

## Frequently Asked Questions

### Digital Library+ Free Trial

#### 1. How does the Digital Library+ free trial work?

The free trial lets potential members try the recently upgraded [Digital Library+](#) for seven days before joining as an IIBA member.

#### 2. What do I get with the trial?

The trial gives you full access to all the content available on Digital Library+, including over 25,000 books, audiobooks, and learning journeys.

Please note that you will **NOT** have access to other IIBA member benefits, such as the member webinar archive, career tools, or research reports.

#### 3. Am I eligible for the free trial?

Anyone can start a 7-day free trial of Digital Library+—no IIBA membership required.

If you need help while signing up, please reach out to us at [info@iiba.org](mailto:info@iiba.org).

#### 4. How do I sign up for the free trial?

For new visitors:

1. Go to this [page](#) and fill out the form
2. Create an IIBA account using the email address you provided in Step 1
3. Sign in to your email inbox and verify your account
4. Wait for approximately five minutes for our system to activate your free trial account; once the activation is completed, you'll receive an email notification
5. Follow the link in the email to start enjoying your seven-day access to IIBA's Digital Library+

For existing website users who already have an IIBA account:

1. Go to this [page](#) and fill out the form, ensuring you use the email address associated with your IIBA account. Otherwise, the free trial can't be granted.
2. Wait for approximately five minutes for our system to activate your free trial account. Once the activation is completed, you'll receive an email notification.

3. Follow the link in the email to start enjoying your seven-day access to IIBA's Digital Library+.

## 5. Do I need to provide my credit card or other billing information to start my trial?

No. IIBA doesn't collect any billing information during the trial period.

## 6. What happens after my trial ends?

You'll lose access to the Digital Library+. You'll receive a notification email a day before your trial ends.

## 7. Can I sign up for another trial afterward?

No. You can only enjoy a free seven-day trial on your IIBA account once, and you're not eligible for another free trial. If you need any assistance during the trial period, please contact our Customer Service team.

## 8. How much does the Digital Library+ cost after the trial period?

You can continue to enjoy Digital Library+ content and explore other IIBA [member benefits](#) by becoming an [IIBA member](#). Learn more about [membership pricing](#).

## 9. Can I enjoy member-exclusive offers with the free trial?

No. You can't enjoy any member-exclusive discounts on IIBA exams or events during the Digital Library+ trial period.

## 10. Who do I contact for support?

For questions about the Digital Library+ free trial, please contact IIBA's Customer Support team by email at [info@iiba.org](mailto:info@iiba.org) or phone +1 866-789-4422 (Canada and USA) / +1 647-426-3735 (Toronto and International).