

## Castle Branch Document Retrieval Instructions

### 1. Confirmation Page (Proof of Payment):

- After successfully placing your order, you should receive a confirmation email with your proof of payment.
- If you lose this email or cannot locate it, you can locate the confirmation page within your profile account by the following:
  1. Sign into your Profile on mycb.castlebranch.com
  2. On the left side of your screen, hover your mouse over "Document Center" and select "My Documents"
  3. You may click on any of the "Tags" (Background Check, Drug Test, etc.) to locate your Confirmation page. It may appear as a file name: "Confirmation 9016....."
  4. You can download the Confirmation page to your computer and print.

### 2. Background Check:

- When you have received an email stating that your background check has been completed, please log into your Profile on mycb.castlebranch.com
- Within your TO DO List tab, locate your Background Check requirement
- You will see a blue button that says "View Results". Click on the button and your background check will download into a PDF file to your computer for you to print.

### 3. TO DO List Summary Report (Proof of compliance for clinical requirements):

- When you are instructed to retrieve your TO DO List Summary Report, log into your Profile account on mycb.castlebranch.com
- To access your Summary Report, go through the following steps:
  1. On the left side of your screen, hover your mouse over "Document Center" and select "My Documents"
  2. Locate and click on the "Tag" that says "Clinical Requirements...." Be sure to select your most current Clinical Requirements tracker name if you have had multiple trackers at some point.
  3. You may have to scroll through the list of file names to locate your Summary Report but the file name will be something like "Results\_9016...."
  4. You can download the Summary Report to your computer and print
  5. \*\*\*This document is subject to update itself as you complete your clinical requirements. If you have outstanding items within your clinical requirements, the Summary Report will not show that you are compliant until all the requirements are fulfilled.

If you are still having trouble locating these documents, our Student Service Desk has representatives that are available to assist at 888-723-4263-see website for hours of operation.