CastleBranch

Western University of Health Sciences

How to Place Order

Welcome to myCB

To place your order go to:

portal.castlebranch.com/WX07

PLACE ORDER → SELECT PROGRAM → SELECT PACKAGE

To place your initial order, you will be prompted to create your secure myCB account. From within myCB, you will be able to:

- View order results
- Upload documents
- Manage requirements
- Place additional orders
- Complete tasks

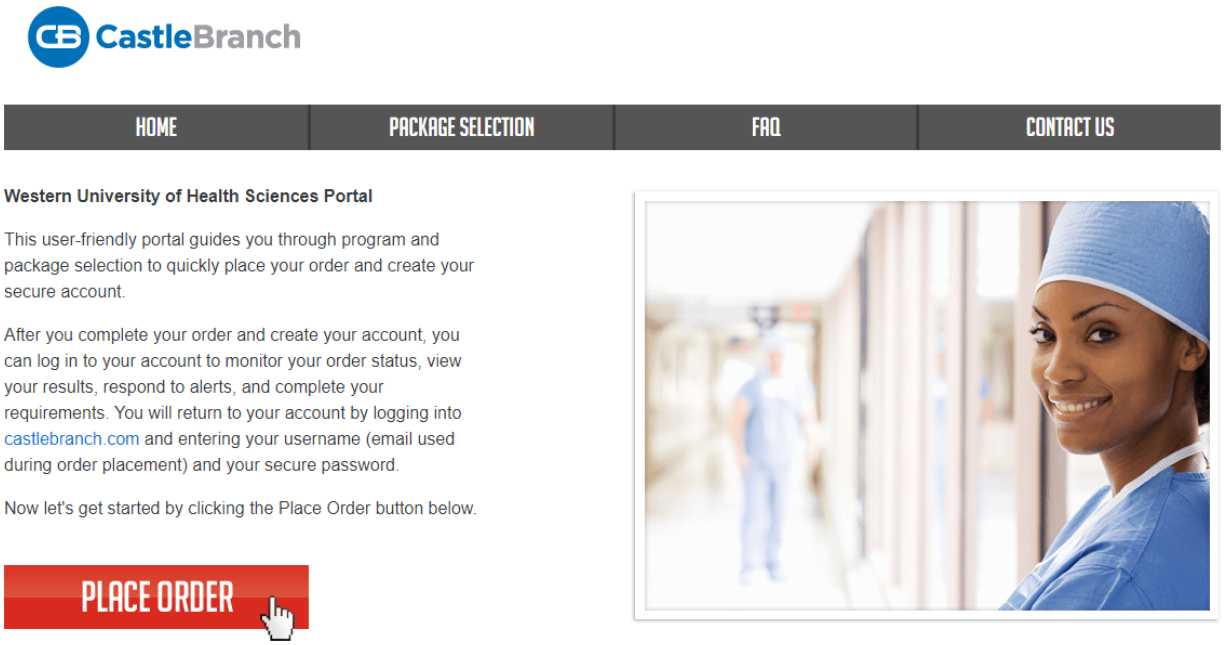
Please have ready personal identifying information needed for security purposes.
The email address you provide will become your username.
You MUST use your WesternU email address.
Your student ID number is your PIN (without the "@" symbol). Enter any zeroes as well.

Contact Us: **888.914.7279** or **servicedesk.cu@castlebranch.com**

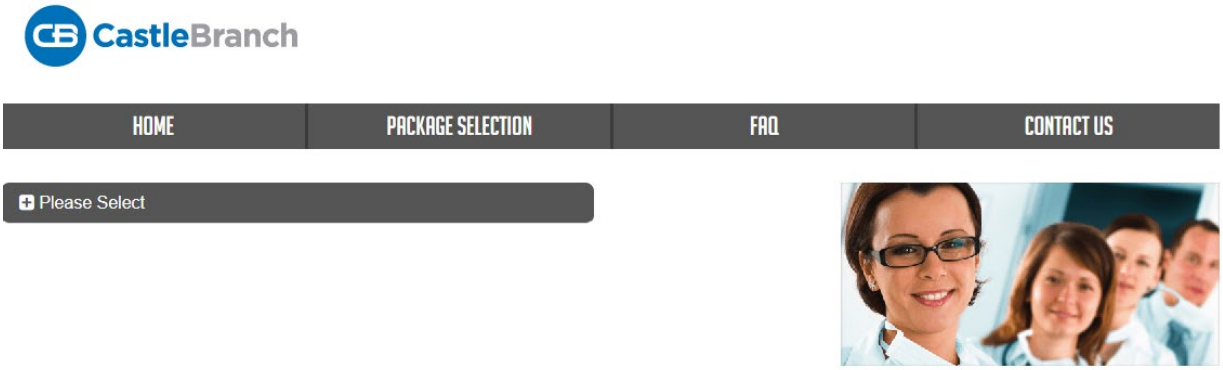
CastleBranch Order Process

STEP-BY-STEP Registration Process

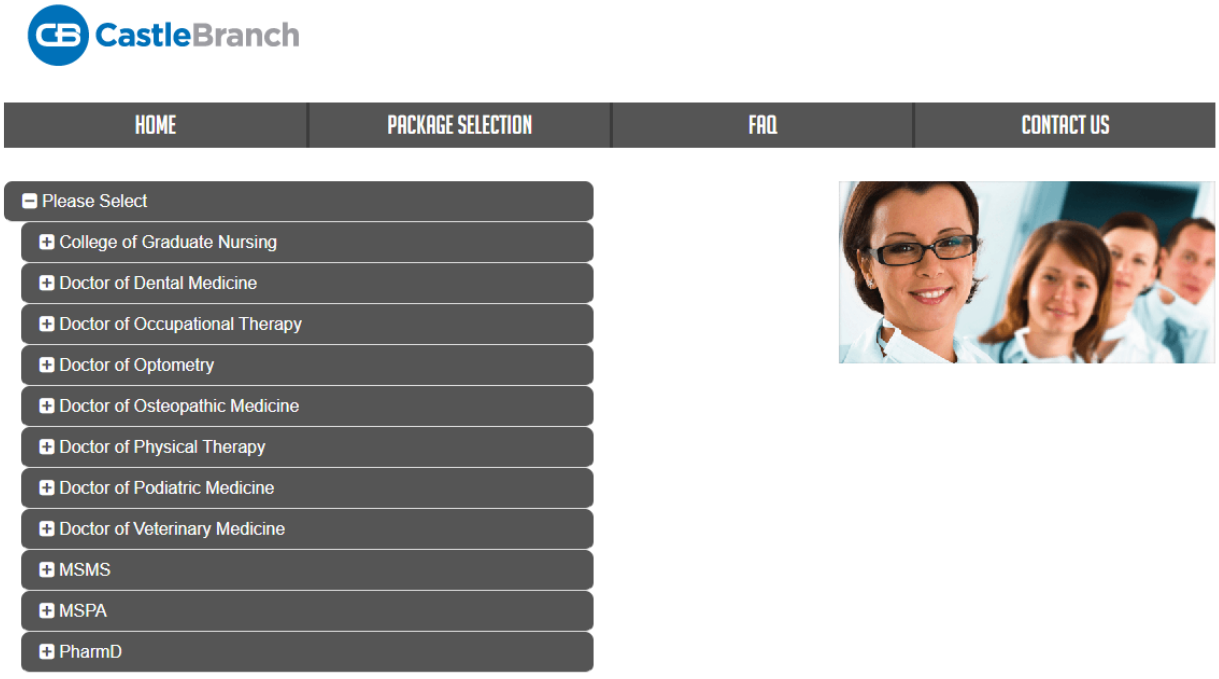
1) Student goes to WesternU's CastleBranch portal - https://portal.castlebranch.com/WX07 and expands program list by clicking "Place Order.



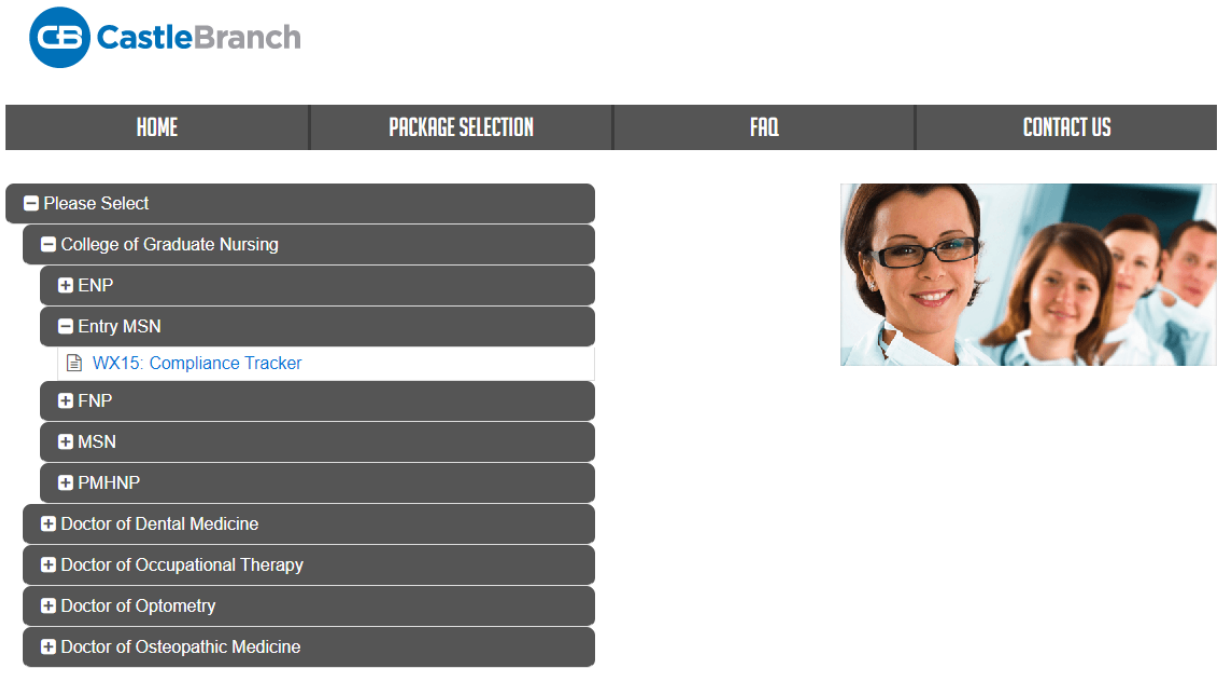
2) On the next screen, you will select your program by clicking "Please Select" to expand the list.



3) **It is important that you select the correct program!** If you are unsure of your exact program, please contact stu-emphealth@westernu.edu before creating an account.

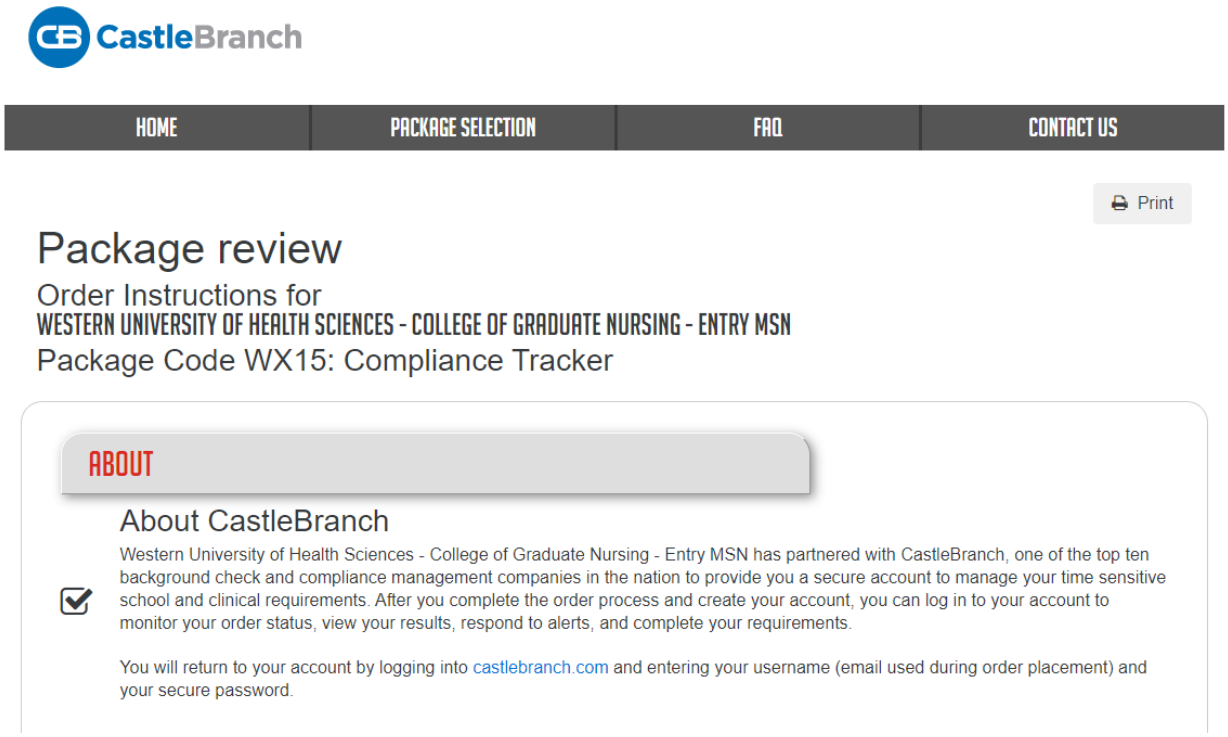


4) Using the "+" expand your College/Program selection until you see "Compliance Tracker" listed underneath. Then select the appropriate Compliance Tracker to begin registration.

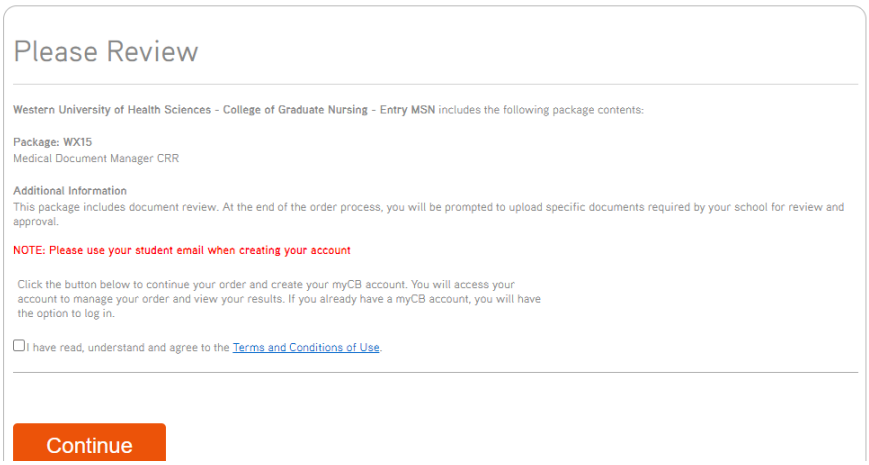


5) You will then see the Package Review screen shown below. Review the information and scroll to the bottom of the page to the check box that states “I have read order instructions”. Select the box and then “Click to Continue”.

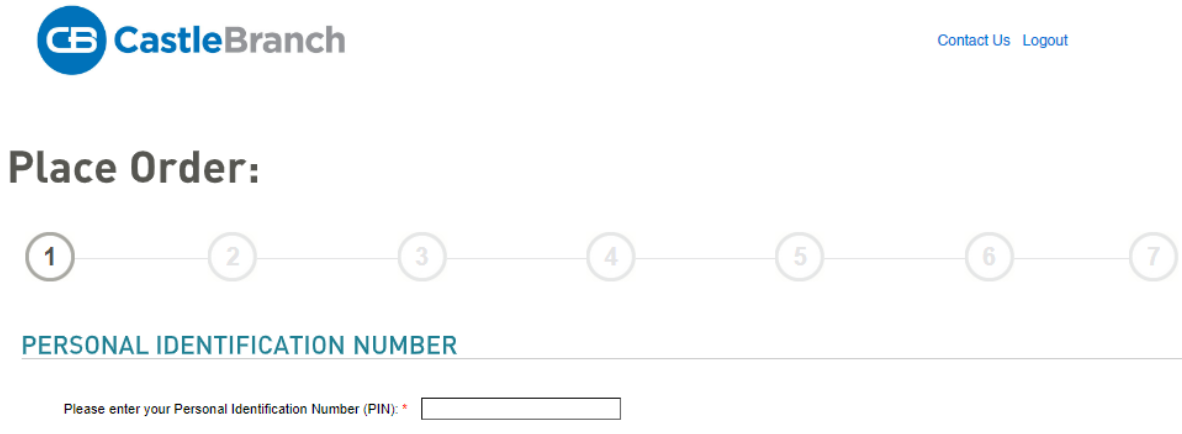
For additional assistance, please contact the Service Desk at 888-723-4263 or visit https://mycb.castlebranch.com/help for further information.



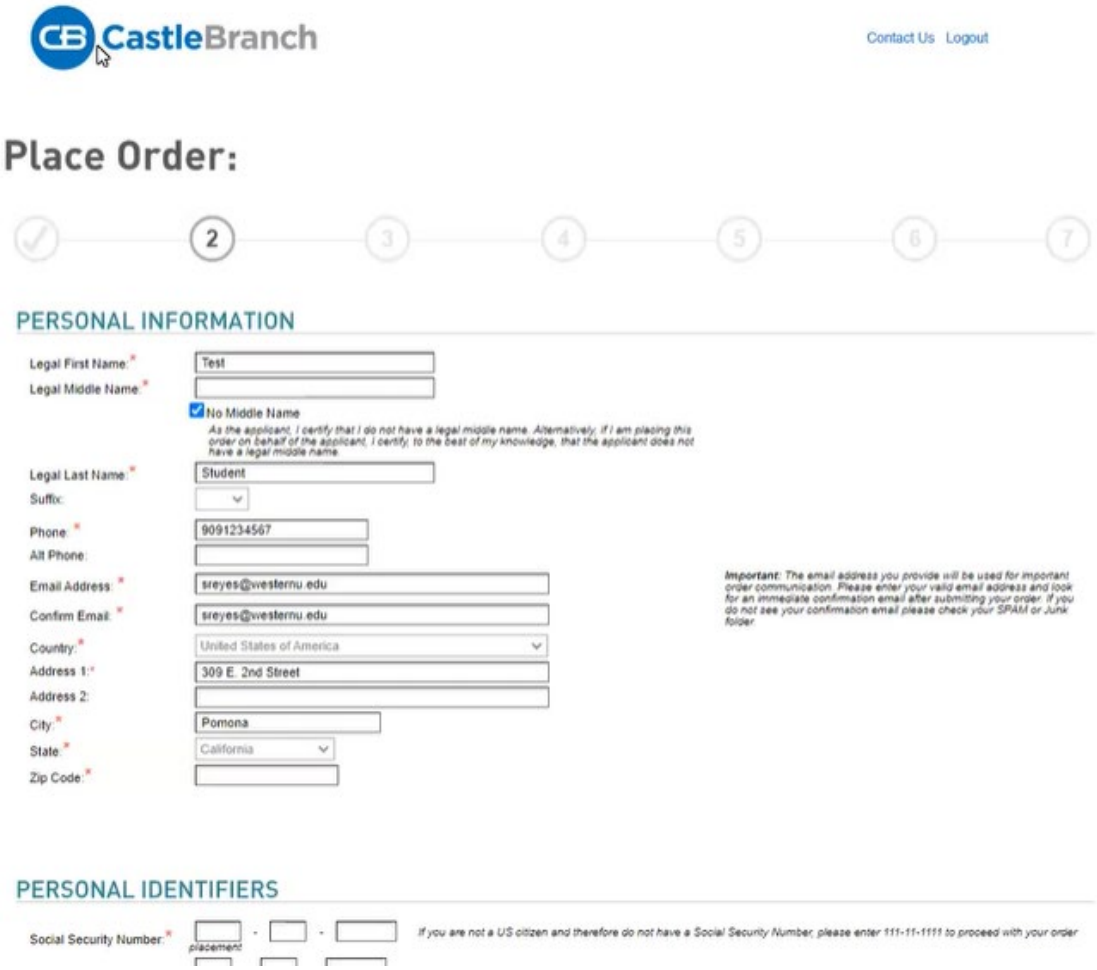
6) There will be another screen for you to review and agree to the Terms and Conditions of Use. Then select “Continue”. **NOTE: You MUST use your student email when creating your account.**



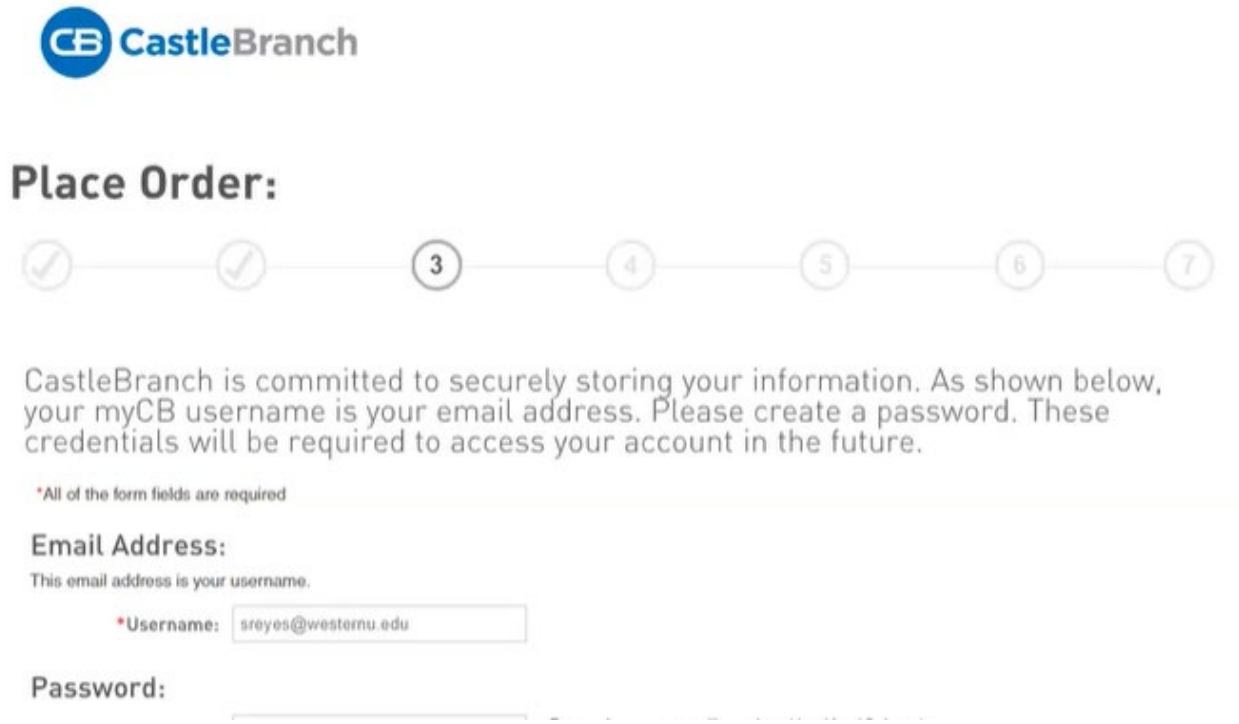
7) Personal Identification Number entered will be your student ID without the @ sign. For example, your student ID is @001234567 then you must input “001234567”.



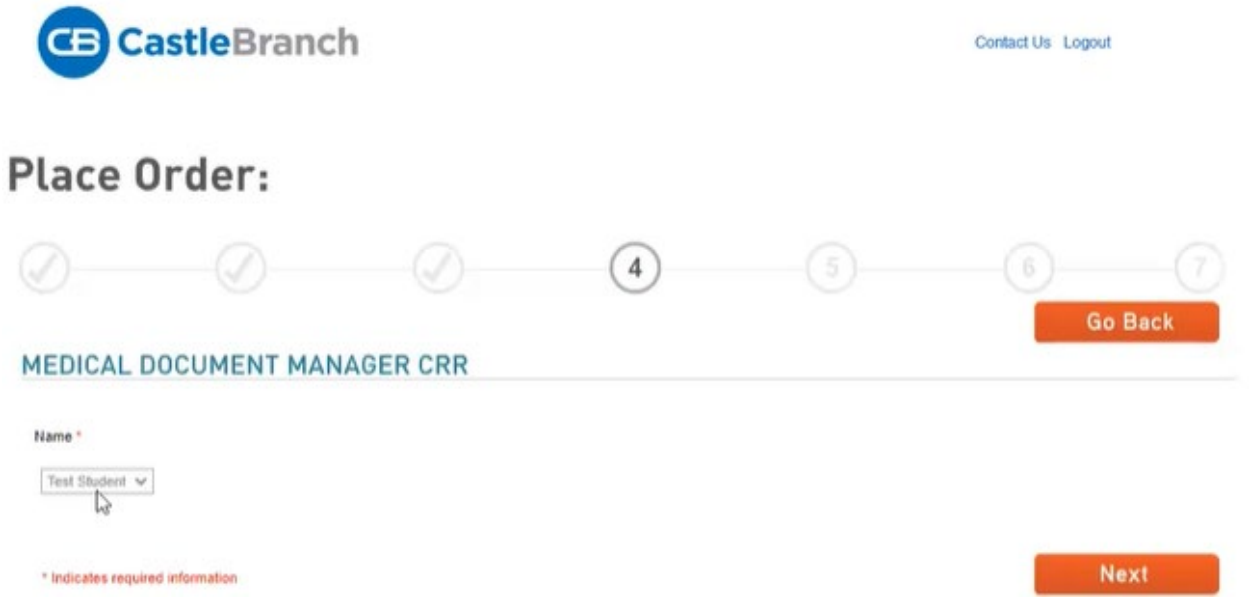
8) Next you will enter your Personal Information. **Note: Please ensure you are using your legal name AND WesternU student email address.**



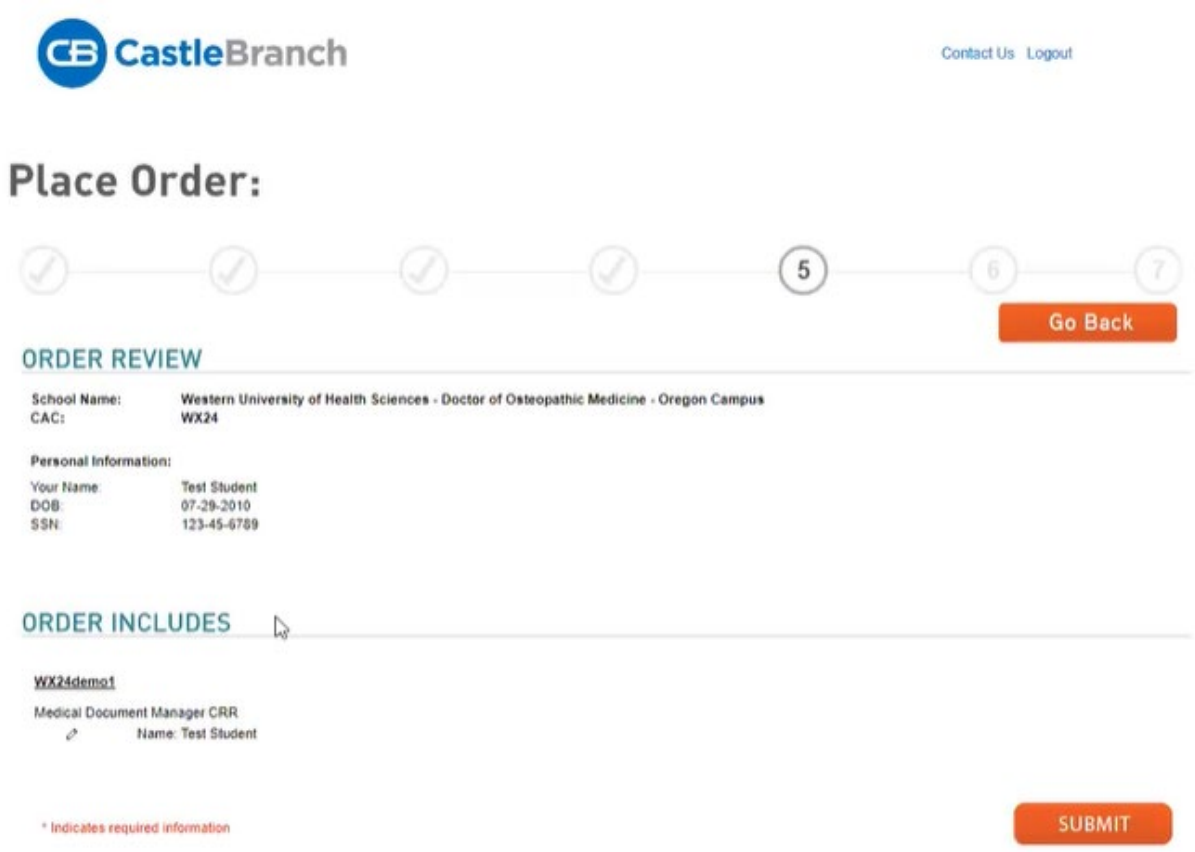
9) Your email address will be your username for your CB account. This field will auto-fill with the email provided on the previous page and must be your WesternU student email account. You will create a password for your CB account. Hit “Create Account” when completed.



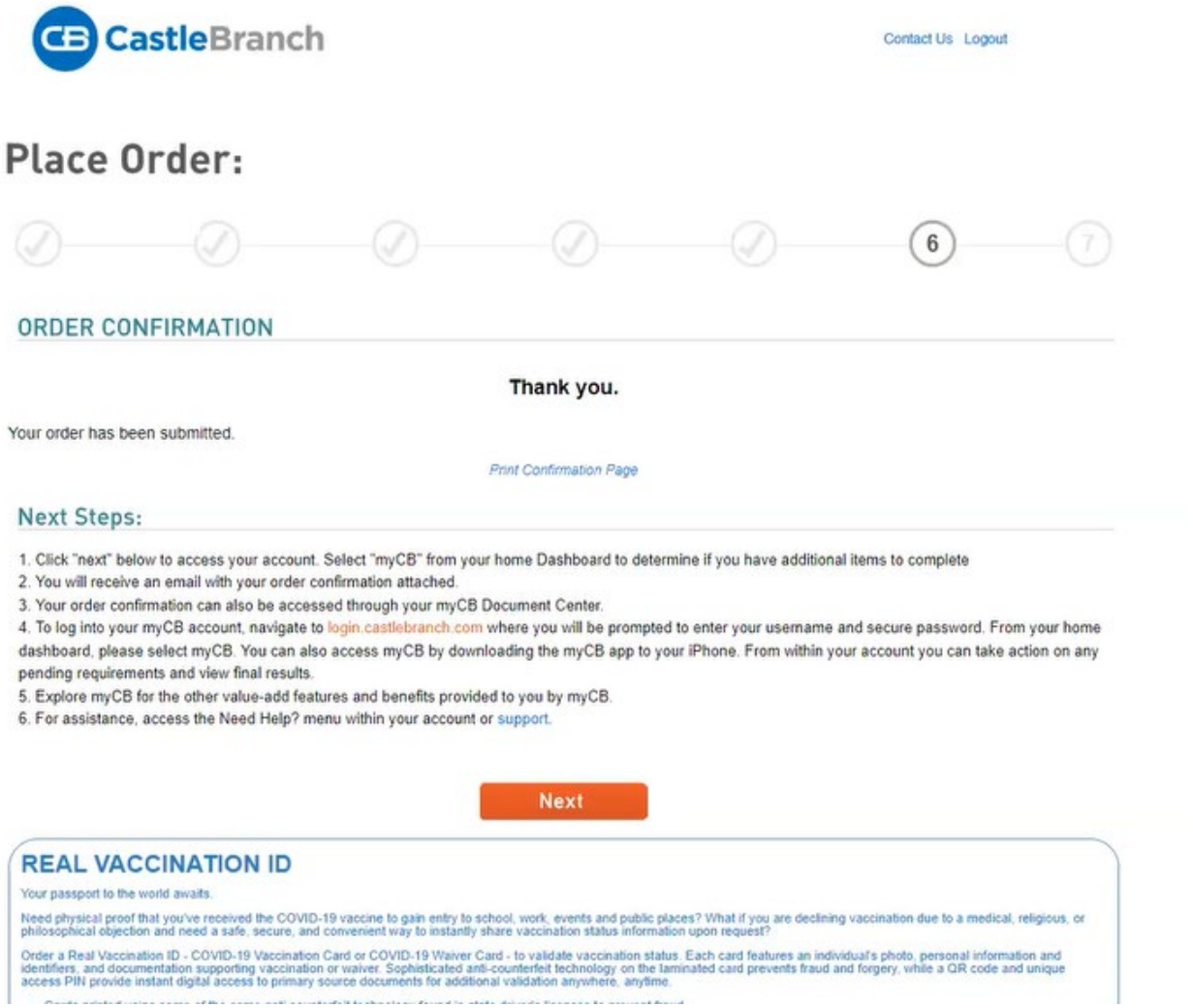
10) The next screen you will just select your name and click “Next”.



11) On this page you will review the order, please ensure that your program is listed correctly under the School Name field. You will also confirm that your name, date of birth, and social security number are correct. If everything looks correct, select “Submit”. If you need to correct anything, please select “Go Back” until you are able to correct the specific information that is wrong.

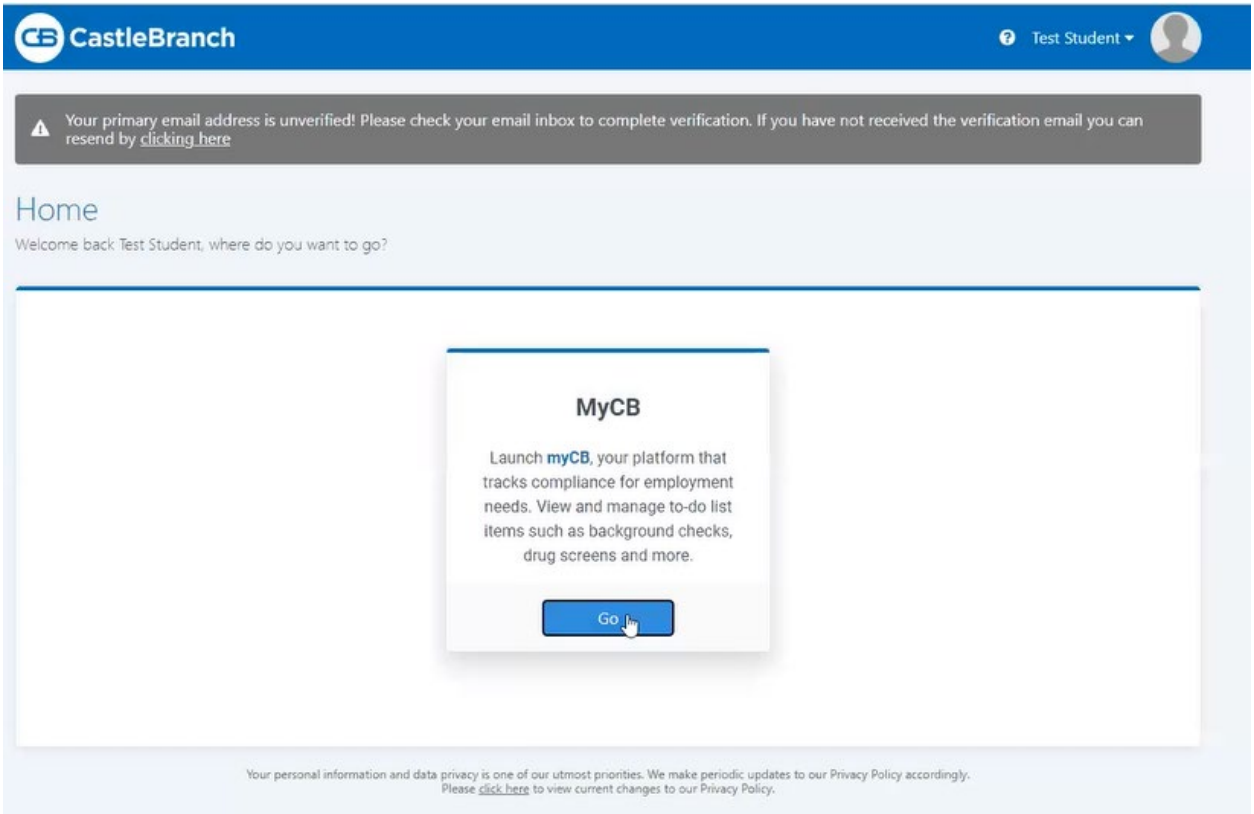


12) You will then be shown an Order Confirmation page. From there, you can select “Next” to access your account. You will also receive an email with your order confirmation attached.



13) You have now created your CB account and have access using your username and password to complete the requirements. Select “Go” to visit launch your myCB page.

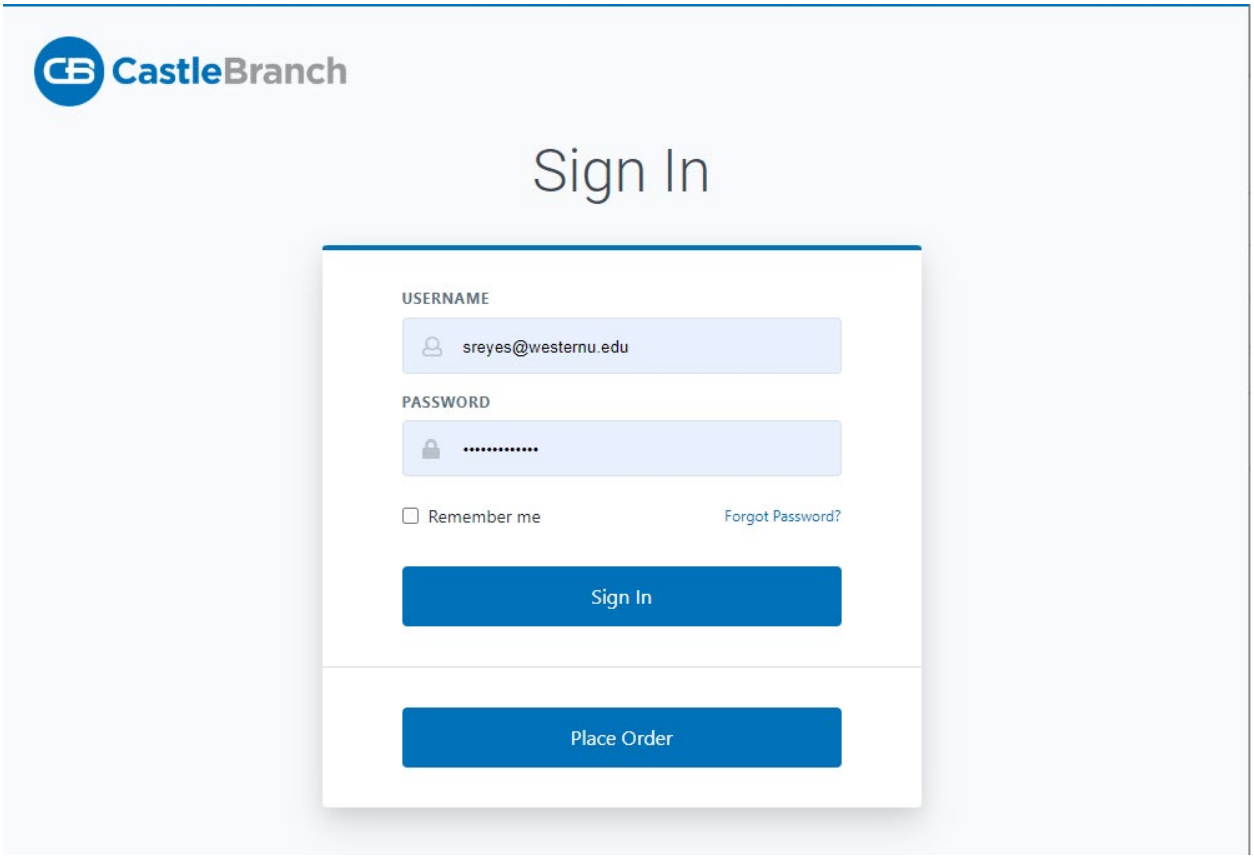
Note: You may see a message at the top of your screen stating you need to verify your email address. You should receive an email to verify your email, if you did not receive the email, check your spam folder. If you still can’t find the email, you can resend by clicking the link in the gray bar.



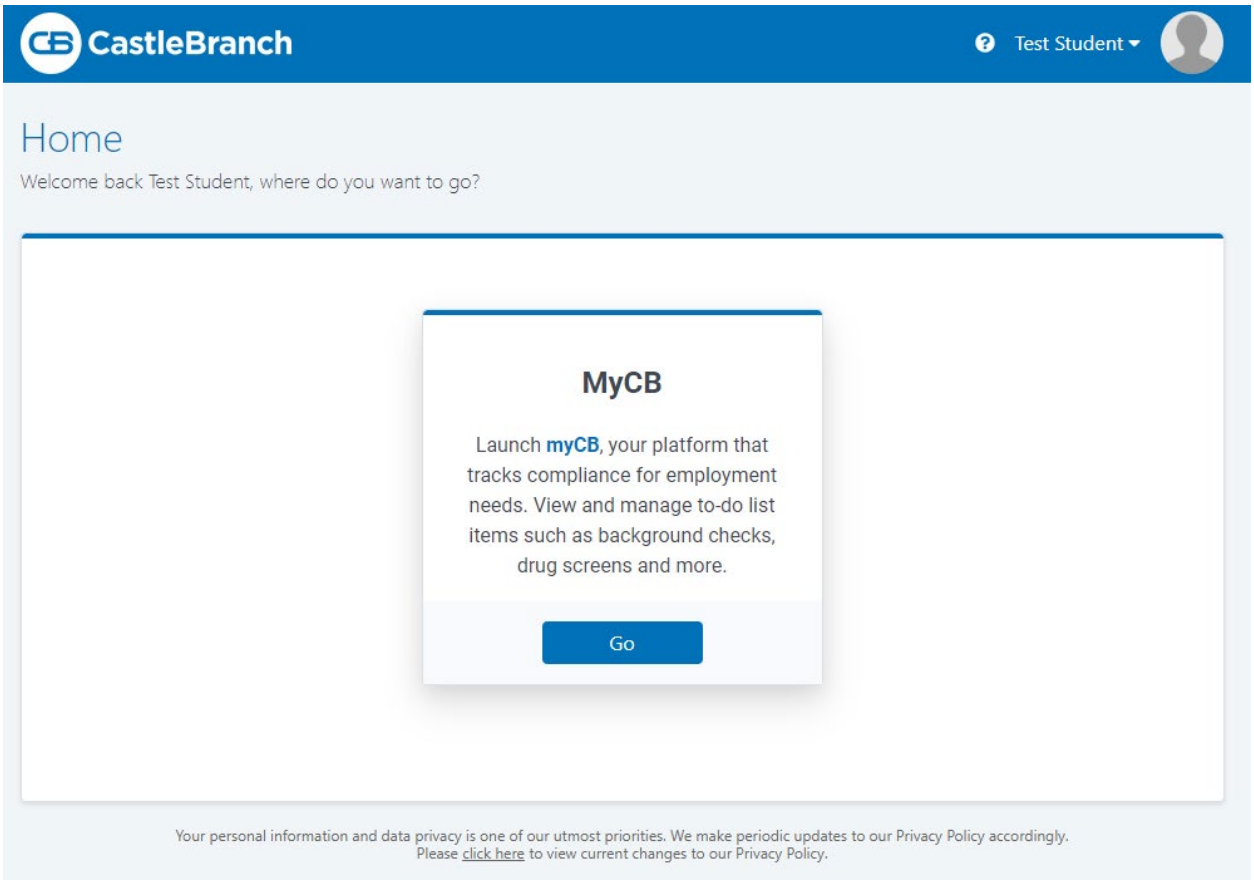
You can also access your account directly at
https://login.castlebranch.com/login

STEP-BY-STEP ACCESSING YOUR ACCOUNT

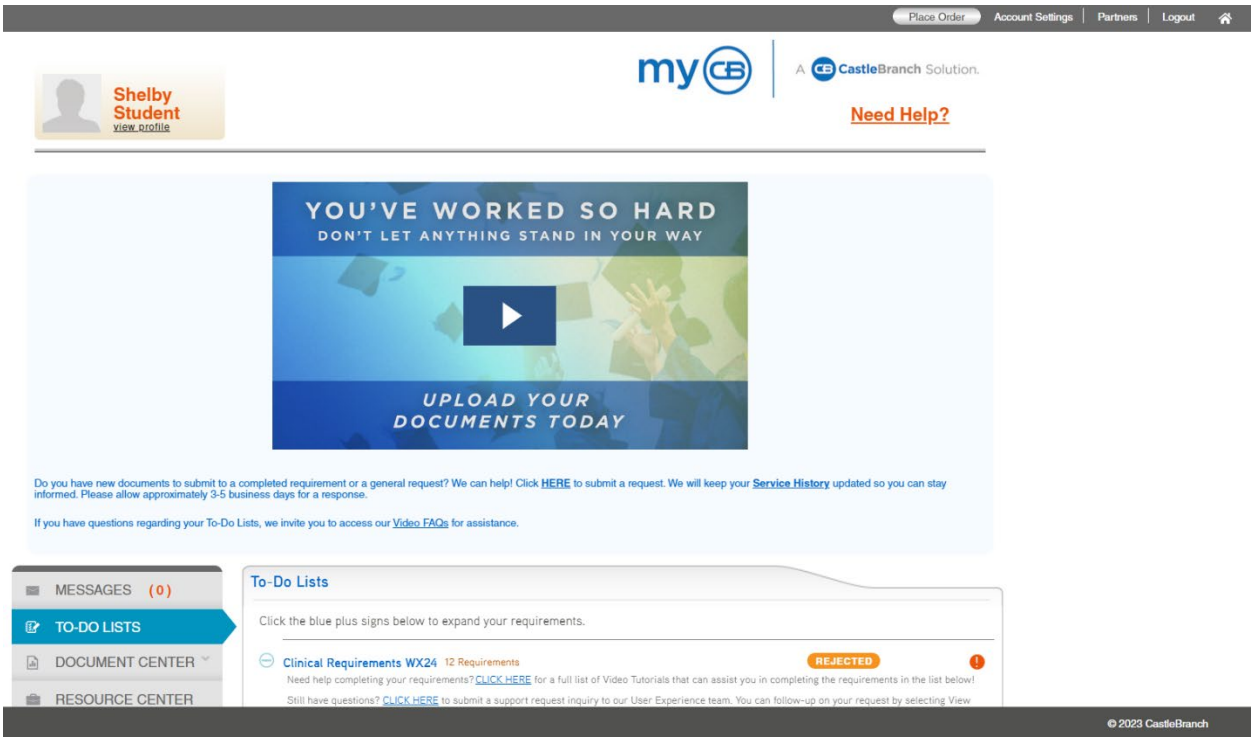
1) Login to your account after creation at https://login.castlebranch.com/login using your username (email address) and password to access your “To-Do List”. First-time access may require you to setup your dashboard by following the screen prompts.



2) You will then select “Go” to launch myCB, your platform where you will submit your immunization requirements and tracks compliance.



3) After logging in, you will view the dashboard below. The following can be accessed from this screen, click the links to go to those specific sections for more information:
    a. Account Settings
    b. Need Help?
    c. Messages
    d. To-Do Lists – START HERE to submit your student health requirements.
    e. Document Center
    f. Resource Center



TO-DO Lists: Completing your Student Health Requirements

Need help completing your requirements? CLICK HERE for a full list of Video Tutorials that can assist you in completing the requirements in the list below!

Still have questions? CLICK HERE to submit a support request inquiry to our User Experience team. You can follow-up on your request by selecting View Service History Support Inquiries within the Need Help? menu, or simply CLICK HERE

CastleBranch

STUDENT SUPPORT FAQ

WE'RE HERE FOR YOU!

We know your schedule is packed and your time is **valuable**, so we offer several ways for you to **get in touch with us**.

FAQ VIDEOS/PDFs

Our **video FAQ library** covers a range of topics designed to pinpoint students' most frequently asked questions. Each video is a 30-second snippet, quickly giving you the information you need. The most frequently watched videos sort to the top of the list, making them easy to find.

Not a fan of videos? Instead you can read our FAQs in a written format.

SUBMIT SUPPORT INQUIRY

You can log into your **myCB** account to submit an inquiry. Log into your **myCB** account and select "**Need Help**" in the upper right corner, then choose "**Submit Support Inquiry**" from the drop-down menu. Our student help desk will reply within two days, including on Sundays. *(Yes, we're here on Sundays, too!)*

EMAIL

Email our student help desk at **studentservices@castlebranch.com**. We'll respond within two business days, including Sundays.

LIVE CHAT

From **8 a.m. to 3:45 p.m. ET**, **Monday through Friday**, our student help desk experts are available through live online chat.

CALL BACK

When you reach our **student help phone line**, you have the option to leave your phone number, entering it into a call-back queue. One of our help desk experts will call you back before the end of the day. No need to wait on hold.

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