



## eApp KNOWLEDGE ARTICLE

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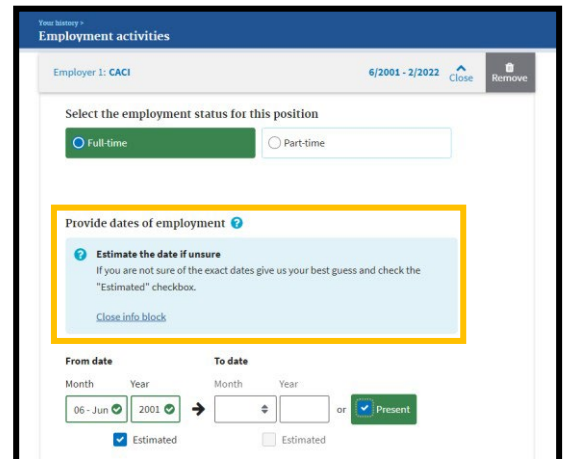
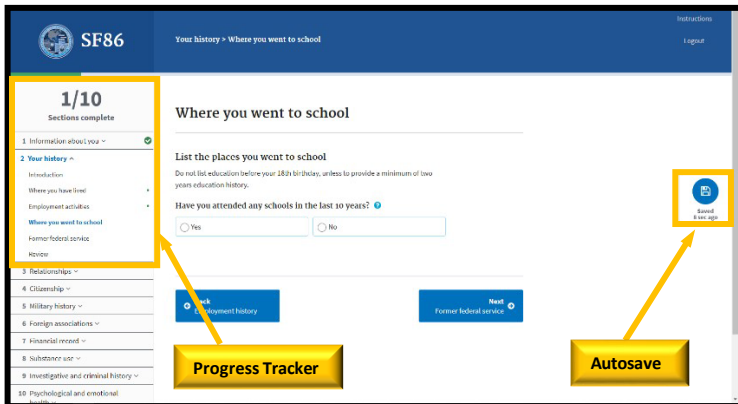
**Purpose: An orientation to the features of the eApp application.**

### eApp KNOWLEDGE ARTICLE

#### Improved User Experience

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

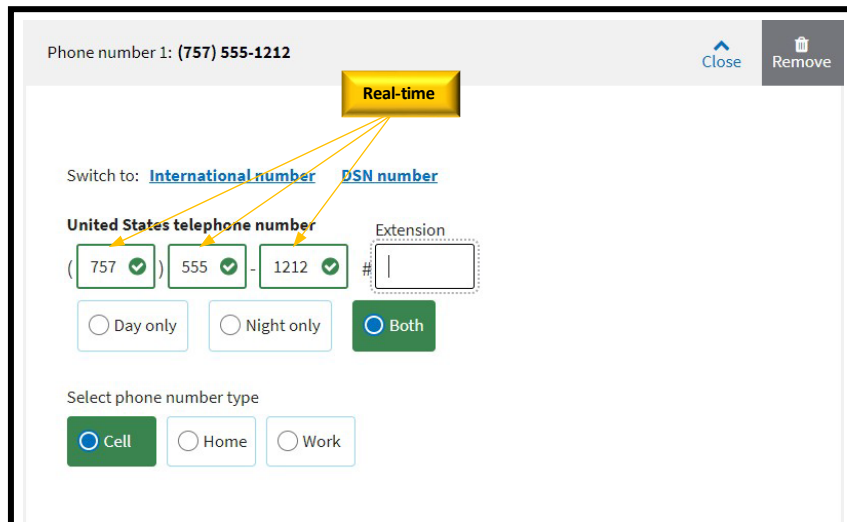
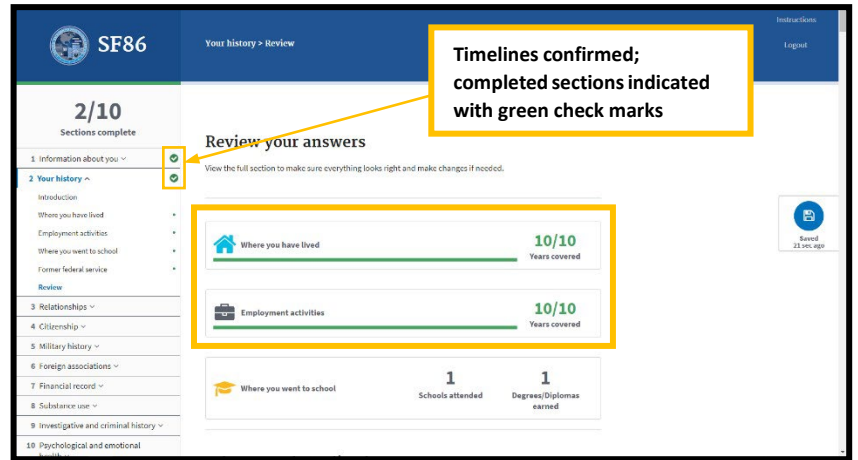
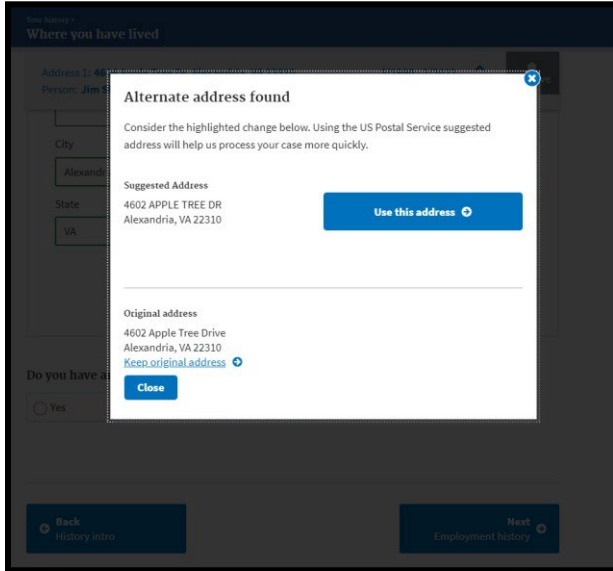
- eApp features more intuitive and logical groupings.
- eApp only displays applicable questions.
- Autosave and on screen save notifications occur without a page refresh.
- Additional help text provides clarifying definitions of jargon or government acronyms.



## Audit Capabilities

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

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



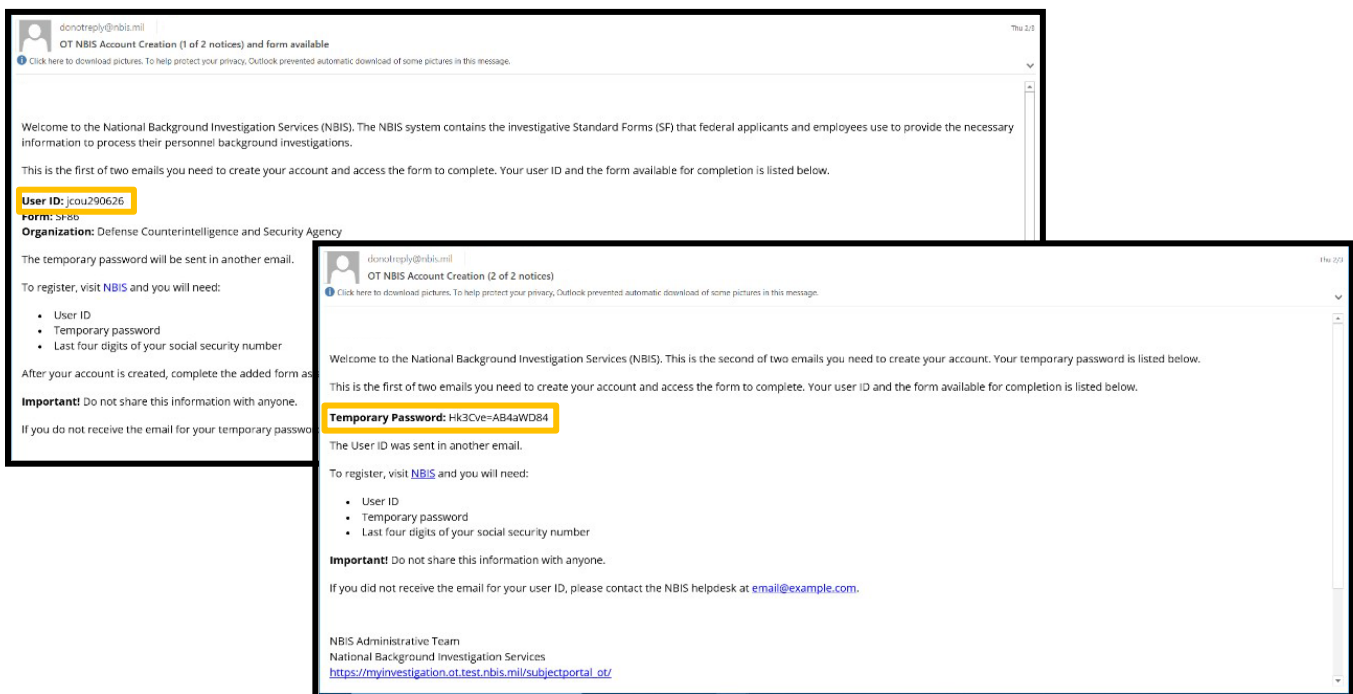
## Intuitive Design

eApp allows applicants to flow through the questionnaire with ease.

- eApp features a consistent layout and visual design. Consistency reduces stress and improves data quality.
- 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 shows continuity and/or reveal gaps.

## Logging Into eApp

After the applicant’s investigation has been initiated, the applicant will receive two separate invitation emails with unique login credentials. Select the **NBIS** hyperlink in either email to navigate to the Login page.



1. Upon logging in with the User ID, temporary password, and last four digits of the SSN, the applicant will be prompted to create a new password.
2. The applicant should create a new password according to the criteria defined on the page.
3. The applicant will then be asked to log in with their username, new password, and a six-digit passcode. Applicants should check their email inbox for the six-digit passcode. It will arrive after creating their new password in the previous step.

- If successful, the Welcome to NBIS page will display and the applicant will be able to begin their eApp by selecting the **SF** hyperlink.

