

# Getting started with


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 7 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.