nunm
NATIONAL UNIVERSITY OF
Natural Medicine

BACKGROUND CHECK SCREENING INSTRUCTIONS

CastleBranch

About CastleBranch

CastleBranch is a secure platform that allows you to order your background check online. Once you have placed your order, you may use your login to access additional features of **CastleBranch,** including document storage, portfolio builders and reference tools.

Order Summary

- **Required Personal Information:** In addition to entering your full name and date of birth, you will be asked for your Social Security Number, current address, phone number and e-mail address.

- **Document Manager:** Document Trackers provide secure, online storage for all of your important documents.

- **Payment Information:** At the end of the online order process, you will be prompted to enter your Visa or Mastercard information. Money orders are also accepted but will result in a $10 fee and an additional turn-around-time.

Place Your Order

1. Go to: www.castlebranch.com and "Place Order". Then enter your package code:
   - **NA43 – US Background Check ONLY & Document Tracker**
   - **NA43int – US Background Check + International Search & Document Tracker**
     a. **Order the above package if you have lived both in and outside (for longer than 3 months in the last 7 years) the USA. Please provide your international address.**
     b. **Please note that additional fees will apply.**
   - **NA43ic – International Background Check ONLY**
     a. **Used if you have only lived outside of the USA. You must provide your international address.**
2. You will then be directed to set up your **CastleBranch** account.
3. Once your order is placed and confirmed, NUNM will have access to your results online.

View Your Results

Your results will be posted directly to your CastleBranch account. You will be notified if there is any missing information needed in order to process your order. Although 95% of background check results are completed within 3-5 business days, some results may take longer. Your order will show as **"In Process"** until it has been completed in its entirety. Your school's administrator can also securely view your results online with their unique username and password.

Need Help?

If you need assistance for technical issues, please contact CastleBranch at 888.723.4263 or submit an online request.