CastleBranch Helpful Hints

How to View Your Background Check:

To view your background check results report, login to your account with your User name and password. Once logged in, you will see your “To-Do List”. “Background Check” will be listed in blue. Click on the blue oval labeled “View Results” to open, download, print and save your background check results report.

Drug Testing:

You will receive a drug screen registration form within 24 hours of creating your account (placing your order). Once your registration is complete, the status of the drug screen requirement will update to “Registered”. Click on the blue plus sign and select the “Download File” link to download the registration form. Print the form and take it with you to the collection site. Your registration will have an expiration date listed, you will need to complete the drug screen before the expiration date. You will need to bring a government-issued ID and the drug test registration form to the collection site.

Where Do I Go To Take My Drug Test?

A list of collection sites or a link to find a location close to you will be listed. Click on the link and enter your zip code. If you are unable to locate a collection site within 50 miles, contact our User Experience team and they can assist with finding a location for you.

When Will My Drug Test Results Be Available To Review?

When your drug test results have been received by CastleBranch, your status will change to “Complete”. A negative test result will be available to view within 3-5 days after collection. If your result is non-negative/positive, it will be sent to a Medical Review Officer. Non-negative results may not be available on your account for 7-10 business days. However, if results are not shown after 7 business days. You may contact student services at 888.914.7279, option 1, to request assistance.

What If My Drug Test Is Non-Negative/Positive?

If your drug test is non-negative/positive, you will be contacted by the Medical Review Officer. The MRO will contact you so that you can provide written documentation (prescription) that could impact the results of your test. They will contact you by phone, at the number you provided when creating your account (order placement). The status of your drug test will be updated to “Pending MRO”. Contact information for the MRO will be provided so that you are able to contact them as well.
*MRO @ 1-800-526-9341 to discuss results for release.

How to Place a New Drug Screen Order:

You will be required to repeat the drug screen annually. To add a drug screen order to your existing account, please log in to your myCB account and enter your username and password. In the “Place Order” box enter the package code provided to you for the annual repeat drug screen. Then click the Submit button. Once you have paid for the order and reached the end, the new order will be added to your profile. If you need to repeat the drug screen due to a non-negative/positive result, a different “package code” will be provided. You will need to pay for the repeat drug screen.

Web Browser:

Certain web browsers have processing errors and do not load pages correctly on our websites. We have found that our websites are much more compatible and offer a much better experience when using either Mozilla Firefox or Google Chrome.

Uploading files:

1) You can scan the records and upload them or you may take pictures of the documents. Note, only PDF and JPG files under 5mb are allowed. To upload more than one file to a requirement, attach the first record you want to submit but DON'T click the "submit" button yet, you may use the “+ Upload another File” option found directly under the recently attached file. All files attached must be in the SAME format (i.e. Jpg, PNG, PDF, etc).

Make sure documents that you are going to upload are NOT encrypted or password protected (Files that were filled out electronically such as "esigned" and then saved are encrypted and cannot be processed correctly by the system).

2) To upload information that is already stored in the “Document Center,” you will select the “Browse” button next to the line that reads “My Documents.” A drop down menu will appear that looks exactly like the menu in your document center. Select the folder that your document is stored in, and then select the document that you would like to attach to the requirement. Once the page refreshes and the file is attached, you will select the orange “Submit” button that appears in the bottom left corner of the screen.

3) If you prefer to fax your documentation, locate your To-Do-List and click on the blue plus sign to the left of the requirement until the boxes no longer open.

Under each requirement you will click on the blue button labeled “download” at the bottom of the drop down box. You will see a line that reads “to download the fax/mail coversheet.”

You must have a fax cover sheet for each requirement you are faxing in. If you fax all of the documents with the same cover sheet, they will all be added to the first requirement and you will not be in compliance for the other requirements. Once attached to your requirements, you will receive an email letting you know your records were received.

* Videos are posted within the **Need Help section** of your MyCB account. As of now, the videos can only be accessed once you have logged in.

Students may also contact student services at (888)914-7279, option 1, for direct assistance.