



Digital Learning Materials:

What you need to know

In the Autumn of 2020, all ACA learning materials for exams in 2021 will be published in a digital format.

FAQs

Who should I contact if I need help?

Help with the Bookstore:

You should contact student support if you have any questions on:

- registering in the bookstore,
- buying and/or paying for products,
- confirmation emails (not receiving them or asking for them to be resent)
- changing or cancelling your order

studentsupport@icaew.com

T: +44 (0)1908 248 250

Visit [this page](#) for our webchat facility and the ICAEW chatbot

Help with the ICAEW Bookshelf:

- accessing it;
- any products that you have bought; and/or
- functionality within the products themselves,

Then please contact the host of the ICAEW Bookshelf, Bibliu:

support@bibliu.com

If you have downloaded the Bibliu app, you can access the in-app chat support there.

Where can I buy the learning materials?

To access the Bookstore please visit <https://ebookshop.icaew.com/>.

How do I access my ICAEW Bookshelf?

You can access the ICAEW Bookshelf [here](#) and view on your browser (we recommend using Google Chrome).

The ICAEW Bookshelf is hosted by Bibliu and so can also be accessed via the Bibliu app.

Does a particular browser work better with the ICAEW Bookshelf?

We recommend using Google Chrome for both the bookstore and accessing your ICAEW Bookshelf

What are my log in details?

To buy books you will need to register as a new user or log in using your ICAEW log in details (those used to log in to ICAEW.com)

You can use your ICAEW account login details to access the ICAEW Bookshelf [here](#), or via the Bibliu app.

Later in your studies, this will mean that you will be able to access your ICAEW Bookshelf within your open book exams.

Do I need to use the same email address to buy materials? What happens if my email address changes?

The email address you use when buying, or being sent, materials does not need to be the same as the one registered with ICAEW or used to access the ICAEW Bookstore.

If you are an ICAEW member, you can change your email address by logging into icaew.com and changing it in your account area.

If you are not an ICAEW member, and have not used your email address as your username, you will be able to change the email address within the bookstore

How can I pay?

You can use a debit or credit card to make the payment, and will be able to access the learning materials immediately.

To discuss other methods of payment, please contact studentsupport@icaew.com.

What happens if I buy the wrong book?

Contact studentsupport@icaew.com and they will arrange for your order to be cancelled and a refund to be processed.

Please note that this can take some time to arrange. Therefore the quickest way to get access to the correct book will be to purchase it before you receive a refund.

What happens if I can't see all of my learning materials?

You should immediately see your learning materials on your ICAEW Bookshelf. If you do not see some items try logging out of the system and logging back in. If you still do not see your items after 30 minutes please contact support on:

support@bibliu.com

If you have downloaded the Bibliu app, you can access the in-app chat support there.

Can I up/download any materials to my ICAEW Bookshelf to access?

No, this function is not available.

Can I view my learning materials on my phone?

You can access your learning materials on multiple desktops, tablets or smartphones subject to a maximum of four devices.

What materials will I have access to in my exams?

This will depend on what exam you are sitting, but we will allow you to access the permitted and recommended texts as shown on [icaew.com/permitteditexts](https://www.icaew.com/permitteditexts)

For open book exams, you will have access to your own ICAEW Bookshelf and will also be able to take in any hard copy materials you wish, subject to space restrictions

How do I access my ICAEW Bookshelf in open book exams?

A link to your ICAEW Bookshelf will be in the open book exams. This will give you access to all of your books, including all of your comments and highlights.

Can I still have printed learning materials?

From 2021 the ICAEW learning materials will be a digital product.

To understand the functionality of the ICAEW Bookshelf and how this may support you please take a look at the video [here](#).

Can I print the Digital Learning Materials myself?

No. These products have been created for a digital format and we can only recommend that they are used digitally to get the best out of their functionality and enhance your learning experience

I am a resit student, do I need to buy the digital materials or can I use my 2020 materials?

ICAEW can only recommend studying using the new edition of the learning materials and permitted texts as this ensures you are studying the same syllabus that they will be examined on. Using older materials risks losing marks.

If you do not buy the digital materials, you will have nothing in your ICAEW Bookshelf to access within any of your open book exams. However, we will continue to allow you to bring hard copy materials into your open book exams.

How long will I have access to my digital materials?

We do not plan on taking materials away from you once they are in your ICAEW Bookshelf.

However please note that the content of the ICAEW digital learning materials are intended to prepare students for the ICAEW exams, so we do not recommend using them for professional advice.

Can I use my Kindle to study with the digital learning materials?

No. The format and functionality and format of our digital learning materials are not compatible with the Kindle systems.

As well as accessing them in a browser, you can also download and use the Bibliu app to view the materials.

Buying materials for someone else

The Bookstore allows you to buy multiple ICAEW digital learning materials and assign them to someone else, or a group of 'learners'.

Once you have bought the required materials, you assign the licences to the materials as you wish, and the learners receive an email with a link to access the materials

The below questions and answers are relevant to this process, and further guidance is available on icaew.com/tutorresources.

I am an ICAEW Partner in Learning, do I need to register in the Bookstore or will I be set up with a login?

Partners in Learning are not automatically set up on the system, so you will need to register an account with the Bookstore.

How do I add in multiple learners to send them the ICAEW digital learning materials?

You have the option to either manually enter the learners' details or upload a CSV file in the format prescribed within the system: email address,first name,last name

Please note that the encoding for the CSV file needs to be UTF-8 **without** BOM. Therefore:

'CSV (Comma delimited)' will work

'CSV UTF8 (Comma delimited)' will not work

Can I resend the confirmation email for my student/s to access the eBooks?

As the manager of the licences, you will receive a confirmation email containing the same information that your student's received. You will be able to forward this email if required.

Otherwise, contact ICAEW to request the email be resent.