Getting Started with Hoopla

Hoopla lets you borrow digital music, feature films, documentaries, television series and comics to stream in your browser or enjoy offline on your phone or tablet. Music, video and comics are available for children, teens and adults.

What you need

1. A valid **Toronto Public Library card**

2. An internet connection to stream the content.
   Using cellular data is not recommended as streaming/downloading multimedia content can consume a lot of bandwidth. Wireless internet access is available at all Toronto Public Library branches.

3. The Hoopla app for **iOS** or **Android** for smartphones or tablets

Create a Hoopla Account on a computer

1. Go to **hoopladigital.com** and click the **Get Started** button.
2. Review the information provided then click on **Let's Go!**.
3. Toronto Public Library, Toronto, ON should appear at the top of the list of libraries. If not, use the search box to find it. Select **Toronto Public Library**. Click on **Next**.
4. Enter your library card number. You are not required to provide your PIN when creating a Hoopla account.
5. Click the checkbox to agree to allow Hoopla to verify and exchange your Hoopla registration information with Toronto Public Library. The library will provide only enough information to verify that you are eligible for an account. Click on **Next**.
6. Enter your email address and create a password. Click on **Complete Registration**.

Create an account on a smartphone or tablet.

1. Download and install the hoopla Digital app from Apple's **App Store** or the **Google Play Store**.
2. Launch the app, then click on **Sign Up**
3. Enter your email address. Enter it again to confirm. Create a password and then enter it again to confirm. Click on **Next**.
4. Select **Toronto Public Library** as your library. It should be on the list of libraries available, but if it is not there, use the Search box to find it. Click on **Agree.**
5. To agree to allow hoopla to verify and exchange your hoopla registration information with Toronto Public Library, slide the toggle next to that statement to the right. The library will provide only enough information to verify that you are eligible for an account. Tap on **Next**.
6. Enter your library card number. You are not required to provide your PIN when creating a Hoopla account. Click on **Next**.

Borrowing Movies, TV, Music, Comics and BingePass

You can borrow a maximum of 8 items per calendar month. Hoopla items cannot be renewed and unused borrows will not be carried forward to the next month.

Videos are borrowed for 3 days, BingePass and music albums for 7 days and comics/graphic books for 21 days. A single episode of a television series counts as one borrow. Borrowing a BingePass counts as one checkout. A BingePass may grant access to outside of Hoopla. In this case, you will be taken to the content provider's website and signed in automatically.

1. Tap on **Search** 🔍 to search by title, artist or series. Browse comics (under Books), movies and television shows (under Video), music and BingePass options (under More) using the Popular, Featured and Recommended lists.
2. When you find something you want, tap on **Borrow**. The item will be displayed in the My Hoopla section of the Hoopla app for the duration of the borrowing period.
3. Click **Play** to read, watch or listen immediately. To download for offline access, tap the title and then select Download.

Hoopla Kids Mode

All content shown while in Kids Mode is deemed suitable for children 12 years and under. You will not be able to see any other content when you are in Kids Mode. Kids Mode is a toggle that is either on or off.

Hoopla and your privacy

Hoopla is a third-party service that is governed by its own privacy policy and practices, not the Library's. We advise that you consult Hoopla's **Terms and Conditions** and **Privacy Policy** before registering for an account.

Help with Hoopla

- Visit **Hoopla's help pages**
- **Contact us** with your questions