

General Questions

How can I obtain my package code?

You should have received an instruction form from an administrator or employer containing a package code and brief instructions for navigating the site. If you did not receive a form or have misplaced it, call us at 888.914.7279 or go to mycb.castlebranch.com/contact.

Where do I enter my package code?

Go to mycb.castlebranch.com and enter your package code into the blue Place Order box located at the top right-hand side of your screen. Click Go to begin the order process.

What payment options are available?

You have several options to pay for your CastleBranch order. These methods include: MasterCard, Visa, Discover, debit, electronic check and money order. Note: Use of electronic check or money order will delay order processing until payment is received.

Can I make installment payments?

You may choose to pay for your order in monthly installments. The monthly installment amount depends on the amount of the order. The installment payment also includes a \$2.99 per installment payment fee.

Can I place an order over the phone?

For security reasons, all orders must be placed online.

Can I rush my order?

Depending on your package, you may be asked during the order process if you wish to rush your order. Rush orders are ONLY available to users paying with a credit/debit card.

I am a returning user, and I forgot my user name/password.

Your CastleBranch user name is the email address you entered during the order process. If you are locked out of your account due to excessive failed attempts to log in, click [here](#) to submit an email request for assistance with your account settings.