GERO 130/131 CastleBranch Clearance Facts:

READ THESE CAREFULLY BEFORE CONTACTING THE GERONTOLOGY DEPARTMENT OFFICE WITH QUESTIONS.

1.) Will my Gero friends in 130 and 131 all be doing the same requirements?
- No. Different students with different agencies have different instructions from me.

2.) Am I required to do HIPAA if I have done it before?
- No. You only need to do it once in CastleBranch unless you take time off from school.

3.) Am I required to do the background check if I already did it last year AND it shows as cleared in CastleBranch?
- No. So long as it shows as cleared in CastleBranch, you do not need to do it again or upload any further documents. But if it is not in CastleBranch, you must do this.

4.) Do I have to do both steps again if I did my 2-STEP TB for another class?
- Your TB expires after 1 year and CastleBranch will send you a renewal reminder. At that point, you will need to do 1 step to renew your TB.

5.) I did a TB test years ago but didn't use CastleBranch. Will that work?
- No. Your TB test must be current and you must have done it for the CastleBranch system.

6.) My TB expires in the middle of the semester. Do I need to renew it?
- Yes. You must renew your TB when it is up for renewal.

7.) Is there anywhere on campus I can get my TB testing done?
- Yes. Please contact The WELL for an appointment. Please note that The WELL gets very busy and you will need to schedule well in advance.

8.) CastleBranch says that I need all these other tests and immunizations. Are those required?
- The CSUS Gerontology department requires the following:
  1. An up to date TB test uploaded and accepted in CastleBranch (or an email from your agency saying they paid for the test and have accepted your clearance),
  2. HIPAA,
  3. Whichever tests or immunizations your agency requires.

7.) How do I login to CastleBranch?
- Go to https://www.castlebranch.com/sign-in.

8.) What if I have to get a TB chest x-ray or blood test instead of a TB skin test?
- You will still need to upload the results into CastleBranch and notify me after the system accepts/declines it by emailing me at melanie.saeck@csus.edu.

9.) I am having technical issues with CastleBranch. I can't upload my documents/login/see my status/etc. Help!
- Please contact the CastleBranch support line: https://www.castlebranch.com/contact-us (888.723.4263) The Gerontology Department Office is unfortunately unable to troubleshoot your CastleBranch account.