Hoopla
Borrow movies, comics, audiobooks, music, books and more

Community Library of DeWitt & Jamesville

hoopla

Community Library of DeWitt & Jamesville members can borrow up to <u>10 digital items per month</u> through Hoopla. Borrow audiobooks and eBooks for 21 days, music for 7 days, and movies and TV shows for 3 days. Items will return automatically after the borrowing period. Hoopla is available via a web browser or via the Hoopla app on compatible devices (see next page). You must have a library card registered to Community Library of DeWitt & Jamesville to use our collection.

Getting Started

If you're using a desktop or laptop computer:

- In an Internet browser, go to the Hoopla website: https://www.hoopladigital.com
- Create an account by clicking **Get Started Today** in the middle of the page. Enter your email address and create a password,
- Choose or search for Community Library of DeWitt & Jamesville.
- Enter your library card number and PIN (Visit the library if you don't know or don't have a PIN).

GET STARTED TODAY

If you're using a smartphone, tablet, or other device with apps (Kindle Fire, Roku, etc.):

- In your device's app store, search for the Hoopla app and download it.
- Open the app and choose or search for Community Library of DeWitt & Jamesville.
- Enter your library card number and PIN (Visit the library if you don't know or don't have a PIN).

Navigating Hoopla

On the website: At the top of the Hoopla website there is a search bar to look for content. You can narrow your search by selecting a category in the drop-down menu on the left side of the search bar. To just browse the collection, select Browse in the top left and choose a category.

In the app: In the Hoopla app, select the magnifying glass icon in the lower right corner to search.

Borrowing and Accessing Items

To borrow a title, select the cover image of the title you wish to borrow and then select **Borrow.** Watch/read immediately or view and access the titles you are currently borrowing by going to **My Hoopla**.

BORROW ♡

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Compatible Devices:

- PC, Mac, or Chromebook computers with internet access (Google Chrome, Firefox, Safari, and Edge are supported)
- Apple devices with iOS 11.4 and up
- Android devices with Android 4.4.4 and up
- Kindle Fire devices with Fire OS 5.0.0 and up
- Apple TV (4th gen and up)
- Roku (OS 7.6.3 and up)
- Android TV
- Fire TV
- Chromecast
- Alexa

* Internet Explorer 11 is **NOT** supported.
* Hoopla does **not** work with the Kindle Paperwhite or other ereaders without apps.

Troubleshooting:

- If a title will not download, make sure you are connected to the internet and that the internet connection is working.
- If you receive a error message that says, *"Yikes! Something is wrong with your library card or PIN..."*:
    - Your library card or PIN may be entered incorrectly on Hoopla. In Hoopla, go to **Settings** then **Library Settings**. Re-enter your library card number and PIN and select **Save Library Settings**. Close Hoopla completely and reopen it after 30 minutes. If you still get an error message, your PIN may need to be reset. Contact the library.
    - Your library card may have a block on it. Please contact the library to get this resolved.
- If you need more help visit: https://www.hoopladigital.com/support