CB CastleBranch

University of Colorado – Colorado Springs - Nursing
Instructions for Order Placement

Welcome to myCB!

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

- ✔ View your order results
- ✔ Manage requirements specific to your programs
- ✔ Complete tasks as directed to meet deadlines
- ✔ Upload and store important documents and records
- ✔ Place additional orders as needed.

Go to www.castlebranch.com, click on 'Place Order' and enter package code:

NV15 – This is a background check only package.
NV15dt – This is a drug test only package.

During order placement you will be asked for personal identifying information needed for security or compliance purposes. Supplying accurate and comprehensive information is important to the speed in which your order is completed.

The email address you use when placing your order will become your username for your myCB and will be the primary form of communication for alerts and messages.

TO-DO LISTS

You can respond to any active alerts or To-Do List items now, or return later by logging into your myCB. You will receive alerts if information is needed to process your order. Access your myCB anytime to view order status. Authorized users at your organization will have access to view your compliance status from a separate CastleBranch portal.

Your myCB Service Desk is available to assist you via phone, chat and email
Monday-Friday 8am-8pm & Sunday 10am- 6:30pm EST
888-914-7279 or servicedesk.cu@castlebranch.com