

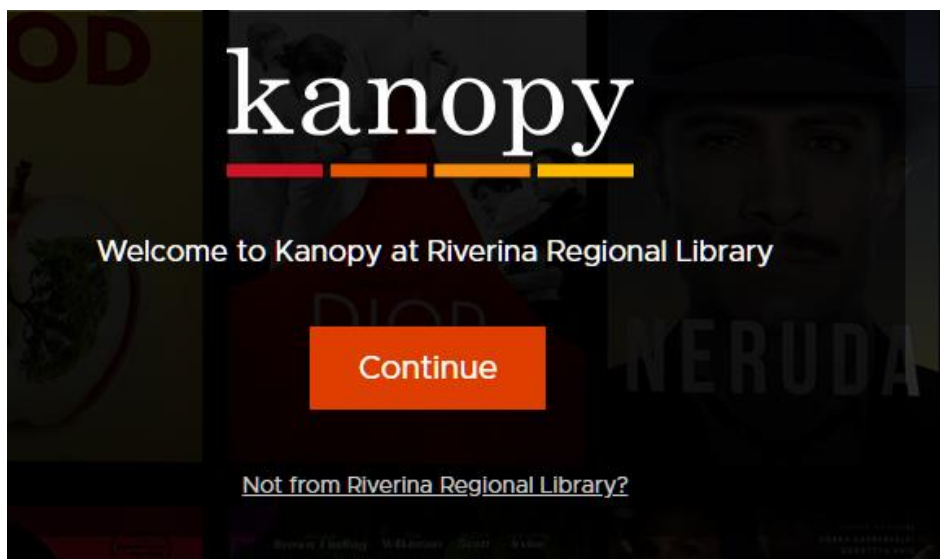
Kanopy is an award-winning video streaming service providing access to nearly 15,000 independent and documentary films including Australian feature titles.

Getting Started

How do I access Kanopy?

Go to the [library's website](#) or bookmark <https://rrl.kanopy.com/>

Click the orange "Continue" button.



Log in to your Kanopy account



Facebook



Google

Or



Email Address



Password



Log in

[Forgot Password?](#)

[Don't have an account yet?](#)

Create an account using one of the following three methods: Facebook, Google, or **email address**. Go to your email inbox and look for a message from Kanopy instructing you to verify your email address. If you already have an account, simply click the orange "Log in" button and enter your information.

NOTE: If you used Facebook or Google to sign in, you will not be able to use Kanopy's "Forgot Password?" tool to retrieve a forgotten password.



Great, we have sent you an email.

Please open it and click the "Verify My Email" button.

[Go to homepage](#)

If you have registered with an email address and password, go to your Inbox to verify your email address. Go back to [Kanopy](#) and add your library card number and PIN or password. Please note: your member number starts with the letter R followed by six numbers. Your Password/PIN is your date of birth expressed as DDMMYYYY. For example: member number R012345 and 0507169 for a date of birth of 5 July 1969.

Riverina Regional Library will need to confirm that you are a member.

To start watching, please add your library card:

[Add library card →](#)

Riverina Regional Library will need to confirm that you are a member. X

kanopy

at Riverina Regional Library

Library card #: *

Library password/PIN: *

[Save](#)

Add your library card with your PIN/Password

NOTE: If you are accessing another library system's Kanopy service, follow these steps to add it to your Kanopy profile:

1. Go to your profile, located in the upper right side of the Kanopy site.
2. Select "My Dashboard" from the drop-down menu and then the "My Memberships" menu item.
3. Click the the orange "Add a new membership" button to add another library.
4. Follow the instructions on the page.

Playing Videos

How many titles can I play?

6 titles (plays) per month.

What is the loan period?

72 hours (3 days)

Can I download videos?

No. At this time, videos can only be streamed online.

Other Ways to Access Kanopy

Is there a Kanopy app?

Yes there are apps – go to the [Library Apps page](#). You can stream films from Roku, iOS, and Android devices using the free Kanopy app, which is available from your device's app store.

Can I use Chromecast or Apple TV to access Kanopy?

Yes. Visit the [Kanopy help pages](#) for detailed instructions on how to use Chromecast, Apple TV, and other methods to access Kanopy.

What are some of the accessibility features?

All films come with ADA-compliant captions and transcripts and are compatible with screen reader programs, such as JAWS.

Parental Controls

Technically children could view adult material so Kanopy have responded to this by putting parental controls in place to assist parent/guardians monitor their child's screen time. Kanopy recommend Kanopy Kids for pre-school and above – the material is suitable/recommended for children up to 12 years. Parental controls have to be set up on the [Kanopy site](#) before they will work in the app.

Below are instructions on how to set the parental controls to limit what your child is viewing

1. Go to the [Kanopy Support Page](#) – make sure you are looking at the information under the "For Viewers" tab
2. Click on "Kanopy Kids" under the heading of "Using the website"
3. Scroll to the bottom of the page where you will see "Setting Parental Controls"

Setting parental controls

Setting parental controls on your account means you will be required to enter a PIN when attempting to view a title that has not been approved for viewing in Kanopy Kids. This feature prevents your child from stumbling upon unsuitable content on Kanopy. To set up parental controls:

Using web or mobile browser:

1. Log into your Kanopy account, go to your Dashboard and select “Parental Controls”, or visit www.kanopy.com/parentalcontrols
2. Click “Turn on”
3. Create a 4-digit PIN and click Save. We recommend using an original PIN that does not include any part of your address, phone number, or other number that your child might guess.

The parental controls will be activated after exiting Kanopy Kids for the first time after setup. You will only be required to enter your PIN once during a single session. Your session will end when you log out, or you enter and exit Kanopy Kids again

Help

If there is a problem with a video, where can I get help?

Start with the [help topics at Kanopy](#). If you need further assistance, [send a message to Kanopy](#). Be sure to include as many helpful details as possible in your message.

I didn't receive the message from Kanopy instructing me to verify my email address. What happened?

Sometimes these messages are filtered to your Spam or Junk Mail folders. Be sure to check these folders and allow kanopy@kanopystreaming.com to send messages to your Inbox.

Can I suggest titles to be added to Kanopy?

Please [contact Kanopy directly](#) to suggest titles. The Library cannot accommodate these requests.

Links & Files

- [Kanopy - Help Center](#)
- [Kanopy - Contact Us](#)