



Order Instructions for **Liberty University - Athletic Training**

1. Go to <https://mycb.castlebranch.com/>
2. In the upper right hand corner, enter the Package Code that is below.

Package Code **LM82ava**: I need to order my Background Check, Fingerprint, and VA Child Abuse Clearance.

About

About CastleBranch

Liberty University - Athletic Training has partnered with CastleBranch, one of the top ten background check and compliance management companies in the nation to provide you a secure account to manage your time sensitive school and clinical requirements. After you complete the order process and create your account, you can log in to your account to monitor your order status, view your results, respond to alerts, and complete your requirements.

You will return to your account by logging into castlebranch.com and entering your username (email used during order placement) and your secure password.

Order Summary

Payment Information

Your payment options include Visa, Mastercard, Discover, Debit, electronic check and money orders. Note: Use of electronic check or money order will delay order processing until payment is received.

Accessing Your Account

To access your account, log in using the email address you provided and the password you created during order placement. Your administrator will have their own secure portal to view your compliance status and results.

Contact Us

For additional assistance, please contact the Service Desk at 888-723-4263 or visit <https://mycb.castlebranch.com/help> for further information.

Applicant

To submit your fingerprint request, you must register online and have fingerprint cards submitted to our partner Digital Trusted Identity Services (DTIS). This packet contains the necessary instructions to assist you in this process.

Create an account

Your first step will be to create an account on the DTIS website.

- Visit the DTIS website using this link: <https://www.daontis.com/home.do?from=CBT>
- Select “Create Account” in the top right corner (or the “Register” button in lower right corner under the “Background Checks for Individuals / Double Check” section).
 - » Enter your email address, create a password, accept the terms and conditions then select “Create Account” which will send you an email to confirm your email address.
- Check your email account for the confirmation email sent from no-reply@daontis.com. Select the “Validate Email” hyperlink that will take you to the DTIS website completing the confirmation of your account.
- Enter the username (email address) and password you created to sign in.
- You will be asked to create 3 security questions and responses to be used if you forget your password.
- After saving this information, your account setup is complete and you need to logout.
 - » **You must** logout and follow the steps below that will take you to the CastleBranch specific DTIS link to complete your registration. This will ensure that you are not asked for payment.

Complete Online Registration

Log in using the link below to create your appointment.

- Login to Daon’s CastleBranch specific website here: <https://www.daontis.com/home.do?from=CBT>
- Enter your access code and select “Verify”.
 - » The Access Code is in your CastleBranch To Do List item that you downloaded this packet from.
- The next page will show you the ORI number, Partner Agency Name and Company Name associated with the Access Code you entered. Please review this information to ensure it is accurate. If it is not, please go back and ensure you entered the access code correctly.
 - » ORI #: USSBCD09Z // Partner: Castle Branch // Agency: Federal Bureau of Investigation (FBI-DO)
- The next section of the process will include entering your personal information. This information will be included in the fingerprint file and should be entered carefully to ensure accuracy. All required fields are indicated with a red asterisk.
 - » Under “Request Information” in the field with “Attention To” enter N/A.
 - » Name and DOB: Enter legal identifying information (matches your government issued photo ID, such as a driver’s license).
 - » Add any maiden or alias names you have used (blue add alias button)
 - » Enter all other personal identifying information required (SSN, gender, race, etc.) and select the blue “Save” button at the bottom of this section after any updates.
 - Applicant must have a Social Security Number to process this search. **This process cannot be performed on an applicant that does not have a Social Security Number.**
 - » Under “Address Information” enter the address that you want to receive your results to (if you do not receive them electronically). This address cannot be changed, so ensure it is accurate. After entering, select the blue “Add Address” button to save your entry.
- Once you have ensured that all information is entered correctly in all sections, select the green “Save and Continue” button at the bottom right of the screen.
- This will take you to a review screen to double check all the information you entered. Ensure all information is accurate (if you need to make adjustments do so now). Once all information is correct, read the privacy act statement and check the box to agree to the information. Then select “Yes” (I agree that the above information is correct) which will submit your registration.
- The next page is the confirmation page which contains an applicant identifier. You must print this page to submit with your physical fingerprint cards.

Complete FD-258 Fingerprint Cards

You will need to obtain 2 sets of physical fingerprint cards to submit for processing. Fingerprints **MUST** be submitted on the official FD-258 fingerprint cards.

- This can be either physical inked fingerprints or electronic fingerprint scan printed to the cards.
- **IMPORTANT:** You cannot ink your own fingerprints! DTIS will not accept self inked fingerprints, they must be performed by a fingerprint technician.
- Most local law enforcement agencies (local police or sheriff's office) can perform fingerprints for applicants. However, some agencies have different policies that may affect their ability to do so. Because of this, we suggest that you make the necessary contacts prior to visiting any given location to ensure that the agency can facilitate your needs.
 - » Ask the location if they can perform printed fingerprints for you to submit for an FBI Departmental Order personal request. (Ensure they have the required FD-258 cards to use.)
 - » ****If the agency does not have the necessary FD-258 cards, please contact CastleBranch customer service and we will mail you cards to use for obtaining your fingerprints.****
 - » Some locations might not be able to facilitate the fingerprinting process to the public.
 - » Some locations will charge for the fingerprinting process as a service.
 - » Some states have limited resources for this process. If you are having trouble locating an agency to perform fingerprints, we suggest trying the following alternative solutions:
 - » Some shipping/mailing stores may offer this service.
 - » College/Universities may have on campus police departments that can offer this service.
- Complete all applicant information on the FD-258 Fingerprint Cards.
 - » You must sign where indicated.
 - » The official taking your fingerprints must sign where indicated.
 - » Under "Reason Fingerprinted" put "FBI Departmental Order".
 - » **DO NOT** write anything other than the above! (**Do not** write "for school", "college", etc.) It **must** say "FBI Departmental Order".
 - » Complete all fields (Name, DOB, SS#, etc.). If any field does not apply to you, enter "N/A".

Mail Completed Fingerprint Card and Confirmation Page

- Mail your request to DTIS: Send **ONE** completed FD-258 fingerprint card **and** a copy of your confirmation page from the online registration to the below address. **DO NOT** FOLD YOUR FINGERPRINT CARD!
 - » Keep the second fingerprint card. Should your fingerprints be rejected by the FBI, you will be asked to submit the second copy for processing.

Digital Trusted Identity Services
601 Madison Street
Alexandria, VA 22314

Upload result to CastleBranch To Do List

- Upload a copy of your result to your myCB To Do List requirement once you receive them.
 - » See page 3 for information on accessing your results. (It is **very important** that you read **all** of the information on page 3 as accessing results is extremely time sensitive.

If you need help with your DTIS registration or retrieving results, please contact DTIS at 703.797.2562
If you have questions about your order with CastleBranch, please contact CastleBranch.

Results

Once DTIS receives your fingerprint card and confirmation page, the standard processing time is approximately 5 business days. *(Time may vary if the FBI requires additional time to process the request.)*

IMPORTANT INFORMATION: MUST READ BEFORE ACCESSING YOUR RESULTS!

If you are unable to obtain your results by cause of not following the provided instructions, you will be responsible for payment and submission of a new fingerprint submission to obtain results.

- You have a **maximum of 30 days** to access your results once they are posted. After 30 days, your results are deleted from the system per FBI protocol. There will be no way to get another copy of your results without completing the entire process again.
- If accessing your results electronically, you should only do so when you are on a computer where you can print/save your results immediately upon opening them. As soon as the website is navigated away from/closed, your results are immediately deleted from the system per FBI protocol. There will be no way to get another copy of your results without completing the entire process over.

Accessing Results

You will receive an email when your results are ready that will include a link to login to your DTIS account. Make sure you check your email regularly including your junk/spam folder so that you do not miss this notification. (You can also login to your account at any time to check the status of your request.) Upon logging in, you will see a green banner at the top showing that the results of your “Double Check Background Check” are in with a link to view them.

Electronic Results:

- You will be prompted to enter your U.S. Cell Phone Number to receive a PIN number that is required for authentication purposes.
 - » If you do not have a U.S. Cell Phone or would prefer to receive results via mail, select the link for “I do not have a phone available” and the results will be mailed to the address you entered during online registration.
- To proceed with receiving a PIN for electronic view of results, enter your phone number in the box provided. (Make sure you have your phone with you at this time, as the code sent to you will only be valid for 5 minutes!)
 - » You can choose to receive a text message or a voice phone call with the PIN number.
 - » Select the “Verify” button below and you should receive your PIN via the requested method immediately.
 - » If you do not receive your PIN code within a minute, select the “Go Back” button and try entering your phone number and method of contact again and select “Verify”.
 - » If you perform this submission twice and you still do not receive your PIN number, your phone number may have failed the authentication process.
 - » The system is designed to verify that the cell phone number provided is associated with your name (run against numerous sources). This is a security protocol set forth by the FBI.
 - » In an instance where this occurs, you will need to choose to mail your results as you will be unable to electronically download them. (See “Mailed Results” section below.)
- When you receive your PIN, enter it in the “Verification Code” box and select “Verify Code”.
 - » A page pops up to confirm you are ready to download your results. if you are prepared to print/save results, select the blue “Download” button.
 - » (If you have any doubt that your computer is capable of printing/saving these results, wait until you are prepared or choose to have your results mailed instead by selecting “Mail Results”.)
 - » Your results should be visible and you need to immediately print/save your results.
 - » A box will pop up to confirm you were able to download your file. If anything was wrong with the file, select “Go Back” and try download again.

Mailed Results:

- If you do not have a cell phone or would prefer your results to come via mail, select the “I do not have a phone available” link at the bottom of the page asking for a cell phone number..
 - » On the next screen it will verify that DTIS is going to send your results via mail to the address you provided during your order. To confirm, select “Mail Results”.
 - » After receiving your results in the mail, upload a copy to your myCB To Do List requirement.

If you need help with your DTIS registration or retrieving results, please contact DTIS at 703.797.2562
If you have questions about your order with CastleBranch, please contact CastleBranch.