

## Order Instructions for **RUC – Physician Assistant**

1. Go to <https://mycb.castlebranch.com/>
2. In the upper right-hand corner, enter a Package Code from below:

Code *DK73im*: Medical Document Manager only (**can do any time**);

Code *DK73dt*: I need to order a Drug Test only (**can order any time**); and

Code *DK73bg*: I need to order a Background Check only (**do later – fall**).

### **About CastleBranch**

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Radford University – RUC 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](https://mycb.castlebranch.com/) and entering your username (email used during order placement) and your secure password.

### **Order Summary**

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#### 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.