Criminal Background Check Instructions

The Department of counseling Psychology has an arrangement to perform criminal background checks through a third-party background check provider, CastleBranch, Inc., www.castlebranch.com. The background investigation includes a full residency check, a background review for every state of residency, and a check against additional offender databases. The cost for the background check is $45 and will be paid by the Counseling Psychology Department.

Students will have access to the background check results and can share them with other agencies and institutions. The results will also be available to the director of the program and administrators connected to admissions and student affairs in the Department of Counseling Psychology.

INSTRUCTIONS

1. Go to www.castlebranch.com

2. In the Place Order box, enter the Counseling Psychology Department’s package code, UE73. Hit “Submit.”

3. Check that the next screen says University of Wisconsin - Madison - Counseling Psychology. Review the terms of the search, check the box, and click “Continue”

4. You will be asked to enter a PIN number. That PIN number is the last 4 digits of your Student ID number (not your Social Security number).

4. Enter your personal information. Make sure to put in the correct Social Security Number.

5. You do not have to enter any payment information. The department will be billed directly by CastleBranch, Inc.

6. You should receive a confirmation email saying that your background check has been started.

7. In a separate email from CastleBranch, you will also be asked to complete and upload the State of Wisconsin Background Information Disclosure (BID) form to your account. I have included a blank copy for your use. If you experience problems uploading the document, please come to the main office and I can upload it for you.

8. In two days to two weeks, you should receive another email stating that the background check is complete. Log back into your account to view and print the results. We recommend that you both save and print the results for your records.

9. The Department of Counseling Psychology staff will also receive your results from Certified Background, Inc. If any problems are found on the background check, you will be contacted and asked to send an email or letter describing the case. Students will be contacted if further discussion seems warranted. Students who do not hear from us need take no additional action.

Questions or concerns about criminal background check policies or procedures should be directed to counpsych@education.wisc.edu.