hoopla FAQs

Question: How do you borrow and play titles?

Answer: You can borrow titles by downloading, installing and signing into the mobile app or signing into the website and browsing all available content. Once you select a title you can click on the "Borrow" button on the title details page. Once a title is borrowed it will be added to your "My Titles". From there you can play the title on your mobile device or PC. **Please note**: In order to play content on your computer using the Mozilla Firefox web browser, a plugin called "Widevine" must be installed.

Question: Can a title be returned before the lending period expires?

Answer: You can return the title before the lending period has expired by clicking the "Return" button at the top right of the title detail page. Please note that returning a title early does not give users additional borrows for that month.

Question: Does any of the video content offer closed captioning?

Answer: Yes, hoopla supports closed captioning of video content where available and/or required.

Question: Can users interrupt and return to viewing and listening sessions?

Answer: Yes. The bookmark tool allows patrons to begin play on one device, stop and continue on another device where the hoopla app is installed.

Question: What if patrons encounter an error with authentication?

Answer: Please see the information about authentication error provided by Hoopla.

Question: Can hoopla content be downloaded?

Answer: Yes, but only to the apps. Downloads are not available for web browsers. All downloads are temporary; they are limited to the duration of the lending period, and at the end of the lending period they are automatically returned. Downloaded titles are also wholly contained within the hoopla app to protect against piracy – they will not appear in iTunes or other "downloads" folders. If users log out of hoopla on the app, any titles that you may have downloaded will automatically be removed from your device. Once logged back into hoopla, users may re-download their borrowed titles to the app. They do not need to re-borrow the titles, just re-download. A title is limited to two downloads per lending period.

Question: Can users watch on Multiple Devices?

Answer: Yes, 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 stopped watching a video on your iPhone and picked it up later on your tablet, you will resume playback at the same point you left off.

However, you cannot view this video on your iPhone and tablet at the same time. This may be especially pertinent to patrons with children.

Question: What about choppy/skipping video?

Answer: If you are experiencing choppy/skipping video, be sure to double check your connection speeds. For best results, a connection with at least a 1mb download speed is needed. You can also report a problem on both the mobile app and the web version of hoopla, describe the issue in full, and the issue will be will investigated. You can check your speed at www.speedtest.net or by downloading their app "Speed Test" from the App Store on your Apple iOS device.

Question: How often does hoopla get new content?

Answer: Content is added weekly. Content will also change (permanent or temporary removal) based on studio/publisher requirements.

Question: Problems, what can I do?

Answer: Try force quitting: Many of the issues users might experience can be corrected by force closing the app. On Apple devices, this involves returning to the main home screen, double tapping the home button, holding the row of icons that appears until red minuses appear on the icons, clicking that minus on the hoopla icon and then reopening the app.

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