

CUST Website — Member Signup Guide

A step-by-step guide to joining Carlisle United Supporters Trust for the first time — choosing a level, what you'll need, and what happens after you join.

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ORGANISATION
Carlisle United Supporters Trust

Who this guide is for

This guide is for joining CUST for the first time. Already a member and looking to log in, renew, view your card, or book away travel? See the separate Members' Guide instead.

Contents

- 1. Before You Start — What You'll Need · 2. Choosing Your Membership Level · 3. Joining Step by Step
- 4. Signing Up a Junior or Young Adult Family Member · 5. After You Join · 6. Getting Help

1. Before You Start — What You'll Need

Joining takes about five minutes. Have these ready before you start:

- An email address — this becomes your login for the website, so use one you check regularly
- Your name, address and phone number
- Your date of birth
- A debit or credit card to pay

Signing up more than one person — for example, yourself and your children? Each person needs their own separate signup. See Section 4 if you're signing up a Junior or Young Adult alongside your own membership.

2. Choosing Your Membership Level

Level	Term	Automatic renewal
Adult	1 or 2 years	Optional — see note below
Senior 65+	1 or 2 years	Optional — see note below
Young Adult (16–17)	1 year	Not offered — renew manually each year
Junior (0–15)	1 year	Not offered — renew manually each year

Current prices for each level are shown on the **Join CUST** page itself when you select one — not repeated here, since they can change.

Adult and Senior 65+: how the 2-year option works

The 2-year option is an upfront payment covering your *first* two years. If you switch on automatic renewal at checkout (Section 3), your first automatic renewal is taken two years after you join, and it then renews annually at the standard 1-year rate. Without automatic renewal, your membership simply runs for two years and you'll get reminder emails before it ends.

Your date of birth must match the level you choose

Each level has an age range (for example Junior 0–15, Young Adult 16–17, Senior 65+). When you click to pay, the form checks your date of birth against the level you picked. If they don't match, a message appears at the top of the form telling you which level fits your age, with a **Choose ... instead** link. Clicking it switches you to the right level and carries over the details you'd already typed in (except your password and card details, which you'll need to enter again).

3. Joining Step by Step

Step 1 Go to **Join CUST** in the top menu of <https://www.cust.org.uk/> , or straight to <https://www.cust.org.uk/join/> .

Step 2 Choose your level (Section 2) and click **Select**.

Step 3 Under **Membership Information**, check the level and price are the ones you want.

Step 4 Under **Account Information**, choose a username and password, and enter your email address (twice) and your full name. You'll log in with your email address and password. **Already have an account?** Use the "Log in here" link instead of creating a second one.

Step 5 *Adult and Senior 65+ only:* under **Make a Gift**, add an optional extra donation if you'd like to give more than the membership price. Leave it blank if not.

Step 6 Under **Member Information**, fill in your 'Date of Birth', 'Season Ticket Holder', 'Share Info with CUFC' and 'Where did you hear about CUST' answers (all required — for 'Where did you hear about

CUST', pick an answer from the list rather than leaving it on *Please choose*). Your date of birth must fit the level you chose — see Section 2.

Step 7 Under **Other Information**, tick **Opt-Out of Prize Draws** if you'd rather not be entered into CUST's member prize draws. Leave it unticked to be included.

Step 8 *Adult and Senior 65+ only*: answer **Would you like to set up automatic renewals?** (Section 2 explains how this works on a 2-year membership). Then fill in your billing address and phone number, and your card details.

Step 9 Review everything and click **Submit and Check Out**. If anything needs correcting (for example a missing answer, or a date of birth that doesn't match the level), the message appears at the top of the form so you can see it straight away.

4. Signing Up a Junior or Young Adult Family Member

Each membership — including a child's — needs its own account with its own email address, since a website login can't be shared between two accounts.

If your child doesn't have their own email address, many email providers (including Gmail) let you add a "+" tag to your own address — for example `yourname+child@gmail.com` — and still receive the mail in your normal inbox, while the website sees it as a distinct address. This is a handy way to give a child's account its own login without needing to set them up a real mailbox.

If you use a "+" address, please also ask us to link your child's account to yours (see below). A few email systems don't always deliver to "+" addresses, and once your child is linked to you, you're copied on their renewal reminders, so nothing gets missed.

Important: ask us to link your child to you

Once you've signed your child up as a Young Adult or Junior member (Section 3), email `membership@cust.org.uk` with your name and your child's name and ask for their account to be linked to yours as their guardian. This isn't automatic — it's set up by the Trust after sign-up. Once it's done, you'll be able to see their membership status and renew for them from your own Membership Account page, and you'll be copied on their renewal reminders. See the Members' Guide's Family Links section for the full detail on what a family link gives you.

5. After You Join

You'll receive a welcome email once your payment goes through. It gives your **membership number**, a link to your membership card and a link to the Members' Guide. Your membership number stays the same each time you renew — please quote it when you contact the Trust. From then on:

- Log in any time at <https://www.cust.org.uk/cust-login/> with the email and password you set at signup
- Your Membership Account page (<https://www.cust.org.uk/manage-membership/>) is where you'll check your status, renew, update payment details, and view your membership card going forward

For everything from here on — logging in, renewing, your membership card, family links, shopping, booking away travel, and updating your details — see the separate **Members' Guide**.

6. Getting Help

This guide is also on the website: **Join CUST** → **New Member Joining Guide**. Once you've joined, the **Members' Guide** (Membership → Members' Guide) covers everything else.

If you run into any trouble joining, get in touch:

Contact	Details
Membership Enquiries	membership@cust.org.uk
Travel Enquiries	travel@cust.org.uk
General Enquiries	info@cust.org.uk