

## Kanopy Frequently Asked Questions

### How do I set up a Kanopy account?

1. To create an account on Kanopy, click “Sign up” on [www.kanopy.com](http://www.kanopy.com).
2. Fill out the requested fields in the account creation form. If you would prefer to create your account using your existing Facebook or Google account, click on the appropriate social login button and follow the prompts in the pop-up.
3. After signing up, you will be sent a verification email to your email address. This email will come from [kanopy@kanopystreaming.com](mailto:kanopy@kanopystreaming.com). Click “Verify My Email” to continue your account set-up.
4. If you are creating your account via [www.kanopy.com](http://www.kanopy.com), you will need to add your library membership. Click “Find your library.”
5. Select your library from the dropdown list.
6. Click “Add library card.”
7. Enter your library barcode number and click Save.

### How many films can I watch from Kanopy per month?

You can stream up to 6 films a month. You will receive 6 play credits at the beginning of every month.

### Why is there a monthly limit on the number of checkouts?

Kanopy works on a pay-per-checkout model, which means that the library system pays a small fee each time a title is checked out. Limiting checkouts to 6 per month helps us stay within our collection budget.

### When does that limit reset?

Borrowing limits reset on the first day of each calendar month.

### If I don't use all my film credits in a month, do they carry over to the next month?

No.

### How long do I get to watch a film before it automatically expires?

Three days, but you can watch a movie as many times as you want during that time. If you would like to watch the same film after the three days have passed, you will need to use up another play credit.

### Do I have to return a movie once I'm finished?

No, titles will automatically expire at the end of 3 days.

### Do separate episodes in a series each count as a credit?

Yes, each episode in a series counts as a credit, and you get the usual three days to watch it before it expires. There are two exceptions to this:

- Great Courses. These are films featuring subjects presented by college professors, and at a college level. Kanopy has a separate lending arrangement with Great Courses. Users now have uncapped 30-day access to the entire Great Courses series without using any play credits. From the time you click “Play,” you will have 30 days to complete all of the videos in a course. Previously, each video in a course used one of the 6 allotted monthly play credits.
- Kanopy Kids. Please see the next FAQ for details.

### What is Kanopy Kids, and how are the lending limits different?

Kanopy Kids is a collection of films and TV series that inspire and inform, helping children develop social emotional skills and reinforce valuable learning topics, such as history, science, and new languages. Kanopy Kids has a diverse selection of educational and entertaining content that range across Movies, TV Series, Animated Storybooks, Live Action, and Animated favorites. Kanopy Kids content is appropriate for children ages 2 and up, with a focus on children ages 2–8.

All Kanopy Kids content is available for 30 days on a rolling basis. It allows for unlimited plays and replays of any content in Kanopy Kids. Additionally, Kanopy Kids content does not count against your monthly credits. To access Kanopy Kids, look for the word KIDS on the initial Kanopy screen.

Parental controls are available for Kanopy Kids. Click here for more information:

<https://help.kanopy.com/hc/en-us/articles/360003268334#pin>

### **How can I keep track of the films I am watching?**

In your computer, go to your Kanopy Account, then your Viewing History. Films you are watching during your allotted three days will have a green 'Continue watching' button. Films you have already watched will also be listed.

In your app, tap the menu icon in the upper left corner and look for the 'Continue watching' link. Viewing history is not available through the mobile device app.

### **Can I create my own video lists?**

You can save titles to watch at a later date by clicking on +My List. You can access the +My List option by either hovering over the title or clicking on the title. Either way will work. Titles are then added to your Watchlist. You can see your saved titles by clicking on your username at the top of the page.

### **Can I download Kanopy films and documentaries for offline viewing?**

No. You need an internet connection to watch films on Kanopy. The films cannot be downloaded to your device. They only stream through the internet.

### **Does Kanopy work on my computer?**

Yes. Kanopy works on desktops and laptops, both PCs and Macs. Click here for a guide to which browsers and operating systems work with Kanopy. <https://help.kanopy.com/hc/en-us/articles/115004590467-Supported-desktop-browsers-and-systems>

### **Does Kanopy work on my TV?**

Yes. A Kanopy app is currently available for these TV devices: Apple TV and Airplay, Amazon Fire TV, Android TV, Roku, Telstra TV, and Chromecast. A Kanopy app for Samsung TV is currently in development and will be coming soon. If you do not have access to any of the above devices, you can also view Kanopy on your television by connecting your computer to your television via HDMI cable. Detailed instructions for TV devices is on the Kanopy Help pages under Kanopy TV Apps: <https://help.kanopy.com/hc/en-us/articles/360019042413-Kanopy-TV-Apps>

### **Are there apps? Can I play Kanopy on my tablet or phone?**

Yes, there is a Kanopy app for iOS and Android devices, and Kindle Fire tablets. It is important to set up your Kanopy account in your computer or mobile device browser before you download the app. Then you can go to your app store to find and download the Kanopy app. You can also access links to the apps at

the bottom of the Kanopy help pages. There are detailed instructions for setting up Kanopy on your device in Kanopy Help: <https://help.kanopy.com/hc/en-us/sections/207299708-Mobile-TV-Apps>

### **Can I make sure I'm streaming with wifi instead of using up data on my mobile device?**

Yes. In your app, tap the menu icon in the upper left corner and look for "Settings," and then "Cellular Data." Toggle it on (the switch will appear orange). When this is on, you will not be able to stream on the app unless you are connected to wifi.

### **I have a slow internet connection. Can I still use Kanopy?**

You can access Kanopy from various internet connections. Kanopy's video player incorporates an auto-bandwidth technology that tells them the strength of your internet connection on an ongoing basis after you press Play on a film. Kanopy encodes every film into over 20 different quality levels so that they can optimize your viewing experience. If you have a strong internet connection, they will deliver a high-quality video stream (in HD or otherwise); if you have a poor internet connection, they will deliver you the video in the best quality that can be handled by your internet to minimize and avoid buffering. If you have a low speed connection, you may receive a lower quality video file to ensure that you can view the program with no interruptions.

### **Can visually impaired users access Kanopy films?**

Yes, Kanopy's website and video player are both fully compatible with all screen readers on desktop browsers, as well as with iOS and Android devices.

### **How do I turn on closed captions or subtitles?**

Kanopy automatically offers English subtitles on all non-English titles. They may be hard coded and appear automatically or need to be enabled through the closed caption tools. Nearly all films in English will also have closed captions available. Accessing them differs by device:

- Computers—hover your mouse over the Closed Caption symbol to access the captions and what format you prefer
- Mobile devices—while the film is playing, tap the speech bubble in the top right corner of the screen, and choose your preferred language
- TVs—detailed instructions for different TV applications are available in Kanopy Help: <https://help.kanopy.com/hc/en-us/articles/360019042413-Kanopy-TV-Apps>

### **What privacy do we have when we use Kanopy?**

Kanopy is a third-party service that is governed by its own privacy policy and practices, not the Library's. We advise that you consult Kanopy's Terms of Service: <https://cob.kanopy.com/privacy>

If you use Facebook or Google when creating your Kanopy account, the privacy policies of Facebook or Google take precedent over Kanopy's privacy policy. The library does not recommend using this option to create your Kanopy account. We recommend creating your account by entering your name, email address, and a password of your choice.

Kanopy currently does not recognize "do not track" signals sent from web browsers. You may be able to disable tracking mechanisms, but doing so may disable certain features of the Kanopy service.

### **Can I delete part or all of my Viewing History?**

You cannot delete all or part of your viewing history.

**Are there age restrictions on using Kanopy?**

Kanopy content is intended for library users aged 18 years and above. Please see Kanopy's Terms of Service: <https://www.kanopy.com/terms>. Children and families can enjoy Kanopy Kids content. Look for the word 'KIDS' at the top of your screen.

**When does new content get added to Kanopy?**

Kanopy adds new content every Monday.

**I tried creating an account with Kanopy and got an error message: 'Requested record not found.' What does that mean?**

This message displays if the library card number that has been entered does not exist at the library. Please double check that the library card number that was entered is correct and that you are entering it for the correct library.

**I tried creating an account with Kanopy and got an error message: 'It looks like this library card is already registered with an existing Kanopy account (v\*\*\*\*d @ g\*\*\*\*.com). Please check your email address and try again.' What does that mean?**

This error occurs when your library card number has already been added to a different Kanopy account. You will be given a hint as to what email address the account is using in the error message. To resolve, log out of the account that you are currently signed into. Then, log in using the email address that was provided in the error message. Once you have logged in using the appropriate email address, you will be able to proceed with watching films on Kanopy.

If the email address displayed does not belong to you and you suspect someone may be using your library card number, please contact Kanopy at [support@kanopy.com](mailto:support@kanopy.com).

**How can I get more help with Kanopy?**

Visit Kanopy's Help Page: <https://help.kanopy.com/hc/en-us>

Email Kanopy support: <https://cob.kanopy.com/contact>