

## CISI E-certificates FAQs

From 1 May 2018, the CISI will be launching e-certificates for all our exams. This initiative represents a significant improvement in the quality and efficiency of the service we provide.

All successful exam candidates will be able to view, download and print their e-certificates via our secure candidate portal, MyCISI at [cisi.org/mycisi](https://cisi.org/mycisi).

### ▪ How can I view my e-certificate once I have successfully completed an exam?

You can view, download and print your certificate by following the steps below:

**Step 1: Log in to MyCISI at [cisi.org/mycisi](https://cisi.org/mycisi).**

To log in you will need your email address and password.

**Step 2:** Click the 'My Account - Account Activity' section of MyCISI and then click the 'Qualifications' tab to view your e-certificate and exam history.

If you do not know your login details, please contact our Customer Support team on [customersupport@cisi.org](mailto:customersupport@cisi.org) or **+44 20 7645 0777**.

### ▪ I have logged in and I can see my result, but I cannot see my certificate?

- Multiple choice question exam results are deemed provisional for five working days from the date the exam was sat. Certificates are released after this time.
- Narrative exams certificates are released as soon as the exam result is published, approximately **nine to ten weeks** after the exam.

### ▪ Can I order a hard copy of the certificate?

Yes, you can order a physical hard copy of the certificate by contacting our customer support team on **+44 20 7645 0777** or by emailing [customersupport@cisi.org](mailto:customersupport@cisi.org).

- **Can I see e-certificates for exams I have sat before 1 May 2018?**

No, e-certificates are only available for exams sat after 1 May 2018. However, hard copies can be requested via our Customer Support team.

- **How can a potential employer authenticate that my certificate is genuine?**

The authenticity of an exam certificate can be checked via *QualificationCheck*. Please visit [qualificationcheck.com](http://qualificationcheck.com) for instructions on how to arrange this.

- **Do e-certificates meet the regulatory requirements?**

All certificates are designed to meet the design requirements set out by the regulators. The qualifications regulators, Ofqual (The Office of the Qualifications & Examinations Regulator), Qualifications Wales and CCEA (Council for the Curriculum, Examinations and Assessment) in Northern Ireland, stipulate that the CISI is required to provide original certificates which adhere to their requirements.

- **Why does a certificate carry the marking “REPLACEMENT” across it?**

Only one original certificate can be issued. The first copy downloaded is considered the original certificate. Any subsequent copies will be marked as “REPLACEMENT”.

- **What if I lose or damage my original certificate?**

Only one original certificate can be issued to the candidate. However, if the original certificate can be returned to us, we can provide a new certificate (replacement fees apply). If the certificate has been lost, we are unable to replace the certificate without marking it as a replacement copy.

- **Can I view my membership certificate online?**

Yes, these are available in MyCISI too.

- **Further questions?**

If you have any further queries or concerns, please do not hesitate to contact us on: **+44 20 7645 0777** or **customersupport@cisi.org**