CastleBranch

Order Instructions for College of the Redwoods – Medical Assisting
1. Go to https://portal.castlebranch.com/CD37
2. At the bottom of the page click on the **red button:** Place Order
3. Click on drop down Please select
   a. Click on drop down for Medical Assisting
   b. Click on CQ39: Background Check
      i. Check I have read order instructions

Package Code **CQ39**: Background Check

About CastleBranch
College of the Redwoods – Medical Assisting 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 and entering your username (email used during order placement) and your secure password.

Order Summary
Payment Information
Your payment options include Visa, Mastercard, Discover, Debit, electronic check, and money orders. Note: use of electronic check or money order will delay order processing until payment is received.

Accessing Your Account
To access your account, log in using the email address you provided and the password you created during order placement. Your administrator will have their own secure portal to view your compliance status and results.

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

Please print out your background check and bring to the Orientation. If you do not bring your background check to the Orientation, you will be dropped from the class immediately.