshot shows the 'FACULTY LOAN REPAYMENT PROGRAM' header on the left. The main content area is titled 'Faculty Loan Repayment Program' and includes a welcome message, application ID (3190), and a list of required documents for upload. The documents listed are: 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), and Loan Supporting Documents.

FACULTY LOAN REPAYMENT PROGRAM

ONLINE APPLICATION

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

Faculty Loan Repayment Program

Welcome to the 2015 Faculty Loan Repayment Program (FLRP) Online Application

Application ID: 3190

Thank you for your interest in the Faculty Loan Repayment Program (FLRP). Please be sure to carefully read the [2015 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

Steps:

1. Applicant reads through the information displayed on the Home Page.
2. Applicant selects **START MY APPLICATION**



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 June 25, 2015 at 7:30 PM EDT. Remember to log into the FLRP online application to check the status of your application.

Paperwork Reduction Act Public Burden Statement

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a current OMB control number. The current OMB control number for information collected through this application process is 0915-0150 and expired on 10/31/15. The public reporting burden for this collection is estimated to average 6 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Office, 5600 Fishers Lane, Room 10-33, Rockville, Maryland 20857.

START MY APPLICATION



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.

FACULTY LOAN REPAYMENT PROGRAM

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

Faculty Loan Repayment Program

Welcome to the 2015 Faculty Loan Repayment Program (FLRP) Online Application

Your Application Status is: **In Progress**

Application ID: 3190

Please proceed with the application by clicking on the link of a section below. For more information, please refer to the [2015 FLRP Application Program Guidance](#) which outlines the eligibility criteria.

Application Steps

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

CONTINUE

Steps:

1. Applicant reads information on status page.
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**
 - a. System directs applicant to first incomplete page.

Business Rules:

- The system shall only link to 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”, system shall direct applicant to Loan Information if “Continue” is selected from the Home Page.



Section 5: Eligibility

The Eligibility Page is used to determine if an applicant meets the basic eligibility requirements for the Faculty Loan Repayment Program. If, based on the answers given, the applicant is eligible, the rest of the application will be available to complete. If the applicant is 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.

Eligibility


* required field

1. Do you or will you have a degree in an eligible health profession discipline, as defined by the [2015 FLRP Application Program Guidance](#) before June 27, 2015? *

☒ 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 July 31, 2015? *

☒ 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

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

☐ Yes ☐ No

Are you in a Reserve component of the Armed Forces, including the National Guard? * 

☐ 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

Steps:

1. Applicant answers all required questions.
2. Applicant selects **CONTINUE** once he/she have answered all the 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 subquestion is required
 - If applicant indicates “Yes” for “*Will it be completely satisfied on or before the application deadline?*” he/she will be required to provide supporting documentation on the supporting documents page.
- Select any tool tip for additional information on specific questions.



Section 6: 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 indicated while creating his/her account. These fields are editable.

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 *

Steps:

1. Applicant answers required fields.
2. Applicant selects **CONTINUE** once he/she have answered all the required fields.
3. Applicant will be directed to Education Information page if all required fields are entered.

Business Rules:

- The following fields are populated from answers 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 4 numbers of the applicant's SSN will be displayed after the page is saved (xxx-xxx-1234).



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, Drivers License, or Social Security Card will not be acceptable forms of documentation.

Country *

State/Province/Region/Territory *

City *

Date of Birth *

6. DEMOGRAPHICS

(Completion of these questions is voluntary)

Please indicate your gender ☐ Male ☐ Female

Please indicate your ethnicity ☐ Hispanic or Latino ☐ Not Hispanic or Latino

Please indicate your race ☐ American Indian or Alaskan Native
☐ Asian
☐ Black or African-American
☐ Native Hawaiian
☐ White
☐ Other

7. PREVIOUS AWARD

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

CONTINUE

Business Rules cont.:

- 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



Section 7: Qualifying Education

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

The screenshot shows the 'Qualifying Education' page within the 'FACULTY LOAN REPAYMENT PROGRAM' online application. The page has a navigation bar with steps 1 through 8, where step 3 'Qualifying Education' is highlighted. The main content area is titled 'Qualifying Education' with a note '* required field'. It contains a form with 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 located at the bottom right of the form.

Steps:

1. Applicant selects eligible discipline and answers
2. Applicant indicates whether he/she is currently enrolled in a health professions school.
3. Applicant selects **SAVE** at which point the eligible discipline is saved.
4. Applicant enters required school information in the "Add a New School" section.
 - a. Applicant will select the checkbox if he/she did or will receive a degree in his/her eligible health profession discipline
 - b. If applicant indicated that he/she did or will receive a degree in his/her eligible health profession discipline, the applicant will be required to indicate the type(s) of degree received and date received in Step (4).
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.



Add a New School

☒ I did or will receive my degree in my eligible health profession discipline (indicated above) from this school.

1. Enter your school information

Name *

Address 1 *

Address 2

Country *

State/Province/Region/
Territory *

City *

Zip/Postal Code *

2. On what date did you begin your education
at the school identified above? *

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

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

☐ Associate's

☐ Bachelor's

☒ Master's

☐ Doctorate (non-MD or Ph.D)

☐ Diploma

☐ Other

Please upload your transcript for this school *

Sample Appli...ocument.pdf

Be sure to save your school information before continuing.

CONTINUE

11. Applicant will be directed to Loan Information page if all required fields are entered.

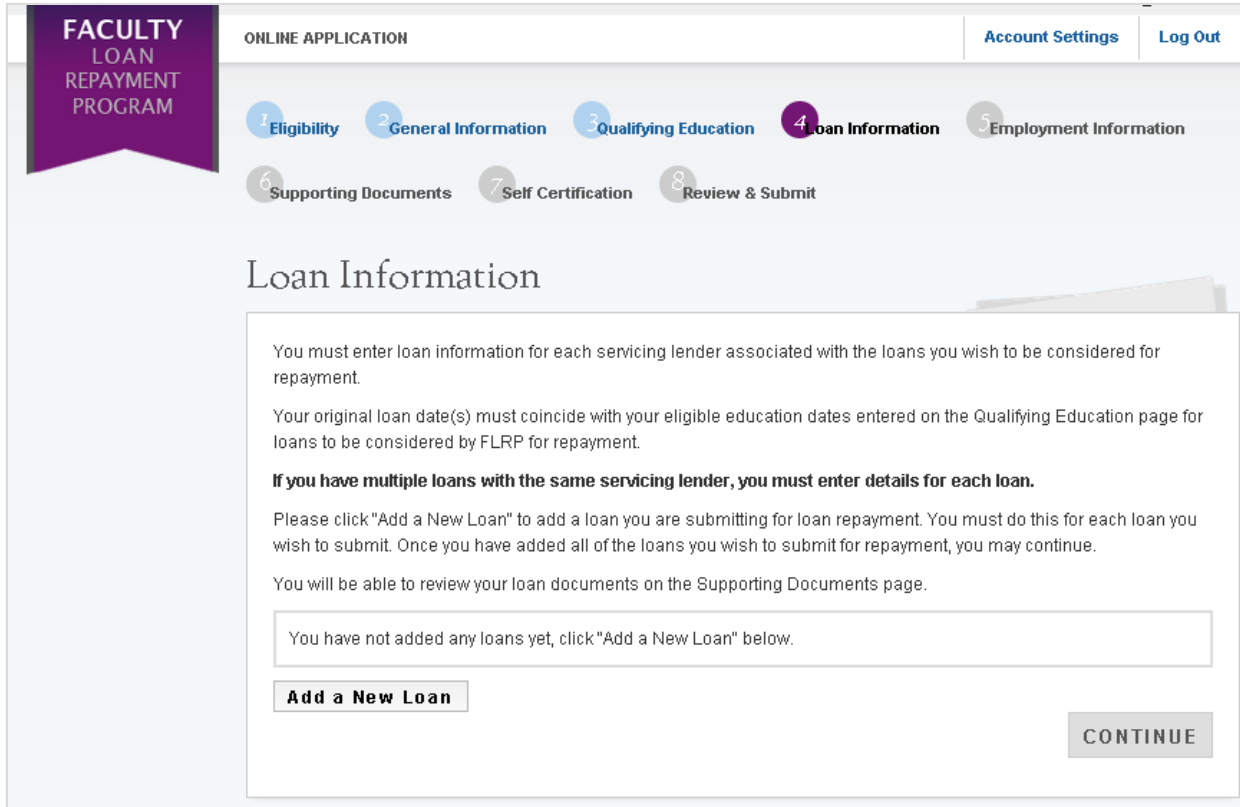
Business Rules:

- 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 Q4.
- 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.



Section 8: Loan Information

The Loan Information page collects the applicant's information regarding the amount of loan repayment 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 all loans.



Steps:

1. Applicant selects **Add a New Loan**.
2. Applicant is directed to the Loan Details page.
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.
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 loan 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.



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 *

2. Loan account number *

3. Original date of the loan *

4. Original amount of the loan *

5. Current balance (Principle & Interest) * as of

6. Type of loan *

7. Is this loan in default? * ☐ Yes ☒ No

8. Is this Loan under Federal court judgment? * ☒ Yes ☐ No

Date of judgment *

9. Was this loan sold? If you are unsure, ask your servicing lender. * ☐ Yes ☒ No

10. Is this a consolidated loan? * ☒ Yes ☐ No

Please provide the original date of each loan included in the consolidation. It is required to provide either (1) an Aid Summary Report, Disbursement Report, and/or Promissory Note or (2) a copy of the consolidated/refinanced promissory note from the current servicing lender. The documentation must show, for each loan consolidated, the original amount, original date of loan, original type of loan, and the dates must coincide with the education period entered on the Qualifying Education section of the application.

How many loans do you have in this consolidation loan? *

Original Date of Loan 1 *

Original Date of Loan 2 *

CANCEL

CONTINUE TO DOCUMENTS

12. Applicants can edit a loan by selecting **Edit** next to the loan he/she wish to edit on the loan summary page.

Business Rules:

- If the applicants selects "Other" to Q1 "Name of Current Servicing Lender," three text boxes are enabled and the applicant will be required to enter the name of the servicing lender, phone number, and fax number
- If the applicant answers "Yes" to Q7 "Is this loan in default?" the applicant will be required to provide the date of default.
- If the applicant answers "Yes" to Q8 "Is this loan under federal court judgment?" the applicant will be required to provide the date of judgment.
- If the applicant answers "Yes" to Q9 "Was this loan sold?" the applicant will be required to provide the name of the original servicing lender.
- If the applicant answers "Yes" to Q10 "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 entered loan 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.



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 |

- 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



Section 9: 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.

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 * | <input type="text" value="University of Virginia"/> |
| Address Line 1 * | <input type="text" value="111 Main Street"/> |
| Address Line 2 | <input type="text"/> |
| City * | <input type="text" value="Charlottesville"/> |
| State or Territory * | <input type="text" value="Virginia"/> |
| Zip/Postal Code * | <input type="text" value="22903"/> |

Search

SEARCH RESULTS

- ☒ University of Virginia - School of Nursing, UNIVERSITY OF VIRGINIA, MCLEOD HALL, BX 1, NURSING SCH, CHARLOTTESVILLE, VA, 22903
- ☐ University of Virginia - School of Medicine, UNIVERSITY OF VIRGINIA, BOX 416 MED CENTER, CHARLOTTESVILLE, VA, 22908
- ☐ 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

Steps:

1. Applicant enters required information for the employment site.
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.
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



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

University of Virginia - School of Nursing

UNIVERSITY OF VIRGINIA

MCLEOD HALL, BX 1, NURSING SCH

CHARLOTTESVILLE, VA 22903, United States

Search Again

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

☒ Full Time ☐ Part Time

3. What is your position title? *

Professor

4. What is your appointment status? *

☐ Tenured ☒ Not Tenured

Please indicate your contract duration *

☒ 9 months ☐ 12 months ☐ Other

Please indicate your contract appointment dates

Start Date *



End Date *



CONTINUE



Section 10: 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.

Supporting Documents

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.

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.

Valid documents for the Proof of U.S. Citizenship or U.S. National include U.S. birth certificate, Copy of certificate of citizenship of naturalization, U.S. Passport ID page, or Green Card.

Please provide a letter of employment if you are serving as a tenured faculty.

☐ Proof Of U.S. Citizenship or National/Lawful Permanent Resident

☐ Proof of Disadvantaged Background from School Official

☐ Existing Service Obligation/Member of Reserves Document

☐ Authorization to Release Information

☐ Institution Employment/Loan Repayment Verification Form

☐ Copy of Employment Contract/Letter of Employment

☐ Curriculum Vitae/Resume

☐ Letter of good standing from your Program Director with your expected graduation date

☐ FLRP Payment History

☐ Employer's Agreement or Waiver of Loan Repayment Match

☐ Additional Supporting Document

Steps:

1. Applicant selects the type of required document intended to upload.
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.

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.



UPLOADED DOCUMENTS

| Document Title | Document File | Status |
|---|---|--------------|
| Proof Of U.S. Citizenship or National/Lawful Permanent Resident | Sample Application Document.pdf | Received |
| Proof of Disadvantaged Background from School Official | | Not Received |
| Existing Service Obligation/Member of Reserves Document | | Not Received |
| Authorization to Release Information | | Not Received |
| Institution Employment/Loan Repayment Verification Form | | 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 |
| FLRP Payment History | | Not Received |
| Employer's Agreement or Waiver of Loan Repayment Match | | Not Received |
| Additional Supporting Document | | Not Received |

TRANSCRIPTS

| Document Title | Document File | Status |
|--|---|----------|
| University of Virginia Unofficial Transcript | Sample Application Document.pdf | Received |

LOAN DOCUMENTS

| Service & Account # | Document Type | Status |
|---------------------|---|----------|
| Bank One 11111 | Required Loan Supporting Document | Received |

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.



Section 11: Self-Certification

The purpose of the 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

Steps:

1. Applicant reads the Certification Regarding Debarment, Suspension, Disqualification and Related Matters statement.
2. Applicant checks the box that certifies to the statement.
3. Applicant reads the Authorization for Disclosure of Financial Information.
4. Applicant checks the box showing he/she gives authorization.
5. 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 12: 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 2015 applications will be completed by 9/30/2015.

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

Steps:

1. Applicant reviews the application.
2. Applicant enters the password and selects **SUBMIT**.

Business Rules:

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



Section 13: Home Page (“Submitted” status)

**FACULTY
LOAN
REPAYMENT
PROGRAM**

ONLINE APPLICATION

Account SettingsLog Out

Faculty Loan Repayment Program

Welcome to the 2015 Faculty Loan Repayment Program (FLRP) Online Application

You have submitted your 2015 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: 3191

[View your submitted application](#)

Received Documents

| Document Title | Document Name | Status |
|---|---|----------|
| Proof Of U.S. Citizenship or National/Lawful Permanent Resident | Sample Application Document.pdf | Received |
| Proof of Disadvantaged Background from School Official | Sample Application Document.pdf | Received |
| Existing Service Obligation/Member of Reserves Document | Sample Application Document.pdf | Received |
| Authorization to Release Information | Sample Application Document.pdf | Received |
| Institution Employment/Loan Repayment Verification Form | Sample Application Document.pdf | Received |
| Copy of Employment Contract/Letter of Employment | Sample Application Document.pdf | Received |
| Curriculum Vitae/Resume | Sample Application Document.pdf | Received |
| Letter of good standing from your Program Director with your expected graduation date | Sample Application Document.pdf | Received |

After the applicant submits the FLRP application, the home page will display a “Submitted” status. 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.



Section 14: Account Settings

If the applicant has not yet submitted the application, the only functionality the Account Setting page will serve is to change the password. In addition, the applicant will be able to see the application ID.

The screenshot shows the 'Account Settings' page of the 'FACULTY LOAN REPAYMENT PROGRAM'. The page has a header with 'ONLINE APPLICATION' and navigation links for 'Account Settings' and 'Log Out'. The main content area is titled 'Account Settings' and contains two sections: 'ACCOUNT EMAIL ADDRESS' and 'CHANGE PASSWORD'. The 'ACCOUNT EMAIL ADDRESS' section displays 'Application ID: #3188' and explains that the primary email address is the username. It provides contact information for the Customer Care Center. The email address shown is 'ashlee.robbs14@gmail.com'. The 'CHANGE PASSWORD' section has a 'Current Password' field and a 'Verify Password' button. A modal window is open over the 'CHANGE PASSWORD' section, showing 'New Password' and 'Confirm New Password' fields, both with an information icon, and a 'Submit' button.

Steps to reset password:

1. Applicant enters his/her current password
2. Applicant selects **Verify Password**
3. System displays New Password and Confirm New Password fields.
4. Applicant enters New Password and Confirm New Password
5. Applicant selects **Submit**
6. System displays confirmation that password has been successfully updated.


Business Rules:

- The applicant will not be able to change the email address until the applicant becomes a participant in BMISS



Once the applicant has submitted his/her application, the Account Settings page will show the previous page with the functionality to change his/her password as well as additional information. Not only will the applicant have the ability to view his/her application ID and change password, but also edit his/her preferred mailing address, as well as home and mobile phone numbers.

Steps:

1. Applicant updates any desired information.
2. Applicant selects  .
3. System updates information.

Business Rules:

- The following fields are auto-populated and read-only:
 - Email Address
 - Application ID
- The following fields are auto-populated and can be edited:
 - Preferred Mailing Address
 - Phone



Section 15: Resolving Issues

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

1. For Technical Issues:

- 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.

Call Center email: GetHelp@hrsa.gov

Call Center phone number: 1-800-221-9393 or TTY for hearing impaired at 1-800-897-9910

Logging Issues:

- 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

2. For Program Related Issues:

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

Online Application Program Related Issues Contacts:

Donna Schwab or Jackie Brown:

NURSECORPSLRPSupport@hrsa.gov

FLRP Main line: 301-594-4098

Capturing Applicant Information:

- The following applicant information should be captured and as much detail of the issue as possible:
 - First and Last Name
 - Email Address
 - 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)



Section 16: Resolving Issue Flow Chart

