



WSET EBOOKS

FAQ for L1-L3 Students

This document covers the most common queries on eBooks from L1-L3 students.

- **How do I get my access codes for eBooks?**

Your APP will send you the eBook access codes after registration. If you are taking a L2 or L3 course, you will receive two access codes, one for the textbook and one for the workbook (L2) or study guide (L3).

- **How can I access the eBooks?**

You can access the eBooks via the online reader (<https://ebooks.wsetglobal.com/>) or via WSET eBook apps for iOS and Android devices.

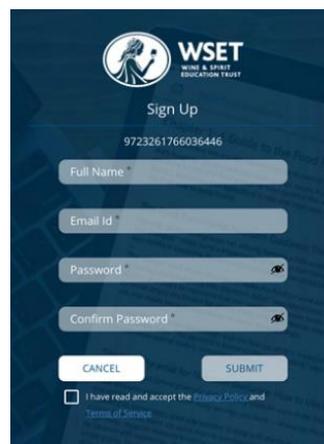
[iOS app](#)

[Android app](#)

To access your eBooks, you first need to go to <https://ebooks.wsetglobal.com/> and enter any one of your access codes on the Access Code tab. After you enter the code, you will be prompted to create a username and a password. You can only register on a web browser, not through the WSET eBooks app. After registration, you can then use the app, as you wish, to log-in and read your books.

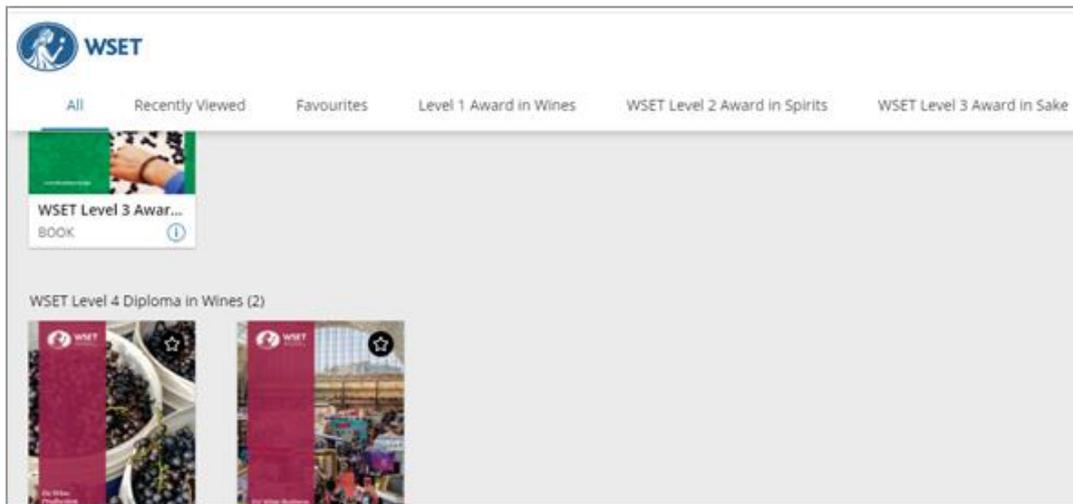


The screenshot shows the WSET eBooks app interface. At the top left is the WSET logo. Below it, there are two tabs: 'Sign In' and 'Access Code'. The 'Access Code' tab is highlighted with a red rectangular box. Below the tabs, the text 'Redeem Access Code' is displayed. There is a text input field labeled 'Enter Access Code' and a 'Send' button below it.

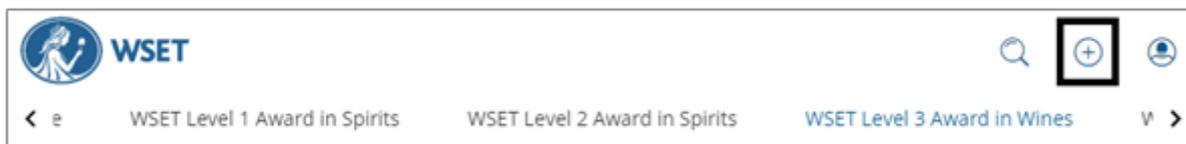


The screenshot shows the 'Sign Up' form in the WSET eBooks app. At the top left is the WSET logo. Below it, the text 'Sign Up' is displayed. There is a phone number field with the value '9723261766036446'. Below that are four text input fields: 'Full Name *', 'Email id *', 'Password *', and 'Confirm Password *'. At the bottom, there are two buttons: 'CANCEL' and 'SUBMIT'. Below the buttons, there is a checkbox with the text 'I have read and accept the Privacy Policy and Terms of Service'.

On your bookshelf, you will see the eBook associated with the access code that you entered, and you will need to click on it to open the book.



If you have other access codes to redeem (i.e. for the L2 workbook or L3 study guide), you can do that from your bookshelf by clicking on the '+' in the top right-hand corner of the screen. Please note that codes can only be redeemed once.



After setting up your account, you will access the site using the **Sign In** tab, and without the need for an access code.



Once you have registered and added the codes on the online reader, you will be able to access all the books with the same login details on the iOS or Android apps.

[iOS app](#)

[Android app](#)

- **What email ID should I use when registering on the eBook platform?**

Even though you can use any email address, we recommend self-registering with the same email address that you provided when registering for the course.

- **Is there a limit on the number of devices that can be used to read WSET eBooks?**

You will be able to read your WSET eBooks on a maximum of three [3] devices.

- **Are there any particular system requirements?**

Please see below the devices and operating systems supporting WSET eBooks online reader:

Platform/Device	Operating System	Min. Resolution	Min. Browser Version	Rec'd Browser
Desktop/Laptop	Windows 8 /10	1024 x 768	Google Chrome 81 & above, Firefox 75 & above	Google Chrome
Mac OS	Mac 10.10+	1024 x 768	Safari 11 & above, Google Chrome 81 & above	Safari
Chrome OS	ChromeBook	1024 x 768	Chrome OS 81 & above	

Below is the list of permitted devices for installing and using the WSET eBooks iOS and Android apps. You can also check [here](#).

Platform	Permitted Devices
iOS 12+	Tablets: iPad Air, iPad Air 2, iPad Pro & above Mobiles: iPhone 6, iPhone 6 Plus, iPhone 7 & iPhone X
Android 8.0+	Tablets: Samsung Galaxy Tab S3, Samsung Galaxy Tab A, Samsung Galaxy Tab S2, and Samsung Galaxy Tab S4 Mobiles: Google Pixel 3 XL, One Plus 3T+ Mobile, Google Pixel XL, Samsung M30 S
Windows Surface	Windows 10 Surface Pro 3

- **Why is student access limited to a period of years, and not forever like a printed book?**

Level 1 and level 2 students have one year's access to eBooks and level 3 students have two years' access. This is because there is a cost per user per year. A user that retains access for many years (or even decades if we are not instructed when they wish to cease access) commits WSET to an ongoing cost where there is little guarantee of the service being of value.

In later phases, WSET can consider a model where users who wish to extend their access can pay an annual subscription to cover the additional costs.

- **The access codes don't work.**

If you have any issues redeeming your codes, please contact your APP. Screenshots of any issues would be very helpful.

- **I am not able to highlight text or add notes.**

If you have any issues adding notes to your eBook or highlighting, please contact your APP. Screenshots of any issues would be very helpful.

- **Can I download/print the notes they add to the eBook?**

Students will have access to these notes for as long as they have access to their eBooks. It is not possible to download or print the notes that are made on the eBook reader.

- **I am not able to see the notes and highlights in *My data*.**

If you have any issues seeing notes or highlights, please contact your APP. Screenshots of any issues would be very helpful.

- **Why do the pages in the thumbnail view in the eBook reader not align with the page numbers given on each page (or in the printed book)?**

The thumbnail view (and eBook reader software in general) counts each page including the front cover and contents. The page numbers within the book start at the first chapter.

- **I am trying to log in to the app and get an error message - user not found.**

Please make sure that you have downloaded the WSET eBooks app. Note that you also need to register on the online eBook reader (<https://ebooks.wsetglobal.com>) before you can log in through an app.

[iOS app](#)

[Android app](#)

- **Can I download the eBooks for use offline?**

You can download the eBooks within the app to be able to access them offline.

Students using the online eBook reader (<https://ebooks.wsetglobal.com>) will only be able to access their books online.

- **I am having problems logging in with my email.**

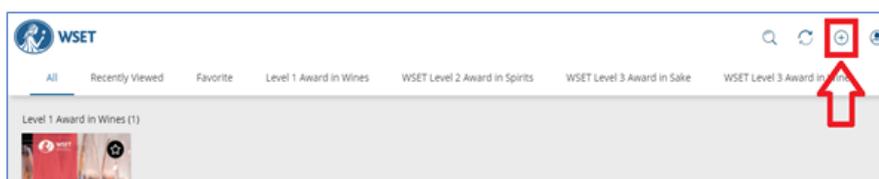
First-time users will need to register online. Please follow the steps below for registration:

1. Go to <https://ebooks.wsetglobal.com/> and enter the access code on the access code tab.
2. Enter your full name and the email address you wish to use for this site.
3. Set a password between 8 to 16 characters.
4. Tick the checkbox at the bottom of the page to accept privacy policy and terms and conditions.



The screenshot shows the WSET 'Sign Up' form. At the top, there is the WSET logo and the text 'WINE & SPIRIT EDUCATION TRUST'. Below the logo is the text 'Sign Up' and an access code '9723263028217561'. The form contains four input fields: 'Full Name *', 'Email Id *', 'Password * 8-16 characters' (with an eye icon for visibility), and 'Confirm Password *' (with an eye icon). Below these fields are two buttons: 'CANCEL' and 'SUBMIT'. At the bottom, there is a checkbox with the text 'I have read and accept the [Privacy Policy](#) and [Terms of Service](#)'. Red boxes highlight the input fields and the checkbox area.

5. From your library, please use the '+' icon at the top of the page to add any other access codes.



- **I cannot find the apps on Google Play Store/Apple Store.**

Please use the links below to download WSET eBooks on a phone or tablet:

[iOS app](#)

[Android app](#)