MEDICAL DOCUMENT MANAGER + BACKGROUND CHECK
Cost: $91 (additional fees may apply)

- **Required Personal Information** - In addition to entering your full name and date of birth, you will be asked for your Social Security Number, current address, phone number and e-mail address.

- **Medical Document Manager** - Document trackers provide secure online storage for all of your important documents. At the end of the online order process, you will be prompted to upload specific documents required by your school for immunization, medical or certification records. Medical Document Requirements are as follows: Measles (Rubeola); Mumps; Rubella; Varicella (Chicken Pox); Hepatitis B; TB Skin Test; Tetanus, Diphtheria & Pertussis (Tdap); CPR Certification; Health Insurance; Influenza; Physical Examination; Liability Insurance; Confidentiality Statement; RN License; HIPAA Certification; Handbook Acknowledgement; Fire Card; Mask Fitting; Medical History; CA Driver's License; and Auto Liability Insurance.

- **Payment Information** - At the end of the online order process, you will be prompted to enter your Visa or MasterCard information. Money orders are also accepted but will result in a $10 fee and an additional turn-around-time.

Place Your Order Using: [https://mycb.castlebranch.com/](https://mycb.castlebranch.com/)

Enter package code *(refer to chart)*

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>BSN Basic</th>
<th>RN to BSN</th>
<th>MSN &amp; Post Masters</th>
<th>ABSN</th>
<th>ADN Collaborative</th>
</tr>
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<tbody>
<tr>
<td>PACKAGE CODE</td>
<td>CQ83bsn</td>
<td>CQ84rnbsn</td>
<td>CQ85ms</td>
<td>CQ85absn</td>
<td>LH11adnbsn</td>
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</table>

You will then be directed to set up your account.
When submitting multiple pages for a requirement you must upload all pages before hitting submit.

Viewing your background check results
Your results will be posted directly to your account. You will be notified if there is additional information needed to process your order. Although 95% of background check results are completed within 3-5 business days, some results may take longer. Your order will show as “In Process” until it has been completed in its entirety. Your school's administrator can also securely view your results online using a unique username and password.

If you need assistance please call the service desk
888-914-7279
Hours of Operation
Monday-Friday 8am - 8pm EDT Sunday: 10am - 6:30pm EDT
**Troubleshooting**

1. Contact the service desk: 888-914-7279  
   Hours of Operation:  
   Monday-Friday 8am - 8pm EDT  
   Sunday: 10am - 6:30pm EDT

   * If you are having issues uploading your documents, you may also fax or mail them. You must contact CB for more information.

   An instructional sheet is also available to download from the website

2. After contacting CB, if your problem is still not resolved or CB has referred you back to SON for a possible exception/extension of a requirement, you are to email the following people with details and your request will be forwarded to the appropriate person for review:

   - MSN: Jennifer Romero    JRomero77@cslanet.calstatela.edu  
   - BSN: Monica Ling         mling@cslanet.calstatela.edu

3. Any items that are ignored or overlooked will result in not being cleared on CB. Students not cleared on CB will have their clinical placement delayed/denied.

   - OD = OVERDUE (items have expired since you last uploaded)  
   - R = REJECTED (one or more items have not met the requirement)  
   - ✓ = COMPLIANT 😊