

# hoopla FAQs



## What is hoopla?

hoopla is an online streaming service for public libraries offering feature films, documentaries, music albums and audiobooks. hoopla is a free service for library patrons. Library patrons may use their web browser or mobile device to use hoopla. The content is always available without waitlists and items are returned automatically so no late fees are accrued.

## What content is available through hoopla and how long can I borrow it?

There currently are thousands of movies, television shows, audiobooks, eBooks, comics and full music albums available for library patrons to stream on their mobile device or PC.

- Movie and TV content is available for 72 hours (3 days) after borrowing.
- Music albums are available for 7 days (due to record label restrictions, hoopla allows users to borrow a music album twice in a 30-day period)
- eBooks, comics and audiobooks are available for 21 days

All items return automatically, and do not have to be returned manually.

## What do I need to sign up for hoopla?

- You need a library card in good standing with less than \$25 in fines. *Please Note: hoopla will authenticate your library card every time you borrow an item, so keep your card in good standing!*
- A valid email address
- Create a hoopla account with a username (your email address) and password on the registration page.

## How many items can I borrow a month?

You may borrow 8 items a month per library card. Unused checkouts DO NOT rollover to the next month.

## Can multiple library cards use the same email?

No, every account must have its own email.

## Can a title be returned before the lending period expires?

You can return the title before the lending period has expired by clicking the **Return Now** button located at the bottom of the title on the title information page. *Please note that returning a title early does not give users additional borrows for that month.*

## Are titles downloaded onto my computer?

All titles are available for streaming using [hoopladigital.com](http://hoopladigital.com) on a PC or Mac. Borrowed titles are for streaming **and** a temporary download on iOS and Android devices.

## Are movies available to be watched at my local library?

No, movies are only available to be watched on your personal PC or mobile device.

## How can I update my hoopla account information?

When you are logged into your hoopla account on a PC, you can click on your e-mail address at the top of the page. This will take you to your **Account Information** page. On this menu, you can change your library and other settings for your account. When logged into the mobile app on your Apple device, tap on the setting button (gear) in the **My hoopla** section to access your Account Information. When logged into an Android app, tap the 3 lines in the upper left corner. From that menu, you can change your password and other settings for

your account. If you have forgotten your password, click on the **Forgot Password?** button on the hoopla log in screen.

### **Do I need to be connected to the internet to access hoopla?**

To browse and play hoopla content using your laptop or desktop computer, you must have an active connection to the internet. However, on our mobile app you can complete a temporary download to play content without an internet connection. This feature is **only** available on the hoopla digital mobile app. *Please Note: If you don't download content to your mobile device you may be using data when streaming content. Be sure to check that you are on Wi-Fi or viewing downloaded content to avoid data charges.*

### **Where can I find the hoopla mobile app?**

The hoopla digital mobile app can be found in the App Store on your Apple device, Google Play Store on your Android device, and the Amazon App Store on your Kindle Fire HDX tablet. Search for "hoopla digital" to find and download the app.

### **What devices are supported by hoopla?**

iPhone 4s and newer, iPad 2 and newer, iPad Air, iPad Mini (all Air and Mini models), and iPod Touch 5th Gen, Google Nexus 4, 5, and 6, HTC One M7, LG G2, LG G3, Motorola Droid RAZR M, Motorola Moto X, Samsung Galaxy S3 S4 S5 and S6, Samsung Galaxy Note 2, Note 3 and Note 4, Google Nexus 7 (2012 and 2013 models), Google Nexus 9, Nvidia Shield Tablet, Samsung Galaxy Tab 3 7.0, Samsung Galaxy Tab 4 10.1. The hoopla digital app currently supports the 7" and 8.9" Kindle Fire HDX tablets, along with all of the 2015 model Kindle Fire HD.

### **How do I borrow and play titles?**

You can borrow titles through the hoopla digital mobile app or the website and browsing all available content. Once you select a title you can click on the **Borrow** button on the title details page. Once a title is borrowed, it will be added to your **My Titles** menu. From there, you can play the title on your mobile device or PC/Mac. Please note that in order to play content on your web browser, a plug-in called "Widevine" must be installed. Your web browser should prompt you to download this plug-in the first time you attempt to view content on your web browser. This is a one-time installation and you should not be prompted for the plug-in again.

### **Can users watch on multiple devices?**

Yes, hoopla users can enjoy content across all of their supported devices, but cannot play content on more than one device at a time. For example, if you stopped watching a video on your iPhone and picked it up later on your tablet, you will resume playback at the same point you left off. However, you cannot view this video on your iPhone and tablet at the same time. This may be especially pertinent to patrons with children.

### **How do I add titles to my list of favorites?**

You can add titles to your favorites to save a title for later by clicking the **Add to Favorites** button on the title details page, or clicking on the heart symbol on your mobile device. You can manage your favorites from the **My Titles** menu by clicking **SEE ALL**. From there, your favorite titles will be displayed right below your borrowed titles.

### **How do I view my borrowing history?**

Once you have borrowed and returned a title, you can view your history from the **Account Information** menu. Click on the **My History** button to view your borrowing history.

### **There was a title listed last month, but now I can't find it!**

hoopla adds titles constantly—sometimes daily—and when new titles are added, old titles are removed.

### **What is Kids Mode?**

hoopla Kids Mode is the gateway setting for accessing everything in this multi-format, children's digital media experience. It's the place where you, and kids, will be able to discover all the great hoopla kids content, with one swipe.

### **How do I activate Kids Mode?**

Kids Mode is very simple to activate! Once you are logged into your account, click your email address in the upper right from a PC, or your settings on a mobile device. Then click on the Kids Mode box, scroll to the bottom and click update.

### **I set up an account and have used hoopla before, but now it won't let me borrow. Why not?**

- If you see that you can borrow "0" more titles this month, you have reached your monthly borrowing limit. You may return next month for additional borrowing.
- If you have remaining monthly borrows available but cannot borrow, you may have an expired library card or over \$25 in fines. Please contact your local branch to return your card to good standing.
- If you have remaining monthly borrows available and are trying to borrow an R-rated film or a TVMA-rated TV show, you will be restricted from these borrows if you are under age 18.

### **I am using my library card, but hoopla is not allowing me to sign up for a new account. Why?**

Our hoopla subscription is only available to residential cardholders. If you are a reciprocal borrower from Monmouth or Burlington County, or your card is for Internet access only, your card will not allow hoopla access or use.

### **If I have additional questions, how can I get answers?**

Contact your local branch of the Ocean County Library or visit [www.hoopladigital.com/support](http://www.hoopladigital.com/support).