**FAQS: CastleBranch**

**Q: How do I activate my account?**

**A:** **All students:** You must first activate your [*General Requirements*](https://www.castlebranch.com/online_submission/package_code.php?evite_id=655269&site_key=3s9ZfLvX9DzZouxw1PCe%2FMGhvlkxOThiOTQxZjI5) compliance tracker, where you will upload supporting forms and documentation for the following Trocaire College registration requirements: MMR, Meningococcal (Meningitis) Response, Health History, and Covid-19 vaccination. Please click [here](https://www.castlebranch.com/online_submission/package_code.php?evite_id=655269&site_key=3s9ZfLvX9DzZouxw1PCe%2FMGhvlkxOThiOTQxZjI5) and enter **package code: IZ85im** to set up your account.

**Students enrolled in health profession programs (Nursing, Medical Assistant, Rad Tech, Surgical Tech, Massage Therapy, Phlebotomy, Sterile Processing):** If you are enrolled in one of Trocaire College’s health professional programs, you will be required to activate an additional tracker designed to manage specific requirements of your program and clinical sites. To activate this account, you may use the direct link provided to you by email, or you may contact the Wellness Center to obtain an order placement form specific to the program in which you are enrolled.

If you feel that you have not received access to the proper CastleBranch program account, please contact the Wellness Center.

**Q: How do I log into CastleBranch?**

**A:** For general login, please visit: [www.castlebranch.com](http://www.castlebranch.com)

**Q: Who do I contact if I have questions about CastleBranch?**

**A:** If you have questions about your CastleBranch account, please contact CastleBranch student support at (888) 723-4263 or visit [www.castlebranch.com/contact-us](http://www.castlebranch.com/contact-us). You may also contact the Wellness Center at [WellnessCenter@trociare.edu](mailto:WellnessCenter@trociare.edu)

**Q: How do I know what health and immunization records I need to complete?**

**A:** All Trocaire Students will need to satisfy the requirements outlined in the General Requirements tracker: MMR, Meningococcal (Meningitis) Response, Health History, and Covid-19. If you are enrolled in a health professional program, you will receive additional information to activate a program-specific compliance tracker, which will display additional health and immunization requirements.

**Q: I switched into a new academic program. How can I make sure I am submitting appropriate records?**

**A:** Upon admission into your new academic program, the Wellness Center will receive notification from the Registrar’s office of your program transfer. Once we receive this notification, you will receive a new access code, which will provide you access into a new portal with health and immunization records required of your program. For questions, please contact the Wellness Center at [WellnessCenter@trocaire.edu](mailto:WellnessCenter@trocaire.edu)

**Q: Why is CastleBranch rejecting my document?**

**A:** CastleBranch will inform you of the reason for any rejection. To prevent this, please make sure the documents you submit are clear, current, and provide all information being requested. If you have done this and your item is still being rejected, please contact the Wellness Center at [WellnessCenter@trocaire.edu](mailto:WellnessCenter@trocaire.edu).

**Q: My provider gave me one document that includes all of my immunizations. Can I just upload this document once into CastleBranch?**

**A:** No. In order to fulfill each requirement, you are required to upload the document into each requested category on CastleBranch separately.

**Q: How do I know if my records are expiring?**

**A:** CastleBranch will notify you by email regarding any upcoming expiration dates. You are responsible for managing your records and making sure items are current.

**Q: Can Trocaire’s Wellness Center upload my documents?**

**A:** The Wellness Center requests your cooperation in uploading your own documents into CastleBranch. We will not be able to assist you with any part of this process or manage your records until you have followed the steps to set-up your account(s).

**Q: What are the advantages of CastleBranch?**

**A:** CastleBranch puts you in charge of your records. Through this system, you will have the ability to upload, view, and manage actions on your own account. You will be able to view your records from anywhere, at any time, including after you have graduated.

**Q: Who is reviewing my records?**

**A:** Once you have uploaded your health and immunization records into the system, CastleBranch staff will review. Please allow 5-10 days for processing.

**Q: Can I still submit records to the Wellness Center?**

**A:** No. You are responsible for submitting current records directly to CastleBranch. The Wellness Center is available to assist you with any step in the process.

Expired health and immunization records may prevent you from registering or attending clinical placements. Please make sure you check your email regularly and stay current on any notifications received from CastleBranch.

**For additional support, please contact the Wellness Center:**

[**WellnessCenter@trocaire.edu**](mailto:WellnessCenter@trocaire.edu)

**Choate, Room 118**

**(716) 827-2579**