



Getting Started with Hoopla

Hoopla is an online service that lets you borrow **movies, TV shows, ebooks, audiobooks, digital music and comics** using your Idea Exchange membership card.

You can stream content on a computer using your web browser or download content with the Hoopla app to enjoy offline with your phone or tablet.

Setting up an Account:

To Stream Online with a Computer

- Go to the Hoopla website hoopladigital.com
- Click *Get Started Today*
- Follow instructions to make an account with your library card number and email address. Once you have an account created, all you need to do is login.
- Start browsing and borrowing!

Or Download the App for Phone or Tablet:

- You can download the Hoopla app on [devices running iOS](#) or [Android](#) for phone or tablet usage.
- It's recommended that you connect to wireless Internet rather than using cellular data, as streaming and downloading multimedia content use a significant amount of bandwidth.

Or Stream with your TV:

- Follow instructions with your **Alexa** or TV device to add Hoopla:



How Hoopla Works:

- **Borrow up to 4 items per month.** You reset to 4 credits with each new month. Credits don't carry over between months.
- **No holds or wait lists.**
- All items are automatically returned on their due date. No fines!
 - Movies and TV content are available for **3 days**.
 - Music is available for **7 days**.
 - Audiobooks, eBooks, and comics are available for **21 days**.

- **Kids Mode** features content specifically for children ages 12 and under and prevents young people from seeing mature content. Once you are logged in to Hoopla, go to *Settings* on the right side of the screen and choose *Kids Mode*. This mode can be toggled on or off through the *Settings* options.
- **Out of monthly borrows?** Use the heart icon to save a title for later!

Need Help?

Check out the [Hoopla Help Page](#) for more assistance and FAQ.

Frequently Asked Questions:

“When do borrowing limits reset?”

Borrowing limits reset on the first day of each month.

“Do I need to return borrowed titles?”

No. As with Overdrive/Libby or Kanopy, content streamed or borrowed from Hoopla will automatically return itself at the end of the loan period.

“Can I return borrowed titles early?”

Yes, you can. However, this will not give you any more borrowing credits for a given month. The best reason to return a title early is to free up additional space on your device or to remove items you have already used.

“Can I create multiple accounts for each library card I have?”

You can create an account for each library card, but each one requires a different email address. Hoopla does not currently support multiple cards on one account.

“Are there any differences in content between streaming on the computer and using the app?”

No, the content is the same on both platforms. If using Hoopla on a mobile device, you must install the app as Hoopla will not work on phone/tablet browsers.

“What if I am unable to sign in to Hoopla?”

The most common reason people might have trouble signing in to Hoopla is because their library card needs to be renewed. Please check in with library staff to ensure your account is current.

For additional help with Hoopla, contact support through the [Hoopla help page](#).

“Why am I receiving an error message?”

There are many reasons that you might be seeing an error message. Please [contact us](#) and Idea Exchange staff can provide an explanation for the error message you are receiving.

“I have new library card. How do I update my library card number in my Hoopla account?”

If you get a replacement library card after registering for Hoopla, you will want to update your account with your new library card number. To do this, sign in to Hoopla and click on your email address in the top right corner of the screen. Enter your new library card number in the field where your library card number is displayed and click “Update” to save the change.

“Who can I contact for login or set up assistance?”

Please [contact us](#) if you need help logging in. Staff can also book a Tech 1 on 1 appointment for you with a library staff member to help you get set up with Hoopla. You can also contact Hoopla directly for questions by email feedback@hoopladigital.com

IDEA|EXCHANGE®