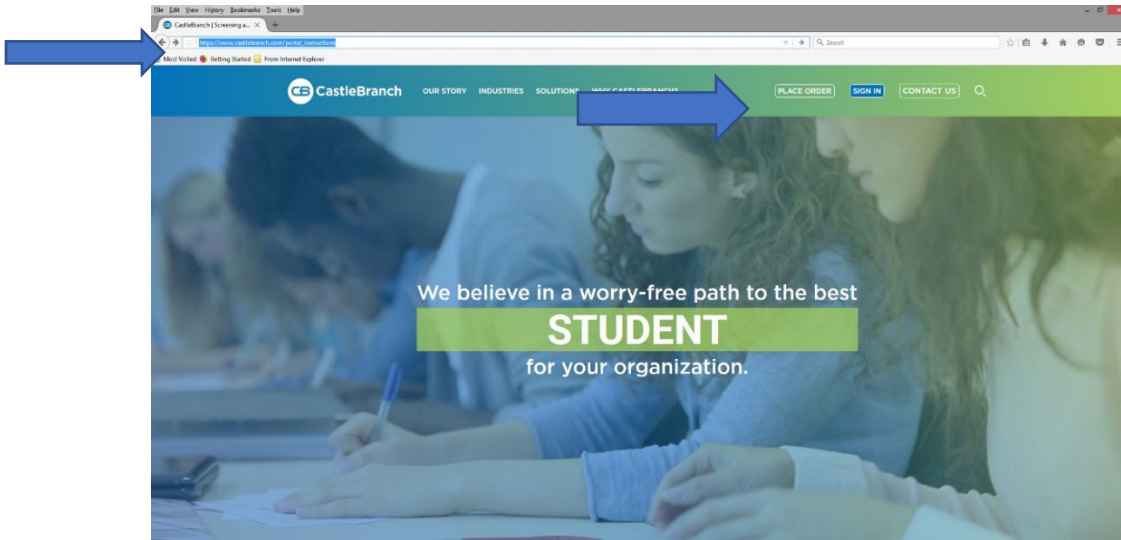


## UNIVERSITY OF PITTSBURGH STEP BY STEP INSTRUCTIONS FOR PLACING CASTLEBRANCH ORDER



- Log into the CastleBranch portal and select Place Order  
<https://discover.castlebranch.com/>
- Enter Package Code (See attached instruction sheet with code {UF97 PA resident or UF97b non-PA resident}) and Submit
- Review package, agree to Terms and Conditions of Use, and Continue

### For Pennsylvania Residents

- \$108.74 pricing includes several background checks + Document Manager Package. Additional separate pricing needed is \$23.00 for the DHS FBI Fingerprint Background Check and \$13.00 for the PA DHS Child Abuse Background Check for a total of \$144.74.

### For Non-Pennsylvania U.S. Residents

- \$125.74 pricing includes several background checks + Document Manager Package. Additional separate pricing needed is \$23.00 for the DHS FBI Fingerprint Background Check and \$13.00 for the PA DHS Child Abuse Background Check for a total of \$161.74.
  - For students who wish to get their fingerprints taken in the state where you reside, contact CastleBranch at 1-888-723-4263, Opt. #1, then listen to options. Request that your PA fingerprints be switched to the state where you live. Please ask for an ink card when talking to the CastleBranch's Customer Service representative. This will allow you to get your fingerprints in your home state instead of waiting to come to the University of Pittsburgh to obtain your fingerprints. In your P2-P4 years, when renewing your account, these can be done at School no need to do out-of-state prints.

- For International Students
  - Please contact the Office of Experiential Learning (Anna Schmotzer/Robie Gosney) to receive pricing and package codes for the following countries (Cameroon, Canada, China, Japan, Jordan {Middle East}, Korea, Mexico, Taiwan and Vietnam). Pricing varies based on the county you reside. Once you have created your account in your country of residence, *you will then need to complete the package code “For Pennsylvania Residents” – see page 1 for pricing.* Please note pricing for either cannot be waived.
  
- Fill in personal information and select Next.
  
- There are then 7 total steps you will need to complete. Once you finish you will need to pay. You always have an opportunity to “chat” with a CastleBranch representative at any time.

## SCREEN SHOTS TO ASSIST WITH PLACING ORDER

The screenshot shows the CastleBranch website interface. At the top, there are navigation links for Solutions, Partners, Resources, About Us, Contact Sales, and Support. Below the navigation is a header image of hands holding a tablet. The main content area contains the following text: "Ordering your own background check? Please enter the organization's package code." Below this is a "Package Code" input field with a "Submit" button. A blue arrow points to the input field. Below the input field, there is a link for "School Administrators and Employees" and a note about contacting Customer Service. At the bottom, there are several service links: "Careers", "North Carolina Services", "State List", "Non-student Background Checks", "Dispute Accuracy of My Background Check", "View Background Check", "Pay Bill", "Site Map", "Disclaimer", and "Privacy". A "2019 CastleBranch, Inc." copyright notice is at the very bottom.

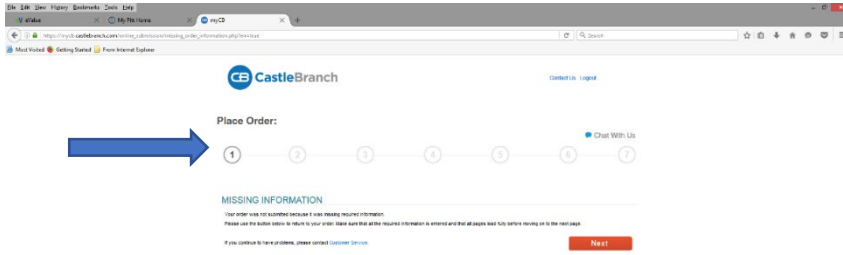
- Enter Package Code (See attached instruction sheet with code {UF97 PA resident or UF97b non-PA resident})

The screenshot shows the "Please review" section of the CastleBranch website. It lists the contents of the package: "University of Pittsburgh - School of Pharmacy includes the following package contents: Package: UF97, Statewide Criminal PA, Nationwide healthcare Fraud And Abuse Scan, Nationwide Record Indicator with SCI, Social Security Alert, Fingerprint, Abuse, Medical Document Manager, CRF." It also states the "Package Cost: \$83.75" and provides "Additional information" about document storage. A "Continue" button is visible at the bottom, with a blue arrow pointing to it. Below the button are the same service links as in the previous screenshot.

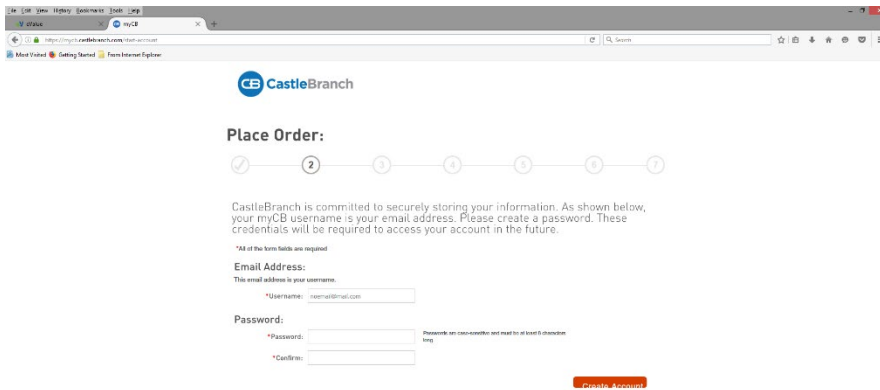
- Review what you need to complete in your CastleBranch order and accept terms to continue.

The screenshot shows the "PERSONAL INFORMATION" form on the CastleBranch website. The form is divided into three sections: "PERSONAL INFORMATION", "PERSONAL IDENTIFIERS", and "STUDENT INFORMATION". The "PERSONAL INFORMATION" section includes fields for First Name, Middle Name, Last Name, Suffix, Phone, All Phone, Email Address, Current Email, Country (United States of America), Address 1, Address 2, City, State, and Zip Code. The "PERSONAL IDENTIFIERS" section includes fields for Social Security Number, Date of Birth, and Sex. The "STUDENT INFORMATION" section includes fields for Designation (Undergraduate or Graduate), Degree/Certification, Expected Date of Graduation, and Classification. A "Next" button is located at the bottom right of the form. A red asterisk indicates required information.

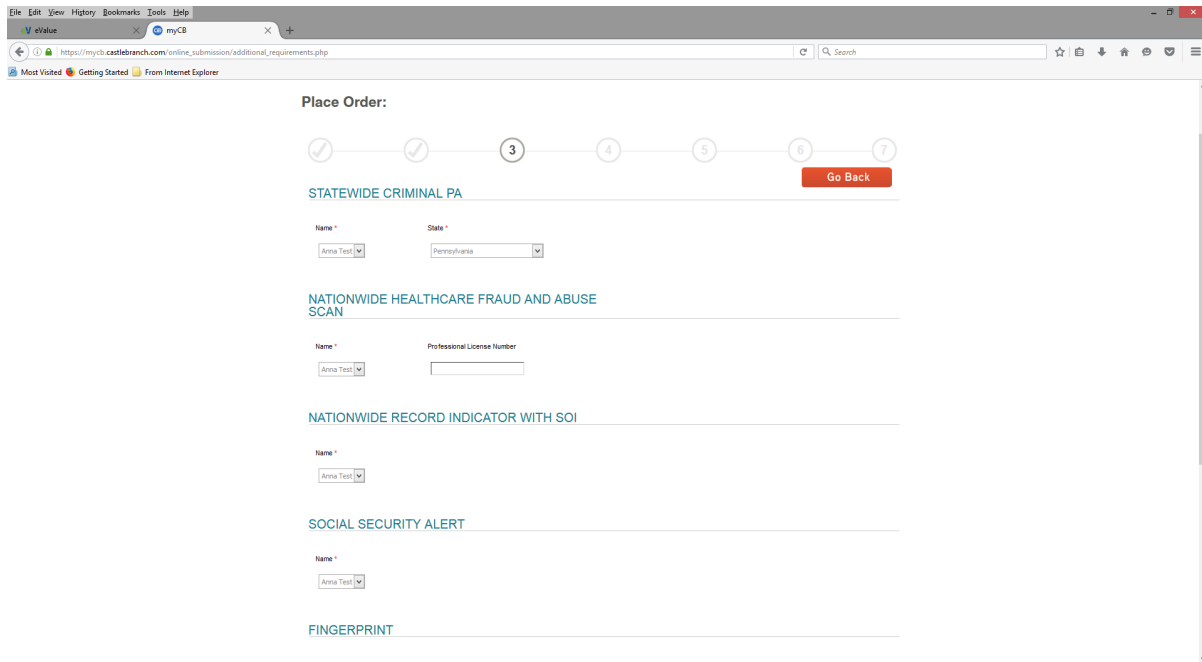
- Fill in personal information and select Next



- There are 7 steps (step 1 is place order) you will need to complete. You always have an opportunity to “chat” with a CastleBranch representative at any time.



- Step 2 (create password).



- Step 3 (place order), includes:
  - PA Criminal Background History Check (Act 34)
  - Document Manager Package

➤ FBI Fingerprint (Identigo) – (\$23.00)

Once your account is created, you will be provided a “To Do List” under the Document Manager section to complete. All directions on how to obtain clearances (FBI Fingerprint and DHS Child Abuse Background checks) will have specific directions to follow, there is a link in your CastleBranch to do list to take you to these agencies. Follow the specific directions on their web site.

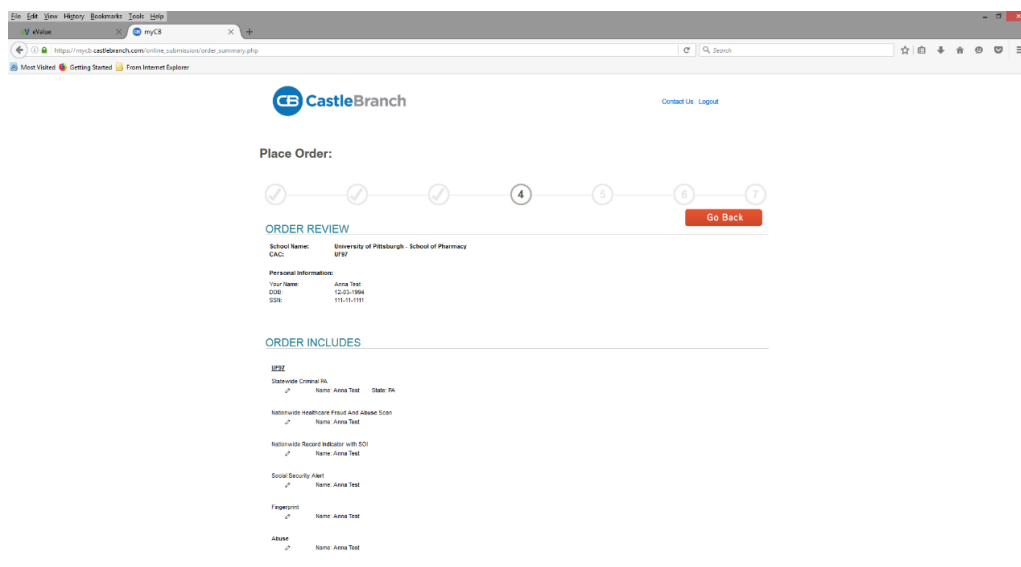
For the FBI Fingerprints, once you complete and pay for the check, the agency will send you a *one-time email* to be accessed within 24 hours. Open the email from a computer. **Do not** open on a cell phone or tablet because you will not be able to save and/or print. The email cannot be resent and once it is opened -- you cannot try to open again.

- The clearances will also be sent via the US Mail, and you should receive the hard copy within 7-10 business days.
- **If you do not receive your FBI fingerprinting results within 7- 14 Business days**, you will need to call the Department of Human Services at 1-877-371-5422, and then listen to the prompts and **select option #4**. This will allow you to speak directly with a representative and let them know when you completed your fingerprints and that it has been longer than 14 days and you still have not received your results. They will be able to see the status of your results are and where they were mailed.

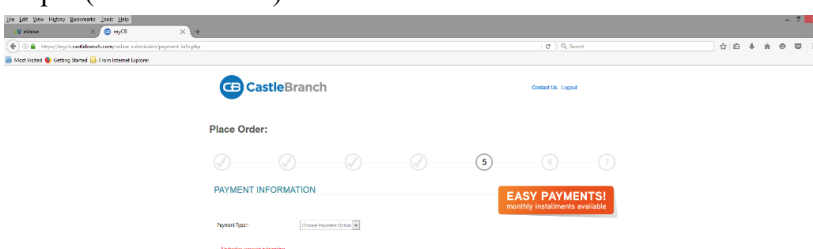
➤ DHS PA-Child Abuse Background (\$13.00)

Follow the specific directions on their web site.

- You will receive an automated email that your results are viewable and you can download the certificate and upload to your CastleBranch account. this can take up to 7-14 days.
- You also have the options to obtain a hard copy in the US Mail within 14 business days at the address you indicated on your application. If you have not received your PA-Child Abuse Background within 14 days either electronically or by mail please contact the DHS at 1-877-371-5422 opt #4.



➤ Step 4 (order overview)



- Step 5 (Payment information)
- Step 6 (Review)
- Step 7 (Accept and Submit)

If you have any additional questions, please contact the Office of Experiential Learning (Robie Gosney ([rog8@pitt.edu](mailto:rog8@pitt.edu)) or (412) 383-7542 or Anna Schmotzer ([annas@pitt.edu](mailto:annas@pitt.edu)) or 412-624-8186).