**Background Check Student Instructions for Carthage College**

| **About CastleBranch** |  |
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**CastleBranch** is a secure platform that allows you to order your background check online. Once you have placed your order, you may use your login to access additional features of **CastleBranch,** including document storage, portfolio builders and reference tools. **CastleBranch** also allows you to upload any additional documents required by your school.

| **Order Summary** |  |
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* **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.
* **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** |  |
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Go to: <https://www.castlebranch.com/> , click on Place Order and enter a package code:

**CS28il – Illinois Background Check if your permanent address (parent/guardian) is in Illinois**

**CS28wi – Wisconsin Background Check if your permanent address (parent/guardian) is in Wisconsin**

**Don’t live in IL or WI? - Use the Wisconsin code.**

You will then be directed to set up your **CastleBranch** account.

| **View Your Results** |  |
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Your results will be posted directly to your CastleBranch account. You will be notified if there is any missing information needed in order 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 with their unique username and password.

If you have any additional questions, please contact **Student** **Support** at **888.723.4263 x7196** or email via the Contact Us link.

**Important!**

**CastleBranch will most likely send you an** [**Illinois Statewide Criminal Release**](../Background%20Checks/Illinois%20Statewide%20Criminal%20Release.pdf) **to fill out. If you fail to do this your background check may be delayed or even cancelled, in which case you'll have to order and pay again.**

**Be sure to check your myCB account to see if they send you the form.**