Ordering Health Requirements via Castlebranch

Drug Test and Background Check
How to Place Order

- Upon receiving emailed instruction from STCC Health Compliance (compliance@stcc.edu)
- Click on “Place Order” from the CastleBranch STCC Portal Link https://portal.castlebranch.com/PY15
- To place your order you will need your PIN Number (Personal Identification Number = 7 digit STCC Student ID number.)
- Please use your STCC email address as your preferred email. It will be your Username for your CB account.
- After your order has been placed you will access your account to obtain your drug test registration ticket and view results by signing onto your myCB account via: https://discover.castlebranch.com/
Click on Castlebranch STCC Portal Link

https://portal.castlebranch.com/PY15

Springfield Technical Community College - Nursing and Allied Health Portal

This user-friendly portal guides you through program and package selection to quickly place your order and create your secure account.

After you complete your order 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.

Now let's get started by clicking the Place Order button below.
Select your program

https://portal.castlebranch.com/PY15/package-selection

#1 Expand “Please Select”, then expand on appropriate program and select hyperlink

#2
Place order/enter PIN

PIN = 7 digit STCC ID

PERSONAL IDENTIFICATION NUMBER

Please enter your Personal Identification Number (PIN) *

* Indicates required information
Carefully Complete Personal Information

Use your STCC email address!

Your STCC EMAIL ADDRESS will be used for important order communication. After submitting your order, look for an immediate confirmation email. If you do not see your confirmation email please check your SPAM or Junk folder.

JDoe@student.stcc.edu
Place Order and receive order confirmation

**COUNTY CRIMINAL**

Name *
Mary G. Test

State *
Massachusetts

County *

**NATIONWIDE HEALTHCARE FRAUD AND ABUSE SCAN**

Name *
Mary G. Test

Professional License Number

**NATIONWIDE RECORD INDICATOR WITH SOI**

Name *
Mary G. Test

**SOCIAL SECURITY ALERT**

Name *
Mary G. Test

**RESIDENCY HISTORY**

County Criminal: Be prepared to enter your current county of residency from a drop down list.

Nationwide Healthcare Fraud and Abuse: Will ask for your Professional License #. If you do not have one you may leave it blank.
Please check your email inbox (or spam) to complete verification. If you have not received the verification email you can resend by clicking here. Then you will be prompted through a set of screens to complete your security questions under your CB account user profile.
Sign in https://discover.castlebranch.com/ using your username and password. SIGN IN>myCB
In myCB, TO-DO Lists - Take Drug Test

You will receive your drug test registration form within 24 business hours of your order placement as a download from your Drug Test requirement in your To-Do List that can be viewed by clicking the blue plus signs OR you may receive your registration form by email. Email registrations will appear in your inbox with the sender as Support and the subject Form Fox Authorization OR with the sender as OTSWebApp and the subject Drug-screen registration. Ensure you check your SPAM filter, as messages may be redirected based on your security settings. Contact our Service Desk if it has been more than 24 business hours and you have not received your registration form.

To-Do Lists

Click the blue plus signs below to expand your requirements.

- CB Bridges™ Requirement: 1 Requirement
- Drug Test: 1 Requirement
  You have been registered for your drug test. Click the blue plus sign beside Take your Drug Test. Next, click the blue Download file link to access and print your registration form to take to your collection site.
  - Requirement
  - Date Due: 03/12/2021 09:50:22 AM EST
  - STATUS: Registered

- Clinical Requirements HH89: 6 Requirements
  Need help completing your requirements? CLICK HERE for a full list of Video Tutorials that can assist you in completing the requirements in the list below!
  Still have questions? CLICK HERE to submit a support request inquiry to our User Experience team. You can follow-up on your request by selecting View

STCC
Springfield Technical Community College
Schedule/Complete Drug Test

There are additional locations and details on the website
https://appointment.questdiagnostics.com/patient/findlocation

1. Choose a location that does not state “Employer Drug Testing Not Offered”
2. Schedule appointment or walk-in if available
3. Bring this form and a government issued photo ID.
4. Results will be available in 3-5 days.

https://www.questdiagnostics.com/home/patients/scheduling-test/appointments/
Schedule/Complete Drug Test

There are additional locations and details on the website https://appointment.questdiagnostics.com/patient/findlocation

1. Choose a location that does **not** state “Employer Drug Testing Not Offered”
2. Schedule appointment or walk-in if available
3. **Bring Quest Drug Screen Registration Form and a government issued photo ID.**
4. Results will be available in 3-5 days. You can sign into your CastleBranch account to review your results. You will be notified via email when they are complete.

https://www.questdiagnostics.com/home/patients/scheduling-test/appointments/
Special Instructions – READ CAREFULLY!

Bring your Quest Drug Screen Registration Form and government issued photo ID to your drug testing appointment by the deadline provided in Health Compliance email instructions.

IMPORTANT: After 30 days all orders expire. Student is responsible for payment of subsequent testing (Approximately $90) in addition to producing a physician’s note as to why the initial deadline could not be met.

Check the Quest Diagnostic website https://appointment.questdiagnostics.com/patient/findlocation

• Some locations accept WALK-INs instead of waiting for a scheduled appointment and some do not perform drug testing
• Requires wearing a mask/face covering and passing a non-contact forehead temperature check.
• It is recommended to NOT drink more than 8oz (a "glass") of fluid in the 2 hours before giving a urine sample. An abundance of fluid in the body will result in a "dilute" reading, which constitutes a "flagged" result.
• You can sign into your CastleBranch account to review your results. You will be notified via email when they are complete.

For Positive Results - the results are forwarded to the Medical Review Officer. The Medical Review Officer will contact you for verification of any prescription drug you may be taking to show a false positive. After discussion, the Medical Review Office will send a fax to CastleBranch to input the results and close the order. If the order is positive the Medical Review Office will list the drug that is positive.

For negative-dilute results refer to STCC DRUG SCREENING POLICY FOR FIELDWORK PLACEMENT.
Questions?

- The CastleBranch Service Desk is available to assist you via phone, chat and email Monday-Friday 8am to 8pm & Sunday 10am to 6:30pm EST. (888)723-4263
- STCC Health Compliance, compliance@stcc.edu