

Getting started with


Hoopla is a revolutionary digital service, offering hundreds of thousands of movies, 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!

iOS Tablets and Smartphones

These instructions apply to iPhone and iPad devices running iOS 11.4.1 and above.

1. Download and install the Hoopla Digital app from the App Store.
2. Open the Hoopla app and **Login** with your **Email** and **Password**
 - Tap **Sign Up** (under the Login button) if you don't already have an account. 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 tap **Sign Me Up** to create your account.
3. Each account can download 7 items of any format each calendar month. The number of items you can borrow for the current month displays on the home page.
4. To find available titles, you can:
 - Browse the titles on the home page
 - Run a search (tap the magnifying glass), entering an author, title, subject or keyword
5. To check out a title, tap the cover image, then tap **BORROW**. That title will be added to your **My Hoopla** page.
6. For movies, music and audiobooks, a **PLAY** option will appear. For eBooks and comics a **READ** option will appear. Tapping these will begin playback or open the title.
7. Movies are available for 3 days, music albums are available for 7 days and all other items are available for 21 days.

TIPS

- Titles are streamed to the device. To download a title for offline access, tap **Download to your Device** below the blue **Play** button on the title details screen.
- You can return the title before the lending period has expired by tapping the **Return now** link located at the bottom of the title information page. **Please note that returning a title early does not give users additional borrows for that month!** Downloaded items are deleted automatically on the due date.
- All items are always available, so holds are not necessary. Titles can be added to a *Favorites* list for future borrowing by tapping the **Favorite**  icon on 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.
- You may get requests from Hoopla for certain app permissions, we recommend that you allow these to ensure that you are getting Hoopla's full functionality.
- If you experience issues at any stage, check <https://www.hoopladigital.com/support> for instructions, FAQs and solutions to common problems.