



EAPP KNOWLEDGE ARTICLE

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Purpose: An orientation to the features of the eApp application.

EAPP KNOWLEDGE ARTICLE

Improved User Experience

eApp makes it easier for the applicant to complete the Standard Form(s).

- More intuitive and logical groupings.
- See only applicable questions.
- Autosave & on screen save displays without page refresh. **(Figure 1)**
- Additional help text provides clarifying definitions of jargon or government acronyms. **(Figure 2)**

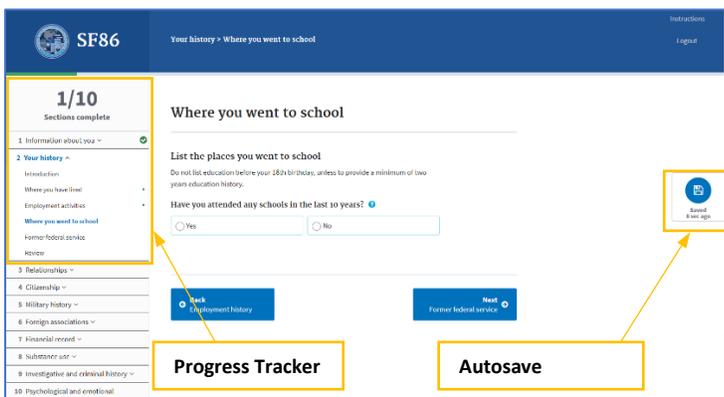


Figure 1

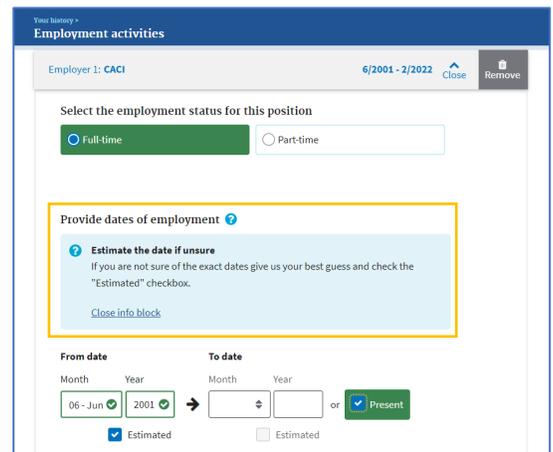


Figure 2

Audit Capabilities

eApp audits applicants' inputs for accuracy and continuity through various validations.

- **USPS Address Validation:** Instantly contacts USPS to validate addresses. (Figure 3)
- **Timeline Validation:** Ensures all time-period requirements are met. (Figure 4)
- **Real-time Validation:** Ensures instant validation of each field. (Figure 5)
- **Section Reviews:** Improves the user experience; allows applicants to double-check their work at multiple points throughout the form; ensures applicants are not overwhelmed with a large number of flags at the end.

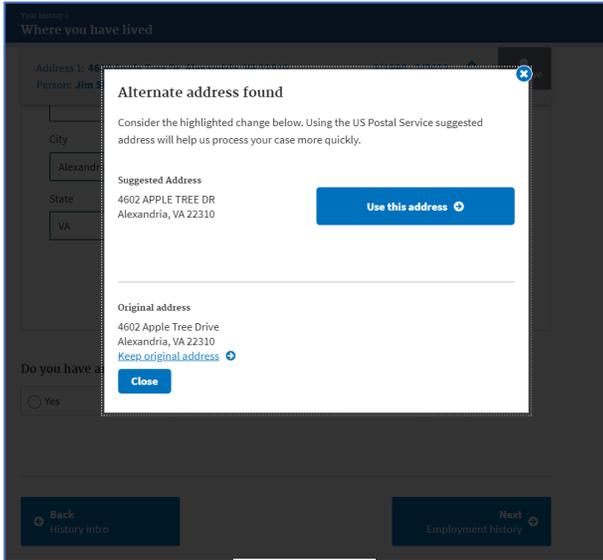


Figure 3

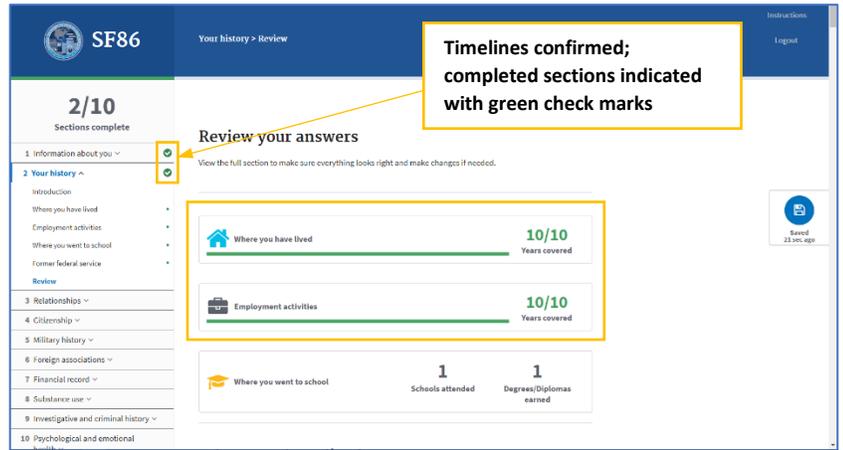


Figure 4

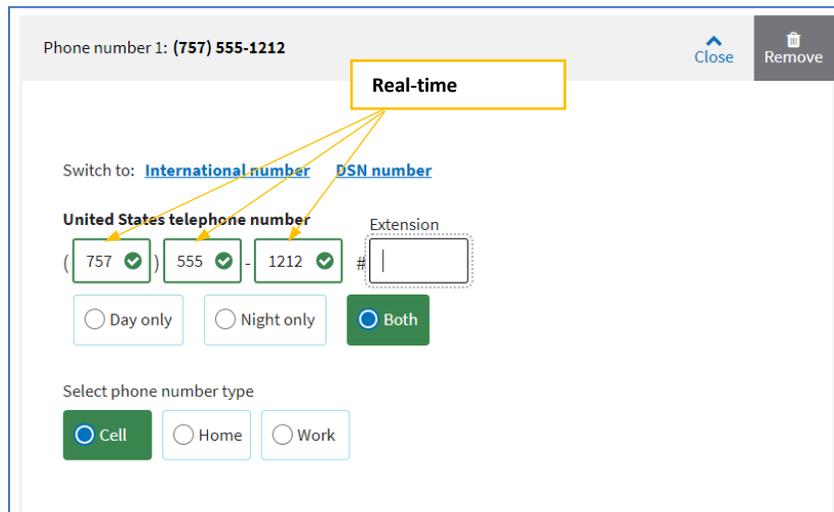


Figure 5

Intuitive Design

eApp allows applicants to flow through the questionnaire with ease.

- Consistent layout and visual design: Consistency reduces stress and improves data quality. **(Figure 1)**
- Basic, personal questions are in the front sections. Deeper, more complex questions are in the later sections.
- Top level yes/no questions provide helpful branching. By answering “no” to certain questions, the follow-up questions are hidden, and the applicant can proceed to the next section.
- A visual timeline graphic to show continuity and/or reveal gaps. **(Figure 4)**

Logging Into eApp

After the applicant’s investigation has been initiated, the applicant will receive two separate invitation emails with unique login credentials. **(Figures 6 & 7)** Click the **NBIS** hyperlink in either email to navigate to the login page.

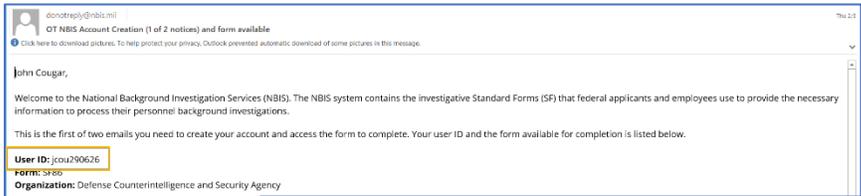


Figure 6

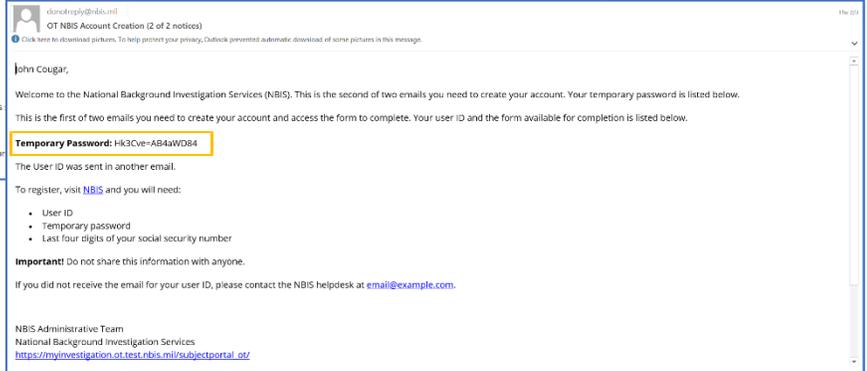


Figure 7

- Upon logging in with the **User ID, temporary password, and last four digits of their SSN** the applicant will be prompted to create a new password.
- The applicant should create a **new password** according to the criteria defined on the page.
- The applicant will then be asked to log in with their **username, new password, and a 6-digit passcode**. (Applicants should check their email inbox for the 6-digit passcode. It will arrive after creating their new password in the previous step.) **(Figure 8)**
- If successful, the “Welcome to NBIS” page will display, and they will be able to begin their eApp by clicking the standard form hyperlink. **(Figure 9)**

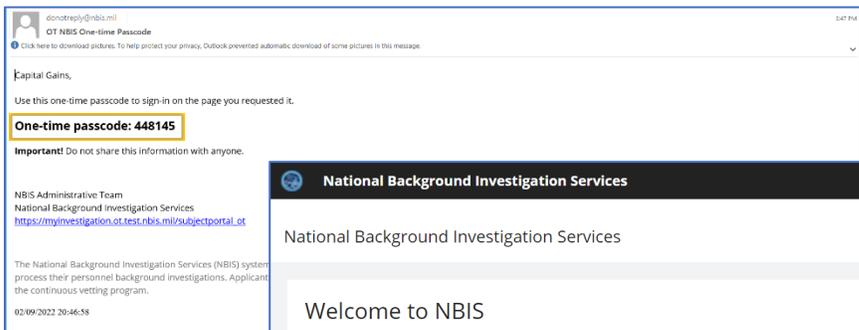


Figure 8

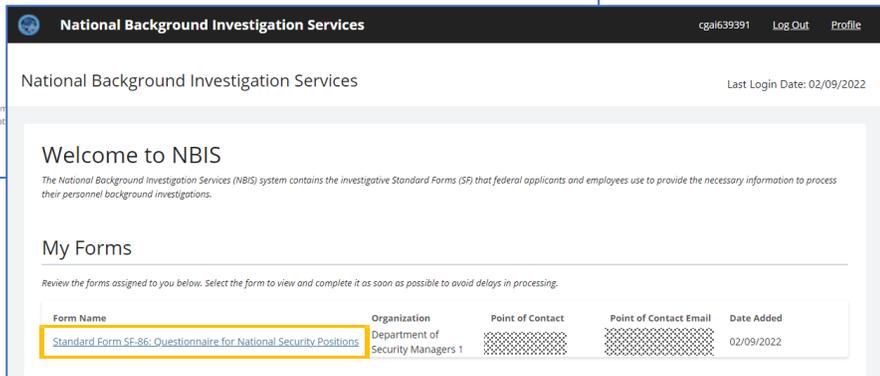


Figure 9

