



## Getting Started with hoopla for Music, Movies and Television Shows

*You will need your Greenwich or Perrot Library card number and PIN*

### Mobile Device Setup

1. Get the free hoopla app from the App or Google Play store.
2. Tap **Create Account** in the lower left corner.
3. Type 'Greenwich Library' in the search bar.
4. Fill out the form to create an account.

### Computer Setup\*

1. Go to [www.hoopladigital.com](http://www.hoopladigital.com).
2. Click **Log In** in the top right hand corner.
3. Click **Sign Up Now**.
4. Select **Greenwich Library**.
5. Fill out the form and click **Sign Up Now**.

### Borrowing videos or music

1. Use the keyword search box or one of the browsing options to explore the collection.
2. Once you have selected a video or album, tap on the cover image and then click **Borrow**.
3. The videos will be available for the next 72 hours. The music will be available for 7 days. You may borrow 20 titles a month.
4. To view all of your borrowed titles on your mobile device, tap the **My Hoopla** icon on the bottom of an Apple or the word **Borrowed** on the top of an Android.

### Streaming and downloading videos or music

- In order to begin streaming a borrowed video or album, click the **Play** button. \*(FOR VIDEOS ONLY: If using Firefox, you will be prompted to install the Silverlight plug-in; if using Internet Explorer or Safari, you will be prompted to install the Widevine plug-in.)
- If you are using a mobile device and would like to temporarily download the video or album tap **Download to your device** or **Tap here to download** under the play button.

### Returning videos or albums early

- Click the cover image for the video or album, scroll down the screen and then select **return now** at the bottom.

### Troubleshooting

- Check for an active WiFi connection in Settings.