

Using hoopla:

1. Register

- Visit [hoopla digital](#) and click on [Sign Up](#) OR
- Register using the hoopla app available in the [Apple App Store](#) or the [Google Play Store](#).
- Select or enter “Pinal County Library District”.
- You will need to provide an email address, create a password, and have your library card information ready.

2. Search

- Browse titles on your computer by clicking [Browse](#) and choosing the [Music](#), [Movies](#), or [Television](#) tab.
- Browse through the app by selecting the icon in the upper left hand corner.
- You can search for a specific title by clicking on the Search box and typing in your title/keyword.

3. Borrow

- To borrow a title, click on the title’s icon and then click the Borrow button.
- Find your borrowed titles under the My Titles tab for viewing/listening.

4. Return

- Borrowed titles will be automatically returned when your lending period is over.
- If you would like to return an item early, go to the title page and click Return.

5. Help

- If you need additional help visit [hoopla digital](#) and click the [Need Help?](#) link at the bottom of the page OR
- Contact your [local library](#).



The screenshot shows the Hoopla digital interface. At the top, there is a navigation bar with the 'hoopla' logo, 'My Titles', 'Browse', and a search box. Below the navigation bar, the title 'Killer Whales: Wolves at Sea' is displayed. To the left of the title is a cover image for the documentary 'Creatures of the Deep: Killer Whales: Wolves of the Sea' by National Geographic. To the right of the cover image are two buttons: 'Borrow' and 'Add as Favorite'. Below the cover image, there is a synopsis: 'Killer whales are the masters of the sea. LI Journey around the globe to see these ex herring, which they stun with flicks of the game that hones their hunting skills. And their unsuspecting prey.' Below the synopsis, there are fields for 'Director' (N/A), 'Cast' (N/A), and 'Tags' (N/A). At the bottom, there is a list of details: 'Documentaries', 'Duration: 50 min.', 'Rating: N/A', 'National Geographic', 'Released 1999', and 'ENGLISH'.

FAQ:

Q: What **content** is available through hoopla?

A: hoopla provides thousands of movies, television shows, and music available for library patrons to stream on their mobile devices, tablets, or PC's. The Pinal County Library District currently provides audio books through [OneClickdigital](#) and [AudioBookCloud](#).

Q: What are the **lending policies**?

A: All hoopla content is available for simultaneous check out, meaning there are no waiting periods! All lending periods are set by hoopla's content providers.

- Movies – 3 days
- Television programs – 3 days – You can borrow TV shows by episode, not season
- Music – 7 days – You can borrow music by album, not single tracks

Users are limited to **5** checkouts per month.

Your account must be in good standing to use this service – if you have an expired account or fines that exceed \$10, you will not be able to log-in. If you have any questions about your library account, please contact your [local library](#).

Q: How do I **check-in** an item?

A: All titles will be turned in automatically at the end of the lending period. However, if you'd like to return an item early, just click on the Return button when looking at the item's title information page. There is not a renewal function, but as all hoopla content is always available, you have the option to borrow the item again.

Q: Are titles **downloaded** onto my device or computer?

A: All titles are available for streaming and most are available for download, based on studio or publisher restrictions. However, titles are only available for download on supported mobile devices and tablets.

- iOS devices: Download using the Cloud icon in the bottom left hand corner.
- Android devices: Download using the Download button in the top right hand corner.
- Please remain logged in to hoopla to retain your downloaded content.



Q: Do I need to be connected to the **internet** to access hoopla?

A: Yes, to access hoopla and to stream the content over Wi-Fi, 3G and/or 4G (if it is available in your area) you must be connected to the internet.

Q: How can I view hoopla content on my **PC**?

A: You will need to download video player plug-in called Widevine. Widevine is a free add-on for your browser that is owned by Google. It is supported by all major browser platforms including IE, Firefox, Chrome, and Safari. 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. Installation manuals can be found on the [hoopla support page](#). Some Chrome users may have more success by using [this download link](#).

Q: Which **browsers** are supported by hoopla?

A: hoopla supports Internet Explorer 8 and above, Google Chrome, Firefox (version 8 and above), and Safari. Some other browsers may work, but those listed have been confirmed to work. Please ensure you have the most up to date versions of these browsers.

Q: Which **devices** are supported by hoopla?

A: Currently, hoopla can stream content to your mobile devices, tablets, or PC's.

- iOS devices that run iOS 6 and above
 - iPhone 3GS and above, iPad 2 and above, and iPod Touch 4th generation and above.
 - Apple TV media player. Scroll to the bottom of the [hoopla support page](#) for more information about using hoopla with AirPlay.
- Android smartphones and tablets (with the exception of the Kindle Fire and the Nook Tablet)
 - Devices that support Android OS 4.0 (Ice Cream Sandwich) and above.
- At this time, hoopla is not available on game consoles, but stay tuned!

Q: Where can I find the **hoopla app**?

A: The mobile hoopla app can be found in the [App Store](#) on your iOS device and in the [Google Play store](#) on your Android device. Search for "hoopla digital" to find and download the app.

Q: Does the mobile app include the same **content** as hoopla on the PC?

A: Yes, mobile and PC content is identical.

Q: Can I play hoopla content on **more than one device** at a time?

A: You can play hoopla content on several devices, but not at the same time. However, you can begin playing content on one device and pick it back up later on another device right from where you left off earlier.

Q: Where can I **report a problem** or get further technical support?

A:

- Most questions can be answered by the [hoopla support page](#), which provides answers to frequently asked technical questions
- [Click here](#) to contact hoopla directly and report an issue
- Write the Pinal County Library District at pinallibrary@pinalcountyz.gov
- Contact your [local library](#) for general questions about your library account status

For more information visit the [hoopla YouTube Channel](#) for video tutorials.
