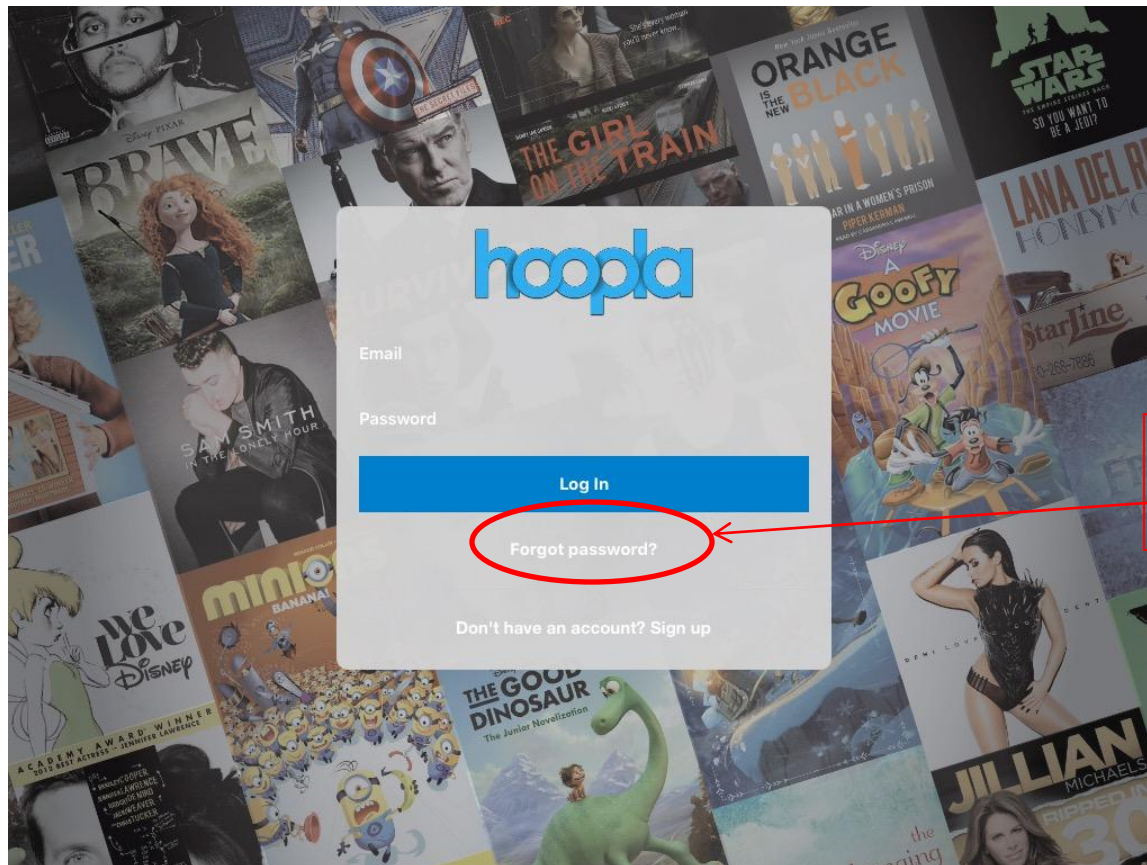


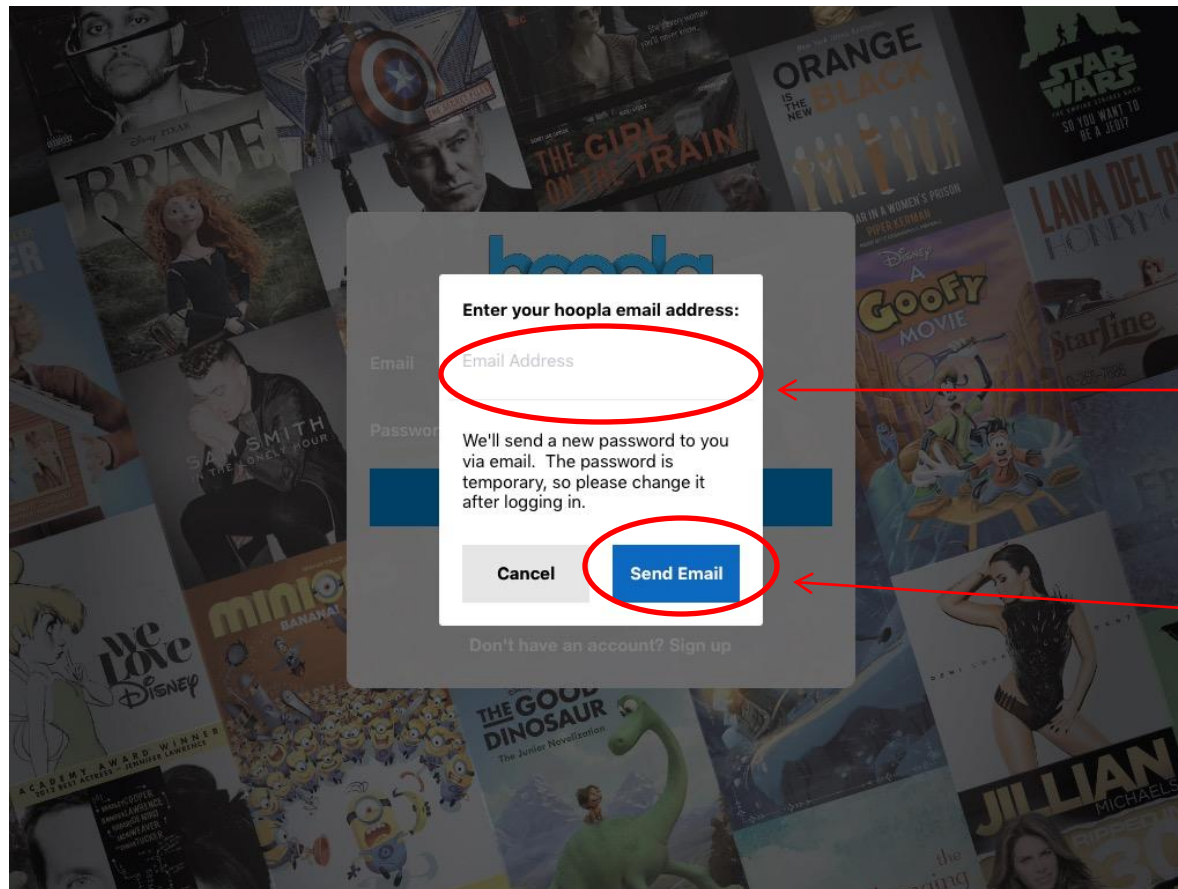
PASSWORD RESET ON IOS

STEP #1



Click the “Forgot Password?” Link

STEP #2



The screenshot shows a login interface for 'hoopla' with a background collage of movie posters. A central white dialog box is titled 'Enter your hoopla email address:'. It contains an 'Email Address' input field, a 'Password' field, and a 'Send Email' button. Red circles highlight the input field and the 'Send Email' button. Red arrows point from a text box on the right to these elements. Below the dialog box, there is a link that says 'Don't have an account? Sign up'.

Enter your hoopla email address:

Email Address

Password

We'll send a new password to you via email. The password is temporary, so please change it after logging in.

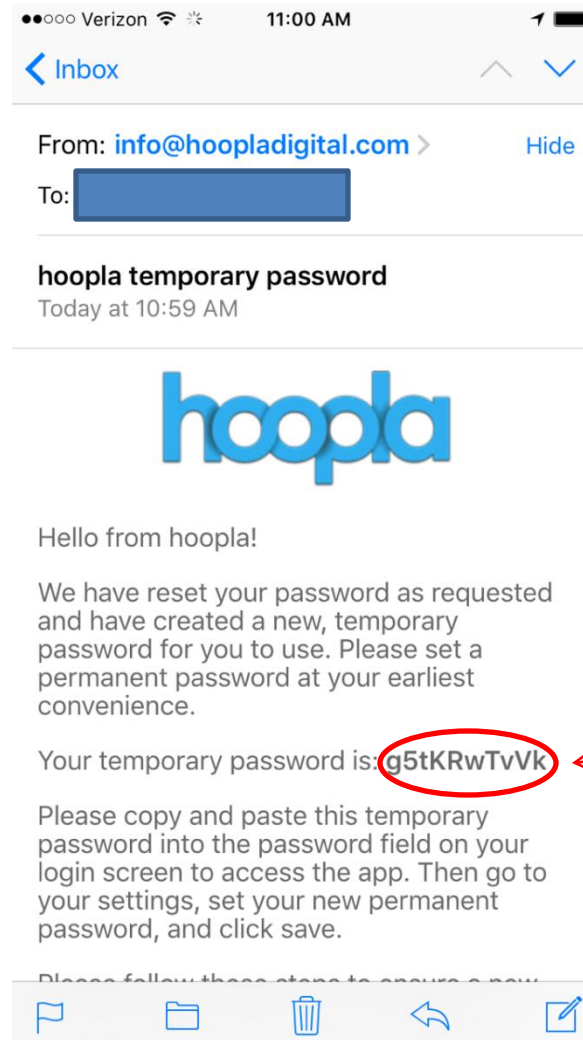
Cancel Send Email

Don't have an account? Sign up

Put your
email address
in

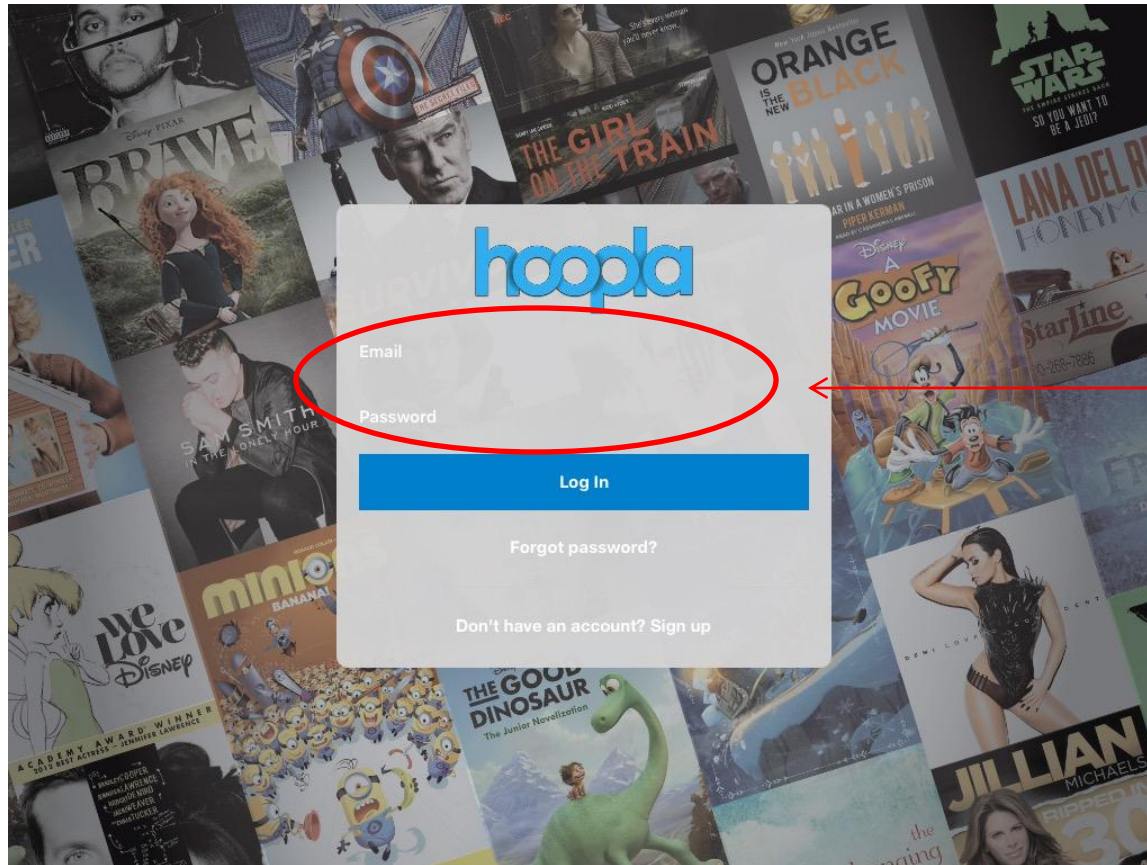
Then click
"Send Email"

STEP #3



Go check your email and either copy & Paste this or write it down. Please note it is case sensitive.

STEP #4



Put your registered email in the email field, then either copy & paste the temporary password in, or type it in. Remember the password is case sensitive, and if it doesn't work one way try the other.

STEP #5

Put your new password in the
“password” Field.

This screenshot shows the 'Settings' screen on a mobile device. At the top, there's a status bar with 'Verizon', '11:01 AM', and a battery icon. Below the status bar, there are 'Cancel' and 'Settings' buttons. The main section is titled 'EMAIL AND HOOPLA PASSWORD'. It contains two input fields: the first is for an email address, showing '@yahoo.com' with a blue box covering the rest; the second is for a password, with a blue box covering the entire field. Below these fields is a section for 'LIBRARY' with the text 'Toledo-Lucas Co Public Library'. Further down is a 'LIBRARY CARD' section with a blue box covering the input field. At the bottom, there's a paragraph of text about sharing knowledge with library card holders, followed by two toggle switches. The first toggle is turned on and labeled 'Yes, I want to receive email communications to stay up to date on hoopla content and features!'. The second toggle is also turned on and labeled 'Yes, I want to receive notifications about my account on my mobile device(s)'.

Cancel Settings

EMAIL AND HOOPLA PASSWORD

@yahoo.com

Password

LIBRARY

Toledo-Lucas Co Public Library

LIBRARY CARD

FROM TIME TO TIME, HOOPLA SHARES KNOWLEDGE WITH LIBRARY CARD HOLDERS ON TOPICS RANGING FROM NEW TITLES TO HIGHLIGHTED FEATURES. TO ENJOY A BETTER HOOPLA EXPERIENCE JOIN NOW BY MARKING THE BOXES BELOW:

☒ Yes, I want to receive email communications to stay up to date on hoopla content and features!

☒ Yes, I want to receive notifications about my account on my mobile device(s)

STEP #6

Then click save to complete
the reset.

This screenshot shows the 'Settings' screen on a mobile device, similar to the previous one but with a few differences. The status bar at the top shows 'Verizon', '11:01 AM', and a battery icon. Below the status bar, there are 'Cancel', 'Settings', and 'Save' buttons. The main section is titled 'EMAIL AND HOOPLA PASSWORD'. It contains two input fields: the first is for an email address, showing '@yahoo.com' with a blue box covering the rest; the second is for a password, with a blue box covering the entire field. Below these fields is a section for 'LIBRARY' with the text 'Toledo-Lucas Co Public Library'. Further down is a 'LIBRARY CARD' section with a blue box covering the input field. At the bottom, there's a keyboard with numbers, symbols, and a 'Done' button.

Cancel Settings Save

EMAIL AND HOOPLA PASSWORD

@yahoo.com

LIBRARY

Toledo-Lucas Co Public Library

LIBRARY CARD

1 2 3 4 5 6 7 8 9 0

- / : ; () \$ & @ "

#+= . , ? ! ' < >

ABC space Done