

What is hoopla?

Bringing you hundreds of thousands of movies, full music albums, audiobooks and more, hoopla is a revolutionary digital service made possible by your local library. From Hollywood blockbusters to best-selling artists and authors – not just the hits, but the niche and hard-to-find as well – you'll soon discover that hoopla provides you the freedom you've been searching for to experience, explore and enjoy what you want, when you want, and where you want. Simple to access and use, without the hassle of having to return the items you've borrowed, all you need is your library card, a web browser, smart phone or tablet to get started. The freedom you want is here, now. Sign up today!

How does it work?

- Register for an account at hoopladigital.com or by using the free mobile app on your iOS or Android device. In addition to having a Crandall Public Library card in good standing, you will need to provide an email address and create a password.
- Browse or search for music, movies, TV shows, audiobooks, eBooks, and comics.
- To borrow a title, click on the title and then click the "Borrow" button. Your borrowed titles can be played right away and can be found under the "My Title" menu.
- Streaming requires an internet connection. Titles downloaded on a mobile device can be accessed offline.

How many titles can I borrow?

There is no limit as to how many items you can have out at a time, but you may only have **7 checkouts total per month**. So if you take all 7 out at once, you're done until the month rolls over.

When does the month begin?

hoopla is based on the calendar month. Your monthly allowance of 7 checkouts resets the last day of the month at 7:00 pm EST using UTC- Universal Time Coordinate.

How do I know how many titles I have left this month to check out?

To find out how many items you have borrowed during the current month as well as the number of items you may still borrow, go to Account Notes:

- On a computer, click on your email address (on the top right of the screen) and click on "Account Notes".
- Android app: Go to Settings >> Account Notes >> Monthly Usage
- Apple app: Go to Settings >> Lending History

How long can I have items out?

- Movies/TV - 3 Days
- Music - 7 Days
- Audiobooks - 21 days
- eBooks - 21 Days
- Comics - 21 Days

When does the daily (borrow) period end?

hoopla's daily lending ends at 7:00 pm EST using UTC –Universal Time Coordinate.

Are there any overdue fees?

No! 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.

Can a title be returned before the lending period expires?

You can return the title before the lending period has expired by clicking the "Return Now" button located at the bottom of the title on the title information page. *Please note that returning a title early does not give users additional borrows for that month.*

What devices are supported by hoopla?

- iOS:
 - iPhone 4s and newer, iPad 2 and newer, iPad Air, iPad Mini (all Air and Mini models), and iPod Touch 5th Gen.
- Android phones:
 - Google Nexus 4, 5, and 6, HTC One M7, LG G2, LG G3, Motorola Droid RAZR M, Motorola Moto X, Samsung Galaxy S3 S4 S5 and S6, Samsung Galaxy Note 2, Note 3 and Note 4.
- Android tablets:
 - Google Nexus 7 (2012 and 2013 models), Google Nexus 9, Nvidia Shield Tablet, Samsung Galaxy Tab 3 7.0, Samsung Galaxy Tab 4 10.1
- Kindle Fire HD and HDXX tablets:
 - The hoopla digital app currently supports the 7" and 8.9" Kindle Fire HDX tablets, along with all of the 2015 model Kindle Fire HD.

Can I access content on hoopla using my Chromebook?

Yes! While using the latest version of Chrome on your Chromebook, hoopla content is fully accessible. To update Chrome, click on the menu button in the upper right hand corner, and then on "About Google Chrome" to update the browser.

How can I use hoopla on the TV?

Hoopla is presently compatible with both Apple TV and Chromecast devices. iOS users that have an Apple TV may simply mirror the content they see on their iOS mobile device to their television. Android users that have Chromecast have the ability to cast hoopla digital videos to their television using either their PC or iOS/Android mobile device. Those with neither an Apple TV nor Chromecast device can simply connect their device to their television using an HDMI adapter.

Other questions?

Visit the [hoopla support page](#) or contact them at info@hoopladigital.com