

Submitting documents to myCB can be achieved three ways: via upload, fax, or mail. This guide will cover all three options. If you need any further assistance, please call the number located at the bottom right of every page.

UPLOADING DOCUMENTS

The most efficient method to submit documents, is to upload them directly through myCB, which is not only secure but ensures faster processing time.

Options For Digitizing Your Document

- Take a picture
- Scan your document
- Utilize a local FedEx, UPS, Library or University's resources

Submitting Through myCB

- Click **To-Do Lists** within the myCB panel on the left
- Expand the requirement you wish to upload a document to
- Click **Browse** next to **Your Computer or Flash Drive**
- Select file(s) needed, one at a time
- Click **Submit**

All documents uploaded are stored in your **Document Center** for future use.

To attach a previously uploaded document to a requirement, follow these steps and then click **Browse** next to **My Documents**.

Note: Document removal may only happen before submission. Make sure you have attached the correct file name(s) before submitting. To remove a document, click **Remove Document** and re-attach the correct version.

Replacing Rejected Documents

- Read the rejected reason
- Re-upload using the same steps above

The two most common rejection reason are missing information and illegible documentation. Make sure your documents are easily legible and contain their essential information, such as signatures, physical exam dates, vaccination dates or titer collection dates.

FAXING DIRECTLY TO REQUIREMENTS

Following the steps below will result in your documents **automatically attaching to their specific requirements** designated by their included cover letters.

Print Cover Letters

- Click **To-Do Lists** within the myCB panel on the left
- Expand the requirement you wish to upload a document to
- Click **Download** at the bottom
- Read and close the warning prompt
- Print the cover letter
- Follow the directions on the cover sheet
- Repeat for all requirements to be faxed

FAXING TO DOCUMENT CENTER

Following the steps below will result in your documents going into your myCB document center where **you will need to attach each document to each requirement, individually.**

Print Cover Letters

- Click **Document Center** within the myCB panel on the left
- Click **Print/Fax/Mail Cover Sheet**
- Read and close the warning prompt
- Print the cover sheet
- Follow the directions on the cover sheet
- Faxed documents will display under **My Documents** within the **Faxed** folder

Print Cover Letters

- Click **To-Do Lists** within the myCB panel on the left
- Expand the requirement you wish to upload to
- Click **Browse** next to **My Documents**
- Select the **Faxed** folder
- Select the needed document
- Click **Submit**

MERGING FAXED PAGES

If submitting more than one document to a requirement, you have the option to merge them together following the steps below.

MERGE PAGES

- Click **Document Center**
- Find the **Faxed/Mailed Documents** folder
- Select one file you wish to merge with another
- Click **Add PDF to Merge Queue**
- Repeat until all pages you wish to merge have been queued
- Select **Merge These Documents** at the top right
- All merged files can be found in the **Merged Files** folder

MAILING DOCUMENTS TO CASTLEBRANCH

Follow the steps below to mail documents to CastleBranch for review.

PRINT COVER LETTERS

- Click **To-Do Lists** within the myCB panel on the left
- Expand the requirement that you wish to mail
- Click **Download** at the bottom
- Read and close the warning prompt
- Print the cover letter
- Repeat for all requirements to be mailed
- **Mail to:**

CastleBranch
1844 Sir Tyler Drive
Wilmington, NC 28405
Attn: TDL Document Center

Note: Pages mailed to CastleBranch should be ordered by requirement:

Cover letter A, document A
Cover letter B, document B