



CHICAGO STATE UNIVERSITY



# INSTRUCTIONS FOR: CHICAGO STATE UNIVERSITY HOUSING & RESIDENCE LIFE CRIMINAL BACKGROUND CHECK

CONTACT US FOR ANY QUESTIONS:

P: (773) 995-4543

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## About Castlebranch.com

Castlebranch.com is a service that allows students to order their own background checks online. Information collected through Castlebranch.com is secure, temper-proof and kept confidential. The services performed are based on guidelines provided by your school (CSU), so you know you will receive all the information you need from one source. Your results will be posted through Castlebranch.com website where the student can view them

## Before Placing your Order!

- 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 email address.

Note: If students don't have a Social Security Number, Castlebranch has directed international students/undocumented students to use either all 1's or all 0's in the Social Security Number area as they have identified this series of numbers to indicate an individual that is not a US citizen or US Permanent Resident.

## Steps to complete!



### Payment Information

At the end of the online order process, you will be prompted to enter your Visa/Mastercard Information. Money orders are accepted but will result in a \$10 fee and additional turnaround time.



### Place Your Order

Go to: <https://discover.castlebranch.com/>, click on "Place Order" enter Package code: **CG78**, You will receive a confirmation email that will contain password needed to view results



### View and Submit Your Results

Enter password provided to view results. 95% of background check results are completed within 3-5 business days, some take longer. Once you get results email them to [housing@csu.edu](mailto:housing@csu.edu)

