HOW TO COMPLETE YOUR ONLINE BACKGROUND CHECK SUBMISSION

COMPLETING A BACKGROUND CHECK FOR UNC-CHAPEL HILL

Please follow the guide below. If you are still in need of assistance, please contact the UNC-Chapel Hill Office of Human Resources Service Center at (919) 843-2300 and ask for the Background Check Office or email your inquiry to backgroundcheck@unc.edu.

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Please read your Welcome Email in its entirety before attempting to begin the online background Check submission.

The welcome letter contains important information including:

- An introduction to the University's background check service provider, CastleBranch
- Notification that you will receive a separate email from CastleBranch with a link to the candidate/appointee portal
- A screenshot of the actual email that you will receive from CastleBranch
- Instructions for completing the online background check form

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.

To begin the process, you will receive a separate email from our vendor, CastleBranch Inc. CastleBranch 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:

This is a request on behalf of UNC Chapel Hill - Human Resources - Online, 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 on MM/DD/YYYY

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 at (888) 723-4263 or email customerservice@castlebranch.com.

Thank you,
UNC Chapel Hill - Human Resources - 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 generally 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. You may also review our frequently asked questions 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.
Next, you will receive an email from CastleBranch Service Desk [mailto:customerservicedesk@castlebranch.com]

- The email contains a link to the online background check portal.
- Click “Start Process” to go to the CastleBranch website and begin the online submission.

II. Start Process: The CastleBranch Website

Start Process

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

Thank you.
UNC Chapel Hill - Human Resources - Online
II. Start Process: The CastleBranch Website (Continued)

CastleBranch Portal Home Page:

Please read the “Please review” the package selection, as it contains the following:

- A list of the specific background check components that will be included in your background check
- A link to the CastleBranch Terms and Conditions of Use

Click the box to confirm you have read, understand, and agree to the Terms and Conditions

*You must click the box before moving to the next screen

Click “Continue Order” to go to the next screen
### III. Personal Information and Identifiers

Type your information into the required fields provided in the “Personal Information” and “Personal Identifiers” sections.

Fields containing a "**" are required. You will not be able to go to the next screen without completing them.

**FOR INTERNATIONAL CANDIDATES:**

**ADDRESS:** Although you may select a different country from the pull-down menu, you will still be required to select from the “state” pull-down menu. Please select NC.

Enter only five (5) digits in the zip code field without letters or special characters (example: 55859)

**TELEPHONE NUMBERS:** Enter only ten (10) digits without special characters (example: 9195557733)

**SOCIAL SECURITY NUMBER:** If you do not yet have a social security number, enter all zeros (000-00-0000) into the SSN field.

*You will have an opportunity to enter the correct address and phone number format later in the process.*
IV. Creating your Secure Account:

This screen allows you to create and confirm a password to secure your submission.

Your email address will automatically populate from the Personal Information and Personal Identifiers screen.

Be sure to create a password that is secure, but memorable. You will use this password to access your account and view your results once your background check is complete.

*If you have completed a previous background check using this portal, you will be given a message asking you to enter the password you previously created. Click “forgot my password” if you cannot remember your previously created password.

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Place Order:

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CastleBranch is committed to securely storing your information. As shown below, your myCB username is your email address. Please create a password. These credentials will be required to access your account in the future.

Email Address:
This email address is your username.

Username: ____________

Password:
Password: ____________ Passwords are case-sensitive and must be at least 8 characters long.

Confirm: ____________

Create Account
V. Additional Names and Addresses:

- Enter all previous names that you have used (maiden, married, hyphenated, etc.) in the past
- If you do not have any previously used names, click the “I do not have any additional names” box
- Enter all previous US addresses of residence back to age 18
- If you do not have any additional addresses, click the “I do not have any additional addresses” box
- This screen can accommodate unlimited name and address entries. Click “Add another” to enter additional names or addresses
VI. Background Check Components and Department of Motor Vehicle Information (if applicable)

This screen also lists the other components of your main background check and the name(s) under which each search will take place. Your name will auto-populate in these fields.

If a driving check is required for your background check, you will be asked to provide your driver’s license number and issuing state on this screen.

Review this screen to ensure that your name is correct and any Department of Motor Vehicle license information is correct.
Scroll to the bottom of the screen to the “Previous Records” section (the last item on the screen).

You are asked to respond as to whether you have any “Adult Criminal History” to disclose.

Please select “No” if you have never had a conviction (driving, criminal, or otherwise) since age 18.

Select “Yes” if you have ever been convicted of an unlawful offense.

Selecting “Yes” will open additional fields where you will enter the details of your conviction(s).

*You will not be permitted to go to the next screen without making a selection.
Enter the conviction information in the fields provided

*Please include all convictions, even if you think the incident was minor.

Convictions include guilty pleas, guilty verdicts, prayers for judgement (PJC) and non-contested charges for any unlawful offense including driving infractions (i.e. speeding tickets, DUI, etc.)

*State law allows you to exclude any arrest, charge or conviction that has been expunged.
VIII. Education History (if applicable):

Enter your highest post-secondary degree earned information in the fields provided.

*If you do not have a degree or have an International (Non-US) degree, do not complete these fields; STOP and contact your department representative immediately

*Do not enter High School information on this screen

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**Place Order:**

- [ ] 1
- [ ] 2
- [ ] 3
- [ ] 4
- [ ] 5
- 6
- 7
- 8
- 9

**EDUCATION HISTORY**

Please enter the highest level of education completed:

- School or Institution Name: *
- Country: *
- City: *
- State: *
- Phone Number: *
- Type: *
- Degree: *
- Graduation Date: *
- Name during attendance: *

* Indicates required information

Next
IX. Professional Licensure (if applicable):

Enter your professional license information in the fields provided

Examples include medical or nursing licenses, LPC or LCSW, or other professional certifications

*If you do not have a professional license, do not complete these fields.

*STOP and contact your department representative immediately

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![CastleBranch interface for professional licensure](image-url)
Review the information that you have entered so far

Click the “Go Back” button to return to previous screens and make edits/corrections

To go to a particular screen or section, click the pencil icon beside the section and make the necessary edits

*Be sure to confirm that your name, date of birth and social security number are entered correctly

Place Order:

ORDER REVIEW

Company Name: UNC Chapel Hill - Human Resources - Online

CAG: 01156

Personal Information:

Your Name: R C

DOB: 01-01-2001

SSN: 03-03-0300

ORDER INCLUDES

- Statewide Criminal NC
  - Name: R C
  - State: NC

- Statewide Voter Vehicle
  - Name: R C
  - State: NC
  - DL #: 02145752

- Nationwide Federal Criminal
  - Name: R C

- Nationwide DOD Medicare Fraud
  - Name: R C

- Nationwide Federal Department
  - Name: R C

- Nationwide Record Indicator with SGI (blank)

- Nationwide Record Indicator with SGI (blank)
X. Order Review (Continued)

Click “Submit” once you have reviewed your information for accuracy.

Nationwide OIG Medicare Fraud
- Name: R C

Nationwide Federal Debarment
- Name: R C

Nationwide Record Indicator with SOI
- Name: R C

Social Security Alert
- Name: R C

Residency History
- Name: R C

Verification Education
- Name: R C, School/Institution: UNC Chapel Hill

Verification Professional License
- Name: R C, License Number: 123456, License Type: Test, Issuance State: NC

Document Manager
- Name: R C
XI. Order Confirmation & Next Steps:

You will receive confirmation that you have entered the information necessary to begin your background check.

This is NOT the end of the process!

Please read the “Next Steps” section and click “Next” to follow the steps to sign your Disclosure and Authorization Release and answer a required supplemental question.

*Do not skip the next steps. Your background check will be canceled if the next steps are not completed.

Place Order:

ORDER CONFIRMATION

Thank you.

Your order has been submitted.

Print Confirmation Page

Next Steps:

1. Click "Next" below to access your myCB account to determine if you have additional items to complete.
2. You will receive an email with your order confirmation attached.
3. Your order confirmation can also be accessed through your myCB Document Center.
4. Log in to your myCB account by going to castlebranch.com and entering your username (the email address used during order placement) and your secure password OR download the myCB app to your smartphone. From within your account you can take action on any pending requirements and view final results.
5. Explore myCB for the other value-add features and benefits provided to you by myCB.
6. For assistance, access the Need Help? menu within your account or support.
The Disclosure and Authorization Release (e-signature) section is used to give CastleBranch permission to conduct a background check search.

Click the blue “Disclosure and Authorization Release” link to begin the electronic signature process.

*The “Download Form” link is the paper version of the Disclosure and Authorization Release which cannot be signed electronically. Only use this link if you intend to print, hand-sign and fax the release.

**Please note the date listed at the bottom of the Background Check section - if you don’t complete these forms by this date, your background check order will be cancelled.
XII. Disclosure and Authorization Release (E-Signature process) continued:

Fill in each field in the Release Information section

Click “Continue with Esigning” button to continue

*Although some of the information required on this page was provided earlier in the process, the disclosure is considered a separate document and does not access information from your Personal Information page.*
Disclosure and Authorization Release (E-Signature) continued:

The information entered on the "Release Information" page will automatically populate to a pdf version of the Disclosure and Authorization Release form.

The page will automatically scroll to the Applicant Signature section.
Once you have provided your electronic signature, scroll to the bottom of the screen and click on "Submit Signature(s)".

*Your Disclosure and Release Authorization will be considered incomplete if you do not click "Submit Signature(s)", even if you can see your signature on the form.

<table>
<thead>
<tr>
<th>XII. Disclosure and Authorization Release (E-Signature process) continued:</th>
</tr>
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</tr>
</tbody>
</table>
Demographics Document Manager:

When the e-signature is complete, you will be returned to the CastleBranch To-Do List.

The Disclosure and Authorization Release section will show “Complete”.

Click the “+” sign beside the Demographics Document Manager section.

The section will expand and you will be required to enter your county of residence.

Type your county of residence into the space provided.
XIII. To-Do List: County of Residence:

Demographics Document Manager:

Current County of Residence:

Click the "+" sign beside the Demographics Document Manager section

The section will expand and you will be required to enter your county of residence

Type your county of residence into the space provided

Click the "Submit" button

*Please put N/A if you listed a foreign address

Click here to submit
Certified Profile To-Do List:

Both the Background Check section and the Demographics Document Manager section will read “Complete”

You have now completed all required portions of the online background check process and can logout.
XIV. Confirmation Email and Next Steps:

Email Confirmation:

Once you have completed the background check, you will receive an email confirmation delivered to the email address that you provided during your online submission.

You will receive an additional email when your background check is complete and your results are available to view online.

You have successfully submitted your order for UNC Chapel Hill - Human Resources - Online.
Please go to castleright.com to log into your account by entering your username (the email address used during order placement) and your secure password OR download the myCB app to your smartphone.
iPhone App
From within your account you can complete any pending requirements, view order status, and access your final results.
Summary of Your Rights Under the Fair Credit Reporting Act
For assistance, use the Need Help menu within your account.
Thank you,
Your Service Desk Team
XV. **Results Notification Email:**

You will receive an additional email when your background check is complete and your results are available to view online. The email will instruct you to log in to your account regarding your order.

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**From:** "Do Not Reply" <no-reply@casttlebranch.com>
**To:**
**Sent:**
**Subject:** Message from CastleBranch

Please sign in to your account to view an important message regarding your order.

CastleBranch Service Desk

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Once you log in to your account, under the To-Do Lists, Background Check section, you will see a button to the right of the screen that says “View Results”. Click this button to open a PDF version of your background check results.

**Please Note:** *Completed results do not serve as an offer of employment or eligibility for appointment*. You must wait to be contacted by your hiring/appointing authority for information and guidance regarding next steps in the hiring/appointing process.