

FAQs

How many items can I borrow in a month?

Hoopla is currently set to let each patron borrow 4 items per month. Sometimes it could be more depending on the current promotion. Do not expect more than 4 items per month.

If I don't use all my checkouts do they carry over?

No. Each month starts fresh at 4 checkouts. There are no rollovers.

How long do I have to watch my downloads?

- Movie and TV content is available for 72 hours (3 days) after borrowing.
- Music albums are available for 7 days.
- eBooks, eComics, and eAudiobooks are available for 21 days.

Can I use my Smart TV, Roku or gaming system to watch Hoopla directly on my TV?

Yes, you can! Hoopla is now available on Roku, Apple TV, Android TV, Amazon Fire TV, Chromecast, and Alexa.



Updated December 2018

What is Hoopla?

The Finger Lakes Library System subscribes to Hoopla, a service that provides instant streaming videos, television, comics, audiobooks, and more!

Once you set up an account with your active library card, you can watch and listen to thousands of titles for free with no wait time* through your tablet, smartphone or favorite internet browser.

Get Social! Search “Hoopla Digital” on your favorite social media platforms to hear all about the newest titles being released monthly!



FINGER LAKES
LIBRARY SYSTEM



1300 Dryden Road
Ithaca, NY 14853
607-273-4074
www.fls.org

*Each library card holder is limited to 4 checkouts per month. Once you have used the 4 checkouts, you must wait until the 1st of the next month to resume using Hoopla.

Stream movies, TV shows, comics, and more with your library card

hoopla



Instantly borrow eBooks, audiobooks, comics, movies, music, and more, 24/7 with your library card.

Download on the
App Store

GET IT ON
Google Play

Available at
amazon

Available on
Roku® Players & TVs

Chromecast

amazon alexa

www.hoopladigital.com



FINGER LAKES
LIBRARY SYSTEM

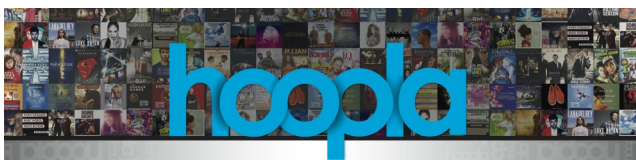
Creating An Account

To access Hoopla use the following URL:

www.hoopladigital.com

To create an account, you will need your active library card and pin numbers and an email account. You will also need to know what library your card is from (this may not be the library you use most often).

- ◆ In an internet browser go to the Hoopla website and click on **GET STARTED TODAY** or download and open the Hoopla Digital app.
 - ◆ Fill in your email address, create a password, and agree to Hoopla's terms of use.
 - ◆ Choose the library that you received your library card from and enter your library card and pin numbers.
 - ◆ You will end up on the My Hoopla page where you can begin browsing and borrowing materials to stream.
- ⇒ If your personal information changes, you can alter it under Settings.

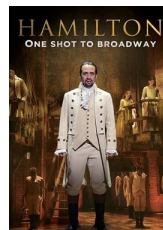
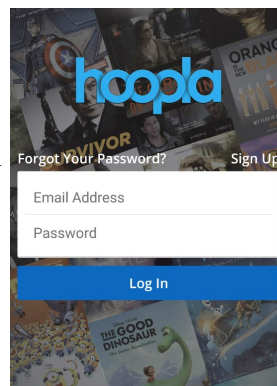


Getting the Hoopla App

- ◆ Open your app store and search “Hoopla Digital.”



- ◆ Download and install the Hoopla app.
- ◆ Open the app and choose sign up (or start logging in if you already made an account).
- ◆ **Phone Users:** the Hoopla app will request permission to access the calls on your phone. This is to pause the stream should you receive a call.

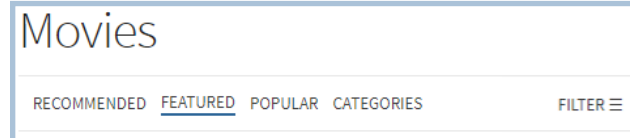


If you have any problems, 24 hour support is available through Hoopla. Check the FAQ and user videos on their help page at www.hoopladigital.com/help or contact them directly by visiting their website, scrolling to the bottom of the page, and clicking **Contact Us.**

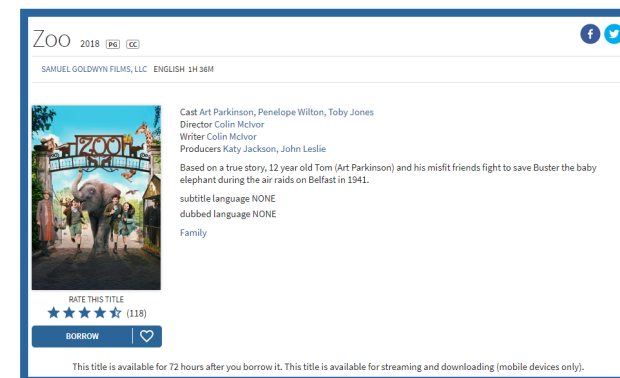
Streaming with your Internet Browser

- ◆ Open your favorite internet browser and sign into Hoopla at www.hoopladigital.com
- ◆ Browse Hoopla's many collections by selecting the type of material you want to stream from the Browse dropdown menu and then scrolling through the offerings. You can also search for a specific title.
- ◆ You can narrow your selection using the menu bar under the featured titles.

BROWSE ▾



- ◆ Once you have chosen something to stream, click on the cover and select **Borrow**.



- ◆ You're all set to stream. Enjoy!