

# getting started with



music, movies, audiobooks, eBooks, comics & TV

tablets, smartphones, computers, and TV streaming devices

Available for:



1 Register for a **hoopla** account by visiting <http://hoopladigital.com>, or by using the free **hoopla** mobile app.

You will need to provide an email address, create a password, and have your library card number and pin to create an account.

2 Browse titles on your computer or mobile device by clicking **Browse All** on the format (Music, Movies, Audiobooks, eBooks, Comics, and Television). You can also search for a specific title by clicking on the **Search** box or magnifying glass and typing in your title(s)/keyword.

3 To borrow a title, click on the title and then click the **Borrow** button. Your borrowed titles can be played right after borrowing. They can also be found under the **My Titles** menu for later viewing/listening.

**You can borrow up to 3 titles a month.** Your borrowing limit resets on the first of every month.

4 Borrowed titles will be automatically returned when your lending period is over. **There are no holds, wait lists, or late fees for any of hoopla's content.** The lending periods are:

- Television and movies: 3 days
- Music: 7 days
- Books, audiobooks, comics and graphic novels: 21 days

For more help, visit

<http://mountainview.gov/ebooks>  
<https://www.hoopladigital.com/help>



## **How many items may I borrow from [hoopla](#) per month?**

You can borrow **3** items per month.

## **When do the borrowing limits reset?**

Borrowing limits reset on the first of each calendar month.

## **How long can I borrow items for?**

Television and movies: 3 days

Music: 7 days

eBooks, digital audiobooks and graphic novels: 21 days

## **Why are the loan periods for Hoopla movies, TV content and music albums shorter than those of our CDs and DVDs?**

Loan periods for digital items are set by the content providers whose content is licensed by [hoopla](#). They are not under the Library's control.

## **When I try to check out a title, I get a message saying “collective daily borrow limit set by your library has been reached” and I am unable to check out the item, why?**

The Library has a limited daily budget for [hoopla](#) items and when it is reached for that day, subsequent checkouts will be blocked. The limit resets every day at midnight and items will again be made available for checkout at that time.

## **If I don't use all my checkouts in a month do they carry over to the next month?**

No, checkouts do not carry over.

## **Do I have to return borrowed titles?**

No; titles will return automatically at the end of a loan period.

## **Can I return items early?**

Yes, but it will not give you another checkout for that month. The only reason to return a title early is to free up space from your device or remove items you have already watched or listened to from your list of borrowed items.

### What if I am unable to sign in to hoopla ?

Your library card may be blocked or expired.

If you have replaced your card since you first registered with **hoopla** , you may need to update your card number in **hoopla** . To do this, sign into **hoopla** and select your email address in the top right corner. Enter your new card number in the field where your old number displays. Select **Update** to save your changes.

### What do I need to use hoopla on a computer?

An internet connection to stream the content. **hoopla** supports recent versions of Safari, Chrome, and Firefox.

### Can I use hoopla on my Kindle?

**hoopla** supports all Amazon devices, including the Kindle Fire, running Fire OS 5.0.0 and above. **hoopla** content is not available for Kindle eReaders.

### What do I need to use hoopla on a smartphone or tablet?

Download the **hoopla** app for [iOS](#) or [Android](#) for phone or tablet usage. You will need a wireless internet connection to download or stream the content if you do not want to use your data plan.

### How do I use hoopla's Kids mode?

**hoopla** offers a **Kids Mode** setting where all content is deemed suitable for children 12 years and under. You will not be able to see any other content when you are in **Kids Mode**.

- To enter **Kids Mode** on a computer, sign into your account and go to the account settings by clicking on your email address at the top of the page. Check the **Kids Mode** box, then scroll down and select **Update**.
- To enter **Kids Mode** in the Hoopla app, tap **My Hoopla** and then the account settings icon. Flip the toggle on to set the device to **Kids Mode**, then tap **Cancel** to exit account settings. To turn off **Kids Mode**, go back to settings and flip the toggle off.

*Settings must be changed separately on your computer and in the app.*

### I have a **hoopla** account through another library. How do I use my Mountain View Library card to use **hoopla**?

Currently, there is no simple way to easily switch between two library accounts in **hoopla**. The safest method is to create a new **hoopla** account (with a new email address) with your Mountain View Library card. Then, you just need to log in and out of **hoopla** when you want to switch between libraries.

If you do not want to create another **hoopla** account, you can switch your library accounts under **Settings**. However, if you switch between library accounts, any items you had checked out on your other account will automatically return. Do not switch your **Library Settings** unless you are finished with those materials and want to switch to another account for more checkouts.

To switch which library card you are using in your **hoopla** account:

- 1.) Log into **hoopla** via the website or the app.
- 2.) Go to **Settings**.
- 3.) Go to **Library Settings**.
- 4.) Change your library. On the website, you can drop down to see local libraries or search for a specific library. In the app, you can tap to search for a new library.
- 5.) Add the other library card number and click to save the new **Library Settings**.

### **hoopla** and your privacy

In order to access **hoopla**, you will be required to create a **hoopla** account. ***hoopla** is a third-party service that is governed by its own privacy policy and practices, not the Library's. We advise that you consult [hoopla's Terms of Service](#) and [Privacy Policy](#) before agreeing to use this service. When you register for an account, the library will only provide **hoopla** with information to verify that you are eligible to borrow.*

### Getting help with **hoopla**

Visit **hoopla's** help pages: <https://www.hoopladigital.com/help>

Contact us with your questions: (650) 903-6337