



# Castle Branch Online Demo



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THE POWER TO MAKE INFORMED DECISIONS



# Improvements to Submitting Orders



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**SERVICES**

EMPLOYMENT SCREENING

DRUG TESTING

SKILL TESTING

INVESTIGATIVE SERVICES

BUSINESS & TENANT  
SCREENING

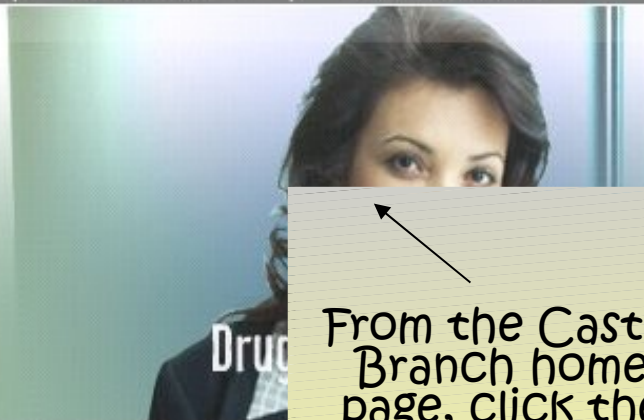
NEWS & TUTORIALS

INFORMATION CENTER

ENTER ePASS TO VIEW  
BACKGROUND CHECK

go >

**CASTLE BRANCH, INC.**  
PHONE: 888.723.4263  
FAX: 910.815.3881



For over a decade, Castle Branch has helped employers make safe and informed decisions by providing employment screening, business, and tenant screening, as well as investigative services.

Castle Branch Employment Screening provides employers with the tools to make informed hiring decisions, avoid costly litigation, and enhance productivity. Drug testing services further increase the effectiveness of an employment screening program by isolating applicants with a history of substance abuse. A thorough employment screening program, in combination with our drug testing services, provides employers with the power to attract and retain a safe and efficient workforce.

Castle Branch Employment Screening services detail an individual's or organization's financial and legal histories. Our Tenant Screening services provide landlords with the ability to evaluate and screen prospective tenants. Whether extending

**CASTLE BRANCH**



**SEXUAL OFFENDER  
INDEX**

Margaret ran a non-profit girls and boys club. She performed a statewide criminal record investigation on all employees. She thought she was safe when she hired Lee as a tutor. Months later, she received an anonymous letter notifying her that Lee had been convicted of child molestation. The letter included a copy of Lee's record from another state's sexual offender index. Margaret had missed the criminal conviction since it occurred in a state where Lee had previously lived and where a statewide search was unavailable. Lee had worked in the girls and boys club for the past six months and had numerous opportunities to be

From the Castle Branch home page, click the "Online Services" tab.





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The **Power** to Make  
Informed Decisions

**Online Services**

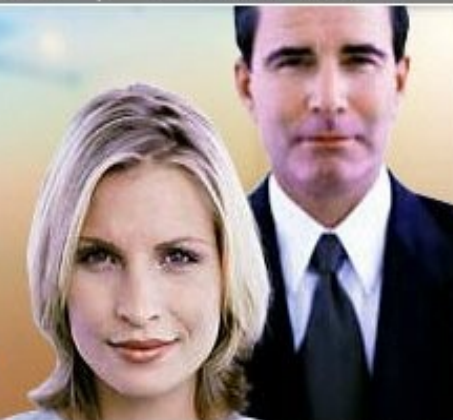
Submit Online Order Request  
Retrieve Online Order Results  
Set up an Account  
Contact Customer Service

**North Carolina Services**

Instant Access NC Criminal  
Instant Access NC Civil  
NC Alert  
NC DMV Online

**Skill Testing**

Company Login  
Take an Assigned Test



**CASTLE BRANCH**



**DRUG  
TESTING**

In January of 1987, one of the worst railway disasters in history occurred on the East

Three freight  
tives collided with a  
nger train, leaving 16  
ngers dead and 170  
l. An investigation by  
tional Transportation  
Board (NTSB) revealed  
e of the freight crews  
d marijuana prior to the  
nt. Settlements were  
d in civil action lawsuits  
t the companies and,  
after pleading guilty to  
manslaughter, the freight  
company's engineer was  
sentenced to five years in  
prison.

Click  
"Submit Online  
Order Request"



## Castle Branch User Login

Enter Username and Password:

Username :

Password :

\*Please note: Passwords are case sensitive.

Login

Clear

Next, enter your  
username and  
password and  
click "submit."

For demo purposes  
lets use:  
username: AS70  
password: demo

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[Frequently Asked Questions](#)

[Contact Customer Service](#)

[Order Retrieval](#)

[Set Up an Account](#)

**\* Note \***

Passwords are case  
sensitive



## New Order Request

### Company Information:

Name: Castle Branch

Company Name: CASTLE BRANCH DEMO ACCOUNT

CAC: AS70

Return Results Via:

Return Results When:

Update Profile

### Useful Information:

[Frequently Asked Questions](#)

[Placing a New Order](#)

[Turn Around Time](#)

[Special Client ID](#)

[Contact Us](#)

### Applicant Information:

First Name: \*

John

Middle Name:

Last Name: \*

Smith

Suffix:

Social Security No: \*

[xxx-xx-xxxx]

111-11-1111

Date of Birth: \*

[mm/dd/yyyy]

01/01/1980

Date of Birth is  
now a required  
field

Sex:

Male

Ethnicity: \*\*

Unknown

Special Client ID:

?

Continue

Clear

\* Required

\*\* Required for current and former Michigan residents

Next, enter the  
applicant's  
identifying  
information and  
click "Continue."





## New Order Request

### Applicant Information:

Name: John Smith      SSN: 111-11-1111      Date of Birth: 01/01/1980      Sex: Male      Race: Unknown

[Edit Applicant](#)

### Items to be added to Order

Select a Package and/or Additional Item for your Order.

Package: Standard Package

[View packages and their contents.](#)

[Add Package to Order](#)

Additional Items: [Select one or more.](#)

#### General

- ☐ Residency History
- ☐ Social Security Alert

#### County Searches

- ☐ County Civil
- ☐ County Criminal

#### Statewide Searches

- ☐ DOJ DHFS Statewide Criminal
- ☐ DOJ Statewide Criminal
- ☐ Statewide Child Abuse Registry
- ☐ Statewide Criminal
- ☐ Statewide Federal Bankruptcy
- ☐ Statewide Federal Civil
- ☐ Statewide Federal Criminal
- ☐ Statewide Motor Vehicle
- ☐ Statewide Parole and Probation
- ☐ Statewide Sexual Offender Index

#### Nationwide Searches

- ☐ Global Terrorist
- ☐ Nationwide CDLIS
- ☐ Nationwide Database
- ☐ Nationwide Federal Bankruptcy
- ☐ Nationwide Federal Civil
- ☐ Nationwide Federal Criminal
- ☐ Nationwide Federal Debarment
- ☐ Nationwide Healthcare Fraud & Abuse Scan
- ☐ Nationwide OIG Medicare Fraud
- ☐ Nationwide Patriot Act
- ☐ Nationwide Sexual Offender Index

#### International Searches

- ☐ Canadian Citywide Civil
- ☐ Canadian Credit Report
- ☐ Canadian Nationwide Criminal
- ☐ Canadian Provincewide Criminal
- ☐ Canadian Provincewide Driving

### Useful Information:

[Frequently Asked Questions](#)  
[Placing a New Order](#)  
[Turn Around Time](#)  
[Special Client ID](#)  
[Contact Us](#)

This is your order form request.

To select a package choose one from the list and click "Add Package to Order"

To order individual items or add items to a package, select from the list and click "Add Items to Order"



## New Order Request

### Applicant Information:

Name:	SSN:	Date of Birth:	Sex:	Race:
John Smith	111-11-1111	01/01/1980	Male	Unknown

### Useful Information:

- [Frequently Asked Questions](#)
- [Placing a New Order](#)
- [Turn Around Time](#)
- [Special Client ID](#)
- [Contact Us](#)

### Item: County-Criminal

First Name:	Middle Name:	Last Name:	Name Suffix:
<input type="text" value="John"/>	<input type="text"/>	<input type="text" value="Smith"/>	<input type="text" value=""/>
State:	County:		
<input type="text" value="Unknown"/>	<input type="text" value="Unknown"/>		

If you do not know the county,  
you will be prompted for :  
Street, City, and Zip Code.

[Continue](#)[Skip Item](#)

1.

Now you will be asked  
to enter the required  
data for each search  
that is a part of your  
package.

This is an example of  
what is required  
for a county-  
criminal search.

2.

Fill in any additional  
required information  
(i.e. State and County)  
and click "Continue"





## New Order Request

### Applicant Information:

Name: John Smith      SSN: 111-11-1111      Date of Birth: 01/01/1980      Sex: Male      Race: Unknown

[Edit Applicant](#)

### Items to be added to Order

Select a Package and/or Additional Item for your Order

Package: No Package Selected

[View packages and their contents.](#)

[Add Package to Order](#)

**\* Note \***

All items ordered  
will be shown to  
the right. →

### Useful Information:

[Frequently Asked Questions](#)  
[Placing a New Order](#)  
[Turn Around Time](#)  
[Special Client ID](#)  
[Contact Us](#)

### Order Items:

-   **Standard Package : County-Criminal**  
John Smith  
State : NC  
County : New Hanover
-   **Standard Package : Statewide-CORI**  
John Smith  
State : MA

[Continue](#)

**Additional Items:** Select one or more.

#### General

- ☐ Residency History
- ☐ Social Security Alert

#### County Searches

- ☐ County Civil
- ☐ County Criminal

#### Statewide Searches

- ☐ DOJ DHFS Statewide Criminal
- ☐ DOJ Statewide Criminal
- ☐ Statewide Child Abuse Registry
- ☐ Statewide Criminal
- ☐ Statewide Federal Bankruptcy
- ☐ Statewide Federal Civil
- ☐ Statewide Federal Criminal

#### Nationwide Searches

- ☐ Global Terrorist
- ☐ Nationwide CDLIS
- ☐ Nationwide Database
- ☐ Nationwide Federal
- ☐ Nationwide Federal
- ☐ Nationwide Federal
- ☐ Nationwide Federal
- ☐ Nationwide Health
- ☐ Nationwide OIG Me
- ☐ Nationwide Patriot
- ☐ Nationwide Sexual

#### International Searches

- ☐ Canadian Citywide Civil
- ☐ Canadian Credit Report

Once you have completed  
entering the data you  
will be brought back to  
the order form request.

If you are done with the  
applicant, click "Continue."

To edit information or  
delete an item,  
click the respective icon



## Order Review

Review and Submit Your Order

Review your Additional Information. To make changes, click on the link above the section you need to modify.

Order Number: Pending

### Company Information:

Name: Castle Branch

Company Name: CASTLE BRANCH DEMO ACCOUNT

CAC: AS70

Return Results Via:

Return Results When:

### Applicant Information:

Name:	SSN:	Date of Birth:	Sex:	Race:
John Smith	111-11-1111	01/01/1980	Male	Unknown

### Order Summary:

- **Standard Package : County-Criminal**  
State : NC  
County : New Hanover
- **Standard Package : Statewide-CORI**  
State : MA

Applicant is known to have previous records:  Notes and Special Instructions:

Return Results To:

[Submit Order](#)

[Return to Order Form](#)

1.

If everything appears correct click "Submit Order."

To make changes, click on the link above the section you need to modify.

2.

If you know the applicant has previous records or if you have any notes or special instructions, enter them here.



## Order Confirmation

**Order Number:** 9008-0717-0944-9900

### Company Information:

Name: Castle Branch

Company Name: CASTLE BRANCH DEMO ACCOUNT

CAC: AS70

Return Results Via:

Return Results When:

### Applicant Information:

Name:  
John Smith

SSN:  
111-11-1111

Date of Birth:  
01/01/1980

Sex:  
Male

Race:  
Unknown

### Required Documents:

- CBI Release 

Please print and submit within 3 days to avoid cancellation.

### Ordered Items:

- **Standard Package : County-Criminal**  
John Smith  
State : CA  
County : Alpine
- **Standard Package : Statewide-CORI**  
John Smith  
State : MA
- **Statewide-Criminal**  
John Smith  
State : GA

### Known Previous Records:

No

### Notes and Special Instructions:

### FAQ

Your order has been submitted. If you have questions about your order, contact **customer service**.

[Print](#)

This is your receipt—make sure to print this page for your records.

[Thank You!](#)

[Provide Your Feedback!](#)

[Logout](#)

←  
If you have an item in your order which requires a release, a link will be posted here.

↑  
This is your order confirmation.

Click above to print your order





# Retrieving Orders



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## The Power to Make Informed Decisions

### Online Services

Submit Online Order Request  
Retrieve Online Order Results  
Set up an Account  
Contact Customer Service

### North Carolina Services

Instant Access NC Criminal  
Instant Access NC Civil  
NC Alert  
NC DMV Online

### Skill Testing

Company Login  
Take an Assigned Test

Click  
"Retrieve Online  
Order Results"



### CASTLE BRANCH



### DRUG TESTING

In January of 1987, one of the worst railway disasters in history occurred on the East coast. Three freight locomotives collided with a passenger train, leaving 16 passengers dead and 170 injured. An investigation by the National Transportation Safety Board (NTSB) revealed that one of the freight crews smoked marijuana prior to the accident. Settlements were reached in civil action lawsuits against the companies and, after pleading guilty to manslaughter, the freight company's engineer was sentenced to five years in prison.





## CASTLE BRANCH DEMO ACCOUNT

### Account Management

#### Company Information

Name: Castle Branch




Company Name: CASTLE BRANCH DEMO ACCOUNT

CAC: AS70

Return Results Via:

Return Results When:

#### Improvements to Online Retrieval System

- You can now hide orders from "All Orders" & "My Orders" by clicking the  icon to the left of the order. These orders will be available by clicking "Hidden Orders." From this screen you can un-hide an order by clicking the  icon. You can also remove or delete an order by clicking the  icon.
- To further assist you in managing your online orders, we will now be archiving orders within our system that have been completed for at least one year. These orders will still be available by clicking "Archived Orders" (previously "View Orders Over 90 Days").
- By clicking on an applicant's name you can immediately view a detailed summary of the results. This summary will include the real-time status of all items within the order. Additionally, you will be able to see the outcome of each search as it is completed; for example, if a criminal search has reportable offenses, that will now be displayed on this detailed summary.

If you have any questions please contact **Customer Service** at 888-723-4263 extension 1.

2.  
First let's click  
"All Orders." This  
will display a list  
of all the  
applicants and the  
status of these  
reports

Home  
Back to Orders  
Search  
All Orders  
My Orders  
Hidden Orders  
Archived Orders  
FAQ  
New Order  
Logout

1.

This is your  
main account  
screen. From  
here you have  
several options













## Demo Company

### Account Management - View All Orders

**Improvements to Online Order Retrieval :** Contact **Customer Service** for more information, 888-723-4263, ext 1.

- **Record Scan** is a free service. We also offer **in-depth reviews**.
- Hide orders by clicking the  icon to the left of the order
- Click an applicant's name to view a real-time, detailed summary of all items within the order.

What's This?

	Ordered	Name	DOB	SSN	Status	Viewed	Record Scan
	09/13/2007	George Wilson	10/30/1982	0392	Completed	11/19/2007	✓ 11/06/2007
	09/13/2007	John Harrison	05/18/1973	1234	Completed	10/08/2007	✓ 11/06/2007
	09/13/2007	Brian Steller	04/29/1963	2345	Completed	11/19/2007	✗ 11/06/2007
	09/13/2007	William Douglas	03/30/1988	0392	Completed	11/19/2007	✗ 11/06/2007
	09/13/2007	Paul Smith	09/15/1978	6789	Completed	11/19/2007	⚠ 11/06/2007
	09/13/2007	Alex Wonders	12/30/1958	4567	Completed	11/19/2007	✓ 11/06/2007
	09/13/2007	Michael Spooner	04/12/1984	8901	Completed	11/19/2007	✗ 11/06/2007

1.

Information can be sorted by clicking on the tabs above each column.

2.

Note the "Record Scan" column. This will indicate if a background check requires your attention to review.

Click on an applicant's name to view additional information.

The Record Scan will only indicate reportable offenses in the following searches:

- County Criminal
- Statewide Criminal
- Statewide & Nationwide Sex Offender Index
- Statewide Parole & Probation
- Statewide Federal Criminal
- Nationwide Database
- Nationwide Healthcare Fraud & Abuse Scan
- Nationwide Patriot Act
- Nationwide Federal Criminal
- Nationwide OIG
- Canadian Province-wide Criminal
- Canadian Nationwide Criminal & International Criminal

Common searches not included in the Record Scan are:

- Driving Records
- Civil Searches



A Great Place To Work!

### Account Management - Order Details

Ordered By :	Jill Smith	Return To :	Jill Smith
Ordered :	11/13/2007	Order Status :	Completed

Applicant Name : Jack Q Smith  
Date of Birth : 10/10/1968  
Social Security Number : 999-99-9999

Record Scan:  11/13/2007

Background check has passed the Extensive Review based on your criteria.

View your [order form](#).

View your [results in PDF format](#)

1.  
Here we have the  
order details of  
John Smith's  
background check.

Here you can view a  
real-time status of  
the results

2.  
Click here  
to view results in a  
PDF  
format.

### Criminal Records

records found	name	location	status
NO	SMITH, JACK Q	US - NM	COMPLETED

### Employment Verification

employer	status
NEW COMPANY	COMPLETED

For questions about your order, contact Customer Service, [click here](#).

### Required Documents:

- [CBI Release](#) 

Please print and submit within 3 days to avoid cancellation.

\* If your order  
contains items which  
require a release,  
notification will be  
provided



## CASTLE BRANCH DEMO ACCOUNT

Please enter your search criteria

Applicant Last Name :

Social Security Number :

Date Ordered From :

Date Ordered To :

Order Status :

<input type="text"/>			
<input type="text"/>			
<input type="text"/>	<input type="text"/>	2007	<input type="text"/>
<input type="text"/>	<input type="text"/>	2007	<input type="text"/>
All Available Orders			<input type="text"/>
<input type="text"/>	My Orders	<input type="text"/>	All Orders

search

“Search” allows  
you to search for  
a particular  
applicant.

[Home](#)  
[Back](#)  
[Search](#)  
[All Orders](#)  
[My Orders](#)  
[Hidden Orders](#)  
[Archived Orders](#)  
[FAQ](#)  
[New Order](#)  
[Logout](#)



















## CASTLE BRANCH DEMO ACCOUNT

### Account Management - View Hidden Orders

**Improvements to Online Order Retrieval :** Contact **Customer Service** for more information, 888-723-4263, ext 1.

- **Record Scan** is a free service. We also offer **in-depth reviews**.
- Un-hide orders by clicking the  icon to the left of the order.
- Delete orders by clicking the  icon to the left of the order.
- Click an applicant's name to view a real-time, detailed summary of all items within the order.

[What's This?](#)

	Ordered	Name	DOB	SSN	Status	Viewed	Record Scan
 	01/13/2006	Gsg Gsdg	10/04/1795	8547	Cancelled	-	N/A
 	07/26/2006	John Doe	02/01/1970	0000	Cancelled	-	
 	07/26/2006	John Doe	01/23/1958	0000	Cancelled	-	
 	07/28/2006	John Smith	01/01/1985	1111	Cancelled	-	
 	07/31/2006	John Smith	01/01/1985	1111	Cancelled	08/18/2006	
 	09/27/2006	J J	01/01/1985	1111	Cancelled	-	
 	01/03/2007	A A	05/29/1965	0001	Cancelled	-	N/A

Using the icons above, you can "un-hide" or "delete" an order.

Here you can view the orders you have "hidden" from your main order screen.

[Home](#)  
[Back](#)  
[Search](#)  
[All Orders](#)  
[My Orders](#)  
[Hidden Orders](#)  
[Archived Orders](#)  
[FAQ](#)  
[New Order](#)  
[Logout](#)

The Record Scan will only indicate reportable offenses in the following searches:

- County Criminal
- Statewide Criminal
- Statewide & Nationwide Sex Offender Index
- Statewide Parole & Probation
- Statewide Federal Criminal
- Nationwide Database
- Nationwide Healthcare Fraud & Abuse Scan
- Nationwide Patriot Act
- Nationwide Federal Criminal
- Nationwide OIG
- Canadian Province-wide Criminal
- Canadian Nationwide Criminal & International Criminal

Common searches not included in the Record Scan are:

- Driving Records
- Civil Searches
- Drug Tests






















## CASTLE BRANCH DEMO ACCOUNT

### Account Management - View Archived Orders

**Improvements to Online Order Retrieval :** Contact [Customer Service](#) for more information, 888-723-4263, ext 1.

- **Record Scan** is a free service. We also offer **in-depth reviews**.
- Click an applicant's name to view a real-time, detailed summary of all items within the order.

[What's This?](#)

Ordered	Name	DOB	SSN	Status	Viewed	Record Scan
10/11/2005	<a href="#">John Does</a>	02/10/1954	123-45-6789	Cancelled	-	
10/12/2005	<a href="#">Billy Brown</a>	01/01/1919	000-00-1111	Cancelled	-	
10/12/2005	<a href="#">John Public</a>	01/11/2005	111-11-1111	Cancelled	-	
10/12/2005	<a href="#">Brian Burns</a>	10/12/1960	152-78-8554	Cancelled	-	
10/12/2005	<a href="#">Justina Forester</a>	09/15/1979	189-29-4755	Cancelled	-	
10/12/2005	<a href="#">Richard Edwards</a>	05/01/2004	123-45-6789	Cancelled	-	
10/12/2005	<a href="#">Ninja Turtle</a>	00/00/0000	000-00-0000	Cancelled	-	
10/12/2005	<a href="#">Kevin Johnson</a>	10/10/1980	987-65-4321	Cancelled	-	
10/17/2005	<a href="#">John Doe</a>	05/02/1979	123-21-4215	Cancelled	-	
10/17/2005	<a href="#">Billery McBillerson</a>	00/00/0000	000-00-0000	Cancelled	-	
10/19/2005	<a href="#">Scott Asngfjdbnp</a>	04/04/1950	111-11-1111	Cancelled	-	
10/28/2005	<a href="#">Jane Doe</a>	05/30/1982	000-00-0000	Cancelled	-	
11/15/2005	<a href="#">Ford Jason</a>	11/02/1969	111-11-1111	Cancelled	-	
12/01/2005	<a href="#">Jane Doe</a>	01/05/2005	000-00-0000	Cancelled	-	
12/08/2005	<a href="#">Billy Batsman</a>	01/22/1984	123-45-6789	Cancelled	-	
12/08/2005	<a href="#">Billy Batsman</a>	01/22/1984	123-45-6789	Cancelled	-	
12/15/2005	<a href="#">Samuel Simpson</a>	05/02/1980	123-15-6789	Cancelled	-	
12/28/2005	<a href="#">T J</a>	12/21/1975	123-45-6789	Cancelled	-	
01/11/2006	<a href="#">Amanda Ray</a>	01/01/1977	241-53-1539	Cancelled	-	

[Home](#)  
[Back](#)  
[Search](#)  
[All Orders](#)  
[My Orders](#)  
[Hidden Orders](#)  
[Archived Orders](#)  
[FAQ](#)  
[New Order](#)  
[Logout](#)

Orders will be  
"Archived"  
after being  
completed for  
at least one  
year.

- Nationwide Patriot Act
- Nationwide Federal Criminal
- Nationwide OIG
- Canadian Province-wide Criminal
- Canadian Nationwide Criminal & International Criminal

Common searches not included in the Record Scan are:

- Driving Records
- Civil Searches
- Drug Tests





# Thank You



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