



**HOOPLA® DIGITAL**

## **User Manual for hoopla digital's iOS App**

**Document Version 01**

### **Draft Notice**

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# Preface

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## Purpose of this Document

This user manual describes the different key features of the hoopla iOS app (for all devices running iOS 11.4 and above) and how users can use these features to their benefit.

## Audience

The *primary audience* of this document are library patrons interested in becoming hoopla users.

The *secondary audience* of this document are librarians and other administrators working with or advertising the hoopla iOS app's features to their patrons.

## Revision History

Table 1: Revision History of This Document

Version	Author(s)	Description
01	Pragati Jain, Juanita Meeks, Ellie Vengala, and Katherine Vu	Initial Draft

## Customer Documentation

The most up-to-date versions of all hoopla documents are available on the hoopla digital site:

<https://www.hoopladigital.com/help>

All documents are available in Adobe™ Acrobat™ (PDF) format, and require Acrobat Reader version 8.0 or later, available from the Adobe site at:

<http://www.adobe.com>

# Chapter 1: Introduction

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## hoopla Overview

hoopla digital gives users access to hundreds of ebooks, audiobooks, movies, TV shows and more from a local public library's database. hoopla makes it easy to check out and return books on any device. Borrowing any hoopla title will allow the user to store that title on a mobile device for free. hoopla gives users 21 days to enjoy a book until the downloaded file expires.

Deleting content from a phone's storage is also simple for users. Users simply need to tap the delete option on the app to remove the book file from their phones. hoopla has features like connecting a library card, reading offline, and syncing a device. All of these features help users discover new titles uploaded frequently on the app.

## Features

### Instantly Borrow from your Library's Collection

hoopla's large pool of collection allows patrons to borrow ebooks and audiobooks with a public library card for enjoying on your computer, tablet, phone. Readers can choose from a large collection of titles and then download a copy for offline reading. While multiple readers can borrow an ebook or audio book, the borrowed copy is automatically returned at the end of the lending period. However, due to the studio or publisher restrictions, readers cannot download any ebook or audiobook on desktops and laptops.

### Play Borrowed Content across Different Devices

hoopla's cloud-based platform allows library patrons to stream their borrowed content off the website or through the hoopla app on phones or tablets. When the content is being streamed, the device must be connected to the internet. However, the borrowed content cannot be played simultaneously across several devices—content can be played on one device and picked back up later on another device from where you left off earlier.

### Sort and Select Content using Kids Mode

hoopla Kids Mode curates content for children up to 12 years of age allowing children to explore and discover content on their own. Content can be easily sorted and selected from a pool of multi-digital format options. Since the available content ranges for different age

groups (General Audiences (G) to Parental Guidance (PG)), for younger patrons, parents or guardians must choose an appropriate content.

This setting can be easily turned on by toggling the *Kids Mode* switch, available in the *Settings* in the upper right. However, logging out and logging back into your account switches off *Kids Mode* setting by default.

# Chapter 2: Get Started

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## Preliminary Steps for Users

Before you begin, make sure you have an email address that you are currently using and sign up for a library card number at your local public library. These instructions are for iOS users only.

**Note:** Please visit your library's website for more details on how to sign up for a library card.

## hoopla Instructions

### Connect your Library Card

This section has two parts: Users can connect their library cards during **Sign Up** and log a new library card number after **Log In**.

#### Add a library card number during Sign Up:

1. Open the hoopla digital app.
2. Click **Sign Up**.
3. Type your email address and new password in the text boxes on this page.

**Note:** You must fill out all of the text boxes before you can proceed to the next step.

4. Click **Next**.

✉ Email Address

✉ Email Confirmation

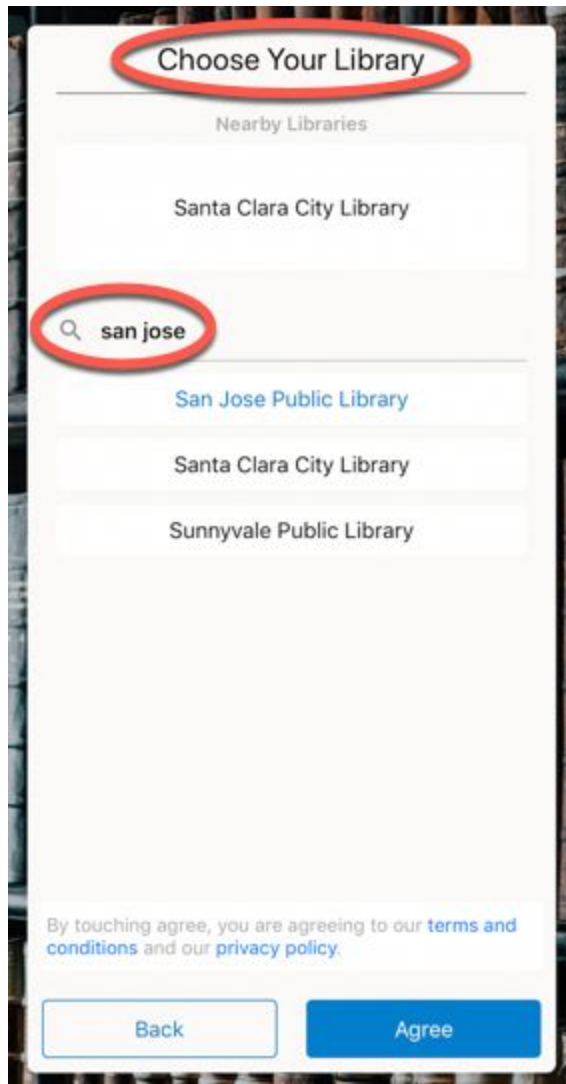
🔒 Password (8-40 characters)

🔒 Password Confirmation

Back Next

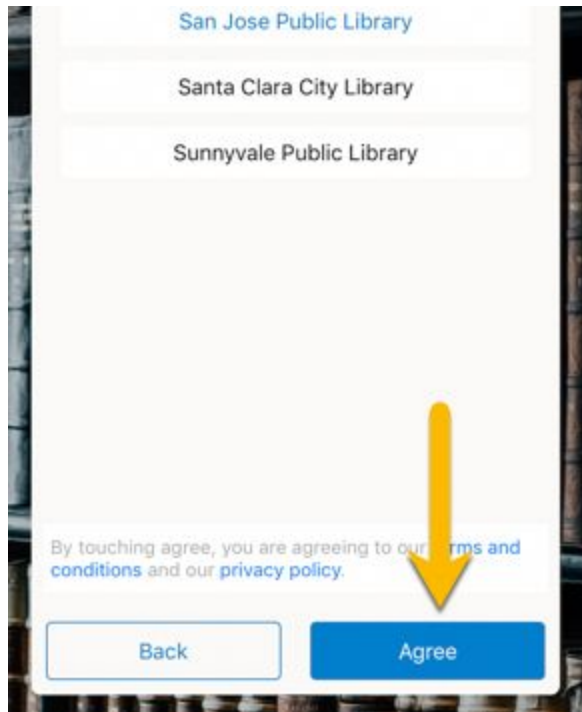
5. Choose one name from hoopla's list of library systems under the title "Choose Your Library".

**Note:** To view a new list of library system names, enter a library name, city, state, or zip code in the Search box.



6. Click **Agree**.





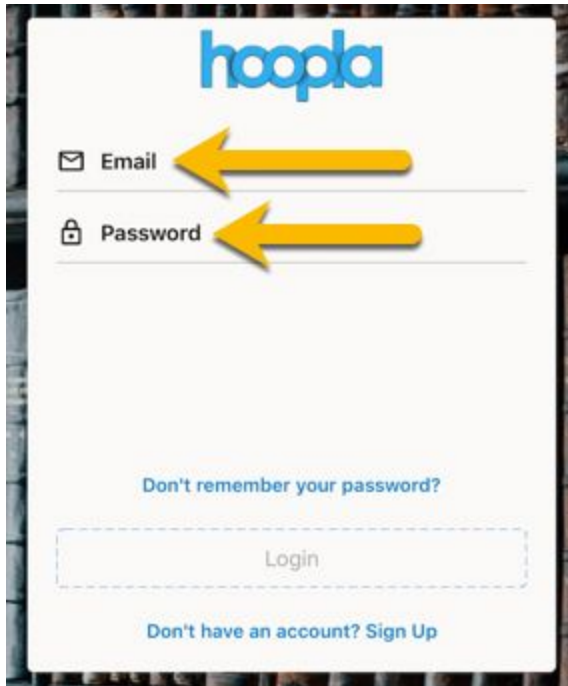
7. Enter your library card number without hyphens or spaces in the text box.

**Note:** You will not be able to sign up for a new hoopla account if the library card number is already registered in the app.

8. Click **Next**.

### **Update a new library card number after Log In:**

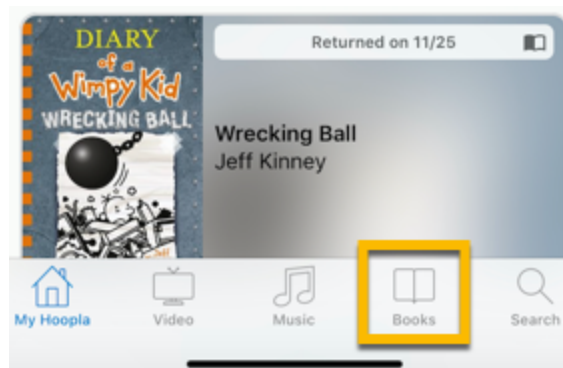
1. Open the hoopla app.
2. Type your email address and password in the text boxes on this page.



3. Click the cogwheel at the top of your screen.
4. Scroll down until you find the words "LIBRARY CARD".
5. Type a new library card number in the text box under "LIBRARY CARD".
6. Click **Save**.

## Borrow an Ebook

1. Click the **Search** icon at the bottom of the menu bar to ...  
Alternately, click the **Books** icon at the bottom of the menu bar to browse the library's collection of ebooks. Refer to Figure 1.



**Figure 1**

2. When you find the book you are interested in checking out, click the selected title.
3. Click **Borrow**. Refer to Figure 2.



Figure 2

**Note:** After you click **Borrow**, the ebook is automatically downloaded to your phone.

## Return an Ebook

1. To return an ebook, click the **My Hoopla** icon at the bottom of the menu bar.
2. Click the **Borrowed** tab at the top of the screen. Refer to Figure 3.

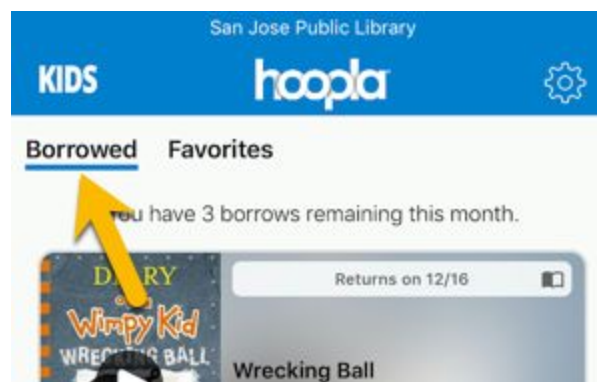
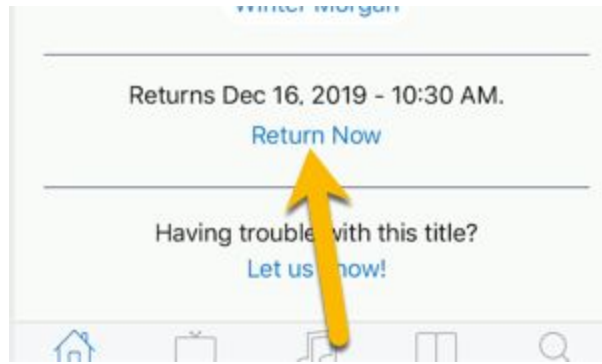


Figure 3

3. Select the book you want to return.
4. Scroll to the bottom of the page, and then click **Return Now**. Refer to Figure 4.



**Figure 4**

**Note:** After you click **Return Now**, the book is automatically returned. If you fail to return your borrowed book, the book is automatically returned at the end of the lending period.

## Chapter 3: FAQ for hoopla iOS App

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### FAQ

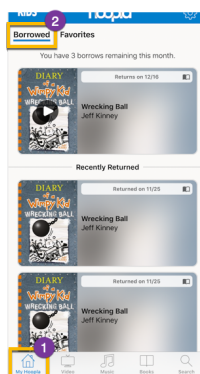
#### **My book returned itself before I could finish it. What do I do?**

If your book returns before you finish reading it, borrow it again. For more information on how to borrow an ebook, please see “Borrow an Ebook” in the last chapter, “Get Started”.

#### **How do I know if a book is available to borrow?**

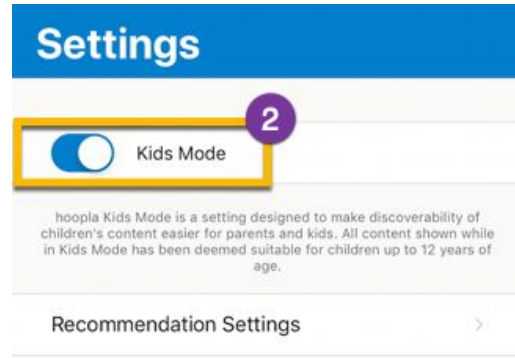
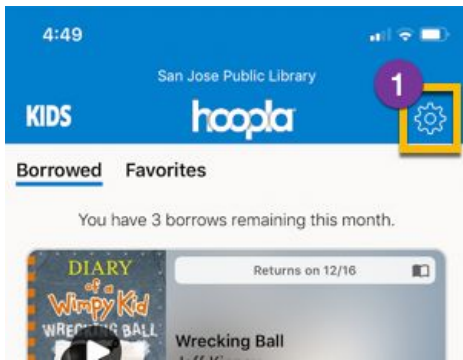
If the book is available, the “borrow” button will be blue. When you can no longer borrow a book, the “borrow” button will be grayed out.

**How can I figure out how many books I can checkout?** To find out how many books you can borrow, click the **My Hoopla** icon at the bottom of your screen. Click the **Borrowed** tab. At the top of the screen, hoopla will tell you the number of borrows you have left for the rest of the month (a public library may also restrict the number of books you can borrow via hoopla).



#### **How do I turn on Kids Mode?**

To activate Kids Mode, select the **cogwheel** at the top right of your screen. Click **Kids Mode** to toggle the switch. When Kids Mode is activated, the switch will turn blue.



**I made an account on an Android but now want to use iOS. Do I need to make a new account to use hoopla?**

Once you create your account on hoopla, all you need is your email and password to log into the app on any device.

# Glossary

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cogwheel	Settings
cloud	Internet hosting server network that holds and operates data
Ebook	Electronic Book; a digital copy of a book
G	General Audience
PG	Parental Guidance
iOS	Apple's Mobile Operating System
Kids Mode	hoopla feature that displays content for children up to 12 years old
sync	Synchronization