

# WE'RE HERE FOR YOU!

We know your schedule is packed and your time is **valuable**, so we offer several ways for you to **get in touch with us**.



## FAQ VIDEOS/PDFs

Our **video FAQ library** covers a range of topics designed to pinpoint students' most frequently asked questions. Each video is a 30-second snippet, quickly giving you the information you need. The most frequently watched videos sort to the top of the list, making them easy to find.

**Not a fan of videos?** Instead you can read our FAQs in a written format.

## SUBMIT SUPPORT INQUIRY

You can log into your **myCB** account to submit an inquiry. Log into your **myCB** account and select “**Need Help**” in the upper right corner, then choose “**Submit Support Inquiry**” from the drop-down menu. Our student help desk will reply within two days, including on Sundays. *(Yes, we're here on Sundays, too!)*



### EMAIL

Email our student help desk at **[studentservices@castlebranch.com](mailto:studentservices@castlebranch.com)**. We'll respond within two business days, including Sundays.



### LIVE CHAT

From **8 a.m. to 3:45 p.m. ET, Monday through Friday**, our student help desk experts are available through live online chat.



### CALL BACK

When you reach our **student help phone line**, you have the option to leave your phone number, entering it into a call-back queue. One of our help desk experts will call you back before the end of the day. No need to wait on hold.