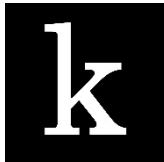




Wednesday, November 1, 2023

## Kanopy



### What is Kanopy?

[Kanopy](#) is a digital streaming service that offers free access to movies and TV shows.

### Accessing Kanopy

#### Ways to use

- [Web browser](#)
- Apps:
  - [Google Play Store](#)
  - [Apple App Store](#)
  - [Amazon App Store](#)
- Supported smart TVs such as Roku; see full [supported devices](#) list

#### First time login

- On a web browser:
  - Click “add a library card.”
  - Enter your Kitchener Public Library card number.
  - Create your account using a valid email address and password.
- On the mobile app:
  - Tap “Get Started.”
  - Tap “Find Library.”
  - Search for Kitchener Public Library or use your device’s location.
  - Create your account using a valid email address and password.

## General login

- Click “Log in” at the top right of the page.
- Enter your email address and password.

## Using Kanopy

### Browsing

On a web browser:

- Click “Browse” in the top left corner to browse by featured films or by genre.
- Click “Search” in the top left corner to search for a title, keyword or actor.
- Scroll through the home page to browse through categories Kanopy has created.
  - Use the white arrow at the right side of the screen to see more titles.
  - Click on the title of the category to view the whole list.
- Click on “Kids” in the top right corner to view children’s content only.

On the mobile app:

- Tap “Browse” on the bottom menu to view titles by categories.
- Tap “Search” on the bottom menu to search for a title, keyword or actor.
- Scroll through the home page to browse through categories Kanopy has created.
  - Swipe categories to the left to see more titles in the list.
  - Tap on “See More” to view the whole list.
- To access children’s content only:
  1. Tap “More” in the bottom right corner.
  2. Tap “Settings.”
  3. Tap “Go to Kanopy Kids.”

### Borrowing

- Every title will be labeled with a ticket value next to the play button.
- You have 18 tickets a month to spend on movies and TV shows.
  - Regular content cost 2 tickets per play.
  - Major studio films cost 4 tickets per play.
  - Titles with a running time of 30mins or less cost 1 ticket per play.
  - Episodic content ticket count vary from 2-5 tickets based on total episode running time.
- Borrow as many movies or TV shows from the Kids collection as you want!

- Once you start media, you have approximately 72 hours to finish watching it.
  - If you watch it again after that time, it will use another credit.
  - Find started media under “My Lists” in the top left corner of the page on a web browser or on the bottom menu in the mobile app and then under the “Continue Watching” tab.
- Search for “Credit-Free Viewing” and click the suggested match to see titles that are available without using a credit.

## Watching

- When you click a title, it will start auto-playing.

On a web browser:

- The pause button is in the bottom left corner and will change to a play button when the video is paused.
- In the bottom left corner are additional controls to go forward or backwards 10 seconds, speed up or slow down playback and adjust the volume
- In the bottom right corner are buttons to enable transcripts or closed captions. If you hover over the closed captions button, there is a link to adjust caption settings including colour, size and font style.

On the mobile app:

- The pause button is in the bottom left corner and will change to a play button when the video is paused
- Also in the bottom left corner is a button to go back 30 seconds; the button shows a circular arrow pointing left.
- You can turn closed captions on from the settings menu.
  1. Exit the video.
  2. Tap “More” in the bottom right corner.
  3. Tap “Settings.”
  4. Tap the slider next to closed captions to turn them on or off.

## Important notes

You can link more than one library to your Kanopy account.

On a web browser:

1. Click your name in the top right corner of the screen.
2. Click My Account.
3. Click My Libraries.
4. Click Add New Library.

On the mobile app:

1. Tap “More”.
2. Tap “Memberships”.
3. Tap “Add a library” at the bottom of the screen.

## More help

[Kanopy help](#)

[KPL database listings](#)

## Library staff support

Call us at 519-743-0271, TTY: 1-877-614-4832 or email [askkpl@kpl.org](mailto:askkpl@kpl.org).