

Dear Candidate/Appointee,

UNC-Chapel Hill requires a background check for new candidates/appointees as part of the University’s process of consideration. For your convenience, the University uses a web-based system to initiate and process background checks.

A link to the background check candidate desk reference can be found here: [Desk Reference](https://hr.unc.edu/files/2018/08/How-to-Complete-your-Online-Background-Check-submission.pdf), which will assist you with completing the background check process.

To begin the process, you will receive a separate email from our vendor, **CastleBranch Inc.** Castle Branch is an investigative screening agency that conducts a variety of consumer reports, including background checks. The email will include a link to a secure website where you will complete the background check process online.

Following, is an example of the email you will receive from CastleBranch:

**From:** Customer Service [<mailto:customerservice@castlebranch.com>]   
**Sent:** Monday, April 11, 2016 3:41 PM  
**To:** John Doe   
**Subject:** UNC Chapel Hill – Human Resources - Request for Order

**[](https://www.castlebranch.com/)**

This is a request on behalf of UNC Chapel Hill - College of Arts and Sciences, to initiate a consumer report for employment purposes. This report will be performed at no cost to you by CastleBranch. CastleBranch is a nationwide provider of background check services and strictly adheres to all federal and state background reporting and consumer privacy regulations.

Successful completion of this consumer report is a requirement of your current or proposed affiliation with UNC Chapel Hill – Human Resources – Online.

To initiate the process, please click the link below no later than 11:59:59 PM EDT on April 18, 2016.

# Start Process

If you believe you may have received this request in error, please disregard or contact UNC Chapel Hill – Human Resources – Online.

If you require assistance completing your order, please contact CastleBranch, Inc. at (888) 723-4263 or email: [customerservice@castlebranch.com](mailto:customerservice@castlebranch.com).

Thank you,  
UNC Chapel Hill – Human Resource - Online

All candidates/appointees must provide a valid Social Security number, with the exception of international candidates/appointees who have recently arrived to the country. ***International Candidates/Appointees:*** If you do not yet have a Social Security number, please enter **“000-00-0000”** in the space provided for Social Security number.

Please allow enough time to complete the online submission in its entirety. The session will time out after a short period of inactivity and all information entered will be lost.

Thank you for your prompt attention to this matter. Your timely completion of this request will prevent delays in the consideration process. Generally, background checks take 7-10 business days to complete.

You will be notified via email when your background check results are available to view online.

**Please Note: Completion of your background check does not serve as an offer of employment or any indication of eligibility for hire or appointment. Please wait for further information (or guidance) from the hiring authority***.*

For more information about UNC-Chapel Hill’s background check policy, [click here](http://hr.unc.edu/managers/hiring/background/). You may also review our [frequently asked questions](http://hr.unc.edu/managers/hiring/background/faq/) to learn more about the background check process. If you need assistance with the electronic background check process, please contact the Background Check Unit at (919) 962-5742.

Sincerely,

Employment & Staffing Unit

Office of Human Resources

UNC-Chapel Hill