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

- **HELP**
  - 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?
  - Need help? Use SUPPORT at the bottom of the Kanopy website.
  - Have questions? Use their CONTACT form at the bottom of the Kanopy website.
  - Learn more in the ABOUT section on the Kanopy website.