

FAQs

How many items can I borrow in a month?

Hoopla is currently set to let each patron borrow 3 items per month. Sometimes it could be more depending on the current promotion. Do not expect more than 3 items per month.

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

No. Each month starts fresh at 3 borrows. 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, comics, and audiobooks are available for 21 days.

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

At this time there is not an app for Smart TVs, gaming systems or Roku devices. To watch on your TV, you have to connect your tablet or computer to your TV using an HDMI or other video cable. However, if your device has an internet browser, or your home is set up for cloud streaming, you may be able to access it directly depending on your device.

Updated July 2016

What is Hoopla?

The Finger Lakes Library System now 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!



1300 Dryden Road

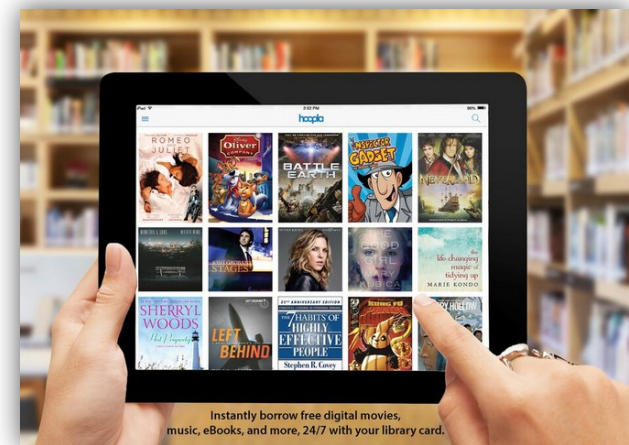
Ithaca, NY 14853

607-273-4074

www.flls.org

*Each library card holder is limited to 3 borrows per month. Once you have used the 3 borrows, 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 using



For computers, smartphones, and tablets!


www.hoopladigital.com



Creating An Account

To access Hoopla use the following URL:

www.hoopladigital.com

- ◆ In the upper right hand corner, choose Log In 
- ◆ Under the Current Users sign in, there is a New Users sign up. Click the Sign Up Now button

New to hoopla?

While you are welcome to explore hoopla without signing up, only registered users can borrow titles.

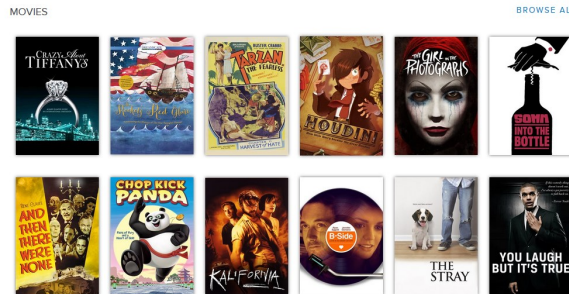
[Sign Up Now](#)

- ◆ Choose the library that you received your library card from. **NOTE:** This might not be the library you frequently use. Once you find your library, click Continue.
- ◆ Enter your account information including your library card number and pin. Click Sign Up Now.
- ◆ You will return to the Hoopla home page where you can begin borrowing materials to stream.
- ◆ You can visit your account and alter your settings anytime once you are signed in.



Streaming with your Internet Browser

- ◆ Open your favorite internet browser and sign into Hoopla.
- ◆ Browse Hoopla's many collections by scrolling through the offerings. Choose BROWSE ALL to look at an entire collection in that format.



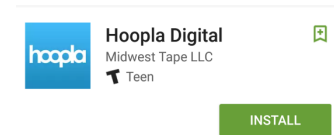
- ◆ You will be redirected to all the items currently available in that collection. You can then narrow your search to specific genres, age groups and collections.
- ◆ Once you have chosen something to stream, click on the cover and select Borrow.



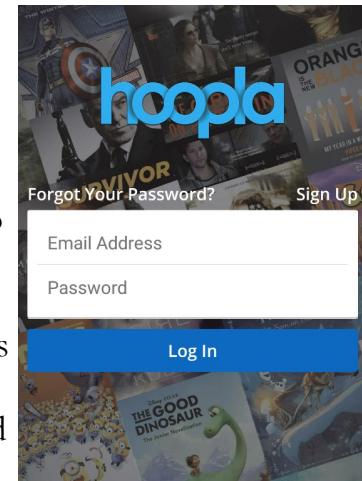
- ◆ You can now instantly enjoy your item!

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 user videos on their YouTube site for additional help:

Help and Support:

www.hoopladigital.com/contactus

User Videos:

www.youtube.com/user/hoopladigital