

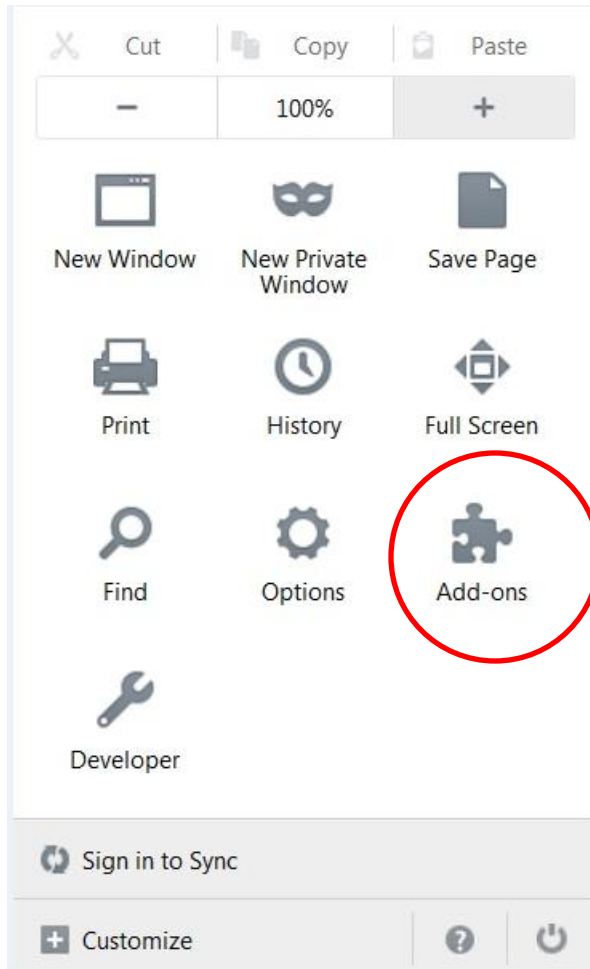
# STEP #1

Click on the 3 lines in the upper right.

The screenshot shows the Hoopla website interface. At the top, the browser address bar displays <https://www.hoopladigital.com/home>. The Hoopla logo is on the left, and a search bar with the text "Search our titles" is in the center. On the right, there are icons for home, search, and a menu icon (three horizontal lines) which is circled in red. A red arrow points from this menu icon to a red-bordered box on the right side of the page containing the text "Click this first". Below the navigation bar, a blue banner states "You can borrow 31 more titles this month." The main content area is divided into two sections: "MY TITLES" and "AUDIOBOOKS". The "MY TITLES" section features a grid of movie covers including "Kung Fu Panda", "Skinny Thinking", "Balancing on Heels", "Superman: Movie 52!", "Sun Storm", and "The Book of David". The "AUDIOBOOKS" section features a grid of book covers including "The Drowning", "Texas Flat", "The Book of David", "Mary Kay Andrews: Irish Eyes", "Murder in an Irish Village", "To Kill a Rockingbird", "90 Minutes to Heaven", "The Book of David", "The Book of David", and "Yes Please".

# STEP #2

Click on Add-ons



Click this to  
enter your  
add-ons for  
FireFox

# STEP #3

Scroll down to the SilverLight Plug-In, then on the right click the down arrow then click on “Always Activate”. Once that is done you may want to completely close out of the browser, and reload and the video should then work.

The screenshot shows the Firefox Add-ons Manager interface. On the left, there is a sidebar with navigation options: Get Add-ons, Extensions, Appearance, Plugins, and Services. The main area displays a list of installed add-ons. The 'Silverlight Plug-In' is highlighted in red. A red box is drawn around the 'Ask to Activate' button for this plug-in, and a red arrow points from a text box to it. The text box contains the instruction: 'Click here to “Always Activate” SilverLight.'

Add-on Name	Version	Action
Adobe PDF Plug-In For Firefox and Netscape	11.0.14	Ask to Activate
Citrix Online Web Deployment Plugin	1.0.0.104	Ask to Activate
Google Update	1.3.29.5	Ask to Activate
Intel® Identity Protection Technology	4.0.56.0	Ask to Activate
Intel® Identity Protection Technology	4.0.56.0	Ask to Activate
Java Deployment Toolkit	8.0.400.26	Ask to Activate
Java(TM) Platform SE 8 U40	11.40.2.26	Ask to Activate
Silverlight Plug-In	5.1.41212.0	Ask to Activate
Widevine Media Optimizer	6.0.0.12757	Ask to Activate