

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**. 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.



National University of Natural Medicine
How to Place Order

Welcome to my 

To place your order go to:

<https://portal.castlebranch.com/VT40>

PLACE ORDER

SELECT PROGRAM

SELECT PACKAGE

To place your initial order, you will be prompted to create your secure myCB account. From within myCB, you will be able to:

- ✓ View order results
- ✓ Upload documents
- ✓ Manage requirements
- ✓ Place additional orders
- ✓ Complete tasks

Please have ready personal identifying information needed for security purposes.

The email address you provide will become your username.

Contact Us: 888.914.7279 or servicedesk.cu@castlebranch.com