Hoopla

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

Community Library of DeWitt & Jamesville

hoopla

Hoopla users registered to CLD&J are limited to 6 checkouts per month. Borrow audiobooks and eBooks for 21 days, music for 7 days, and movies and TV shows for 3 days. Hoopla is available via a web browser or via the Hoopla app on compatible devices.

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** in the middle of the page.

- Choose or search for Community Library of DeWitt & Jamesville (or your registered library).
- Enter your library card number.
- Enter your email address and create a password.

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 tap Sign Up.
- Choose or search for Community Library of DeWitt & Jamesville (or your registered library).
- Enter your library card number.
- Enter your email address and create a password.

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.**

To view and access the titles you are currently have borrowed go to **My Hoopla**. My Hoopla is located in the top left on the website, or the bottom left in the app.

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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 15+ and up
- Android devices with Android 7.1 and up
- Kindle Fire devices with Fire OS 6.0.0 and up
- Apple TV (4th gen and up)
- Roku (OS 7.8 and up)
- Apple CarPlay
- Android Auto
- Android TV
- Fire TV
- Chromecast

∗ Internet Explorer is **NOT** supported.

∗ Hoopla does **not** work with the Kindle Paperwhite or other ereaders that don't have 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 library may be entered incorrectly in Hoopla. In Hoopla, go to **Settings** then **Library Settings**. Re-enter your library card number and registered library and select **Save Library Settings**. Close Hoopla completely and reopen it. If you still get an error message, there may be a mismatch between your registered library in Hoopla and in our system. Contact the library.
    - Your library card may have a block on it. Please contact the library to resolve this.
- Hoopla users registered to CLD&J are limited to 8 checkouts per month. You can see how many borrows you have left under My Hoopla.
- If you need more help visit: https://www.hoopladigital.com/support