

# Hoopla

## (PC/MAC, Most Mobile Devices)

### **Hardware:**

PC, Mac, or Chromebook  
Apple Mobile device with Hoopla App  
Android Mobile device with Hoopla App  
Kindle Fire 4<sup>th</sup> generation and above with Hoopla App  
Roku / Apple TV / Chromecast / FireTV / AndroidTV / Alexa

### **Set Up:**

- For computers, go to <https://www.hoopladigital.com>
- For mobile devices, go to Apple App or Google Play store to download the free hoopla digital app.
  1. Select "Don't have an account? Sign up".
  2. Create an account with your email and password. Then select "Next".
  3. Select "Seminole County Public Library." Then select "Next".
  4. Enter your library card number. Then select "Next"

### **Browse and Checkout:**

- Browse or use the search box to find a feature-length movie, television show, full-length album, ebook, comic book, or audiobook of your choice. When you find a title, click "Borrow."
- Each cardholder can check out up to 4 titles per month. The count resets on the 1st of the month.
- There are never any waiting lists. See a title and check it out!
- After borrowing the item, click on the Hoopla logo, then play or listen to your title.

### **Frequently Asked Questions:**

- Checkout Periods are as follows: Movies, TV Shows & Videos: 72 hours (3 days); Music albums: 1 week (7 days); Audiobooks: 3 weeks (21 days); Ebooks & comics: 3 weeks (21 days)
- Is there a way I can filter content for kids? YES! Kids Mode has different age ranges from G-General Audiences to PG – Parental Guidance Suggested.
- How do I know how many titles I have left this month to check out? Click on the Hoopla logo, and all account information will be displayed which includes: Current titles checked out with the amount of time remaining on the loan, how many titles you can still check out, and your favorites.
- Do I have to return my titles? Are there overdue fines? Don't worry about overdue fines. At the end of your checkout period, the item is returned automatically and you won't be able to play it.
- Can I view titles offline? With the Apple or Android apps, you can temporarily download titles to access offline. If you watch on a computer, you'll need an internet connection for the entire performance.
- Can I transfer hoopla content from the website/app onto a separate device? Downloading is not available through web browsers, so content cannot be transferred to an mp3, nor can it be sent to your Amazon Kindle E-Reader.
- Does Hoopla work on the Xbox 360, PS3, Chromcast Audio, Apply CarPlay, Linux, or Android Auto? Hoopla does not currently support these devices/platforms. However, Hoopla is working on increasing compatibility with more devices - check back for updates.

### **Still need help?**

- Go to: <https://www.hoopladigital.com/help>
- Contact Hoopla directly by clicking on "Submit Feedback"
- Email: [feedback@hoopladigital.com](mailto:feedback@hoopladigital.com). Please include your library name, card number and a description of your issue in your email.
- Contact your local library branch.

4.16.19



Leisure Services Department  
**Seminole County Public Library**