



## Digital Books Frequently Asked Questions

### General

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#### What is a digital book?

CAI digital books are electronic versions of printed CAI publications that can be read on your computer or handheld device.

#### How do I buy a CAI digital book?

Visit the CAI bookstore at [www.caionline.org/shop](http://www.caionline.org/shop).

In the search bar, type "digital book" and then press GO. Or, visit the Digital Books category in the menu on the left-hand side of your screen. You will be shown all the titles that are currently available as a digital book. Be sure to log in with your CAI credentials to see the member rate.

#### Where do I access my digital book?

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See the "How to Access Your digital book" section below for more instructions.

#### How soon can I view the book?

As soon as you receive your email receipt and instructions—almost immediately!

#### What is the return policy on a digital book?

CAI does not refund payments for digital books.

#### What are the system requirements to view a digital book?

Online Browsers:

- Chrome – Version 42 and above
- Firefox – Version 37 and above
- Safari – Version 8 and above
- Internet Explorer – Version 11 and above

- iOS Device browsers – Device version 7.0 and above
- Android device browsers – Device version 4.4 and above

iOS App:

- iPublishCentral Reader App requires iOS 9.0 or later. Compatible with iPhone, iPad, and iPod touch.

Android App:

- iPublishCentral Reader App can be installed on tablets and smartphones with version 5.0 or up.

**Once I have purchased my digital book, will it always be available?**

Yes, once you have purchased the digital book, it is yours. The title is stored on your [Bookshelf](#), and you can access it at any time by logging in with your CAI username and password.

**I cannot find the instructions to access my digital book. Help!**

Sometimes CAI emails end up in your junk mailbox or get rejected as spam. You do not actually need the email, but if you want to search, look for this email sender: [noreply@caionline.org](mailto:noreply@caionline.org).

See the "**How to Access Your digital book**" section below for more instructions.

**Where do I find additional titles?**

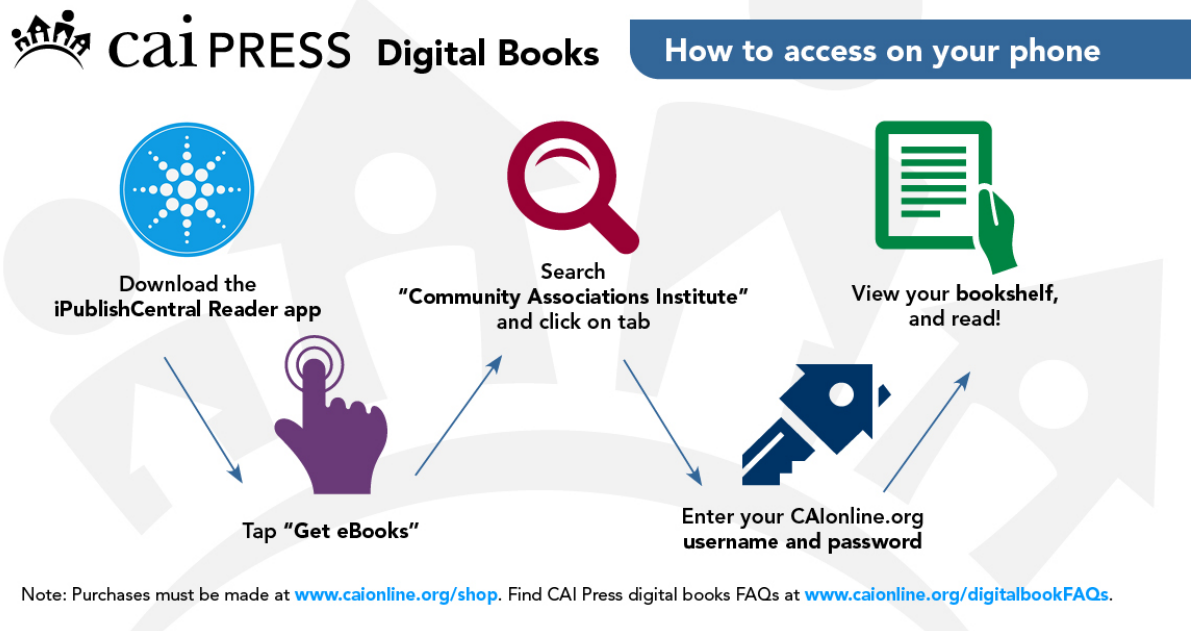
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## How to access your digital book

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### Where do I access my digital book online?

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### How do I log in to my [ebooks.caionline.org](https://ebooks.caionline.org) account?

Login with the same username and password you use for accessing the CAI website. If you have forgotten your password, [click here](#).

### How do I change my password?

If you would like to change or have forgotten your password, click [here](#).

### I'm in the CAI digital book center, why don't I see my bookshelf?

To view your Bookshelf, you must login with the same username and password you use for accessing the CAI website.

### How do I read my digital book on an iPhone or iPad?

See instructions in graphic above.

You can read your digital book on an iPhone or an iPad by going to the [App Store](#) and downloading the iPublishCentral Reader app. Tap “Get eBooks.” Search for “Community Associations Institute” and click on the tab. Enter your CAI username and password. Your digital books will appear as they do in the CAI digital books platform.

**How do I read my digital book on an Android phone or tablet?**

See instructions in graphic above.

You can read your digital book on an Android phone or tablet by going to the [Google Play Store](#) and downloading the iPublishCentral Reader app. Tap “Get eBooks.” Search for “Community Associations Institute” and click on the tab. Enter your CAI username and password. Your digital books will appear as they do in the CAI digital books platform.

**Can I download the digital book to my computer and read my digital book offline?**

Yes, you can read your digital book by downloading the iPublishCentral Reader for Windows or Mac.

**Can I download my digital book to more than one device?**

You can download your digital books to as many as five devices.

**Does CAI offer institutional access for digital books?**

At the moment, only individual users may purchase digital books for themselves. CAI is exploring institutional access to digital books for multiple users within community associations, management companies, and business partner companies.

## **How-to guide for digital books reader: Search, notes, bookmarking, highlighting**

### **How do I use the search option?**

CAI digital books are fully searchable. Scroll to the top of the screen and look for the magnifying glass. Click on that and enter a keyword.

### **How do I add my personal notes throughout the digital book?**

Select the text where you want to add a note. Click on Note from the Highlight, Note, Copy, Share Text pop-up bar, then the Note pop-up window will appear.

### **How do I bookmark a page?**

Bookmarks can be made by clicking on the Bookmark ribbon in the upper right corner of the digital book you are reading.

### **How do I highlight text?**

You can highlight text by selecting the text that you want to highlight, then a pop-up window will appear. Click on Highlight from, Note, Copy, Share Text.

### **How do I look up the definition of a word?**

Select the word that you want to define, then a pop-up window will appear. Click on Definition.

### **Will my bookmarks, highlights, and notes be saved?**

Yes, click on the My Activity tab to see the bookmarks, highlights, and notes you have made.

### **Can I print my digital book?**

No, pages from CAI's digital books cannot be printed.

### **Can I change my view of the page?**

Yes, you can customize your settings using the toolbar icon in the upper right corner of the page. You can choose to: increase/decrease font size; wide, medium, or narrow margins; left aligned or justified text; white, sepia, or black background; set navigation to scroll or reflow; and set text into one or two columns.

### **Can I share my digital book?**

CAI digital books are copyright-protected and cannot be shared in full. Access to CAI digital books is unique to each individual user. Preview pages and certain sections of digital books can be shared with others.

**Other questions?**

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