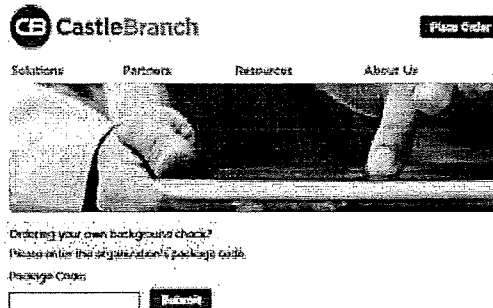


Southwestern Oregon Community College – Medical Assistant  
Instructions for Order Placement

When you place your initial order, you will be prompted to create your secure CastleBranch account. From within your profile, you will be able to:

- ✓ View your order results
- ✓ Manage the requirements specific to your program
- ✓ Complete tasks as directed to meet deadlines
- ✓ Place additional orders as needed

- To place your order, go to [www.castlebranch.com](http://www.castlebranch.com).
- In the “Place Order” field, enter the following package code specific to your school and program.



SY72bg – Background Check  
SY72e – eLearning Package  
SY72dt – Drug Test (Coos Bay Students)  
SY72currydt – Drug Test (Curry Students)

- During order placement you will be asked for personal identifying information needed for security or compliance purposes. Supplying accurate and comprehensive information is important to the speed in which your order is completed.
- The email address you use when placing your order will become your username for your CastleBranch profile and will be the primary form of communication for alerts and messages. Payment methods include: MasterCard, Visa, debit card, electronic check, money order, and installment payments.

Your Service Desk is available to assist you M-F 8am-8pm & Sunday 10am-6:30pm EST  
Call 888-914-7279 or log in to your account and click "Need Help" for additional options

## eLearning Instructions

**To complete your eLearning Tracker, follow the instructions below:**

- You will be prompted by your eLearning tracker once your registration is successful. Once prompted, access MyCB's eLearning Center at the following URL: [castlebranch.litmos.com](http://castlebranch.litmos.com)
- Your username is your MyCB username (email address). Your temporary password is "changeme" with no quotation marks.
- Your first login will prompt you to change your password. Please record your password somewhere private and secure for future reference. (Note: CastleBranch cannot reset your password. If you forget your password, you must use the "Forgot Password?" link on the eLearning Center login page.)
- To access your eLearning assignments, select the "Course Library" tab from the left side panel. Hover your cursor over course tiles to view completion percentages. To view course info, click on a course tile.
- To begin working on a course, click "Start this course."
- Each course will contain at least one module. Each module will begin with an overview of what the course contains, including total number of slides, review questions, and estimated time needed to complete the section. Navigate through course materials by using the "Next" button, or by using the topic headings to the left hand side.
- To stop in the middle of a course and save your progress, click the "Save & Exit" button in the bottom right-hand corner of the course window. You will be able to pick up where you left off the next time you log in.
- In order to complete a course, you must review all the included materials and take the required tests. For some course sections, a minimum test score is also required for completion.
- After all sections of an assignment have been completed, you must download the certificate of completion. This becomes available from the "Achievements" tab on the left panel once you have completed a course. Save this certificate to your desktop, then upload the file to your MyCB eLearning tracker under the appropriate "Upload Your Certificate of Completion..." requirement.
- Your certificate of completion will be reviewed within 24-48 business hours. Upon approval of all certificates, your eLearning Tracker will be complete.

Your Service Desk is available to assist you M-F 8am-8pm & Sunday 10am-6:30pm EST  
Call 888-914-7279 or log in to your account and click "Need Help" for additional options