

# CastleBranch Customer Service (888) 723-4263

## 1. How to access the student's summary report:

The screenshot shows the 'My Documents' interface. On the left is a navigation sidebar with 'MESSAGES (0)', 'TO-DO LISTS', 'DOCUMENT CENTER', 'My Documents' (highlighted), 'Share Documents', 'Build Portfolio', and 'RESOURCE CENTER'. The main area is titled 'My Documents' and contains a list of document categories: Background Check, Certifications, Clinical Requirements EJ31 Spring (highlighted), Drug Test, Insurance, Medical Records, Portfolios, Resumes, Student Loan Records, and Transcripts. A file named 'Results\_9021040710203000.pdf' is displayed with a size of 43K and an upload date of 04/07/2021. Below the file are options for 'Share', 'Merge', 'Reminder', 'Move To', and a 'DOWNLOAD' button (highlighted).

## 2. How to view each requirement and the due date:

The screenshot shows the 'To-Do Lists' page. At the top, a banner reads: 'Exciting news! CastleBranch now offers assistance videos to better assist you with navigating your myCB account! Click (here) to access the new videos!'. The left sidebar includes 'MESSAGES (0)', 'TO-DO LISTS' (highlighted), 'DOCUMENT CENTER', and 'RESOURCE CENTER'. The main content area is titled 'To-Do Lists' and contains instructions: 'Click the blue plus signs below to expand your requirements.' There are two requirement sections:

- Drug Test** (1 Requirement): Includes a description and a table with one row: 'Take your Drug Test' with a status of 'Registered'.
- Clinical Requirements EJ31 Spring 2021** (8 Requirements): Marked as 'OVERDUE' with a due date of '03/31/2021'. It includes a description and a table with one row: '1. Measles, Mumps & Rubella (MMR)' with a due date of '03/31/2021' and a status of 'Overdue'. Below this table, it lists requirements: 'One of the following is required: myCB 04/07/2021 10:42:01 AM EDT', '2 vaccinations', and 'Positive antibody titer for each component (lab report required)'. It also notes: 'If the titer is negative or equivocal, a new alert will be'.