

Digital workbooks - 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 on +44 (0) 20 7645 0777.

1. What is a digital workbook?

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

- audio and video content
- popups and internal navigation links to aid understanding
- note-taking, bookmarking, read aloud functionality
- interactive and dynamic question testing

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

Once you have purchased your digital workbook, 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 workbook to your preferred device.

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

Corporate networks can sometimes block access to certain files. If you are trying to access the digital workbook 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 workbook?

To view your digital workbook, 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 workbook is updated?

Occasionally, amendments are made to current digital workbook editions. Amendments to your digital workbook 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 workbook, 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 workbook?

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 workbook and Revision Express?

The digital workbook 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 workbook.

9. How much does a digital workbook cost?

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

10. Why has the CISI moved from hard copy workbooks to digital workbooks?

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

11. Can I print my digital workbook 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?

Yes, all candidates when they purchase a digital workbook will also receive a PDF copy.

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

We are aiming to have all titles available in early 2026.

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

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

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 hard copy workbook has expired. You can verify the syllabus edition on the front page of your workbook.

17. I have purchased a hard copy workbook; can I get a digital workbook for free?

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

18. My friend/colleague purchased a digital workbook 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 hard copy workbook?

The hard copy 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. Can I buy a hard copy workbook?

For candidates who require certain adjustments, please contact customer support to discuss the best option for your requirements. Digital workbooks have all the features of a hard copy workbook and can be adapted to include things like background colour change.

21. I am based in the UK and have purchased the digital workbook; will I still get the PDF?

Yes, if you purchase a digital workbook, you will be sent a PDF.

22. I am based outside of the UK; will I still receive a PDF of the workbook?

Yes, when you book your exam and receive your digital workbook, you will still receive a PDF of the workbook.