eBook-Order Quick Fix

Are you receiving a "code invalid" error notification?

- Perhaps you tried pasting your code into the coupon code field during checkout instead of the dedicated authorization code field on the homepage. Please paste the authorization code into the authorization code field located on the left side panel of the welcome page and hit "submit". The system will then automatically put the correct book into your cart and apply the discount.

- Did you fill in the code manually? Perhaps there is a spelling error; we strongly recommend copying and pasting the authorization code instead.

- Did you copy and paste the code? If so, please ensure there is no empty space at the beginning or the end of your code when selecting it to copy.

- Is it possible you used your course registration number instead of your authorization code? Our authorization codes start with letters (e.g., AIC or GCI) and our course registration numbers consist of only numbers.

Is the system asking for payment despite using an authorization code?

- Did you try using two authorization codes in one order? Authorization codes have to be used separately, so you will have to place two separate orders for two authorization codes.

- If you already checked out and have been charged, please contact us directly at materialorders@icisf.org with both authorization codes (and order number if possible): We can retroactively apply the code and process a refund.

Are you experiencing login issues?

- A misspelled email address during checkout is a common error. If you didn't receive an order confirmation email after finishing checkout this is the most likely reason (Don't forget to check your spam folder). Contact us at materialorders@icisf.org, we will update your account with your correct email address.

- Did you try logging in with your full email address as your username? If you didn't pick a username during checkout, the system automatically creates your username by using only the first part of your email address (the part before the @ sign. For example, if your email is "name123@email.com" your username would be "name123").

- Are you an ICISF member and tried logging in with your membership account details? Please note the bookstore account and website is separate from your membership and ICISF.org.

Do you have any further questions or issues not listed here?

Please contact Thordis at materialorders@icisf.org – I'm always happy to assist!