

CSA CART

Member Guide

Your complete guide to enrolling, shopping, and managing your CSA account



Online Farm Market

Community Supported Agriculture

Enroll

Shop

Manage

Version 3.0 • 2026

1. Welcome to the Farm Market

Thank you for joining our Community Supported Agriculture (CSA) program. This guide walks you through everything you need to get started: how to create your account, how to place weekly distribution orders as a CSA member, how to shop for additional items at retail prices, and how to manage your account settings.

This online market was designed to give CSA members the freedom to choose exactly which vegetables and products are included in each distribution — up to the number of choices included in your share size. After your choices are made, the market continues to function as a regular farm store where you can purchase extra items at retail prices.

Good to know: CSA Cart works on any modern web browser on a computer, tablet, or phone. No app installation is required — simply visit the market URL your farm administrator provided.

1.1 What is a CSA Share?

A **CSA (Community Supported Agriculture)** share is an agreement between you and the farm. You purchase a share of the harvest in advance, and each distribution period you receive fresh, seasonal produce. Our program is unique because instead of a fixed box, **you choose which items you want** — up to the number of choices your share size allows.

Small Share	5 choices per distribution
Medium Share	10 choices per distribution
Large Share	15 choices per distribution

After using all your choices for a distribution, you can continue shopping for additional items at regular retail prices.

1.2 How the Market Works

The CSA Cart online market follows a simple workflow each distribution period:

- The farm makes products available in the market and opens the ordering period.
- You log in and browse the available produce.
- You select your CSA choices (up to your share size).
- Optionally, you add additional retail items to your cart.
- You check out and submit your order.
- The farm reviews, packs, and delivers or prepares your order for pickup.

Important: Always log in BEFORE you begin shopping. CSA choice selections can only be made while you are signed in to your account. Items added while not logged in are treated as retail purchases.

2. Enrolling as a Member

Before you can place orders as a CSA member, you need a member account. Accounts are created by the farm administrator. This section explains how the enrollment process works and what to expect when you log in for the first time.

2.1 How to Get an Account

Account creation is handled by your farm administrator. To enroll in the CSA program:

1. Contact the farm at the email or phone number provided on the market home page.
2. Provide your name, email address, preferred pickup location, and the share size you are interested in (Small, Medium, or Large).
3. Complete any share agreement or deposit required by the farm.
4. The administrator will create your account and provide you with your login credentials — your username and a temporary password.
5. Log in to the market and change your password immediately (see Section 5.1).

Note: Your initial password is typically set to your username by the administrator. Change it right away for security.

2.2 Your Account Information

When your account is set up, the administrator will configure the following settings for you:

Username	Your unique login name. Cannot be changed by you — contact admin if needed.
Share Size	The number of CSA choices you receive per distribution (e.g., 10 for Medium).
Egg Share	If you have signed up for eggs, this shows your weekly dozen allocation.
Pickup Location	Your assigned distribution pickup location (e.g., Farm Stand, a workplace, etc.).
Choice Banking	Whether unused choices from one distribution can carry forward to the next.

2.3 Logging In for the First Time

1

Go to the market website

Open your web browser and navigate to the market URL provided by your farm.

2	Click "Login" You will find the Login link in the top-right corner of every page, or in the left sidebar navigation.
3	Enter your credentials Type your username and the temporary password provided by the administrator.
4	Click "Sign In" If your credentials are correct, you will be taken to the market home page and your name will appear in the top-right corner.
5	Change your password Immediately navigate to the sidebar and click "Change Password" to set a secure personal password.

2.4 If You Forget Your Password

If you cannot remember your password, click the "Forgot my password?" link on the login page. You will be directed to contact the farm administrator, who will reset your password to your username so you can log back in and set a new one.

Tip: Use a password manager to store your CSA Cart credentials safely. Choose a password that is at least 8 characters and includes letters and numbers.

3. Browsing and Shopping

The market is organized into product categories that make it easy to find what is available each distribution. This section covers how to navigate the catalog, understand product listings, and add items to your cart.

3.1 Navigating the Market

After logging in, you can reach the shopping catalog in two ways:

- Click "Shop" in the top navigation bar, or
- Click "Shopping" or "Start Shopping" from the market home page.

The shopping catalog shows product categories at the top as clickable tabs. Select a category to see only those products, or choose "All" to see everything currently available.

Search: Use the search bar at the top of the shopping page to quickly find a specific product by name or description.

3.2 Understanding Product Listings

Each product card in the catalog shows the following information:

Product Name	The name of the item.
Description	A short description of the item (variety, size, etc.) if provided.
CSA Choice badge	A green "CSA Choice" label appears if this item can be selected as one of your choices. No price is shown while you have choices remaining.
Price	Shown for retail-only items, or for CSA items once your choices for the distribution are used up.
On Special badge	A gold star indicates the item is featured as a special this week. These also appear in the right sidebar.
Add / Add as Choice button	The action button. Reads "Add as Choice" for CSA-eligible items while choices remain, or "Add to Cart" / "+ Add" for retail purchases.

3.3 On-Special Items

Items the farm has designated as "On Special" this week appear in two places:

- In a sidebar panel labelled "On Special" visible on most pages.
- In the main catalog with a gold star badge.

On-special items can be CSA choices or retail-only. If an item is retail-only (no CSA badge), the price is always shown and it will be added to your cart as a regular purchase.

3.4 Viewing Product Details

Click any product name in the catalog to open its detail page. The detail page shows the full description, pricing information, and the add-to-cart options. Click the back link to return to the catalog without losing your place.

3.5 Making CSA Choices

CSA choices are the core of your membership. Here is how the choice system works:

- Your total allowed choices equals your share size plus any banked choices from previous distributions.
- While logged in and choices remain, eligible products show an "Add as Choice" button instead of a price.
- Each click of "Add as Choice" uses one choice from your allowance.
- The Shopping Cart widget on the right side of the page tracks "Choices: X of Y" in real time.
- Once all your choices are used, CSA items switch to showing a price and can be purchased at retail rates.

Choice Banking: If your farm has enabled choice banking for your account, any choices you do not use in a distribution carry forward to the next one. Your banked total is added to your regular choice size. Ask your administrator whether banking is enabled for your account.

3.6 Adding Retail Items

You can add retail-priced items to your cart at any time, regardless of whether you have choices remaining. Retail items are any of the following:

- Products flagged as "Retail Only" by the farm (they never count as choices).
- CSA-eligible products added after your choice allowance is fully used.
- Any additional quantities beyond your choices.

Retail items appear in the "Purchased Items" section of your cart with prices and a running total.

4. Your Cart and Checking Out

Once you have selected your choices and any retail items, you are ready to review your cart and place your order. This section walks through the cart, the checkout process, and what happens after you submit.

4.1 The Shopping Cart Widget

A compact cart summary is visible on the right side of most pages. It shows:

Egg Share	Shown if you have a recurring egg share (e.g., "2 doz." per week). This is informational — your eggs are automatically included in your distribution.
Choices	A progress indicator showing how many CSA choices you have placed out of your total allowed. Turns green when all choices are made.
Items	The total count of retail items in your cart.
Total	The dollar amount due for retail items (CSA choices are covered by your share payment).
View / Checkout buttons	"View" opens your full cart. "Checkout" goes directly to the checkout page.

4.2 Reviewing Your Cart

Click "View Cart" or the cart icon to see the full cart page. This page is divided into two sections:

- [object Object][object Object]
- [object Object][object Object]

If you want to start over completely, click the "Empty Cart" button (you will be asked to confirm). When you are satisfied, click "Proceed to Checkout."

Tip: You can continue shopping after visiting your cart. Click "Keep Shopping" to return to the catalog with your cart intact.

4.3 The Checkout Process

Checkout is a two-step process:

Step 1 — Your Information

Enter or confirm the following details:

Full Name *	Required. Your name as it will appear on the order slip.
Phone / Contact	Optional but helpful for the farm to reach you if there are questions about your order.
Address	Your delivery or billing address. Optional.
Order Notes	Any special instructions or requests for the farm (e.g., "Please leave at the front desk").

Click "Review Order" to proceed to the confirmation step.

Step 2 — Confirm and Place

Review your complete order summary — your contact information, CSA choices, and any retail items. The order total is shown prominently.

Payment instructions are displayed at this step. Currently, payment is collected at pickup or delivery. Click "Place Order" to submit your order.

Important: Once you click "Place Order" your order is submitted to the farm. You will see a confirmation page with your order number. Keep this number handy if you need to contact the farm about your order.

4.4 After You Place Your Order

Once your order is placed, it goes through the following status stages:

1	Order Received Your order has been submitted and is waiting for the farm to review it. This is the normal state right after checkout.
2	Accepted — OK to Pack The farm has reviewed and accepted your order. Your items are being prepared for packing.
3	Packed — Ready to Deliver Your order has been packed and is ready for pickup or out for delivery.
4	Delivered — Distribution Done Your order has been delivered or picked up. The distribution cycle is complete.

You can check the current status of any open order on the market home page when you are logged in. Click the order number to see the full details.

5. Managing Your Account

Your account settings keep your contact information current and your login secure. This section covers changing your password, updating personal details, and understanding your CSA member settings.

5.1 Changing Your Password

It is important to change your password the first time you log in, and any time you think it may have been compromised.

1	Access Change Password Click "Password" in the left sidebar navigation, or go to Account → Change Password.
2	Enter your current password Type the password you currently use to log in.
3	Enter your new password Choose a new password of at least 8 characters. A mix of letters, numbers, and symbols is recommended.
4	Confirm the new password Type your new password again exactly as you entered it above.
5	Click "Update Password" You will be redirected to the home page with a confirmation message.

Password rules: Passwords must be at least 8 characters. There is no maximum length. Longer passwords (passphrases) are more secure and easier to remember than short complex ones.

5.2 Updating Contact Information

You can update your phone number and address at any time through the Settings page:

6. Click "Settings" in the left sidebar navigation.
7. Update your phone number and/or address in the fields provided.
8. Click "Save Settings."

Your username and email address are managed by the farm administrator. If either needs to change, contact the farm directly.

5.3 Understanding Your CSA Settings

The Settings page also shows your current CSA membership details in a read-only panel:

Choice Size	The number of CSA choices included in your share each distribution (e.g., 10 for a Medium share).
Choices Banked	The number of unused choices carried forward from a previous distribution (if banking is enabled for your account).
Egg Share	Your weekly egg allocation in dozens (0 if no egg share).
Banking	"Enabled" means unused choices roll forward. "Disabled" means unused choices expire at the end of each distribution.

These settings are managed by the farm administrator. If you believe any setting is incorrect — for example, if your choice size does not match your share agreement — contact the farm at the support email shown in the page footer.

5.4 Viewing Your Order History

Your recent open orders are displayed on the market home page after you log in. Each row in the table shows:

- Order number (click to see full details)
- Date and time the order was placed
- Order amount (retail total)
- Egg share size (if applicable)
- Current status
- Your assigned pickup location

Only orders that are still in progress (not yet delivered) are shown by default. Completed orders are archived by the farm.

5.5 Logging Out

Always log out when you are finished shopping, especially on a shared or public computer.

- Click "Logout" in the top-right corner of any page, or
- Click "Logout" in the left sidebar navigation.

You will be redirected to the login page. Your cart is saved in your session and will still be there if you log back in from the same browser.

Security tip: If you are using a public or shared computer, close the browser window entirely after logging out to clear any stored session information.

6. Tips, Reminders, and FAQ

6.1 Quick Reference Checklist

Use this checklist at the start of each distribution period:

<input type="checkbox"/>	Log in BEFORE you start shopping CSA choices cannot be applied to items added while logged out.
<input type="checkbox"/>	Check your choice count in the cart widget The widget shows "Choices: X of Y" — make sure you use your full allowance.
<input type="checkbox"/>	Browse all categories before finalising choices New items may be available each week. Don't miss anything by only checking one category.
<input type="checkbox"/>	Add retail items after your choices There's no limit on retail purchases — stock up on anything extra you need.
<input type="checkbox"/>	Review your cart before checking out Confirm your CSA choices and any retail items are correct.
<input type="checkbox"/>	Submit before the ordering deadline The farm sets a cut-off time for each distribution. Late orders may not be accepted.
<input type="checkbox"/>	Check order status on the home page After submitting, log back in to monitor status from Received through to Delivered.

6.2 Frequently Asked Questions

Q: I added items to my cart but they did not count as choices — why?

You were not logged in when you added them, or your choice allowance was already fully used. Log in first, then add items. If you were logged in, check the cart widget — once all choices are made, the market switches to retail mode and items are added as purchases instead.

Q: Can I change or cancel my order after submitting?

Contact the farm as soon as possible. Once an order is moved to "Accepted — OK to Pack" status, changes may not be possible. Include your order number in your message.

Q: What does "Choices Banked" mean?

If your account has banking enabled, choices you do not use in one distribution automatically carry forward and are added to your allowance in the next distribution. For example, if your share size is 10 and you only used 7 choices last week, your banked total becomes 3 and your next distribution allowance is 13. Your banked total is shown on the Settings page.

Q: I can see a price next to a CSA item even though I have choices remaining — is that normal?

No — this usually means you are not logged in. Log in and the price will disappear and be replaced with the "Add as Choice" button. If you are logged in and still see prices on eligible items, your choice allowance may be fully used for this distribution.

Q: What happens if I do not use all my choices this distribution?

If your account has banking enabled, unused choices carry forward (see the Banking question above). If banking is disabled, unused choices for that distribution period expire and do not roll over. Your administrator can tell you which applies to your account.

Q: The item I want shows "not available" or does not appear — what happened?

The farm controls which items are listed as available each distribution. Items that are out of season, in short supply, or temporarily unavailable may not appear in the catalog. Check back when the next distribution opens, or contact the farm to ask about a specific item.

Q: How do I know what my pickup location and day are?

Your pickup location is shown in your order details on the home page after you submit an order. You can also see it on the Settings page under your CSA information. If you need to change your pickup location, contact the farm administrator.

Q: Can I shop without a CSA membership?

Yes. If you have a shopper account (rather than a CSA member account), you can browse the catalog and purchase items at retail prices. You will not see the "Add as Choice" option or the choice counter — everything is a retail purchase. Contact the farm to inquire about retail shopping accounts.

Q: Is my payment taken online?

Not at this time. Payment is collected at pickup or delivery. The order total shown at checkout reflects your retail purchases only — your CSA share payment is handled separately through your share agreement with the farm.

7. Getting Help

If you encounter any issues with the market or your account, there are several ways to get help.

7.1 Contact the Farm

The farm administrator manages all accounts, share settings, and order questions. The support email address is displayed in the footer at the bottom of every page in the market. Send an email to that address and include:

- Your full name and username
- A description of the issue
- Your order number (if the question is order-related)
- A screenshot if possible

7.2 Common Self-Service Fixes

Before contacting the farm, try these quick fixes:

Page looks wrong or items are missing	Try refreshing the page (Ctrl+R or Cmd+R). Clear your browser cache if the issue persists.
Can't log in	Double-check your username and password. Usernames are case-sensitive. Use "Forgot my password?" if needed.
Cart seems empty after logging in	Your cart is stored in your browser session. If you switched browsers or cleared cookies, your cart will be empty.
Choices not showing on eligible items	Make sure you are logged in. Look for your name in the top-right corner of the page.
Page not loading at all	Check your internet connection. Try a different browser. Contact the farm if the market URL returns an error.

7.3 Browser Compatibility

CSA Cart is tested on and works with all modern browsers:

- Google Chrome (recommended)
- Mozilla Firefox
- Apple Safari (Mac and iPhone)
- Microsoft Edge

If you are using a very old browser, some page elements may not display correctly. Updating your browser to the latest version is recommended.

Quick Reference Card

Keep this handy for every distribution

Order Checklist

- Log in FIRST
- Browse all categories
- Add CSA choices (up to your limit)
- Add any retail extras
- Review cart
- Enter contact info
- Confirm and Place Order
- Note your order number

Order Statuses

- 1 — Order Received** Waiting for farm review
- 2 — Accepted / OK to Pack** Farm approved your order
- 3 — Packed / Ready** Your order is prepared
- 4 — Delivered / Done** Distribution complete

Questions?

Contact the farm via the email link in the footer of every market page.