



Free streaming digital videos, music, audiobooks, eBooks & comics on your smartphone, tablet or computer!

You will need your Lucy Robbins Welles Library card and an internet connection.

Getting Started

Using a personal computer:

- Go to hoopladigital.com
- Click **Log In** or **Get Started Today** (top of screen)
- Create your account by using an email address, a password, and your library card number
- Select Lucy Robbins Welles Library

Hoopla Digital is compatible with personal computers that use Microsoft Edge or Internet explorer on Windows 8 and up, Chrome, Firefox 8 and up, and Safari. If you are using Firefox or Safari, you will need to install the Widevine plug-in to play videos. You will be prompted to install this free program.

Using a tablet, smartphone, or mobile device:

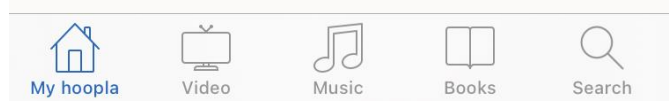
(iPad, iPhone, iPod Touch, Android phone or tablet)

- Open the app store of the device
- Search for Hoopla
- Tap the result for Hoopla
- Tap the Get or Install button next to the search result for Hoopla. If you see the Open button, the device already has Hoopla installed
- Click Sign Up. Select Lucy Robbins Welles Library or type in the library name
- Create your account by using an email address, a password, and your library card number



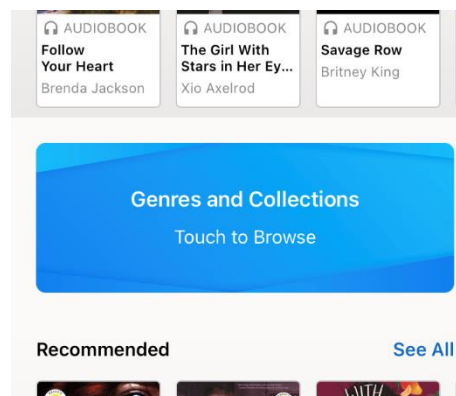
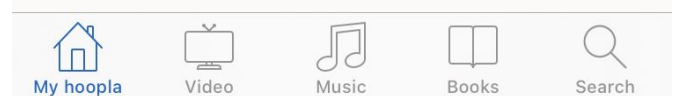
Search and Check Out

1. Tap the **magnifying glass (search) icon** at the bottom right of the screen
2. Type in an author, title, or keyword
3. Once you have entered all your information, click the **Search** button on your keyboard, OR click on any search result that appears below the search box
4. When you find a title you wish to check out, click on the title, then click **Borrow**
5. You can also click the **Heart** to favorite an item to go back to later
6. There are never any wait lists. See a title you want and check it out!
7. After borrowing an item, the blue borrow button will read **Play** or **Read**
8. Tap the **My Hoopla (house)** icon on the bottom of the screen to view, read, or listen to your borrowed titles



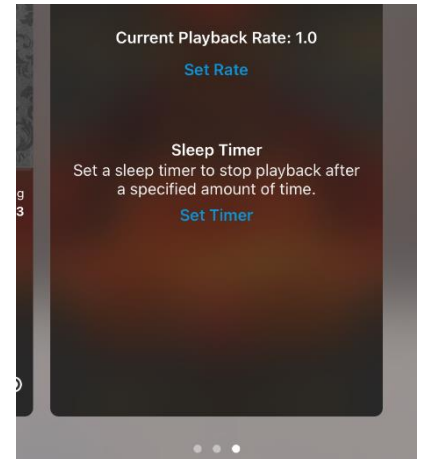
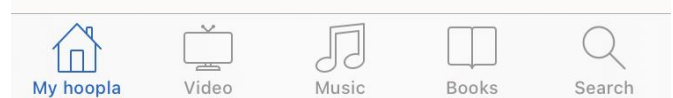
Browsing

1. At the bottom of the screen, choose **Video**, **Music**, or **Books**
2. From any of these tabs, scroll down to see genres like **Popular**, **Featured**, and **Recommended**. You can also click **on Genres and Collections** to browse many more categories



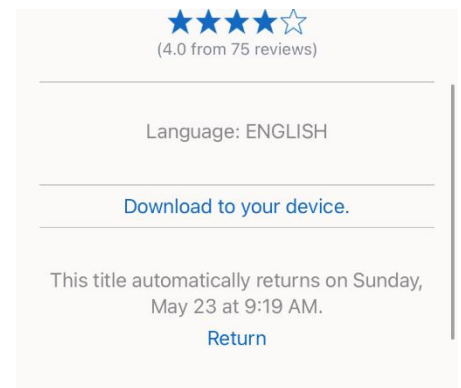
Reading/Listening to Titles

1. Click **My Hoopla** at the bottom of the screen
2. At the top of that screen, click **Borrowed** to show your borrowed titles
3. Click **Favorites** to see titles you have favorited
4. Click on a title and choose Read/Listen
5. **Tip:** If an audiobook ever appears to be playing too fast, or if you would like to increase listening speed, scroll left when the audiobook is open to check/change the **Playback Rate** (normal speed is 1.0)



Renewing and returning

1. Hoopla titles will automatically return after the loan duration. They can be re-checked out immediately, and should save your place if you were not finished
2. If you want to return the item before its due date, click on the title, scroll down the page, and click **Return**



Please call the library (860-665-8700) with questions or to schedule a tech help appointment with a librarian

STREAMING VIDEOS

Stream feature-length movies and television shows. Checkout period: **3 days**.

STREAMING MUSIC

Stream full-length albums by some of today's hottest artists. Checkout period: **7 days**.

STREAMING EBOOKS, AUDIOBOOKS AND COMICS

Stream unabridged eBooks, audiobooks and comics with Hoopla Digital. Checkout period: **21 days**.

FAQ'S

How many titles can I check out?

You can check out up to 6 titles per month (any mix of movies, music or books). Counter resets on the 1st of the month.

How do I know how many titles I have left this month to check out?

On a computer:

The number of titles available to borrow appears at the top left of the hoopla home screen, just above "My Titles."

In an app:

The number of titles available to borrow appears at the top of the My Hoopla **Borrowed** screen, above your list of borrowed titles

Do I have to return my titles? Are there overdue fines?

Don't worry about overdue fines. At the end of your checkout period, the item is returned automatically and you won't be able to play it.

Can I use Hoopla in the library?

You are not able to stream Hoopla on library computers, but you can stream Hoopla on your personal laptop or device in the library or in your home.

Can I view titles offline?

With the Apple or Android apps, you can temporarily download titles to view offline. If you watch on a computer, you'll need an internet connection for the entire performance.

How do I stream movies wirelessly from my Windows computer or device?

From your computer:

You will need to have a Windows 7 or higher computer and Google Chromecast; then you can stream the movie to your TV from your computer.

From your device:

Plug a Chromecast device into your TV and cast borrowed video titles from the Hoopla iOS or Android app on your device.

Streaming digital videos, music and audiobooks requires an internet connection. Data rates may apply on mobile devices. We suggest using a Wi-Fi connection.

TROUBLESHOOTING

App crashing

- Close the app and re-open
- Delete the app and re-download (two options)
 - Press down on app until “delete app” message appears
 - Go to Settings → General → Storage → tap on app and choose “delete” (deletes accumulated app “cache” and data)
- Open the App Store and check for app updates
- Check your device storage and delete unneeded apps/photos/messages, etc.
- Check your WiFi/cellular data connection
- Restart your device

Forgotten Password

- At Sign In screen, choose “forgot password”
- Hoopla will send a temporary password to the email on file. Password is good for 24 hours, so make sure to change it once you are logged back into our account
- If you cannot remember the email on file, contact the library (860-665-8700)

Changing Your Password

- Open Hoopla app and sign into your account
- Click the settings gear icon → personal settings → click box under password and enter the new password you wish to use

Please call the library (860-665-8700) with questions or to schedule a tech help appointment with a librarian

SUPPORTED DEVICES AND BROWSERS

Apple

- Apple IOS 11.4.1 and newer
- iPhone 5S and newer
- iPad 5th generation and newer
- iPad Air
- iPad Mini 2 and newer
- iPod Touch 6th generation and newer
- All iPad Pro

Android

- Android most OS 6.0 (Marshmallow) and newer
- Nook HD and HD+
- Google Nexus 5 and newer
- Samsung Galaxy Tab A 8.0 and newer
- Kindle Fire (all Amazon devices 6.0.0 and newer)
- Most Chromebooks

Web Browsers

- Internet Explorer
- Firefox
- Safari
- Google Chrome

updated 5/6/21 VB