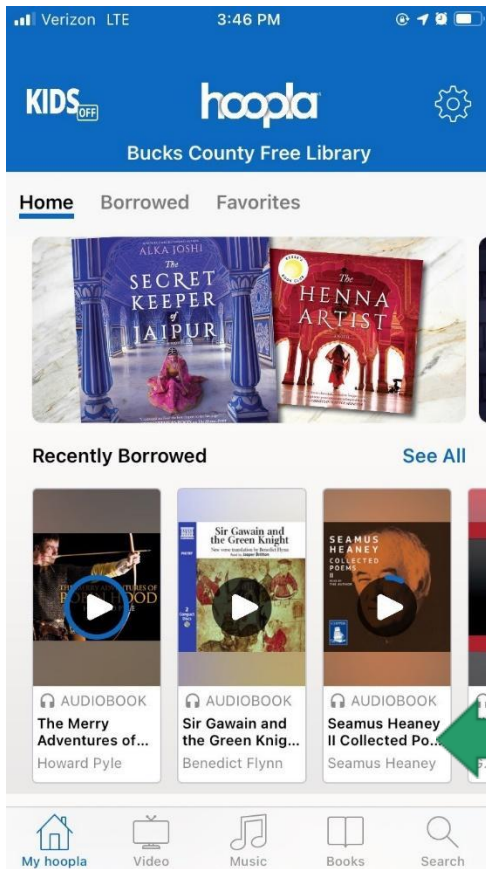
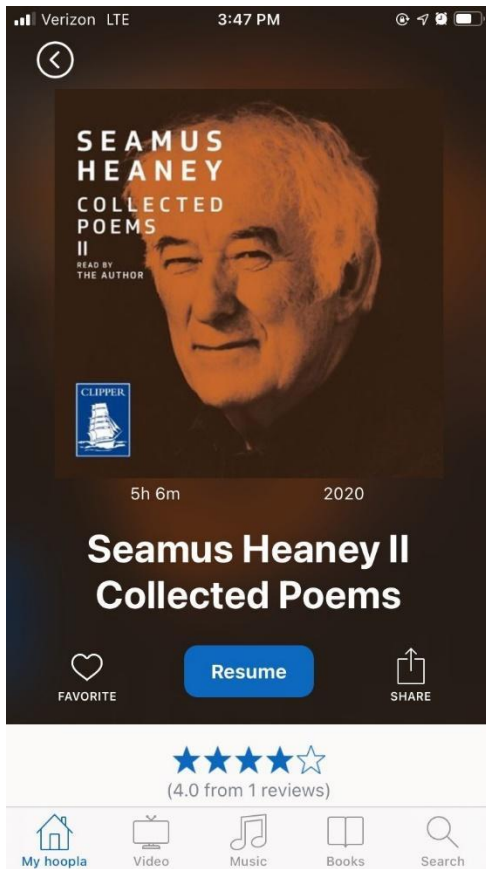


Reporting a problem with a title in Hoopla

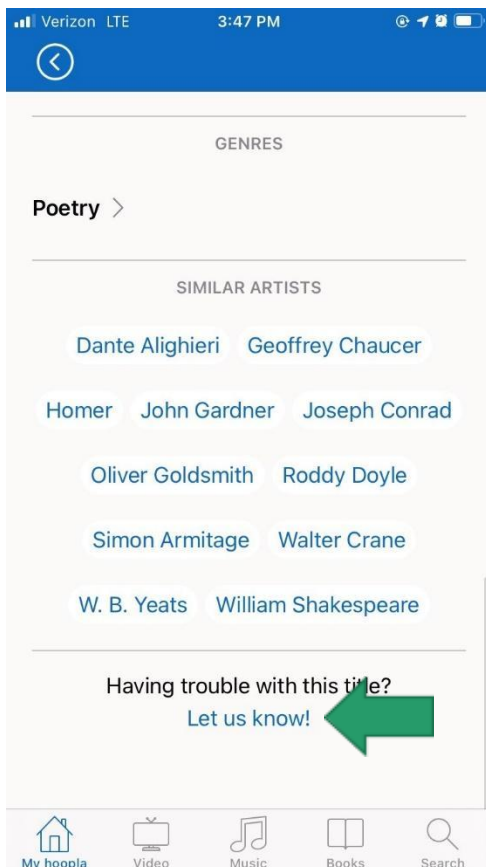
1. In the Hoopla app on the affected device, tap on the title of the affected book.



2. This will open the book details page.



3. Now, scroll to the bottom and tap on the “Having trouble with this title? Let us know!” link.



4. Fill out the form to report the issue to Hoopla. This report will automatically include technical information about the device and the version of the app currently installed to speed up

Verizon LTE 3:47 PM

Cancel Send

WHAT BEST DESCRIBES THE ISSUE?

My audiobook froze and won't work anymore.

My audiobook is skipping or stuttering.

My audiobook position was lost.

My audiobook won't play.

My download won't play offline.

My download won't finish.

My player controls aren't working.

My title doesn't match your description.

My issue isn't listed.

troubleshooting.