

Castlebranch Frequently Asked Questions

- **How do I upload my records?**

Scanning and uploading a PDF of the document is most often the best method. It is also possible to take a picture using a smartphone or tablet and uploading to the student profile. More details instructions are included on the final page of this document

- **Why is my document not saving in the ‘upload a document’ screen?**

Files are restricted to 5 MB or smaller. Often files can be too large and will not be processed by MyCB. Check the file size and file type and try to upload the document again. With good internet connection the process should take no more than 15-20 seconds. If issues persist reach out to Student Services for more information.

- **Where do I complete my Drug Screening (UDS)?**

Once the screening has been purchased students will receive a ‘proof of purchase’ QR code within their MyCB. It is recommended to schedule an appointment with LabCorp’s nearest facility. This can be done at <https://www.labcorp.com/labs-and-appointments>. The labwork is considered an “Employment Drug Screen”. Because it is paid for through CastleBranch students should indicate that the UDS is covered by another entity.

- **What is a Dilute Negative?**

If a UDS result is returned as a dilute negative it means the laboratory was unable to collect enough information from the sample given. Often this can be the result of overhydration or using the restroom shortly before the screening. Because the result is similar to those who use masking agents to cover up illicit substances in their system dilute negatives cannot be cleared as negative results. Students who receive this result will be able to rescreen.

- **What if I am asked to complete another UDS or Background Check?**

Purchase codes for additional screenings can be found in your program Homeplace in BlackBoard. These codes can be used in your MyCB.

- **What if I am not in a clinical or precepted course?**

All students in programs that require a clinical or precepted element must maintain compliance with these requirements. Failure to maintain compliance can result in the inability to progress in the program.

- **What is a Titer?**

A Titer is a laboratory test measuring the level of antibodies in a blood sample. Doctors can use the level of antibodies to determine if a patient is immune to certain viruses or if a vaccination is required. Commonly this is used to verify if students are immune to the Chicken Pox by exposure rather than receiving the vaccination.

- **Can immunizations interfere with a TB skin test?**

It is possible for live virus vaccinations to interfere with a TB skin test. For those scheduled to receive a skin test and a live virus vaccination the CDC recommends testing should be done either on the same day or at least one month after the vaccination to minimize the potential for a false-negative.

- **Additional tips for uploading documents to CastleBranch:**

- Make sure your document is clear and readable before uploading.
- Pictures are acceptable. Only the documentation should be in the picture.
 - Many smartphones now have document scanning apps making this even easier.
- The date and your name should be included in every document.
- Documentation should always be uploaded to the specific requirement. Reviewers will not look around for missing documents.
- If an item is rejected or requires renewal carefully read what feedback you are given.
- Illegible, blank, or incorrect documentation will be rejected.
- If you have questions about a documentation you can contact Student Services or CastleBranch.
- Technical issues need to be directed to CastleBranch's support team - 888.723.4263

Submitting Documents

Submitting documents to myCB can be achieved three ways: via upload, fax, or mail. This guide will cover all three options. If you need any further assistance, please call the number located at the bottom right of every page.

UPLOADING DOCUMENTS

The most efficient way to submit. Uploading your documents through myCB is not only secure, but ensures faster processing time.

Options for Digitizing Your Document

- Take a picture
- Use the myCB app
- Scan your document
- Utilize a local FedEx, UPS, Library, or University's resources

Submitting Through myCB

- Click **To-Do Lists** within the myCB panel on the left
- Expand the requirement you wish to upload to
- Click **Browse** next to **Your Computer or Flash Drive**
- Select file(s) needed, one at a time
- Hit **Submit**



All Documents uploaded are stored in your **Document Center** for future use.

To attach a previously uploaded document to a requirement, follow the same steps and then click **Browse** next to **My Documents**.



Note: Document removal may only happen before submission. Make sure you have attached the correct file name(s) before submitting. To remove a document, simply click **Remove Document** and re-attach the correct version.

Replacing Rejected Documents

- Read the rejected reason
- Re-upload using the same steps above

The two most common rejection reasons are missing information and illegible documentation. Make sure your documents are easily legible and contain their essential information, such as: signatures, physical exam dates, vaccination dates, or titer collection dates.