Hoopla

What is Hoopla?

Hoopla is a digital streaming service which offers free access to movies, television shows, music and audiobooks.

Accessing Hoopla

Ways to Use

- Web Browser
- Apps: "Hoopla Digital"
  - Google Play Store
  - Apple App Store
  - Amazon Fire TV
  - Roku (add "hoopla" as a streaming channel and validate account)

First Time Login

- Create an account using a web browser. Click "Get Started Today" then enter your:
  - Email Address and create a Password
- Add your library card
  - Select *Kitchener Public Library* from the list, and add your library card number

General Login

- Enter your Email Address + Password

Using Hoopla

Browsing[KK1]

- Choose to look at audiobooks, movies, music or television
- Browse by category, popular, featured or recommended items.
- Web browser search: Use the search box at the top (the magnifying glass).
- App search: Select the magnifying glass in the bottom right.

Borrowing

- Borrow up to 4 items per month. You will keep items for:
    - 3 days for movies and TV episodes.
    - 7 days for music albums.
    - 21 days for audiobooks.
- Borrowing limits reset on the 1st day of the month.
- To borrow: select the title to view details, then choose "Borrow"
    - To remember items you like, select the blue "heart" button to favourite an item.
- Note: TV Shows are borrowed by episode, so 4 episodes uses all your monthly loans.
- Hoopla does not have late fees and will return your due items automatically.

Watching

- Play by selecting the blue play button.
    - In the app version, choose to "Download to your Device" to watch later offline.

Important Notes

User Settings

- Use settings (the white gear, available only in the web browser) to choose notifications, change your library, track history or turn on kids' mode.
- You can also update your email address and password here. Your email address on your Hoopla account does not automatically update if you update your library card.
- If you forgot your password, reset it with your email address on the login screen.

Content

- Hoopla content (like many streaming services) does change. Some titles are available for a limited time, so if you like something, check it out.
- Occasionally, "Bonus Borrows" are added. These are items that you do not count towards your loan limit. These are found in categories under "Bonus Borrows"
- Hoopla content is also shown in the KPL catalogue.

More Help

Hoopla
https://www.hoopladigital.com/help

More Databases
www.kpl.org/databases

Library Staff Support
Call us at 519-743-0271, TTY: 1-877-614-4832 or email askkpl@kpl.org

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