

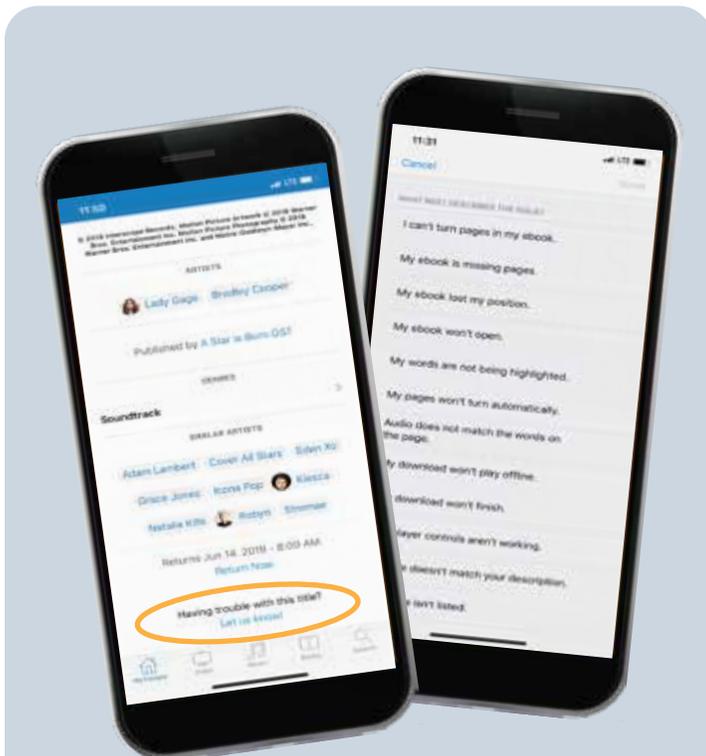
hoopla Support

At hoopla Digital, we place tremendous value on the quality of your experience. Our support team serves as a resource for the millions of hoopla users borrowing each month.

Who is the hoopla support team?

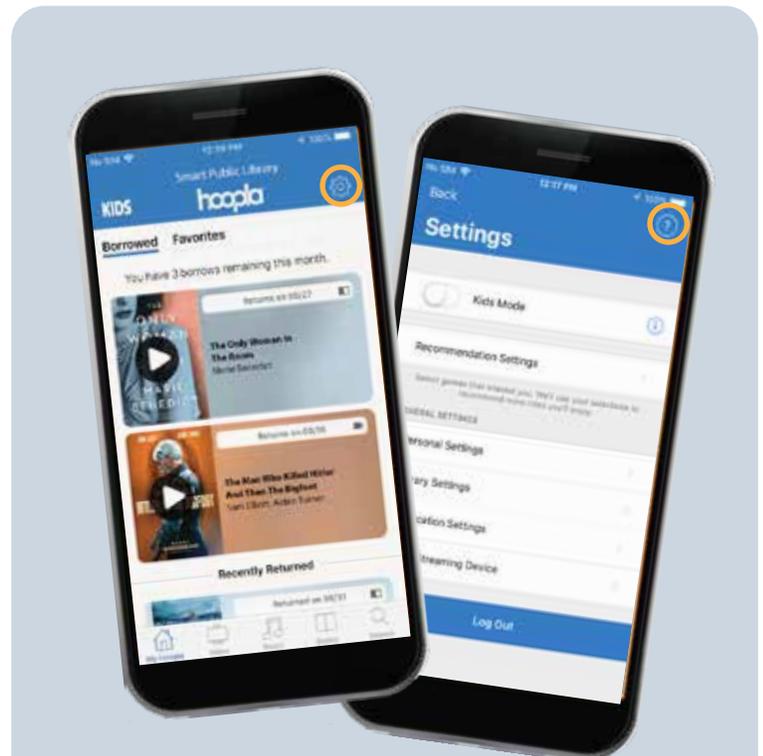
The hoopla support team is a dedicated team of specially trained technical and library experts that work out of our headquarters and take pride in the fact they get to assist you on behalf of your library.

Here are two easy ways to get assistance:



While playing a title: At the bottom of each title page on the hoopla mobile app or within each content player on the hoopla website, there is a special link or icon where you can report an issue or ask a question.

This is the best way to report a possible playback issue.



Using "Submit Feedback": At the bottom of the hoopladigital.com website is the **Submit Feedback** link that can be used to start a support ticket. On your mobile device, this feature is found by pressing the help icons (!) or (?) under **Settings**.

This is the best way to contact hoopla about a login or registration issue or even to make suggestions for new features you would like to see.

Other questions? We're here to help! If you have additional questions, please visit hoopladigital.com/help or check out the **How-to** section of the mobile apps.