



Wake County Public Schools - Student Teachers
Instructions for Order Placement

Welcome to CastleBranch!

CastleBranch allows applicants to electronically place their background check order using a secure website. All information that is collected during order placement is kept secure, tamper-proof and confidential.

The specific searches and services performed as part of your order are set to the specifications of your organization. Your results will be available on the CastleBranch website for both you and the organization to review.

To place your order, go to: mycb.castlebranch.com

In the “Place Order” bar, enter the following package code specific to your organization:

WS28studentteacher – Student Teacher Package

During order placement you will be asked for personal identifying information needed for security or compliance purposes. Supplying accurate and comprehensive information is important to the speed in which your order is completed.

After placing your order, you will receive a confirmation email that will contain the password needed to access your results and respond to any missing information required to process your order.

Although 95% of background check results are completed within 3-5 business days, some results may take longer.

To view your order status any time, return to www.castlebranch.com/view-background-check and click on “I have a badge.” You will then fill out your password and the last 4 digits of your SSN.

Your myCB Service Desk is available to assist you via phone, chat and email
Monday-Thursday 8:00 a.m.-8:00 p.m. & Friday 8:00 a.m. - 6:30 p.m.& Sunday 10am- 6:30pm EST
888-723-4263 or servicedesk.cu@castlebranch.com