



How to Place Order

Welcome to **my** 

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."



Western University of Health Sciences Portal

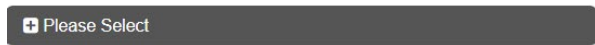
This user-friendly portal guides you through program and package selection to quickly place your order and create your secure account.

After you complete your order and create your account, you can log in to your account to monitor your order status, view your results, respond to alerts, and complete your requirements. You will return to your account by logging into [castlebranch.com](https://portal.castlebranch.com) and entering your username (email used during order placement) and your secure password.

Now let's get started by clicking the Place Order button below.




- 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.



HOME	PACKAGE SELECTION	FAQ	CONTACT US
	<ul style="list-style-type: none">[-] Please Select<ul style="list-style-type: none">+ College of Graduate Nursing+ Doctor of Dental Medicine+ Doctor of Occupational Therapy+ Doctor of Optometry+ Doctor of Osteopathic Medicine+ Doctor of Physical Therapy+ Doctor of Podiatric Medicine+ Doctor of Veterinary Medicine+ MSMS+ MSPA+ PharmD		

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



HOME	PACKAGE SELECTION	FAQ	CONTACT US
	<ul style="list-style-type: none">[-] Please Select<ul style="list-style-type: none">[-] College of Graduate Nursing<ul style="list-style-type: none">+ ENP[-] Entry MSN<ul style="list-style-type: none">WX15: Compliance Tracker+ FNP+ MSN+ PMHNP+ Doctor of Dental Medicine+ Doctor of Occupational Therapy+ Doctor of Optometry+ Doctor of Osteopathic Medicine		

- 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.



HOME	PACKAGE SELECTION	FAQ	CONTACT US
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Print

Package review

Order Instructions for
WESTERN UNIVERSITY OF HEALTH SCIENCES - COLLEGE OF GRADUATE NURSING - ENTRY MSN
Package Code WX15: Compliance Tracker

ABOUT

About CastleBranch



Western University of Health Sciences - College of Graduate Nursing - Entry MSN has partnered with CastleBranch, one of the top ten background check and compliance management companies in the nation to provide you a secure account to manage your time sensitive school and clinical requirements. After you complete the order process and create your account, you can log in to your account to monitor your order status, view your results, respond to alerts, and complete your requirements.

You will return to your account by logging into [castlebranch.com](https://mycb.castlebranch.com) and entering your username (email used during order placement) and your secure password.

- 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.**

Please Review

Western University of Health Sciences - College of Graduate Nursing - Entry MSN includes the following package contents:

Package: WX15
Medical Document Manager CRR

Additional Information
This package includes document review. At the end of the order process, you will be prompted to upload specific documents required by your school for review and approval.

NOTE: Please use your student email when creating your account

Click the button below to continue your order and create your myCB account. You will access your account to manage your order and view your results. If you already have a myCB account, you will have the option to log in.

I have read, understand and agree to the [Terms and Conditions of Use](#)

Continue

- 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".



[Contact Us](#) [Logout](#)

Place Order:



PERSONAL IDENTIFICATION NUMBER

Please enter your Personal Identification Number (PIN): *

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



[Contact Us](#) [Logout](#)

Place Order:



PERSONAL INFORMATION

Legal First Name: *	<input type="text" value="Test"/>
Legal Middle Name: *	<input type="text"/>
	<input checked="" type="checkbox"/> No Middle Name <small>As the applicant, I certify that I do not have a legal middle name. Alternatively, if I am placing this order on behalf of the applicant, I certify, to the best of my knowledge, that the applicant does not have a legal middle name.</small>
Legal Last Name: *	<input type="text" value="Student"/>
Suffix:	<input type="text" value=""/>
Phone: *	<input type="text" value="9091234567"/>
Alt Phone:	<input type="text"/>
Email Address: *	<input type="text" value="sreyes@westernu.edu"/>
Confirm Email: *	<input type="text" value="sreyes@westernu.edu"/>
Country: *	<input type="text" value="United States of America"/>
Address 1: *	<input type="text" value="309 E. 2nd Street"/>
Address 2:	<input type="text"/>
City: *	<input type="text" value="Pomona"/>
State: *	<input type="text" value="California"/>
Zip Code: *	<input type="text"/>

Important: The email address you provide will be used for important order communication. Please enter your valid email address and look for an immediate confirmation email after submitting your order. If you do not see your confirmation email please check your SPAM or JUNK folder.

PERSONAL IDENTIFIERS

Social Security Number: * - - If you are not a US citizen and therefore do not have a Social Security Number, please enter 111-11-1111 to proceed with your order.

- 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.



Place Order:



CastleBranch is committed to securely storing your information. As shown below, your myCB username is your email address. Please create a password. These credentials will be required to access your account in the future.

*All of the form fields are required

Email Address:

This email address is your username.

*Username:

Password:

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



[Contact Us](#) [Logout](#)

Place Order:



[Go Back](#)

MEDICAL DOCUMENT MANAGER CRR

Name *

* Indicates required information

[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.



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Place Order:



Go Back

ORDER REVIEW

School Name: Western University of Health Sciences - Doctor of Osteopathic Medicine - Oregon Campus
CAC: WX24

Personal Information:
Your Name: Test Student
DOB: 07-29-2010
SSN: 123-45-6789

ORDER INCLUDES

WX24demo1
Medical Document Manager CRR
Name: Test Student

* Indicates required information

SUBMIT

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.



[Contact Us](#) [Logout](#)

Place Order:



ORDER CONFIRMATION

Thank you.

Your order has been submitted.

[Print Confirmation Page](#)

Next Steps:

1. Click “next” below to access your account. Select “myCB” from your home Dashboard to determine if you have additional items to complete
2. You will receive an email with your order confirmation attached.
3. Your order confirmation can also be accessed through your myCB Document Center.
4. To log into your myCB account, navigate to login.castlebranch.com where you will be prompted to enter your username and secure password. From your home dashboard, please select myCB. You can also access myCB by downloading the myCB app to your iPhone. From within your account you can take action on any pending requirements and view final results.
5. Explore myCB for the other value-add features and benefits provided to you by myCB.
6. For assistance, access the Need Help? menu within your account or [support](#).

[Next](#)

REAL VACCINATION ID

Your passport to the world awaits.

Need physical proof that you've received the COVID-19 vaccine to gain entry to school, work, events and public places? What if you are declining vaccination due to a medical, religious, or philosophical objection and need a safe, secure, and convenient way to instantly share vaccination status information upon request?

Order a Real Vaccination ID - COVID-19 Vaccination Card or COVID-19 Waiver Card - to validate vaccination status. Each card features an individual's photo, personal information and identifiers, and documentation supporting vaccination or waiver. Sophisticated anti-counterfeit technology on the laminated card prevents fraud and forgery, while a QR code and unique access PIN provide instant digital access to primary source documents for additional validation anywhere, anytime.

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.

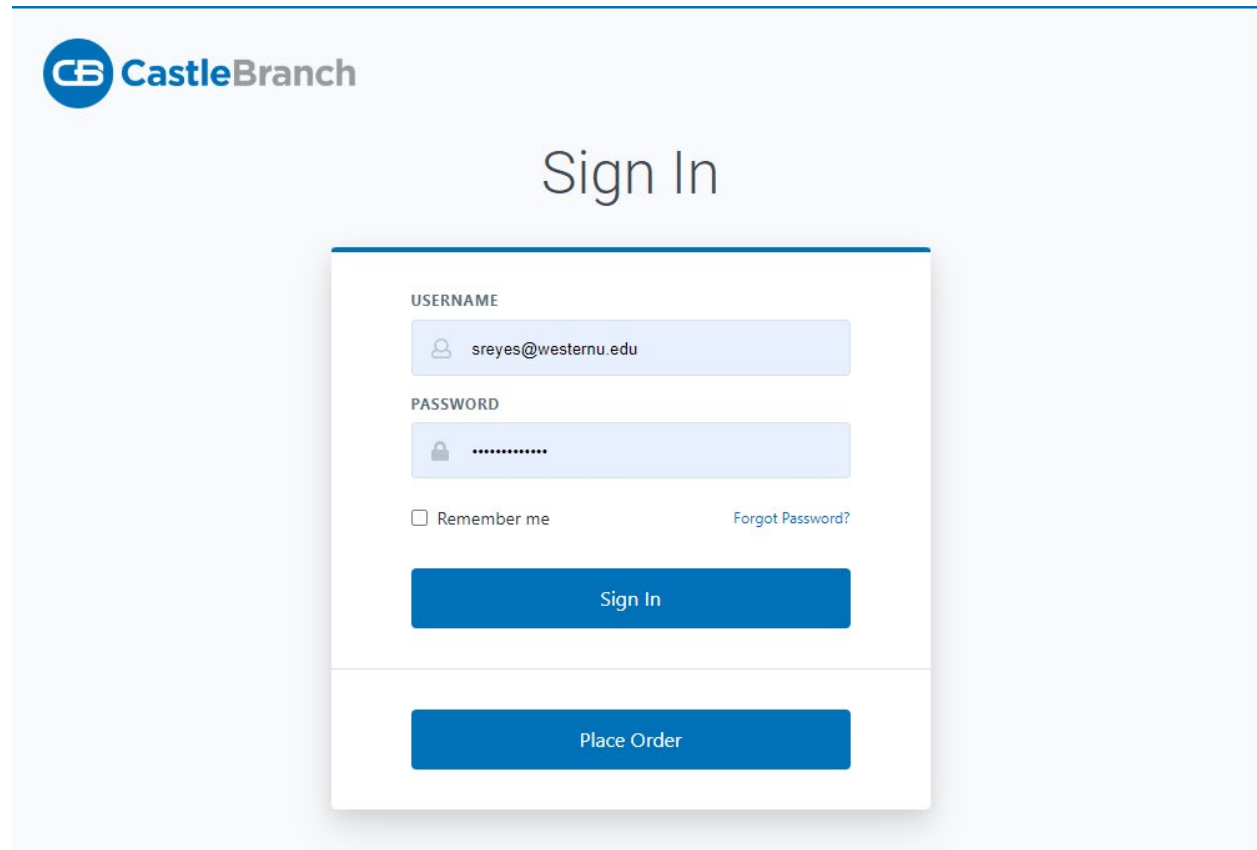
The screenshot shows the CastleBranch user interface. At the top left is the CastleBranch logo. At the top right, it says "Test Student" next to a user profile icon. Below the header is a gray notification bar with a warning icon and the text: "Your primary email address is unverified! Please check your email inbox to complete verification. If you have not received the verification email you can resend by [clicking here](#)". Below the notification, the word "Home" is displayed, followed by the text "Welcome back Test Student, where do you want to go?". In the center of the page is a white box with a blue border containing the text: "MyCB", "Launch myCB, your platform that tracks compliance for employment needs. View and manage to-do list items such as background checks, drug screens and more.", and a blue "Go" button with a hand cursor over it. At the bottom of the page, there is a small footer: "Your personal information and data privacy is one of our utmost priorities. We make periodic updates to our Privacy Policy accordingly. Please [click here](#) to view current changes to our Privacy Policy."

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.



The screenshot shows the CastleBranch login interface. At the top left is the CastleBranch logo. The main heading is "Sign In". Below this is a form with two input fields: "USERNAME" containing "sreyes@westernu.edu" and "PASSWORD" with masked characters. There are checkboxes for "Remember me" and a link for "Forgot Password?". At the bottom of the form are two blue buttons: "Sign In" and "Place Order".

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



Home

Welcome back Test Student, where do you want to go?

MyCB

Launch **myCB**, your platform that tracks compliance for employment needs. View and manage to-do list items such as background checks, drug screens and more.

Go

Your personal information and data privacy is one of our utmost priorities. We make periodic updates to our Privacy Policy accordingly. Please [click here](#) to view current changes to our Privacy Policy.

- 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:
- Account Settings
 - Need Help?
 - Messages
 - To-Do Lists – **START HERE to submit your student health requirements.**
 - Document Center
 - Resource Center

Place Order | Account Settings | Partners | Logout

myCB | A CastleBranch Solution. | [Need Help?](#)

Shelby Student
[view profile](#)

YOU'VE WORKED SO HARD
DON'T LET ANYTHING STAND IN YOUR WAY

UPLOAD YOUR DOCUMENTS TODAY

Do you have new documents to submit to a completed requirement or a general request? We can help! [Click HERE](#) to submit a request. We will keep your [Service History](#) updated so you can stay informed. Please allow approximately 3-5 business days for a response.

If you have questions regarding your To-Do Lists, we invite you to access our [Video FAQs](#) for assistance.

MESSAGES (0)

TO-DO LISTS

DOCUMENT CENTER

RESOURCE CENTER

To-Do Lists

Click the blue plus signs below to expand your requirements.

Clinical Requirements WX24 12 Requirements **REJECTED**

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

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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](#)

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.