

Frequently Asked Questions

KnowledgeHub Free Trial

1. How does the KnowledgeHub Free Trial work?

The free trial lets potential members try out one of our robust member-exclusive resources—[KnowledgeHub](#) for a 7-day trial period before they subscribe as IIBA members.

2. What do I get with the trial?

The trial gives you full access to all the content available on Knowledgehub.

- **Dynamic Access to Business Analysis Standards:** Enjoy access to the *BABOK® Guide*, *IIBA’s Guide to Business Data Analytics*, *Agile Extension to the BABOK® Guide*, *Guide to Product Ownership Analysis*, and the *Business Analysis Standard* directly within the KnowledgeHub.
- **“How do I” Scenarios:** Explore hands-on examples of business analysis situations that provide solutions that can be applied to everyday business analysis practices.
- **Downloadable tips, tools, and templates:** Follow industry-standard best practices more easily with reliable tools and templates that help to ensure consistency and reduce on-the-job risks.

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

3. Am I eligible for the free trial?

Whether you’re new to IIBA or used to be an IIBA member, you can start a 7-day KnowledgeHub free trial.

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 5 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 one-week access to IIBA's KnowledgeHub.

For existing website users who already have an IIBA account:

1. Go to this [page](#) and fill out the form, ensuring that you use the same email address that is associated with your IIBA account. If you do not use the same email address, the free trial cannot be granted.
2. Wait for approximately 5 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 one-week access to IIBA's KnowledgeHub.

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 KnowledgeHub instantly. You'll be receiving 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 7-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 KnowledgeHub cost after the trial period?

You can continue to enjoy the KnowledgeHub's content and explore other IIBA [member benefits](#) by becoming an [IIBA member](#). Learn more about the [IIBA membership pricing](#).

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

No. You cannot enjoy any member-exclusive discounts on IIBA exams or events during the KnowledgeHub trial period.

10. Who to contact for support?

For questions about the KnowledgeHub Free Trial, please contact IIBA's Customer Support team by email at info@iiba.org or phone +1 866-789-4422 (Canada and USA) / +1 647-426-3735 (Toronto and International).