Kanopy User Guidelines

Kanopy [& Kanopy Kids] is an on-demand streaming video platform for public libraries and universities that offers films and documentaries, and children's programming.

➢ **SIGN UP:** your library card information is required & must be up-to-date to borrow materials.
1. Click [Get Started] on kanopy.com, or using the iOS or Android mobile app.
2. Click [Find Your Library] and choose your library.
3. Type in your library account card number (13-digits, no spaces) and your library account password/pin.
4. Enter your name, email address, and a password (the password can be whatever you choose).

➢ **LOGIN:** simply click [Log in] and enter your email address and password/pin you chose when you signed up. FORGOT your password? Click 'Forgot Password' and receive an email to reset it.

➢ **CHANGE** your library card number or library card password? Login to Kanopy and change it:
   1. Login with your Kanopy username and password/pin.
   2. Go to [My Dashboard].
   3. Go to [Edit library card].
   4. Enter library account card number and library account password.

➢ **USE**
   o Each card holder has 12 play credits to use per month.
   o Stream up to 12 films per month.
   o Take up to 3 days to watch each film.
   o Play-credits reset on the 1st of each month. A counter with remaining credits shows on your login screen.
   o When a quota is reached, the coming month will refresh your credit count.
   o Access from many device types
   o Set desired parental controls on Kanopy Kids.

➢ **HELP**
   o Can't borrow material?
      ▪ Does your library card number/password in Kanopy match your library account?
      ▪ Is your library card expired in good standing?
      ▪ Have you reached your borrowing limit?
   o Need help? Use SUPPORT at the bottom of the Kanopy website.
   o Have questions? Use their CONTACT form at the bottom of the Kanopy website.
   o Learn more in the ABOUT section on the Kanopy website.