

# CUST Website — Members' Guide

A plain-language guide to your own CUST membership account online — logging in, checking your membership, renewing, viewing your membership card, booking away travel, and getting help. Written for members — no technical knowledge required.

| DOCUMENT VERSION   | CREATED     | RELEASE STATUS |
|--------------------|-------------|----------------|
| v1.9 (11-Oct-2026) | 30-Sep-2026 | Current        |

**ORGANISATION**  
Carlisle United Supporters Trust

## Who this guide is for

This guide covers everything a CUST **member**

can do with their own account on the website — logging in, checking and renewing your membership, viewing your membership card, shopping, and booking away travel. New to CUST and haven't joined yet? See the separate Member Signup Guide instead.

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Welcome to the CUST website's membership system. This guide walks through everything you can do with your own account, in the order you're likely to need it — starting with logging in.

## 1. Logging In

**Step 1** Go to <https://www.cust.org.uk/> and click **Login** in the top menu, or go straight to <https://www.cust.org.uk/cust-login/>.

**Step 2** Enter the email address and password you used when you joined or last renewed, then click **LOG IN**. There's a "Remember me" tick box if you'd like to stay logged in on that device.

**Step 3** If you were sent here from another page (for example, a renewal reminder email, or trying to view a members-only page while logged out), you'll be taken straight back to it once you've logged in.

### 1.1 Forgotten Your Password?

Click **Lost your password?** on the login page. You'll be asked for your email address and sent a link to set a new one.

### 1.2 No Password? Use a Magic Link Instead

If you can't remember whether you ever set a password — or would simply rather not — the login page also offers a one-click option: enter your email address and click **SEND ME A MAGIC LINK**. You'll be emailed a link that logs you straight in, no password needed. Each link is one-time use, so request a fresh one each time.

## 2. Your Membership Account Page

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Once logged in, go to **Membership** → **Manage Membership** in the top menu (or <https://www.cust.org.uk/manage-membership/> directly). This is your Membership Account page — the main place to check the state of your CUST membership.

Here you'll see:

- Your current membership level (Adult, Senior 65+, Young Adult, Junior, or Life), whether it's active, when it started, and when it renews or expires
- A record of your past membership payments made through this website — payments made before the new website launched are not shown here
- Links to renew, update your payment details, or cancel automatic renewal (see Sections 3 & 4)
- Your **membership number**
- A **View and Print Membership Card** link (see Section 5)
- Your own saved details — 'Date of Birth', 'Season Ticket Holder', 'Share Info with CUFC', and 'Where did you hear about CUST' — shown read-only next to your username and email (see Section 10 for how to change these)
- If you're linked to another member (a parent/guardian, a dependant, or a household link), a **Linked Members** section — see Section 6. If you're not linked to anyone, you won't see this section at all, which is normal

## 3. Renewing Your Membership

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There are two ways to renew:

### 3.1 From a Reminder Email

As your membership approaches its renewal date, you'll be emailed reminders (typically at 30, 14, 7 and 1 day before expiry, and again if it lapses). Each one includes a link straight to renewal for your own level — click it, and you'll land on checkout with your details already filled in from last time.

### 3.2 From Your Membership Account Page

Log in, go to **Membership** → **Manage Membership** (Section 2), and use the renewal link shown there. This takes you to the same pre-filled checkout as the email link.

### 3.3 What You'll Be Asked At Checkout

Whether you arrive via an email link or from your account page, renewal checkout asks for the same things as joining does:

- Confirmation of your level and price, and the choice of whether to switch on automatic renewal (Section 4)
- An optional extra donation (Adult and Senior 65+ only), if you'd like to give more than the membership price
- Your billing address and phone number
- Your Member Information — 'Date of Birth', 'Season Ticket Holder', 'Share Info with CUFC', and 'Where did you hear about CUST' — pre-filled from your existing details so you shouldn't need to retype them. If 'Where did you hear about CUST' still shows *Please choose*, pick an answer: the form won't go through without one
- The Opt-Out of Prize Draws tick box (Section 11)

#### 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 renew, or move up to a new level as you get older, 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).

#### Young Adult, Junior and Life memberships don't renew the same way as Adult/Senior

The Young Adult level is a one-off payment with no automatic renewal option at checkout, and the Junior level doesn't carry through an automatic renewal either — both expire after a year, so a Young Adult or Junior member (or their guardian) needs to come back and renew manually each year using one of the two methods above. A Life membership is different again — once granted, it doesn't expire and needs no renewal at all, automatic or manual.

### 3.4 After You Renew

You'll get an email headed **Your CUST Membership is Renewed** with your membership number, a link to your membership card and a link to this guide. Your membership number stays the same.

## 4. Automatic Renewal & Payment Details

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At checkout, Adult and Senior 65+ levels offer the choice to switch on automatic renewal — if you say yes, your card is charged automatically each year at the price shown (on a 2-year membership, the first automatic charge comes two years after you joined, then yearly after that), and you shouldn't need to do anything further unless your card changes or you decide to cancel.

If you didn't switch on automatic renewal, or your card is later declined, you'll fall back to getting the reminder emails in Section 3 and will need to renew manually.

To update your saved card details, or to cancel automatic renewal, go to your Membership Account page (Section 2) — the options there are provided directly by the membership system (Paid Memberships Pro) and sit alongside your membership summary.

Thinking about cancelling altogether rather than just switching off automatic renewal? It's worth a quick word with the Trust first — email [membership@cust.org.uk](mailto:membership@cust.org.uk) — since cancelling ends your benefits (Section 8's away travel discount and priority window included) as soon as your current membership period runs out.

## 5. Your Membership Card

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Every member with an active membership has a printable membership card, showing your name, your membership number and your current membership level. You can reach it two ways:

- The **View and Print Membership Card** link on your Membership Account page (Section 2)
- The card link included in your renewal reminder emails (Section 3.1) — handy if you're renewing on the move and want to grab your card at the same time

### 5.1 Your Membership Number

Every member has a membership number. It stays the same each time you renew, and it is shown on your Membership Account page, on your membership card and in your welcome email. Please quote it when you contact the Trust about your membership — it helps us find your record quickly.

The card only shows for an active membership — if yours has lapsed, renew first (Section 3) and the link will work again.

## 6. Family Links — Juniors, Young Adults & Households

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Junior (0–15) and Young Adult (16–17) memberships are usually linked to a parent or guardian's own adult membership by the Trust, so the two accounts can look out for each other. If this applies to you, you'll see a **Linked Members** section on your Membership Account page (Section 2) — kept separate from the "View and Print Membership Card" link mentioned above, which is unrelated.

### 6.1 If You're a Linked Junior or Young Adult Member

You'll see your guardian's name, with a note that they're automatically copied on your own renewal reminder emails — so between the two of you, a renewal reminder shouldn't get missed.

### 6.2 If You're a Guardian

You'll see your linked dependant(s) listed. Click **View [name]'s membership** next to a name to expand their full summary right there on the page — level, status, membership dates, and their saved details — without needing to log in as them. A **Send login link to renew** → button in that same expanded view emails your dependant a one-time login link so either of you can log in as them and renew on their behalf; since you're already copied on that email, you'll get a copy too.

### 6.3 Household Links

Two adult members can also be linked as a household. This is for record-keeping only — it doesn't copy either member on the other's emails or give either of you access to the other's account.

### 6.4 Setting Up or Changing a Family Link

Family links are set up by a Trust administrator, not something you can do yourself from your account. If you think you should be linked to someone (or a link needs removing), email [membership@cust.org.uk](mailto:membership@cust.org.uk). If your child's account uses a "+" version of your own email address (for example [yourname+child@gmail.com](mailto:yourname+child@gmail.com)), please ask us to link it to yours, so you're copied on their renewal reminders and can renew for them.

## 7. Buying From The Shop

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As a member, you get a 10% discount on standard items in the Trust's online shop, and some items (such as plaques) carry a bigger member discount. Just make sure you're logged in (Section 1) before you shop: your member price is applied automatically, shown next to the normal price struck through, with no code to enter. Away travel works slightly differently: it has its own Member ticket price, which you choose when booking (Section 8).

Go to **Shop** in the top menu ( <https://www.cust.org.uk/shop/> ) to browse. If you're not logged in, shop items show the non-member price — log in first to see and pay the member price.

## 8. Booking Away Travel

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CUST runs away travel to selected fixtures. Departure times, pickup points and prices for scheduled trips are listed on the **Travel** page ( <https://www.cust.org.uk/away-travel/> ) — booking itself happens through the **Shop** (Section 7), where each trip appears as its own product once released.

## 8.1 Member Benefits on Away Travel

- A **72-hour priority booking window** before tickets go on general sale to non-members
- A **10% discount** against the non-member price

## 8.2 Booking For Yourself and Others

On the trip's page, choose **Member** or **Non-member** under **Passenger Type**, then fill in the details for each passenger and click **Add to basket**. You can add Member tickets (for yourself and any other members travelling with you) and Non-member tickets (for anyone travelling with you who isn't a CUST member) to the same basket before checking out. For each passenger you're asked for their full name and their **Pickup Location**, chosen from a dropdown. Names are for the coach manifest, so please make sure they're accurate.

If a Member-price seat is later found to belong to someone who isn't actually a member, you'll be asked to pay the difference up to the non-member price.

Pick-up is from the Main Stand at Brunton Park. Other pickup points depend on the route the bus takes: check the **Pickup Location** dropdown when booking, or email [travel@cust.org.uk](mailto:travel@cust.org.uk) to ask about a pickup that isn't listed. Full terms and conditions are linked from the Travel page — please check them before booking, particularly the rule that it's a criminal offence to carry or drink alcohol on the coach.

## 9. Your Orders & Receipts

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Away travel bookings and shop purchases (merchandise, plaques, and so on) all go through the same checkout and are recorded as orders. To view your order history, receipts, and saved addresses, log in and go to **My Account** ( <https://www.cust.org.uk/my-account/> ).

My Account is separate from your Membership Account page (Section 2) — My Account covers what you've *bought* (shop items and travel tickets); your Membership Account page covers your Trust *membership* itself. Your membership renewal payments show in your Membership Account page's own payment history, not under My Account.

## 10. Updating Your Details, Email or Password

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Your 'Date of Birth', 'Season Ticket Holder', 'Share Info with CUFC', and 'Where did you hear about CUST' answers, along with your name, email address and password, are changed via your **Edit Profile**

page, linked from your Membership Account page (Section 2). Changes you save there are reflected back on your Membership Account page and pre-filled at your next renewal.

If you're ever unable to log in to change these yourself — for example, the email address on file is no longer one you can access — email [membership@cust.org.uk](mailto:membership@cust.org.uk) for help.

## 10.1 Newsletters & Email Preferences

CUST sends members a regular email briefing with Trust and club news. If you'd rather not receive it, either click the **unsubscribe** link at the bottom of any newsletter (no need to log in), or log in and go to <https://www.cust.org.uk/email-preferences/>, where you can unsubscribe or resubscribe at any time.

Unsubscribing doesn't stop emails about your own membership — renewal reminders, receipts and your membership card — or formal Trust notices such as AGM and voting emails, which every member is sent.

## 11. Prize Draws

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CUST periodically runs prize draws for members. If you'd rather not be entered, tick **Opt-Out of Prize Draws** at checkout when you join or renew (Section 3.3), or update the same setting at any time from your Edit Profile page's Other Information section (Section 10).

## 12. Common Tasks — Quick Reference

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| I want to...                                     | Where to go                                                                                |
|--------------------------------------------------|--------------------------------------------------------------------------------------------|
| Read this guide online                           | Menu → Membership → Members' Guide                                                         |
| Log in                                           | Menu → Login, or <a href="#">cust-login/</a>                                               |
| Check my membership status or renewal date       | Menu → Membership → Manage Membership                                                      |
| Renew my membership                              | The link in a reminder email, or the renewal link on Manage Membership                     |
| Turn automatic renewal on/off, or update my card | Manage Membership                                                                          |
| Find my membership number                        | Manage Membership, your membership card, or your welcome email                             |
| View or print my membership card                 | "View and Print Membership Card" link on Manage Membership, or the link in a renewal email |

|                                                             |                                                                                        |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------|
| See my linked family member's membership, or renew for them | Linked Members section on Manage Membership (only shown if you're linked to someone)   |
| Buy something from the shop with my member discount         | Shop — just make sure you're logged in first; the discount applies automatically       |
| Book away travel                                            | Menu → Travel for the schedule, then Menu → Shop to book                               |
| View my past orders/receipts (shop & travel)                | My Account ( <a href="#">my-account/</a> )                                             |
| Change my name, email, password or personal details         | Edit Profile, linked from Manage Membership                                            |
| Opt out of prize draws                                      | At checkout, or Edit Profile's Other Information section                               |
| Stop or restart the newsletter                              | The unsubscribe link in any newsletter, or email-preferences/ (logged in)              |
| Set up or remove a family link                              | Contact the Trust — <a href="mailto:membership@cust.org.uk">membership@cust.org.uk</a> |

## 13. Getting Help

If something doesn't look right with your account, or you're not sure how to do something in this guide, get in touch. Please include your membership number if you have it (Section 5.1).

| Contact              | Details                                                            |
|----------------------|--------------------------------------------------------------------|
| Membership Enquiries | <a href="mailto:membership@cust.org.uk">membership@cust.org.uk</a> |
| Travel Enquiries     | <a href="mailto:travel@cust.org.uk">travel@cust.org.uk</a>         |
| General Enquiries    | <a href="mailto:info@cust.org.uk">info@cust.org.uk</a>             |