

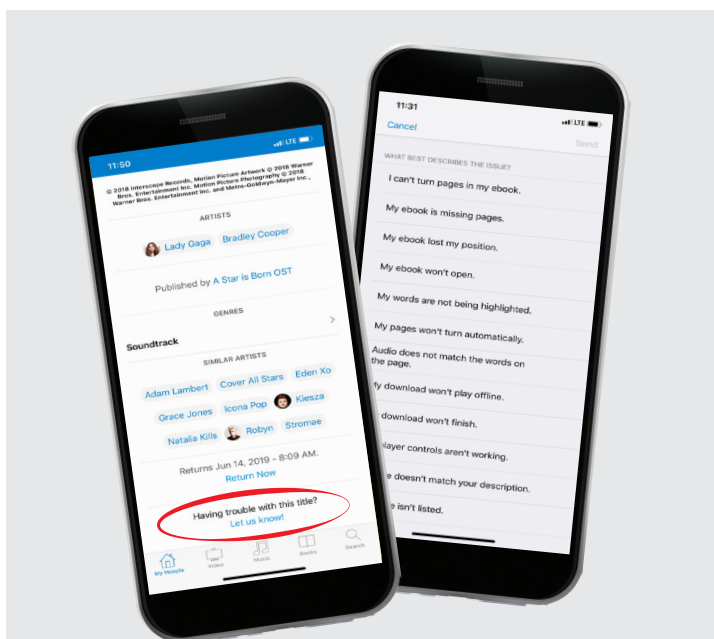
hoopla® Patron Support

At hoopla digital, we place a tremendous value on the quality of the patron experience, which is why we have a Patron Support Team as a resource for the millions of hoopla patrons borrowing each month.

Who is the hoopla Patron Support Team?

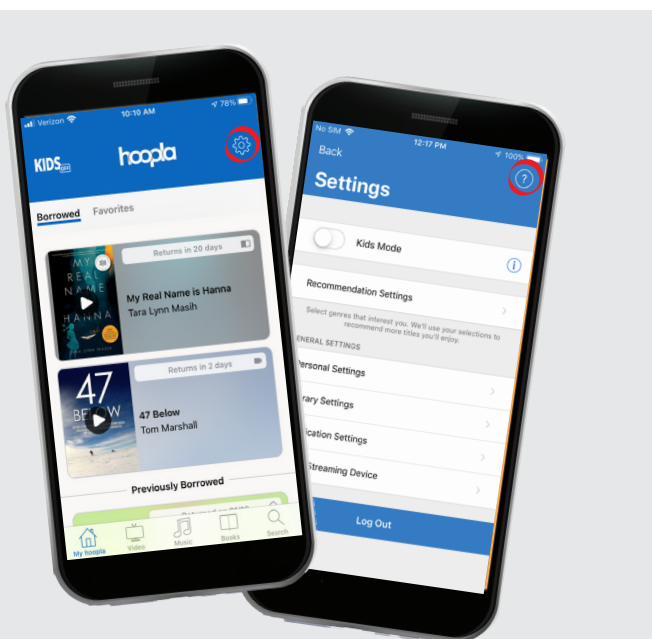
The hoopla Patron Support Team is a dedicated team of specially trained technical and Library experts that work out of our headquarters and take pride in the fact they get to assist patrons on behalf of your Library.

Here are two easy ways for patrons 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.co.nz website is a “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 a new feature you would like to see.

Other Questions? We’re Here to Help! If a patron has additional questions, they can also visit hoopladigital.co.nz/help or check out the “How-to” section of the mobile apps.

Resources for Libraries

If you have questions about ways you can leverage hoopla to connect with your patrons, visit resources.hoopladigital.com or have your team reach out to your dedicated hoopla coordinator.