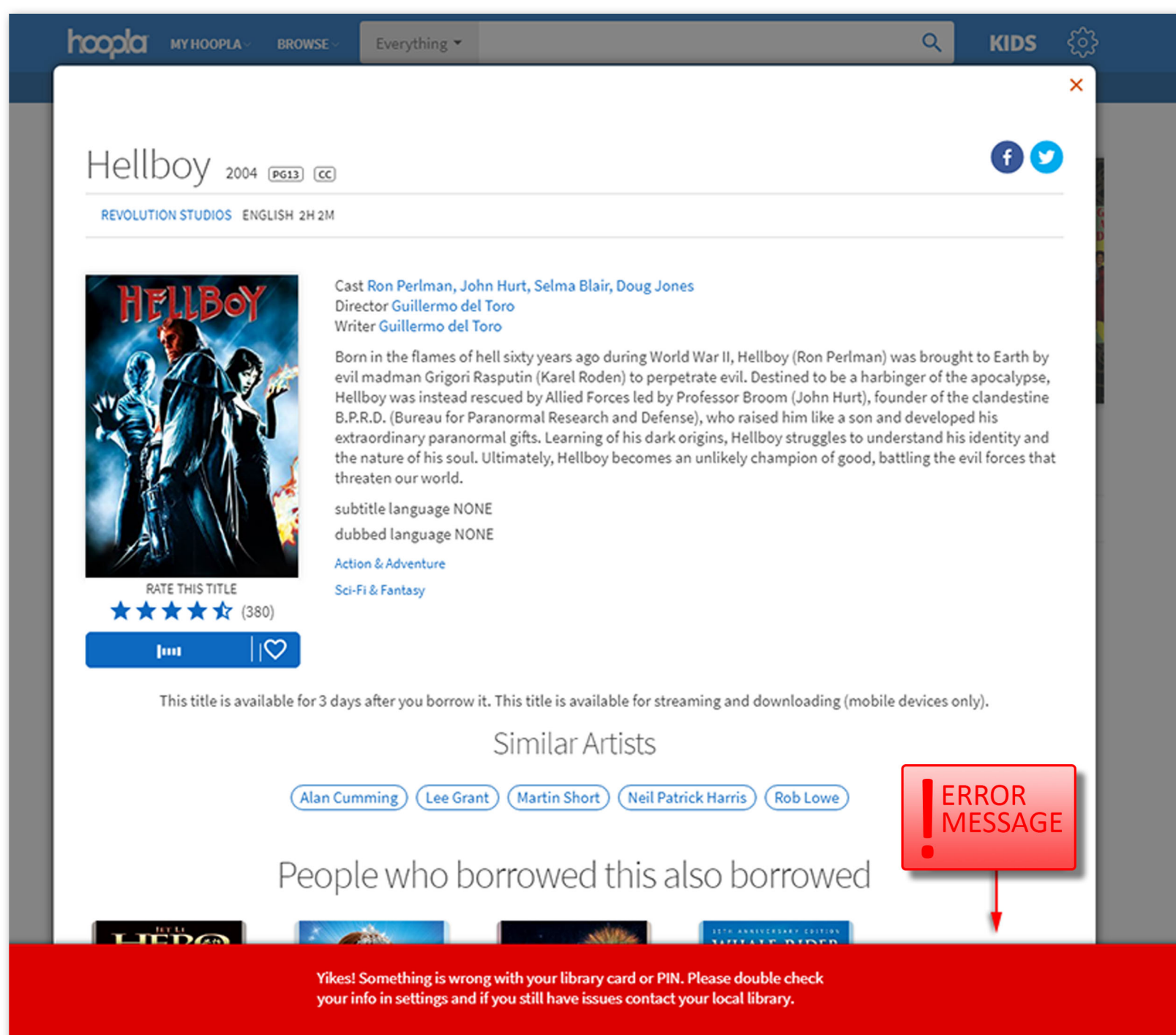


# How to hoopla® on the web

## Updating, entering, or reentering your PIN

If you're receiving the error message shown below, you may need to update, enter, or reenter a PIN to continue using hoopla. To update your PIN settings, note the following steps:

- 1 Open the website settings by clicking on the gear icon located in the upper right corner of the site.
- 2 From the "Settings" page, click "Library" to open the settings for your library.
- 3 Click the "PIN" field to enter your PIN. After entering your PIN, click "Save."



The screenshot shows the Hoopla website interface for the movie "Hellboy" (2004). The page includes a title card, cast list (Ron Perlman, John Hurt, Selma Blair, Doug Jones), director (Guillermo del Toro), and writer (Guillermo del Toro). It also features a rating section with 5 stars and 380 reviews, and a "Similar Artists" section with names like Alan Cumming, Lee Grant, Martin Short, Neil Patrick Harris, and Rob Lowe. A red box with a white exclamation mark and the text "ERROR MESSAGE" is overlaid on the page, pointing to a red banner at the bottom. The banner contains the text: "Yikes! Something is wrong with your library card or PIN. Please double check your info in settings and if you still have issues contact your local library."