



hoopla Digital Support

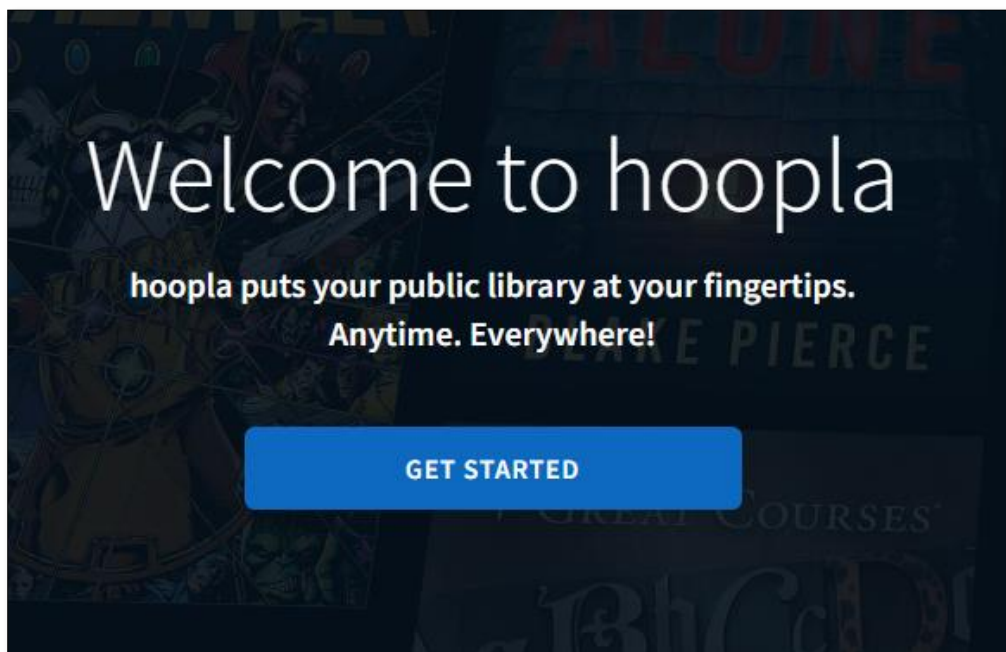
What is hoopla?

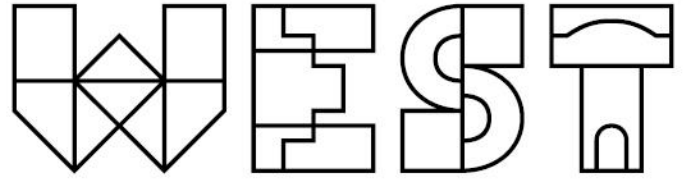
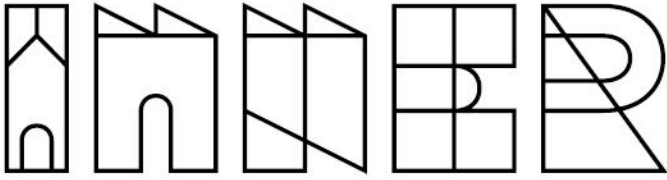
hoopla Digital partners with libraries across the United States, Canada, Australia, and New Zealand to provide online and mobile access to eBooks, audiobooks, comics, music, movies, and TV. With hoopla and a valid library card, patrons can borrow, stream, and download dynamic content via hoopla's mobile app or www.hoopladigital.com.au. Simple to access and use, with no waiting and no hassles, hoopla is a service of Midwest Tape—a trusted partner of public libraries for over 30 years.

What do I need to sign up for hoopla?

To sign up, you'll need a valid library card and a password.

To create a hoopla account, click on **GET STARTED** in the hoopla [homepage](#).





Click on LET'S GO!

← Step 1 of 4

hoopla

Welcome to hoopla!

With hoopla, your library card lets you instantly read, listen, and watch your favorite titles.

Sign-up is quick and easy. Thanks to participating public libraries, access is FREE.

All you need is:

- Your valid library card number (and PIN if required)
- A valid email address

LET'S GO!

By registering, you agree to our [terms and conditions](#) and [privacy policy](#).

[Terms and Conditions](#)
[Privacy Policy](#)

Already have an account? [Login](#)

Select Inner West Council, Inner West, NSW and click NEXT.

← Step 2 of 4

Find Your Library

Search by library name, city, state or zip

- Woolahra Libraries (NSW)
Double Bay, NSW
- Waverley Library
Bondi Junction, NSW
- Inner West Council**
Inner West, NSW
- Randwick City Library (NSW)
Maroubra, NSW
- Burwood Library (NSW)
Burwood, NSW

Can't find your library?

NEXT



Enter your library card number and password.

Step 3 of 4

Connect With Your Library

Please enter your library card and Password/PIN. If you do not remember your password, contact library at 9393 5588 or library@innerwest.nsw.gov.au

Library Card

Library PIN

[Need a library card?](#)

I agree to allow hoopla to verify and exchange my hoopla registration information with my public library. I acknowledge my registration information will be collected, accessed, and stored outside of Australia.

NEXT

Enter your email ID. This will be your username to log into hoopla. Set a password for your hoopla account.

Step 4 of 4

Almost Done!

Email

Password

Must be 8 to 40 characters long

Please email me about new hoopla content and features

COMPLETE REGISTRATION

You can now log into hoopla with this email ID and password.



Having trouble registering for hoopla?

If you have any issues registering for a hoopla account, please reach out to us at library@innerwest.nsw.gov.au and we will help you through the signup process.

Does hoopla's content ever change?

Yes! hoopla adds new titles on a weekly basis. Sometimes titles will be added for a limited time, so if you see something you like, check it out!

Are there any fees to use hoopla?

No, hoopla is a free service provided to library patrons by the library.

What is Kids Mode?

hoopla Kids Mode is a multi-format, digital media experience designed especially for kids (up to age 12). All of the content—movies, TV shows, music, audiobooks, eBooks, and comics—has been curated and brought together in this one family-friendly place.

Kids Mode is a feature that should be used with parental guidance. Parents or guardians are expected to decide whether a specific title is appropriate for their child.

To use Kids Mode, tap or click the KIDS icon at the top of the page, which will direct you to the Settings page and a pop-up screen. On the pop-up, you are given the option to either require a PIN to unlock Kids Mode or turn Kids Mode on without a PIN.

The PIN can be any combination of four digits. Each device you use will need to be set up individually to require a PIN, however, it does not need to be unique for each device. If you forget your PIN, simply tap the [Forgot your PIN?](#) link and you will receive your PIN in an email.

For any additional help, click [here](#) and log into your hoopla account.



How do I install the hoopla app on Android TV?

1. From the home screen, navigate to the Google Play store and download the hoopla app.
2. Once the app is open, you will be asked to visit <https://www.hoopladigital.com/link> on your computer or smartphone and enter the 4-digit code that appears on your TV screen. This can also be done by accessing your in-app **Settings** and clicking or tapping **Link a Streaming Device**.
3. After entering the code and clicking or tapping the **Proceed** button, your account will be synced with your device. You can browse and borrow movies, TV shows, audiobooks, and music titles; access your Favorites list; and check your remaining borrows for the month (as determined by your library).

How to use hoopla on your TV?

Airplay

hoopla supports Airplay on 2nd, 3rd, 4th, and 5th generation Apple TV devices. We do not support Airplay on Airplay enabled smart TVs.

Click [here](#) for instructions on using Airplay from your device.

Android TV

hoopla supports all Android TV devices.

Chromecast

hoopla currently support casting from iOS 13 and up & Android 6.0 & up devices to the 1st and 2nd generation Chromecasts. Supports casting from a Chrome Browser as well.

Click [here](#) for instructions on setting up your Chromecast.

If you already have a Chromecast set up click [here](#) for instructions on how to cast from an app. hoopla *does not support Chromecast Audio*.