GERO 101 and 103 CastleBranch Clearance Facts:

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

1.) What is CastleBranch?
   - An online company that coordinates and manages the variety of mandatory agency requirements for your Gerontology courses. It is used by other programs at Sac State and other universities across the country. Once you complete everything needed, verification will be sent to the Gerontology Program, which will then allow us to give confirmation to your professor that you can participate in Service Learning.
2.) Will my Gero friends in 130 and 131 all be doing the same requirements?
   - No. Different students with different classes have different instructions from me.
3.) Am I required to do HIPAA if I have done it before?
   - No. You only need to do it once in CastleBranch.
4.) What is meant by 2-STEP TB? Do I have to do both steps again if I did my 2-STEP TB for another class?
   - A 2-Step TB test is where you get one skin test, it is read a week later, and then you get the second skin test within 3 weeks, and then that is read a week later.
   - You need to do the 2-step TB test the first time you do it for CastleBranch. It 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. A 2-step TB test takes at LEAST 2 weeks to complete, often longer.
8.) CastleBranch says that I need all these other tests and immunizations. Are those required?
   - The CSUS Gerontology department requires the following for 101 and 103:
     1. An up to date 2-step TB test uploaded and accepted in CastleBranch.
     2. HIPAA
7.) How do I login to CastleBranch?
   - Go to https://www.castlebranch.com/sign-in to purchase LK49im and LK49e. Please note: if you enter the wrong code and upload your documents under the wrong code, CastleBranch is unable to reimburse you.
8.) Do I really have to pay this? It is expensive!
   - Yes. It is required.
9.) What if I have to get a chest x-ray or blood test instead of 2-step TB?
   - 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.

10.) 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.