

CastleBranch Reference Guide



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When getting started with your myCB/CastleBranch account, you may need help navigating the site or performing certain actions. This guide is designed to not only answer any general questions that may arise, but also to provide information on managing your profile and responding to various issues.

Getting started

How do I place my order and create my myCB account?

Go to gtc.castlebranch.com and click the “Place Order” box. Select your program from the drop-down options in the “Select One” box. After selecting your program, select what you need to order from the drop-down options in the “Select Option” box. You will be taken to the Sign In page where you will create your account if you do not already have one OR enter your username and password for your existing account to sign in. You will then be taken to the package review page where you will need to agree to the Terms and Conditions of Use on the bottom of the page, then click the “Continue” button. A series of prompts will guide you through the rest of the process based on the program you are in.

What do I do if I mistakenly order the wrong option?

If you realize during or soon after order placement that you selected the incorrect option, contact our Service Desk at 888-723-4263, option 1, to cancel the order. If you wait longer than a few hours, we may only be able to provide a partial refund for the items that have not been processed.

When do I need to enter a Social Security Number (SSN)? Why do I need to provide one? What do I do if I do not have one?

A Social Security Number is required in order to facilitate a background check. We will be unable to complete your background check without this essential information. If you are not a US citizen, enter 111-11-1111 in the SSN field.

Why am I asked to provide an email address?

Your email address will be your username for your myCB account and is also the address where you will receive alerts and other important messages. Enter an email address you check frequently. Remember to check your email every 24 hours after placing your order for important communications from CastleBranch. Failure to respond to email alerts from CastleBranch may result in additional fees to correct errors. Please check your spam/junk folders to ensure email alerts are not filtering to that box.

What if my current address is located outside of the US?

Enter your school address during the order process and your international address in the “Notes and Special Instructions” box at the end.

Is there a fee for using the account? How long will I have access to it? Is my account secure?

You will establish your account when you place your first order. There is no fee for using your account and you have lifetime access. Your account can only be accessed by using the secure username (email address) and the personal password you create.

How do I place a subsequent order selecting a different option? Do I need to create a new myCB account?

You do not need to create a new account to place new orders. Go to gtc.castlebranch.com and click the “Place Order” box, select your program, and the option as you did when placing your first order. Make sure you enter

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the same email address (username) for all orders to link all orders within the same account. Enter your username and password on the Sign In page and click the “continue” button.

If you do place an order under a different email address, contact our Service Desk to have the orders merged with your existing account. Any orders you need to place for different schools can also be placed from your existing myCB account.

Can I place an order over the phone?

For security reasons, all orders must be placed online.

What payment options are available?

You have several options to pay for your CastleBranch order including MasterCard, Visa, Discover, Monthly Installments, Money Order, and Gift Card. If you select Monthly Installments, payments will be divided into three monthly payments. Your initial payment charged when ordering will be 50% of the initial order total. The remaining balance will be divided evenly to set your installment rate. Charges will occur on the same date each month, for two months after the initial payment made when ordering. If additional items must be added to your package, you will be charged additional installment payments. The number of additional installment payments will vary depending on the total cost of additional items ordered. A transaction fee will be charged per installment payment including the initial payment. If your credit card declines on your scheduled payment date we will continue to attempt to charge your card daily until the payment is collected. Any remaining payments thereafter shall be charged one month from the date of the last approved charge.

Can I rush my order?

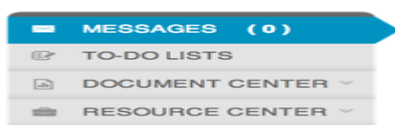
Depending on the option selected, you may be asked during the order process if you wish to rush your order. Rush orders are only available to users paying with a credit/debit card. A rush fee only applies to items within a criminal background check, rushing does not impact the speed of any other services such as drug test results or review of tracker requirements.

I provided incorrect information (Social Security Number, date of birth, etc.). How do I correct it?

If you provided incorrect information during the order process, please contact our Service Desk at 888-723-4263, option 1, as soon as possible. Every effort will be made to correct the information. However, depending on the progress of your order, a new order may need to be placed with the correct information. You may only be eligible for a partial refund.

I need to access my myCB account after order placement but have forgotten my username and/or password. How can I retrieve this information?

Your myCB username is the email address you entered during the order process. If you are locked out of your account due to excessive failed attempts to log in, visit mycb.castlebranch.com and access the “Help” link where you will select “I am a returning user, and I forgot my username/password” link to request assistance with your account settings. If you forgot your password, simply enter your username (email address) and click the “Forgot Password” link. A temporary password will be sent to your email address, and you will be asked to create a new password.




Managing my account

How do I upload my photo?

Move the mouse over the picture icon next to your name in the top left-hand corner of your screen. Hover over “Edit Photo”. You will then be given the option to upload a new photo or remove an existing photo.

How do I update my username/email address?

To update your username (primary email address), go to “Account Settings” in the top right-hand corner of your screen. Under Contact Information, locate EMAIL ADDRESS and hover over the right-hand area of the box until the Edit icon  appears, click the icon to enter your new primary email address and click “Submit”. You will receive an email confirmation. You must confirm the new email address before you will be able to use your new login information.

What information goes to “Messages”?

Under “Messages” you will find important alerts such as confirmation of order completion, notifications when faxed documents have been uploaded to “My Documents”, and reminders about upcoming due dates.

Who will have access to my myCB and order results?

School administrators have a unique secure portal that allows authorized users to view a list of their students and/or faculty, view To-Do List progress, get status updates, and view final results. The school administrators do not have direct access to your myCB account or items in your Document Center.

How can I share my information with others?

Hover over “Document Center” in the left menu then click “Share Documents”. Follow the step-by-step process to choose your recipients, select the information you want to share, and set how long they have access to the information. Each recipient will receive an email invitation to view the shared information. You can monitor the process and see when someone has accessed your information.

Can I combine separate documents into a single PDF?

Follow the step-by-step process in “Build Portfolio” in your “Document Center” to combine documents into a single, easily shared PDF. You may also select files from “My Documents” within your “Document Center” to combine. Click on the desired document in “My Documents” then click “Merge” (found below the document information) to add the file to the merge queue. After adding all files you wish to merge, select “Merge Queue” located in the top right-hand corner of “My Documents”. Click “Merge These Documents” and a new PDF will be created and saved in the “Merged Files” folder located within “My Documents”.

Completing my to-do lists

What items can populate in my “To-Do List”?

Each item within your selected option will be displayed within your myCB To-Do List. One or more of the items listed below may be included in your package. Each item may require different actions on your part. Here is a brief overview with more detailed descriptions outlined later on in this guide.

- √ **Criminal Background Check** – You will see an orange alert icon (!) if you need to provide any documentation or information for your background check to be conducted. If you do not have an alert,

you do not need to do anything. After your report has been compiled (3-5 business days on average) you will see a “View Results” link for your background check. You can access the link to view and/or print your completed report. **To avoid delays in the processing of your background check order once submitted, you will need to download and electronically complete the BID-Background Information Disclosure Form using pdf software, saving the completed document under an easy to locate name on your computer, and then upload to the BID requirement. Your Wisconsin Caregiver Background Check will not be ordered until you have a complete BID form on file!** Be sure to provide *all* names by which you have been known, indicate answers by either placing an X or check mark in the appropriate answer box, read and INITIAL the statement found on the last page above the signature/date fields, sign your full name, and date your form using the current date to avoid having your form Rejected. If you are unable to complete the BID-Background Information Disclosure Form electronically, you will need to print out not only the form, but also the fax/mail cover sheet which will be found in your requirement. Using black or blue ink, complete in its entirety making sure to provide *all* names by which you have been known, indicating answers by either placing an X or check mark in the appropriate answer box, read and INITIAL the statement found on the last page above the signature/date fields, sign your full name, and date your form using the current date to avoid having your form Rejected. Once your form has been completed in its entirety, you will use the fax/mail cover sheet that you printed to fax your form to the number listed on the cover sheet. **DO NOT** use any other cover sheet when faxing your form. **DO NOT** upload a photocopy of your BID form, a blank BID form, your order confirmation, or your criminal background check results as this will cause a delay in processing your file.

- √ **Drug Test (Racine/Kenosha programs)** – You will receive a registration form either in your email or directly in your drug test requirement. This form will assist you with scheduling your drug test and finding a location with the specified lab. If you do not receive your registration form within 48 hours of order placement, please contact our Service Desk at 888-723-4623, option 1, for assistance.
- √ **Drug Test (Elkhorn programs)** – Your drug test requirement may instruct you to go to your school administrator with your order confirmation so that you can receive your drug test order form. **You do not need to go to Gateway Technical College to receive an order form. You simply need to print out your order confirmation, contact Advocate Aurora Health’s Central Scheduling Office at 833-986-2170, and schedule your appointment at the Occupational Health Department in Elkhorn, Burlington, Mount Pleasant, or Kenosha. You will receive the chain of custody paperwork and complete your drug test at your appointment.**
- √ **Compliance/Clinical Requirements Tracker (Medical Document Manager)** – This tracker is a custom list of requirements established by your school and based on the requirements of the clinical sites within your area. The tracker is named by your school and is often specific to a program. You will provide documentation or respond to specific questions in order to complete each requirement. Requirement guidelines are general guidelines. The college will provide you with resource documentation, if necessary, explaining the current policies that must be followed at the individual clinical sites.
- √ **eLearning Training** – Should your program require you to complete the HIPAA and OSHA eLearning training, you will need to order the eLearning training. Once ordered, CastleBranch will complete the registration process within 24 – 48 business hours and upload specific instructions into your eLearning training to-do list. You will be required to complete all training modules and upload your course completion certificates to the corresponding Course Completion Certificate requirement in your to-do list before the training will be considered Complete.

Why is my “To-Do List” blank or missing items?

If you paid with an electronic check or money order, your payment has not been received. If you did not pay with either of those methods, please contact the Service Desk at 888-723-4263, option 1. If you are missing items from your To-Do List, verify the program selected when ordering matches the Clinical Requirements To-Do List. If they match, please contact the Service Desk.

Background check

Where can I view my Background Check Order Confirmation?

A copy of your order confirmation was sent to the email address you provided when you placed your order. You can also retrieve a copy of your order confirmation anytime by selecting “Document Center” then “My Documents”. Click on the “Background Check” folder located on the left side panel; then select the document titled “Confirmation”.

When should I expect my background check to be completed?

Results are usually returned within three to five business days. Please note the turnaround time varies based on the specific items in your order. If five business days have passed and you are concerned about meeting a deadline, contact the Service Desk at 888-723-4263, option 1, for more information.

Why is my background check taking longer than five days?

Make sure that the 1. Complete Required BID form requirement in your myCB account for your recent order shows a status of “Complete”. If not, complete and submit your BID form so that CastleBranch can move forward with the running of your background check. CastleBranch will not order your Wisconsin Caregiver Background Check until your BID form is complete. Background check results are generally returned in three to five days. The time it takes to complete your background check depends on what is included in the package and the jurisdiction(s) being searched. You may experience a delay if a jurisdiction requires the clerk of courts to conduct the search. Inclement weather, governmental budgeting or staffing issues, etc. can also affect the turnaround time. If your background check has been in process for more than five days, contact the Service Desk at 888-723-4263, option 1, for further assistance.

How do I respond to a request for additional information or clarification of information?

If additional information is required, an orange exclamation point (!) icon will appear below your Background Check To-Do List. Click the icon to view the alert and update your information. You will be given three consecutive days to respond to the alert before your background check will be processed using information provided during the order process. If it is determined upon receipt of results that the information provided is inaccurate, you may need to place and pay for another order to correct the error(s).

Why does “In Process” appear under “Records Found” on my background check?

“In Process” means the background check is still pending. Some jurisdictions have yet to be completed by our researchers.

How do I dispute criminal records?

If criminal results were returned to you with inaccurate records, click the appropriate link in the “Completed Order Results” notification in your message center to complete the “Criminal/Civil Records Dispute” form. Please allow up to 30 business days to process your claim. Disputes are only processed on orders placed in the

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last 90 days. If you are unable to access the “Completed Order Results” message or are having problems with the “Criminal/Civil Records Dispute” form, contact the Service Desk at 888-723-4263, option 1, for assistance.

Why are there incorrect addresses on my background check?

Occasionally, your results may include a county in which you have not lived. This can happen when your address is cross-referenced with spouses, ex-spouses, loan co-signers, roommates, etc. and if you received mail at an address for a period of time but did not live at that address.

To dispute charges associated with additional addresses, click the appropriate link in the “Completed Order Results” notification located in your message center. Disputes are only processed on orders placed within the last 90 days. If you are unable to access the “Completed Order Results” notification located in your message center, contact the Service Desk at 888-723-4263, option 1, for assistance.

How do I get a copy of my background check results?

When your background check is complete, you will receive a completed results notification. This message will be available in your myCB Message Center. The message allows you to view a PDF of the results and provides access to the criminal record dispute form. You can also click “View Results” from within your Background Check To-Do List. Your background check results are stored in your “Document Center”. Select “My Documents” from the left-side navigation menu and then select “Background Check”.

Drug test

Where do I view instructions on how to complete my drug test?

Go to your To-Do List and to the left of the “Drug Test” item, click on the blue plus sign for the steps required to complete the process.

How do I locate a collection site and schedule my appointment?

- √ **Drug Test (Racine/Kenosha programs)** – You will receive a registration form either in your email or directly in your drug test requirement. This form will assist you with scheduling your drug test and finding a location with the specified lab. We conduct registration every day Monday-Friday. If you do not receive your registration form within 48 hours of order placement, please contact our User Experience Team at 888-723-4263, option 1, for assistance. Depending on the lab, we will either provide you with a list of collection sites in or around your current residence (entered during the order process) or will give you the link to the laboratory website and instructions on finding a collection site. It is your responsibility to schedule your appointment with the collection site and provide your unique registration code and picture ID.
- √ **Drug Test (Elkhorn programs)** – Your drug test requirement may instruct you to go to your school administrator with your order confirmation so that you can receive your drug test order form. **You do not need to go to Gateway Technical College to receive an order form. You simply need to print out your order confirmation, contact Advocate Aurora Health’s Central Scheduling Office at 833-986-2170, and schedule your appointment at the Occupational Health Department in Elkhorn, Burlington, Mount Pleasant, or Kenosha. You will receive the chain of custody paperwork and complete your drug test at your appointment.**

It's been 48 hours. Why have I not received my drug test registration email?

Check your spam/junk folders. Check your "To-Do List" Drug Test item and click on the blue plus sign to expand the informational text. If you cannot locate the email or do not have the registration information within your account, contact the Service Desk at 888-723-4263, option 1, to be re-registered.

What if there is not a collection site near me?

If your school is set up for electronic registration and we do not provide you with an option within 50 miles of your current address, please contact our Service Desk at 888-723-4263, option 1. We may be able to find a site closer to your school or assist you in finding a private collection site that has an agreement with our labs.

How do I complete my drug test if I am instructed to see my school administrator within the Drug Test instructions?

If your school is located in a more rural part of the country, you may be directed to see your school administrator to get a paper chain of custody form in lieu of being registered electronically. **You do not need to go to Gateway Technical College to receive an order form. You simply need to print out your order confirmation, contact Advocate Aurora Health's Central Scheduling Office at 833-986-2170, and schedule your appointment at the Occupational Health Department in Elkhorn, Burlington, Mount Pleasant, or Kenosha. You will receive the chain of custody paperwork and complete your drug test at your appointment.**

How long does it take for results to be returned?

Negative results are typically available within 3-5 business days after completing your test. Results may be sent to our Medical Review Officer (MRO). Results processed via an MRO may take longer to be returned.

My test results say I am positive, but I have a prescription. What should I do?

All non-negative tests are sent to a Medical Review Officer (MRO) for further review. The MRO will contact you for an interview; a minimum of three contact attempts will be made over a two-day time period. The MRO will request written documentation for any prescriptions that may have produced positive test results. You have 24 hours to provide written documentation of your prescription(s).

What do I do if I am contacted to retest?

You may be contacted to retest if your drug test results in a fatal flaw. You will receive a new chain of custody form to take back to the lab. If the specimen is rejected due to donor error, you may be contacted to place and pay for a new drug test order. If your results come back Dilute Negative, you will be required to purchase and pay for a new drug test order.

Compliance/Clinical Requirements tracker

Where do I access instructions for completing a tracker requirement within my "To-Do List"?

Each requirement in your tracker has specific general instructions listed within the requirement description. Expand the requirement description by clicking on the plus sign next to each requirement name. All forms that you *may* need to complete tracker requirements can be found in the first requirement in your Clinical Requirements to-do list - **1. Gateway Forms**. If your program has clinical sites with specific policies that must be followed, you will receive resource information from the school.

How do I upload a document to fulfill a requirement?

Open the requirement and click on the “Browse” button to attach your file from either your computer or “My Documents”. After the file appears under “Attached Files”, click “Submit”. The status of the requirement will change to “In Process” while your document is being converted into a PDF file. This conversion process usually takes less than five minutes to complete. If you have waited over 24 hours and your document is still processing, please contact the Service Desk at 888-723-4263, option 1.

What file format is acceptable and is there a maximum file size?

The most common file types are .jpeg, .png, .doc, PDF. All files are converted to a PDF format within our system as PDFs are the most universally viewable document for browsers and applications. **There is a maximum file size of 5mg.**

How do I upload multiple documents to fulfill a requirement?

Open the requirement, click on the “Browse” button, and attach your first document. Click the “Browse” button again to attach additional documents. Click “Submit” when all documents have been uploaded. The status of the requirement will change to “In Process” while your documents are being converted into a single PDF file. This conversion process usually takes less than five minutes to complete. If you have waited over 24 hours and your document is still processing, please contact the Service Desk at 888-723-4263, option 1.

Can I attach the same documents to multiple requirements at one time?

Even if the information for multiple requirements is included within a single document, the same document must be attached to each individual requirement. A reviewer reviews one requirement at a time and the attached documents for that specific requirement. Therefore, **the documentation must be attached to each requirement for the review to be completed.**

How do I fax documents to fulfill a requirement?

Within the requirement, click the Download button next to “Or download the fax/mail requirement cover sheet”. Print the fax cover sheet. This cover sheet is *only* specific to that requirement. For security reasons, documents that are faxed without the appropriate cover sheet will be destroyed. Fax the cover sheet and documentation to the fax number provided on the cover sheet with the cover sheet first followed by your documentation. If you are completing multiple requirements, you will need to include each requirement’s corresponding cover sheet. When faxing, the pages of documentation should be in the following order:

1. Fax cover sheet
2. Supporting documentation
3. Fax cover sheet {for additional requirement(s)}
4. Supporting documentation {for additional requirement(s)}

How do I mail documents to fulfill a requirement?

Within the requirement, click the Download button next to “Or download the fax/mail requirement cover sheet”. Print the cover sheet. This cover sheet is *only* specific to that requirement. For security reasons, documents that are mailed without the appropriate cover sheet will be destroyed. Mail the cover sheet and documentation to the address provided on the cover sheet with the cover sheet first followed by your documentation. If you are completing multiple requirements, you will need to include each requirement’s corresponding cover sheet. When mailing, the pages of documentation should be in the following order:

1. Cover sheet
2. Supporting documentation
3. Cover sheet {for additional requirement(s)}
4. Supporting documentation {for additional requirement(s)}

Documents are uploaded to your requirement within 48 hours of receipt. We recommend using a mail carrier with a tracking service.

How do I fax or mail documents to “My Documents” for secure storage?

Select “Print Fax/Mail Cover Sheet” from the upper right-hand side of “My Documents”. Then choose the appropriate cover sheet. All documents transmitted with a Fax/Mail cover sheet will be stored in the “Faxed/Mailed Documents” folder. Documents uploaded to “My Documents” will not be attached to any requirements in your tracker. If you need to attach a document from “My Documents” to a specific requirement, open the requirement, choose “Upload File”, then select “My Documents”.

Who reviews and approves my documents and how often are they reviewed?

Your school determines who will review your documents. This may be school/organization personnel or a dedicated team at CastleBranch. Documents are reviewed in the order in which they are submitted. However, as a school deadline approaches, those student documents become our priority. Our goal is to help you become compliant as quickly as possible. If you have submitted your documents for approval and your deadline is within 48 hours, please contact our Service Desk at 888-723-4263, option 1, to ensure the review process is expedited. Expedited review processing cannot be guaranteed as it is not always available.

Why would my document be rejected?

Documents may be rejected if they are illegible, loaded to the wrong requirement, or do not meet the specific guidelines. Our team is unable to make subjective approval decisions; therefore, we adhere strictly to the stated guidelines. If we provide you with a reason for rejecting your requirement that is unclear on what you need to do to gain approval, please contact our Service Desk at 888-723-4263, option 1.

How do I avoid common mistakes when responding to requirements?

- √ Remember to hit the “Submit” button when attaching documents to a requirement. If you forget to hit the Submit button, the requirement will remain in process and is not visible to the reviewer until you go back into your account and submit.
- √ Make sure that all fields on your forms are completed, signed, and dated before attaching to your requirement.
- √ When uploading to your document center, title each document as they are uploaded so that you can be sure the correct documents are uploaded to their respective requirements.

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- √ Fax all documents with their appropriate fax cover sheet before the documentation for each requirement.

What do I do if I have a requirement needing multiple vaccinations and I have only completed my first shot in the series?

Most schools accept a series in process. When reading through the requirement, if the school accepts a series in process, upload your vaccination and a new requirement will be added to your tracker for the next step.

Can my school see my tracker progress and supporting documents?

Authorized users at your school can view the progress you are making on your requirements and the documents you have attached to each requirement.

Will I be given reminders when I have an approaching due date or when something is overdue?

Yes, you will be sent an email once a week if you have requirements that are approaching or have passed their due date.

When I have completed my tracker requirements and am compliant, is there a way to print or download my results?

The results summary is available for download in “My Documents”. The PDF file labeled “Results” is located in the folder with the corresponding tracker name. The results summary gives a snapshot of the current status of your tracker and the progress of each requirement within the tracker.

What does a tracker status of “Compliant” mean?

“Compliant” is a temporary status of completion when you have completed all current requirements on or before their due date. Most compliance trackers contain renewable requirements; the most common being TB, CPR, and Seasonal Flu. Each year your tracker will be updated with a renewable requirement approximately 21 days before the requirement is due. You will be sent an email reminder 60 days before the requirement due date and 30 days before the requirement due date. A renewal will populate on your tracker approximately 21 days before the requirement is due and will be available for you to provide the current year documentation. To remain compliant, you must respond to each requirement on or before its due date. Your school will not allow you to attend clinicals without being compliant. You may be pulled from your clinical rotation if you do not remain compliant.

What does a tracker status of “Overdue” mean?

Your tracker status reads “Overdue” when the overall tracker due date passes, and you have one or more incomplete requirements or when a specific requirement due date passes, and you have not provided the necessary documentation.

What does the tracker status “Rejected” mean?

Your tracker is not yet overdue, but you have one or more requirements that are currently rejected and need your attention.

What does a “To-Do List” status of “Archived” mean?

A “To-Do List” with a status of “Archived” reflects an inactive order; for example, this may occur when a student graduates, leaves a program of study, or requests their Clinical Requirements/Compliance tracker be switched from one program to another to avoid paying for a new “To-Do List”. You will receive a notification in your

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myCB message center when your tracker is archived. You will no longer be prompted to pay renewals or receive notifications pertaining to trackers within your “To-Do Lists” that have been archived. Documents within an archived “To-Do List” are no longer reviewed by CastleBranch.

Nationwide Healthcare Fraud & Abuse Scan

Who receives my results?

Results are sent directly to you and your school administrator. As part of your original background check results, your results may also be shared with your clinical facility.

When should I receive my results?

The Nationwide Healthcare Fraud & Abuse Scan results are received as part of your original background check run through CastleBranch.

Need help?



Who do I contact if I have questions? How do I ask for assistance after I have placed my order?

If you need assistance, you can use any of the “Help” menu options. Go to the menu located in the top right-hand corner of your homepage and select any of the following:

- √ **Video FAQ:** Includes access to the Video FAQ Library with a variety of short videos that can assist with assorted topics.
- √ **Browse Help Topics:** Includes answers to the most frequently asked questions.
- √ **Submit Support Inquiry:** Allows you to enter an inquiry, along with attachments, to our Service Desk team at your convenience.
- √ **View Support Inquiries:** Stores all communication between you and our Service Desk team for future reference. You can view items made within the “Service Desk 24/7” system, update, view responses, and view attached documents.
- √ **Call Us:** Available Monday – Friday 7:00 a.m.-7:00 p.m. and Sunday 9:00 a.m.-5:30 p.m. CST
- √ **Chat with Us:** Available Monday – Friday 7:00 a.m.-7:00 p.m. and Sunday 9:00 a.m.-5:30 p.m. CST