

# Chippewa Valley Technical College

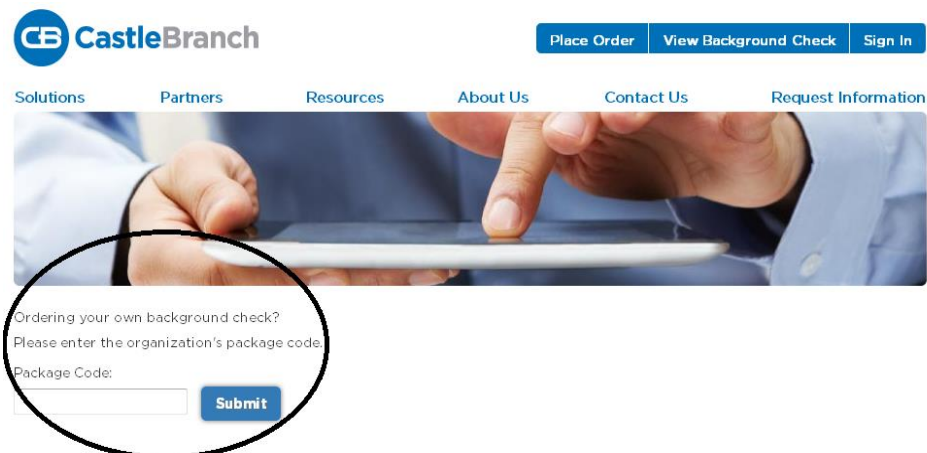
## Criminal Background Check Initial Order Instructions

Chippewa Valley Technical College (CVTC) uses an online request company called CastleBranch for criminal background check orders. CVTC does not accept background checks completed for other entities. During the order process you will complete the following very important steps:

1. Create a “my CB” account (if you have not already done so) during the order. “My CB” is a secure platform that stores your background check results. This makes it easy for you to access your criminal background check results and Background Information Disclosure (BID) form any time.
2. Order your criminal background check and pay a \$36 fee.
3. Complete the Background Information Disclosure (BID) form – **IMPORTANT**, please refer to step 4 for directions on how to upload this form correctly.

### 1. Placing Your Order:

- Go to [www.CastleBranch.com](http://www.CastleBranch.com). (Preferred internet browsers are Google Chrome or Firefox.)
- Click “Place Order” at the top of the home page. On the next screen, enter the Package Code of **CY53** in the “Package Code” box and click “Submit” as shown circled below.



- You will be asked to provide some required personal information such as: full name, date of birth, Social Security number, current address, telephone number and e-mail address.
- When you come to the “Student Information” section in the order process as shown below, you are **not** required to complete this section. Click on the orange “Next” button to continue.

### STUDENT INFORMATION

Designation:  Undergraduate  Graduate  
 Degree/Certification:   
 Expected Date of Graduation:  /

\* Indicates required information

Next

- You will be creating your “my CB” account at the “Place Order” section as shown below. If you already have a “my CB” account created, you will be asked to provide your password to login. The email address you provide will be used to notify you of important status and order communications as well as become your “my CB” account username. Please make a note of your “my CB” account username and password in a secure location for future reference.

### 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.

#### Email Address:

This email address is your username.

Username:

#### Password:

Password:  Passwords are case-sensitive and must be at least 8 characters long.

Confirm:

Create Account

## 2. Payment:

- As you near the end of your order, you will be asked if you would like to purchase a “badge” for an additional charge. We recommend that you do **not** purchase the “badge” and select “No thanks, continue with my order”.
- At the end of the online order process, you will be prompted to enter your Visa, MasterCard, or Discover credit card information to pay the **\$36 background check fee**. Money orders, electronic checks, and payment plans are also accepted, but with these payment methods additional fees and/or processing times may apply. If you do not have a credit card or checking account, you can purchase a pre-paid Visa gift card at a bank or store in the amount of the background check fee. This gift card can then be used to make payment for your order.
- Because of the additional cost of a “Rush Order”, we do **not** recommend this option and ask that you select “No, thank you, do not rush my order.”

### 3. Order Confirmation:

- After you have submitted your order, you will receive an “Order Confirmation” screen as shown below. You will also receive a copy of your “Order Confirmation” in the email that you provided when creating your account. Click on the orange “Next” button at the bottom of the page to continue with the background check order process. This will take you into your “my CB” account where you will complete the Background Information Disclosure form.



#### ORDER CONFIRMATION

Thank you.

[Print Confirmation Page](#)


#### Next Steps:

1. Click "Next" below to access your myCB account 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. You will receive a message notification when your completed results are available to view within your myCB account. For daily updates, please log in to myCB and click on the "View Results" link within your To-Do List. If your order has not been completed within 7 days, please email [servicedesk.cu@castlebranch.com](mailto:servicedesk.cu@castlebranch.com).
5. Explore myCB for the other value-add features and benefits provided to you by CertifiedProfile.




### 4. \*IMPORTANT!!\* Background Information Disclosure Form:

\*This form is **required** and needs to be completed as part of this order process immediately or your background check will be considered incomplete.



- At this time, you should see the following “To-Do List” screen. (Some of the screen may appear cut-off to the right which may require you to have to use the scroll bar at the bottom of the screen to view it as shown below.) Once you can see the screen as shown below, please click on the  symbol as circled.





- Next, click on the  symbol again found next to the Complete BID Form as shown circled below.

**To-Do Lists**

Click the blue plus signs below to expand your requirements.



 **Wisconsin BID Form** 1 Requirement **INCOMPLETE** 

Please download the Wisconsin BID Form and complete in its entirety. Upload the completed form to this requirement. Your school administrator will review the completed form and approve.



Requirement	Date Due	STATUS
 1. Complete BID Form		 <b>Incomplete</b>

- Now click on “Download File” as circled below. This will open a Microsoft Word fillable Background Information Disclosure Form (BID). After the form downloads into Word, you will have the option to “Open”, “Save” or “Cancel” it. Click on “Open”. Once the document opens, you may need to click on “Enable Editing” at the top of the page before you can begin filling out the BID form. Please complete the two pages of the BID form by typing in your information into the gray boxes, answer the “yes” and “no” questions, and in the signature line at the bottom you can type your name and date. Next, save your document as either a Word Document or PDF.

Click the blue plus signs below to expand your requirements.


 **Wisconsin BID Form** 1 Requirement **INCOMPLETE** 

Please download the Wisconsin BID Form and complete in its entirety. Upload the completed form to this requirement. Your school administrator will review the completed form and approve.

Requirement	Date Due	STATUS
 1. Complete BID Form		 <b>Incomplete</b>

Please download the Background Information Disclosure (BID) form, complete and upload to this requirement. The form must be completed in its entirety, signed and dated to be accepted.

CertifiedProfile 03/11/2016 12:50:28 PM EST



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Attach a file from either:

My Documents **Browse**

Your computer or flash drive **Browse** (Acceptable File Types: .pdf, .png, .jpg, .gif, .xls, .docx, .doc)

Or download the fax/mail requirement cover page **Download**

- After saving your BID, go back to your online “my CB” account in your browser. You can upload your BID form to your “my CB” account one of two ways:

1. Your first option is to attach your saved BID form by clicking on the second “Browse” button next to “Your computer or flash drive” as shown circled. **OR**

Click the blue plus signs below to expand your requirements.

Wisconsin BID Form 1 Requirement INCOMPLETE !

Please download the Wisconsin BID Form and complete in its entirety. Upload the completed form to this requirement. Your school administrator will review the completed form and approve.

Requirement	Date Due	STATUS
1. Complete BID Form		Incomplete

Please download the Background Information Disclosure (BID) form, complete and upload to this requirement. The form must be completed in it's entirety, signed and dated to be accepted.

Download File

Attach a file from either:

My Documents Browse

Your computer or flash drive Browse (Acceptable File Types: .pdf, .png, .jpg, .gif, .xls, .docx, .doc)

Or download the fax/mail requirement cover page Download

2. Or, your second option is to download the fax/mail requirement cover page as shown circled below. Then print **both** the fax cover sheet and your completed BID form and fax them **both** to the number on the fax cover sheet. The unique "QR" code (square box with random black pixels in it in the upper middle of the cover page) will automatically attach your BID to your "my CB" account.

Click the blue plus signs below to expand your requirements.

Wisconsin BID Form 1 Requirement INCOMPLETE !

Please download the Wisconsin BID Form and complete in its entirety. Upload the completed form to this requirement. Your school administrator will review the completed form and approve.

Requirement	Date Due	STATUS
1. Complete BID Form		Incomplete

Please download the Background Information Disclosure (BID) form, complete and upload to this requirement. The form must be completed in it's entirety, signed and dated to be accepted.

Download File

Attach a file from either:

My Documents Browse

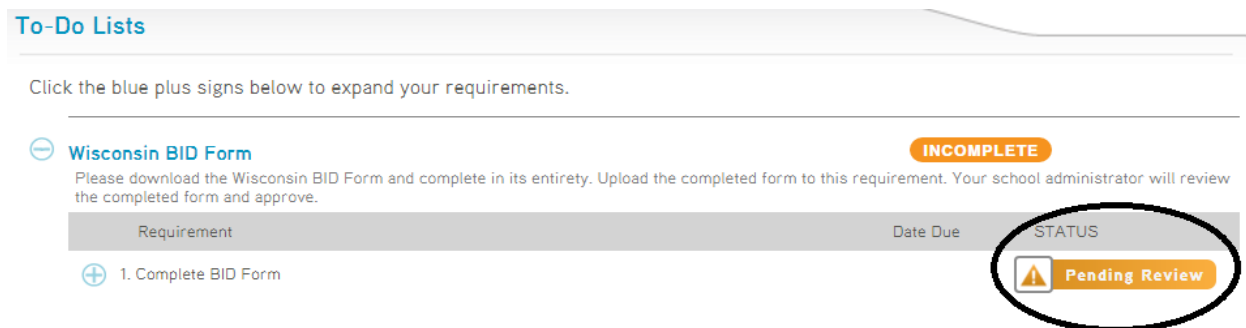
Your computer or flash drive Browse (Acceptable File Types: .pdf, .png, .jpg, .gif, .xls, .docx, .doc)

Or download the fax/mail requirement cover page Download

- Once your BID form is uploaded to your "my CB" account as shown circled in the next picture, you will need to click on the orange "Submit" button to finalize attachment to your account. After clicking on "Submit", you will receive notice that your form is "submitting..."



- After your BID Form has been submitted, you will see that the BID status in your “To-Do Lists” is “Pending Review” as shown below. This status will change to either “Complete” or “Rejected” depending on the outcome of the review of the document in the next few days. After these few days, you should login to your “my CB” account to check the “Status” of your BID to see if it is now in a “Complete” or “Rejected” status. If it is in a “Complete” status you are done, but if it is in a “Rejected” status you will need to click on the word “Rejected” under “Status” and read the reason why it was “Rejected” and then proceed with trying to upload the BID again. Once you are done in your “my CB” account you may click on “Logout” found in the upper left corner of the screen.



## 5. Criminal Background Check Results and Your “my CB” Account:

- Most results are completed within 3-5 business days; however, some results may take longer.
- You will receive email communications regarding the status of your order from Castlebranch. Please be sure to check your email frequently for notifications. Chippewa Valley Technical College also receives notification of your order and results.
- To complete any outstanding order items and/or to review your results, you will need to login to your “my CB” account at <https://mycb.castlebranch.com> and enter your Username and Password in the upper right corner of the screen and click “Login” to continue.
- **Note:** *Once you have entered your core program, you may be asked to carry a hardcopy of your criminal background check results and BID form to clinical/practicum rotations.*

## 6. Questions:

- If you have any questions with the order process, please contact CastleBranch at 1-888-723-4263 or email [customerservice@castlebranch.com](mailto:customerservice@castlebranch.com).