Getting Started with Kanopy

Stream movies using your computer or mobile device with Kanopy, our new online streaming service offering over 30,000 film selections for your enjoyment. Discover Hollywood classics, quirky cult hits, documentaries and indie gems and have your own film fest from the comfort of home. Each Kanopy user gets 8 plays (movies to stream) per month.

Create Your Kanopy Account

1) Click the Kanopy database link on the Idea Exchange website. Alternately, you can download the Kanopy app from the App Store or Google Play for your iOS (Apple) or Android device.
2) To create your personal account on Kanopy, click **Sign up.**
3) 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 media login button and follow the prompts in the pop up.
4) After signing up, you will be sent a verification email to your email address. This email will come from kanopy@kanopystreaming.com. Click **Verify My Email** to continue your account set up.
5) If you are connecting to Kanopy via an app, click **Find My Library** and type in **Cambridge, Ontario**. Select the result **Cambridge Public Library – Ontario** from the list. If you are connecting through the Idea Exchange website, you can skip to Step 6.
6) Click **Add Library Card.**
7) Enter your **Library Card #** and click **Save.**
8) You're ready to begin watching movies on Kanopy!

Browsing and Searching on Kanopy

Films on Kanopy can be found in the following ways:

1) **Browsing by Subject**
   Use the **Browse Subjects** dropdown feature at the top of the webpage to navigate to find films on particular topics or in certain genres (**Drama**, **Comedy**, **Romance**, **Staff Picks**, etc.)

2) **Searching for Keywords**
   Use the search box (click on the magnifying glass icon at the top of the screen) to search for a topic, film title, filmmaker, or person.

To find a film, enter the term you are looking for in the search box and press **Enter** on your keyboard or the search button. The most relevant titles will be displayed.

You can use the search filters on the left side of the screen to filter and narrow your search down to select criteria (such as **subject**, **supplier**, **year of production**, **language**, etc).

Streaming Movies

Once you have found a movie you'd like to stream, click on the image for the film. A short description of the movie will appear, along with reviews and other relevant information. Click the **"Watch Now"** button on the right side of the screen to begin streaming.

Accessing the User Dashboard

Your Dashboard will show you an overview of the features available through your Kanopy account. Click on any of the headings across the top to find more information about the feature.

The User Dashboard includes the following features:

1) **My Watchlist**
   This section will display the films that you have added to your Watchlist. You will be able to view a snippet of the description, as well as options to watch the film, generate a share/embed link, or remove the title from your list.

2) **Viewing History**
   You can view all films that you have viewed, both complete and incomplete, in your Viewing History. Films that are still active (able to be played without using another play credit) will appear with a green **"Continue watching"** button. Those that are no longer active will appear with an orange **"Watch it again"** button.

3) **My Comments**
   You can find an overview of comments you have left on films in this section.

4) **My Playlists**
   You can use this section to easily access and edit all playlists you have created with your account.

5) **My Memberships**
   You will be able to manage your library memberships in this section.

Troubleshooting and Support

If you are experiencing buffering on a video, or if a film is not playing, follow the troubleshooting tips below.

1) **Ensure you are connected to the Internet.**
   You will need an Internet connection to stream movies from Kanopy and an Internet speed of at least 5Mbps for an HD stream. If your connection is any less, try moving closer to your router, moving your router to a more central location, or connecting your computer directly to your modem.

2) **Update your browser or try a different one.**
   Supported browsers include Safari, Firefox, Chrome and Microsoft Edge, provided the software versions are up-to-date. You can find a list of our recommended browsers and systems <u>here</u>.

3) **Clear your browser cache.**
   If many items have been stored in your cache, you may experience some lag when trying to stream. You can find instructions on how to clear the cache for the browser you are using <u>here</u>.

4) **Restart your device**
   Try turning your device completely off, then power it back on and return to Kanopy to see if resetting the system has resolved the problem.

If you believe that there may be a problem with the video itself, please <u>report the issue</u> to Kanopy.

Need Additional Help?

Visit the Kanopy Support page at <u>https://help.kanopy.com/</u>