

## Frequently Asked Questions







### How do I sign up for CastleBranch?

Go to the Charity homepage and click on the CastleBranch link. There is a direct link on that page. Do not sign up directly on CastleBranch because you will need a package code which we don't have.



### Where is the physical form located?

The form is always available for students to access. Click on the blue plus sign next to the physical exam (even if it is completed and not up for renewal yet). Once this opens up, the blue download file will be located on the page it opens up to.

Step One: Click on the blue plus sign circled below

 9. Physical Exam	 Complete
 10. Physical Exam - Renewal	 Complete
 11. Physical Exam - Renewal	Due Date: 07/03/2018  Overdue

Step 2: Once this opens up, the blue download file circled in the screenshot below is where they can download the file

 9. Physical Exam	 Complete
File Uploaded. <a href="#">Download File</a>	Applicant 06/30/2016 01:21:37 PM EDT
Submit a copy of your completed physical exam. Physical <b>MUST</b> be completed on the school form that is available to download from this requirement by selecting the blue "Download File" link below. Documentation <b>MUST</b> be signed by a medical professional and dated within the past 12 months. The renewal will be set for 1 year from the date of exam. Documentation submitted on your Delgado Community College Immunization Record is acceptable. An Authorized Signature and date is NOT needed for approval if submitting this form. <a href="#">Download File</a>	myCB 06/26/2016 10:52:00 PM EDT

### **I missed my drug testing date what do I do?**

You will need to email Stacey Thompson, [sthomp@dcc.edu](mailto:sthomp@dcc.edu).

### **My Hepatitis B series will not be complete by the deadline. Will this be OK?**

Yes, as long as you upload all your shots up until that point. If your other shot(s) are due after the deadline, it will be recorded in CastleBranch as such.

### **My booster shots for MMR and/or Varicella will not be complete by the deadline. Will this be OK?**

Yes, as long as you upload your first booster shot before the deadline. If your second shot is due after the deadline that is fine. It will be checked at that time.

### **My document was rejected by CastleBranch. How do I find out why?**

Once you log in you will see that a requirement was rejected. Click on the blue plus sign next to any rejected requirement to view the reason why. The rejection reason is the first thing you will see once you click on the blue plus sign. You will also use this blue plus sign to upload the new document.

### **My document is pending review. Will this be OK if it is like this on the due date?**

Yes. The documents can still be viewed by the school.

### **My document was rejected because it was blurry, but my picture looks clear. What should I do?**

More than likely this is caused by using the phone app. Many times the app causes documents that look clear to upload blurry. Email that picture to yourself and upload it using a computer or laptop. This should resolve the problem.

## **How do I upload a new requirement that isn't due yet?**

Call CastleBranch and tell them you need them to open up that requirement. Please allow up to 72 hours for them to open up a requirement.

## **I received my TB less than a year ago, why is CastleBranch saying it is due?**

All TB requirements have to be good through an entire semester. Therefore, for Fall semester your TB must be good until December and for Spring semester your TB must be good until May. If yours expires in the middle of those times, CastleBranch sets the due date for the December or May prior to the due date.

## **I received my CPR less than two years ago, why is CastleBranch saying it is due?**

All CPR requirements have to be good through an entire semester. Therefore, for Fall semester your CPR must be good until December and for Spring semester your CPR must be good until May. If yours expires in the middle of those times, CastleBranch sets the due date for the December or May prior to the due date.

## **I received my flu shot in October why is CastleBranch saying it is due in September?**

All flu shots are due for the campus by September 30<sup>th</sup> no matter when you got your shot the year before. This mainly pertains to Spring admitted students as they tend to get their shots after the advising session in October.

## **I am having problems uploading a document what do I do?**

Please refer to the Charity website under the CastleBranch link. There are several resource guides to help you upload documents and navigate through CastleBranch. CastleBranch also has a frequently asked questions section on their website as well as video tutorials. You can go to their website and click on Contact Us for directions on how to access the videos. If you still are having trouble, please contact CastleBranch at their toll free number 888-723-4263.

**I need to print up my summary report from CastleBranch to give to my clinical instructor. How do I do this?**

1. Log in to your Certified Profile account.
2. From the main page, navigate to the left panel and choose "Document Center" and then select "My Documents" from the drop-down list. This will show you a list of folders.
2. Click on the folder labeled "Clinical Requirements \_\_\_\_" (Following the Clinical Requirements will be two letters followed by two numbers. These will be different for each program.)
3. Locate the file named "Results\_901.....pdf" (Every student's number in this file name will be different). Click on the file name.
4. Click on the orange DOWNLOAD button on the right under the file name (You may need to scroll the window over to the right to see the button).
5. You will then need to save and print the summary report.