

Digital Books - Frequently Asked Questions (FAQs)

A selection of the most frequently asked questions is shown below – should your question not be listed, please contact our Customer Support team via customersupport@cisi.org or via telephone non +44 (0) 20 7645 0777.

1. What is a digital book?

A digital book is an online workbook which is delivered via the latest technology. They include useful features such as:

- audio and video content
- pop ups and internal navigation links to aid understanding
- note taking, book marking, read aloud functionality
- interactive and dynamic question testing

2. How do I access my digital book once I have purchased it?

Once you have purchased your digital book, you will receive an email within 24 hours containing instructions on how to download the [Kotobee Reader App](#) (the CISI preferred reader app) and a link which will enable you to download your digital book to your preferred device.

3. I am unable to download the digital book file. What should I do?

Corporate networks can sometimes block access to certain files. If you are trying to access the digital book on a corporate network and are encountering this issue, please speak to your IT department or whoever is responsible for your IT security and ask them to allow the download. Alternatively, you should be able to download on a personal device.

4. How do I view my digital book?

To view your digital book, the CISI recommends using the [Kotobee Reader App](#). Other epub readers can be used, but we recommend this particular reader for the best user experience.

5. What happens if the CISI digital book is updated?

Occasionally, amendments are made to current digital book editions. Amendments to your digital book will automatically be uploaded when you click the link. The CISI will always try to contact you to notify you of any changes. However, please ensure that you log into [MyCISI](#) and review the [Candidate Update page](#) within [My Study](#) to ensure that you have not missed any updates before the exam.

6. I have already purchased a digital book, but I would like the next edition.

Please contact Customer Support on +44 (0) 20 7645 0777 or via customersupport@cisi.org. Alternatively, you can buy the next edition via the web-shop.

7. Why am I unable to play the videos in the digital book?

Videos are available if you are connected to the internet. Please check your

internet connection and try again. If this does not resolve the issue, please contact your IT department as videos are sometimes blocked on corporate networks.

8. What is the difference between a digital book and Revision Express?

The digital book is an electronic version of the workbook with added functionalities, such as animated graphics, glossary pop-ups, page and section navigation and links to websites. Revision Express is an online eLearning study aid and works alongside your digital book.

9. How much does a digital book cost?

The price of a digital book ranges from £88 to £204 depending on the subject.

10. Why has the CISI moved from hardcopy workbooks to digital books?

Following feedback from key stakeholders, including our candidates, the CISI has decided to make the move from hardcopy to digital books. Digital books provide a dynamic learning experience; candidates can view videos and audio, and try sample test questions. Digital books have all the functionality of a hard copy book where you can bookmark, annotate and add notes and provide a more sustainable option.

11. Can I print my digital book off?

Yes, if you wish to print your digital workbook you can do so.

12. Will I still have access to a PDF version of the workbook?

No, once hardcopy workbooks are phased out, we will no longer be providing a PDF version of the workbook.

13. When will the remainder of the workbooks be released in a digital format?

All English language workbooks will be available by the end of 2025. Our foreign language titles will then follow.

14. Why can't I buy my digital book through Amazon or similar channels?

We have a [mandatory digital book policy](#) and need to ensure you have the correct study material for your exam. You can only purchase our digital books via the [CISI webshop](#).

15. Is my CPD automatically logged for revision?

No. Candidates are requested to log their CPD manually onto their records. We only accept 5 hours of structured reading within a CPD log. Please note, the reading undertaken for a benchmark qualification cannot be logged as CPD, as the benchmark qualification is the attainment of initial competence.

16. With the launch of digital workbooks will the syllabus be updated?

The syllabus remains unchanged, unless your hardcopy workbook has expired. You can verify the syllabus edition on the front page of your workbook.

17. I have purchased a hardcopy workbook; can I get a digital book for free?

No, the digital book is a premium product and will be charged at the normal cost.

18. My friend/colleague purchased a digital book and shared it with me. Do I still need to purchase my own copy?

Every candidate must purchase their own copy of the study material as per the CISI [mandatory workbook policy](#) either through the CISI or through an accredited training provider.

19. Can I still purchase a hardcopy workbook?

The hardcopy version of each digital workbook will be available for six months post the release of the digital version. After this date only the digital workbook will be available for purchase.

20. I have a reasonable adjustment which means I need a hardcopy workbook?

For candidates who require certain adjustments a hardcopy workbook will be available at request via customer support on +44 (0) 20 7645 0777 or customersupport@cisi.org. Alternatively upon request a background colour change can be applied to a digital workbook.