

CastleBranch offers multiple ways for students to receive assistance. The CastleBranch User Experience Team is available for students during normal business hours:

Monday-Thursday 8am-8pm EST  
Friday 8am-6:30pm EST  
Sunday 10am-6:30pm EST

### **Phone Call – (888) 723-4263**

If students are unable to wait on hold for the next available representative, they should contact CastleBranch through an alternate method.

**Call Back Option** – Students are presented with the option of leaving their phone number in the call back queue and they will receive a call back the same business day. CastleBranch ensures that all individuals who choose this option are called back before the end of the day.

**Live Chat** - During the hours of 8am through 4pm EST students can live chat with a representative. This is a great option if students are at a computer or on their mobile phones.

**FAQ Videos** - There are 52 videos that are each 30 seconds or less and are all related to the frequently asked questions CastleBranch receives. The videos at the top of the library are constantly resorting so that the most watched videos come first.

**FAQ PDF** - There is also a PDF of frequently asked questions that students can read if they do not want to watch the short videos.

**Submit an Inquiry** - Once logged into their myCB account (right after order placement) there are instructions at the top of the page for submitting a request (inquiry) through the myCB account. There are also instructions on how to view the status of the request. All of these are responded to within 2 business days, including [Sunday](#) as the User Experience Team is available on [Sunday](#).

**Email** – Students can send an email to the CastleBranch User Experience Team stating they need assistance. The emails are responded to within 2 business days, including [Sunday](#) as the User Experience Team is available on [Sunday](#).