

Updating Library and Library Card in Hoopla

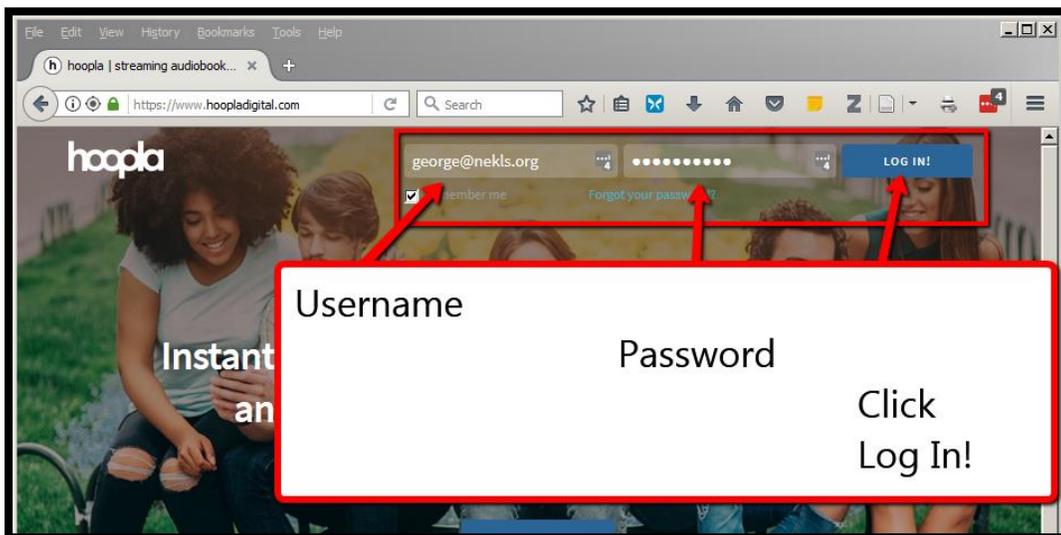
Hoopla uses a SIP connection to talk to the NExpress catalog. Every time a patron tries to borrow an item from Hoopla, Hoopla uses the SIP connection to ask NExpress, “Is this patron’s library card allowed to access Hoopla?” Since Hoopla stores the patron’s home library information and their library card number in their Hoopla account, if a patron’s library card number changes in NExpress or if staff changes a patron’s home library because the patron has moved, the patron will get an error message when they try to use Hoopla until they change the home library and/or card number in their Hoopla account.

If the patron is unable to start the Hoopla App on their tablet or phone, they should try to update their account information from the website on a desktop or laptop computer.

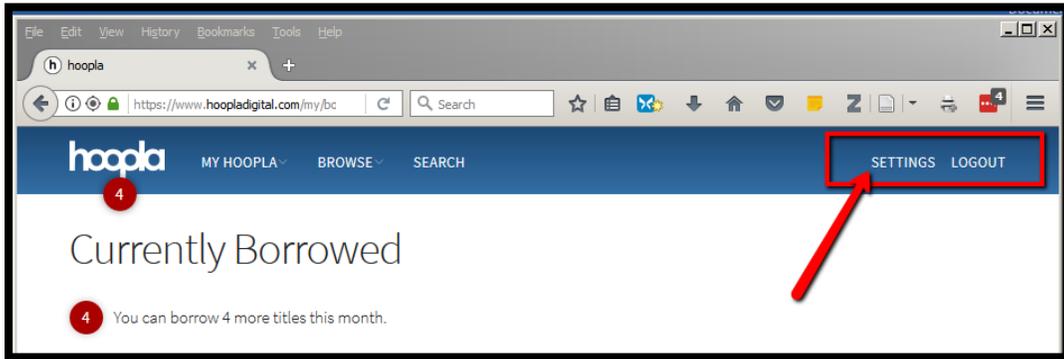
From a desktop computer:

1. Have the patron go to www.hoopladigital.com and log into their Hoopla account using the username/password combination they used when you created the account

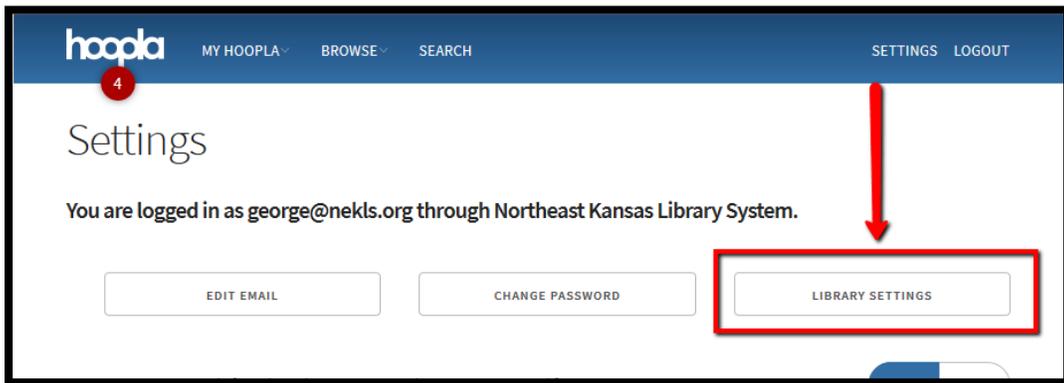
(If they don’t remember their password, they should use the “Forgot your password” link underneath the login information)



2. Once they are logged in they should click on the “Settings” button



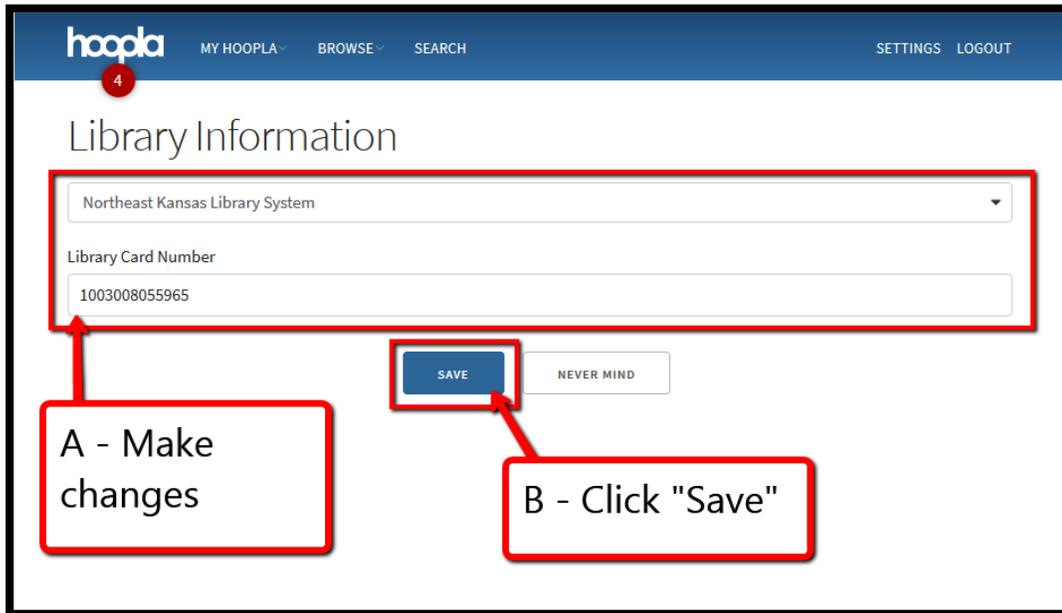
3. On the “Settings” screen, they should click on the button that says “Library settings”



4. If the patron's home library has been changed in NExpress, they should change their home library in the Hoopla drop-down

If the patron's library card number has changed, they should change their library card number in the appropriate field

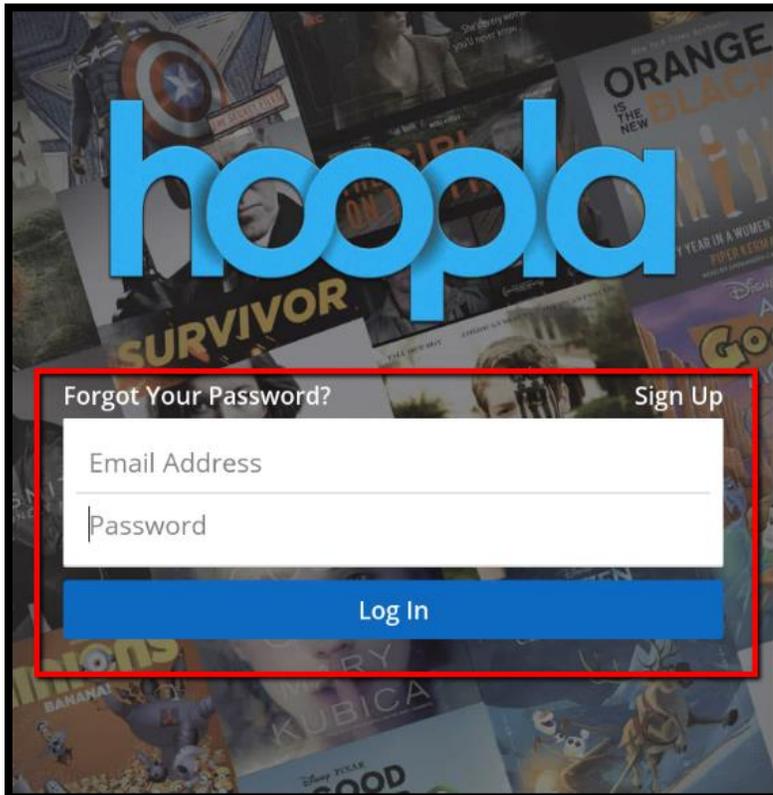
If the patron's home library and library card number in NExpress do not match the library and card number in their Hoopla settings, they will not be able to borrow materials from Hoopla



From the Hoopla App:

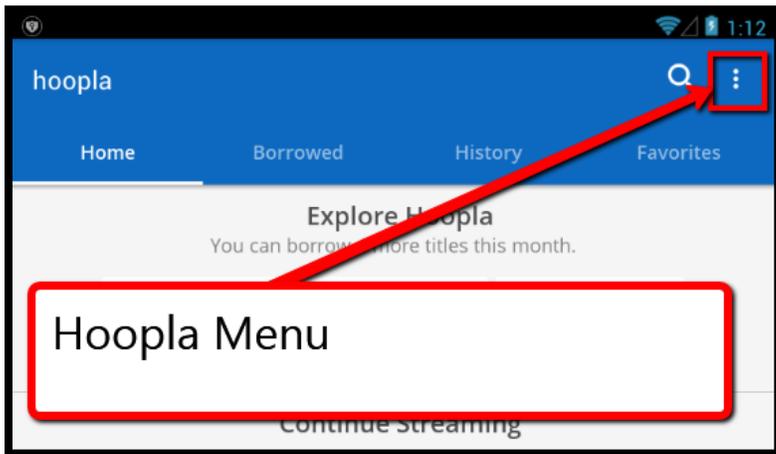
1. Have the patron log into their Hoopla App using the username/password combination they used when you created the account

(If they don't remember their password, they will need to follow the "Forgot your password" instructions on the Hoopla website)

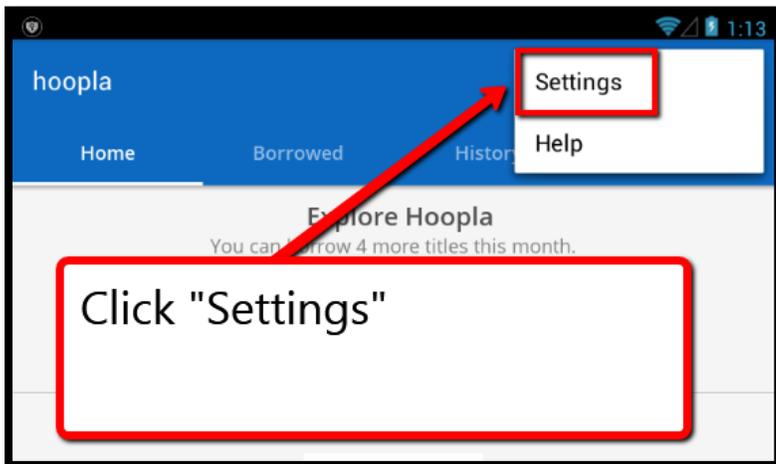


If the Hoopla App won't start, they should try this process from the Hoopla website at www.hoopladigital.com on a desktop or laptop computer

2. Once they are logged in, they should click on the menu button in the upper right hand corner of the app screen



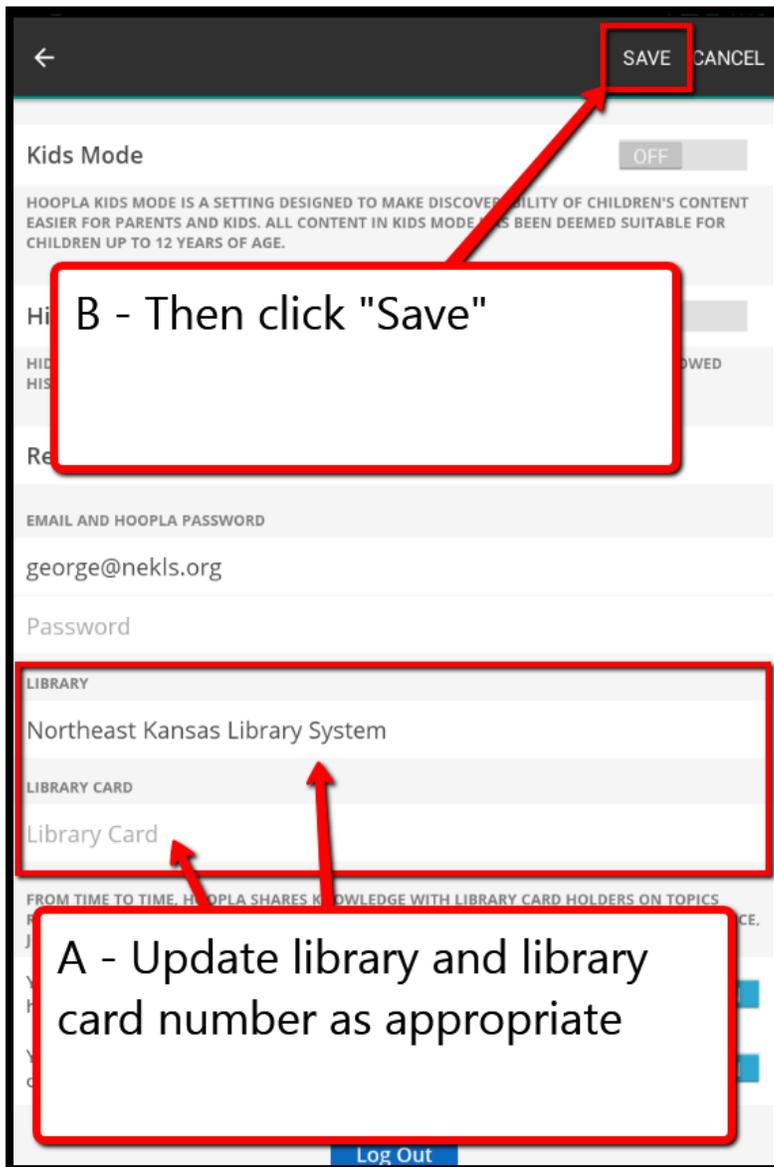
3. Then choose "Settings" from the menu options



4. If the patron's home library has been changed in NExpress, they should change their home library in the Hoopla App

If the patron's library card number has changed, they should change their library card number in the appropriate field

If the patron's home library and library card number in NExpress do not match the library and card number in their Hoopla settings, they cannot borrow materials from Hoopla.



Again, if the Hoopla App won't start, they should try this process from the Hoopla website at www.hoopladigital.com on a desktop or laptop computer