Getting Started with Hoopla

Getting to Hoopla

On the library's homepage, select "Resources" on the main page bar and select "Hoopla" from the drop-down menu.
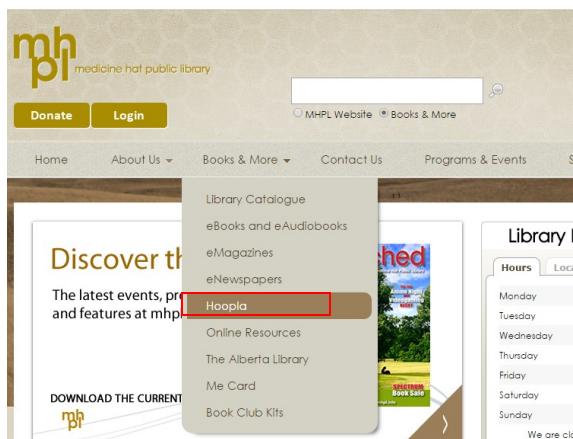
You can also access this page by going straight to the URL **shortgrass.ca/hoopla**.

On the Hoopla page, select "Sign Up".
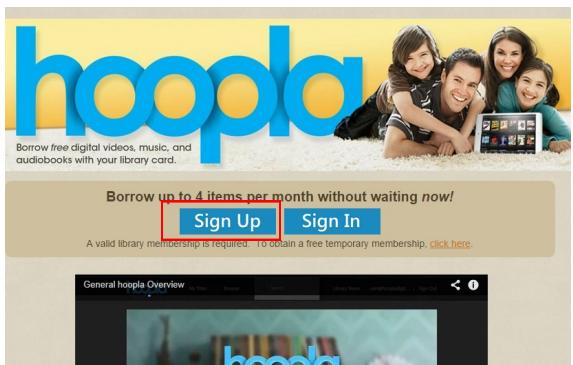
Signing Up with Hoopla

1. Choose your library

Select the blue button that says "Shortgrass Library System" in the available menu.

2. Enter your account information

In order to register with Hoopla you will need to enter your personal email address and a password in the Account Information form. You will then use this information to log in to the website when you return to borrow materials from Hoopla. In the same form, you will also have to enter your 14-digit library card barcode number and your library card PIN to confirm your library membership.

In order to register your account, you **must** check off the box below the Account Information form that says "Yes, I agree to allow hoopla to verify and exchange my registration information with my public library", because Hoopla needs to validate your library membership in order to continue and create your account.

The other two notifications are optional. If you would like to receive email communications to stay up to date on hoopla content and features, check the appropriate box. If you also would like to receive notifications about your account on your mobile device(s), check the appropriate box.

If you choose now to receive these two notifications and you change your mind at a later date and no longer wish to receive these notifications, you can go into your account settings and retract your consent.

Read the terms and conditions and privacy policy, then press the blue "Sign Up Now" button.

Congratulations! You are now registered with Hoopla and may now borrow movies, TV shows, audiobooks, and music from their service.

Borrowing From Hoopla

You can access Hoopla by going to **shortgrass.ca/hoopla** and selecting "Sign In" at any time. You will be prompted to enter the email address and password you used to sign up for an account with Hoopa.

You can find titles to borrow from Hoopla by browsing each of the four formats found on Hoopla's homepage: Movies, Music, Audiobooks, and Television. To explore Hoopla's offerings for one of these formats, click on the words "Browse All" on the right hand side.
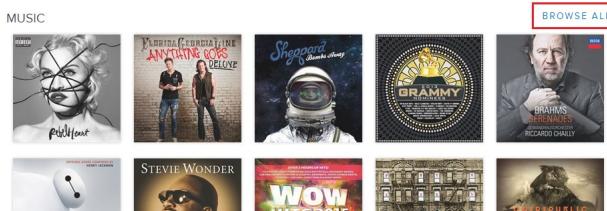
Within each section, you can sort the available content by Recommended Titles, Featured Titles, Popular Titles, or clicking on the drop-down menu on the right hand-side to browse items sorted by genre.
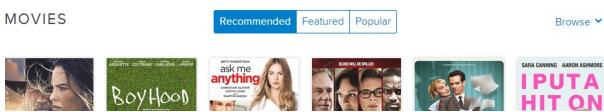
You can also do a direct search for a title or an indivudal by entering your title or keywords in the "Search Our Titles" bar found at the top of every page.

When you find an item you would like to borrow, click on the cover image for that item and go to its page. Click on the blue button that says "Borrow".

You may also click the button that says "Add to Favourites" if you would like to be able to view an item later.

Items that you have borrowed can be found on the main home page by clicking "See All" next to "My Titles" near the top of the page. From here, you can stream or download the items you have currently borrowed or see items you have favourited.

You can return to Hoopla's homepage at any time by clicking the blue Hoopla logo at the top left-hand corner of any page.

Borrowing Periods

You can borrow 5 items per month from Hoopla. This limit resets itself at the beginning of each month. Once you have borrowed a title, movie and TV content is available for 3 days (72 hours). Music

albums are available for 7 days. Audiobooks are available for 3 weeks (21 days).

Borrowed titles will be automatically returned when your lending period is over. You can return the item before the lending period has expired by clicking the "Return" button on the title detail page, but returning a title early does not give users additional borrows for that month.

Streaming Content

If you are watching Hoopla in a web browser you need to install the **Widevine** plugin in order to see video content. Widevine is a free, safe video player that is provided by Google. If you do not already have this installed when you attempt to play a video title in your web browser you will see a notification that will direct you to the Widevine website. From there you simply need to click on Install Now and follow the on- screen prompts. The installation process for Widevine may take a few minutes, and once it is complete, you may need to restart your browser.

If you are preparing ahead of time you can go directly to their website yourself at **support.google.com/ widevine/answer/6072067** and download the correct version for your web browser.

Hoopla supports the web browsers Internet Explorer, Google Chrome, Firefox, and Safari. Other browsers may work, but these ones are confirmed to work best with Hoopla. Make sure your browser is the most recent and up to date version in order to ensure the highest quality experience.

Also note that if you are using the web browser Chrome to stream content from Hoopla, sometimes third party plugins like Widevine will be blocked, which will disable your stream. This is signified by a little red X on the right hand side in the address bar. Clicking on the X will bring up options to allow third party plugins and let you proceed with your stream.

Apps

You can also download and use the Hoopla app on Android, iOS or Kindle Fire platforms. Download the Hoopla app by going into the App Store on your Apple device, the Google Play store on your Android device, or the Amazon Appstore on your Kindle Fire. Do a search for "hoopla digital" and then install the app like you normally would on your device. At this time, the Hoopla app is not available on game consoles, though this may change in the future.

Multiple Devices

Hoopla users can enjoy content across all of their supported devices, but cannot play content on more than one device at a time. For example, if you started watching a film in your web browser on your home computer, then stopped it and switched to the Hoopla app on your iPad, you should be able to resume playback at the same point you left off. However, you cannot view this video on the two devices at the same time.

Further Help

If you need additional help visit **www.hoopladigital.com/support**. If your question is not answered on this page, you can also email Hoopla customer support at **info@hoopladigital.com**.

You can also always direct questions to the library staff at Medicine Hat Public Library either in person or over the phone at **403-502-8525**.