Getting started with Hoopla

Hoopla is a revolutionary digital service, offering hundreds of thousands of movies, full music albums, audiobooks, eBooks, comics and more. It’s simple to access and use - all you need is your library card and a web browser, smart phone or tablet!

Web Access

These instructions apply to devices accessing Hoopla through a web browser. Hoopla is compatible with Microsoft Edge, recent versions of Google Chrome, Firefox and Safari. Internet Explorer is NOT supported. See platform-specific instructions for information about the app.

1. Visit http://www.hoopladigital.com and enter your email address and password and then click Log In.
   - Click Get Started in the middle of the page if you don’t already have an account. Then select or search for Irving Public Library.
   - Follow the prompts to create a Hoopla account: enter your Irving Public Library card number and your PIN, enter an email address, a password. Read the Terms and Conditions and then click Sign Me Up to create your account

2. Each account can download 5 items of any format each calendar month. The number of items you can borrow for the current month displays on the home page.

3. To find available titles, you can:
   - Browse the titles on the home page
   - Run a search (click the magnifying glass), entering an author, title, subject or keyword

4. To check out a title, click the cover image, then click BORROW. That title will be added to your My Hoopla page.

5. For movies, music and audiobooks, a PLAY option will appear. For eBooks and comics a READ option will appear. Clicking these will begin playback or open the title.

6. Movies are available for 3 days, music albums are available for 7 days and all other items are available for 21 days.

TIPS

- With web access, all titles are streamed. Downloading is only available with the Hoopla app.
- You can return the title before the lending period has expired by clicking on Return Now at the bottom of the title information page. Please note that returning a title early does not give users additional borrows for that month.
- All items are always available, so holds are not necessary. Titles can be added to a Favorites list for future borrowing by clicking the Favorite ❤ icon at the top of the title information page.
- Please note that some browsers require third-party plugins for media playback. We always recommend using the latest version of any browser to ensure you have the best possible user experience.
- If you experience issues at any stage, check https://www.hoopladigital.com/support for instructions, FAQs and solutions to common problems.