





### **Where can I learn more about the benefits of CASBO membership?**

Visit [casbo.org](https://casbo.org) > [Informed + Involved](#) > [Membership](#) to see all of the membership types and benefits we offer!

### **I'm not yet a CASBO member. How can I join?**

Choose the [membership type](#) that aligns with your situation and click the "Join Today" button to begin. (*Hint: You will need a CASBO account profile in order to join. See "I don't have a CASBO account profile yet. How do I create one?" below.*)

### **How do I print a copy of my membership invoice?**

1. First, make sure you have popups from [casbo.org](https://casbo.org) enabled on your internet browser.
2. Next, log into [casbo.org](https://casbo.org) and click "Member Profile" at the top of the page.
3. In your profile, from the left column choose "My Orders" (for a Retiree Membership) or "Company Orders" (for an Organizational Subscription or Associate Membership).
4. Under "Open Orders," locate your membership order\* and click the checkbox next to it. After that, there are two ways you can download your invoice:
  - a. **To save the invoice directly to your device:** Click the download icon  to automatically save the PDF to your device. (*Hint: Make sure you know where your device automatically saves downloaded documents when choosing this option.*)
  - b. **To open the invoice in an internet browser:** Click the arrow icon  at the end of the row in which your membership order is displayed. Then, in the pop-up window which opens:
    - i. Click the link sharing icon  to automatically copy a link to your clipboard.
    - ii. Open an internet browser window, paste the link ("CTRL + v") in the address bar, hit "Enter" and wait for your order to be displayed.
    - iii. Click the download icon  to automatically open a PDF view in a new browser window; from there, you may view, download or print the invoice.

*\*If you cannot locate your membership order online, please [contact us](#) for assistance.*

***I'm already a CASBO member but need to pay for my renewal. How do I do that?***

1. First, make sure you have popups from casbo.org enabled on your internet browser.
2. Next, log into [casbo.org](https://casbo.org) and click "Member Profile" at the top of the page.
3. In your profile, from the left column choose "My Orders" (for a Retiree Membership) or "Company Orders" (for an Organizational Subscription or Associate Membership).
4. Under "Open Orders," locate your membership order\* and click the checkbox next to it.
5. Click the "Pay Now" button to be redirected to the checkout page.
6. Enter your payment information and click "Process Payment."
7. **Optional:** If you prefer to mail a check payment, please send it with a copy of your invoice to CASBO at the address printed on the invoice. (**Hint:** See "How do I print a copy of my membership invoice?" above.)

*\*If you cannot locate your membership order online, please [contact us](#) for assistance.*

***I don't have a CASBO account profile yet. How do I create one?***

1. Click "Login" in the upper right corner of [casbo.org](https://casbo.org).
2. On the login page, click "Not a member?"
3. Enter your email address and click "Verify Email."
4. Enter your contact information in the fields provided. (**Hint:** If you do not see your organization's name in the drop-down menu, click "Add" to add it. If you do not have an organization to associate with your account profile, click "I don't have a company.")
5. Create your password and click "Submit."

***I have a CASBO account profile but don't remember my password. What should I do?***

1. Click "Login" in the upper right corner of [casbo.org](https://casbo.org).
2. On the login page, enter your email address in the "Username" field.
3. Click "Forgot your Password?"
4. Re-enter the email address in the "Username" field and click "Send Password Reset Email."
5. Check your email inbox for your password reset email and click the link provided (or copy and paste the link into your internet browser).
6. Click "Reset Password."
7. Enter and confirm your new password.
8. Click "Change Password."

***I have a CASBO account profile but don't remember my username or password. What should I do?***

You must know the email address you used to set up your original username. (**Hint:** *In most cases, this will be the email address at which you've been regularly receiving CASBO communications.*) If you cannot find it, please [contact us](#) for help.

## Need assistance with Membership?

**Bonnie Abramson**

Membership Services Specialist

[membership@casbo.org](mailto:membership@casbo.org)

(916) 447-3783 ext. 2262

