

Kanopy General Collection & Kanopy Kids

Frequently Asked Questions

1. What are Kanopy General Collection and Kanopy Kids?

Kanopy is an online video streaming platform. The Kanopy General Collection offers family-friendly movies, independent movies, foreign movies, classic and award-winning movies, documentaries and television shows. Kanopy Kids offers video streaming content suitable for children.

Through the National Library Board (NLB) subscription, users have access to thousands of videos that are rated PG13 and below.

NLB's Kanopy General Collection and Kanopy Kids are available at all libraries and from home for NLB patrons.

You can access Kanopy General Collection and Kanopy Kids via the NLB's eResources website (<https://eresources.nlb.gov.sg/main/Browse?startsWith=K>).

2. What does NLB subscription offer?

NLB's subscription to Kanopy General Collection and Kanopy Kids is for unlimited concurrent access to a selected package of Kanopy titles. The titles are rated PG13 and below only as NLB's content caters to a diverse segment of users that include adults, young adults and children. These cover a broad range of subjects including arts, science and technology, social sciences and humanities.

There is no limit to the number of videos that users can access via NLB's Kanopy subscriptions.

Library members will not be charged for the videos provided by NLB's subscription to Kanopy General Collection and Kanopy Kids.

3. What does it mean that videos are rated PG13 and below?

Parental Guidance 13 ("PG13") refers to the classification rating of films and videos that are suitable for persons aged 13 and above. Parental guidance is advised for children below 13.

Refer to IMDA's website for information: <https://www.imda.gov.sg/regulations-and-licensing-listing/content-standards-and-classification/standards-and-classification/films>.

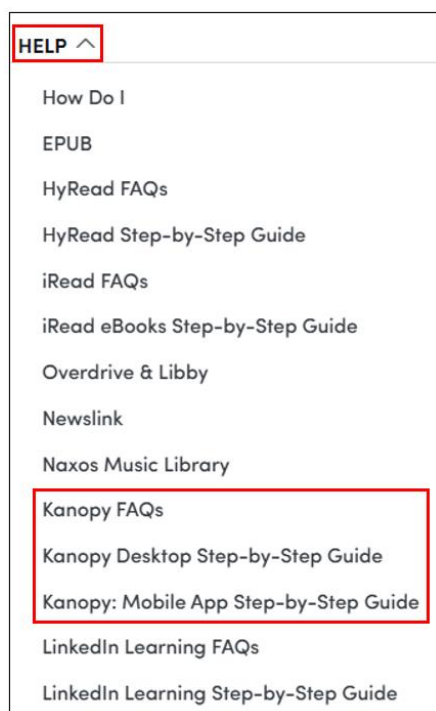
4. Why is there an age restriction of at least 18 years of age to access Kanopy platforms?

This is in accordance to Kanopy's Terms of Service. Individuals under 18 years of age are to seek their parent's/legal guardian's help to set up a Kanopy account (refer to #6 below for details). A parental control can be enabled (refer to #8 below for details).

5. What can I expect as a first-time user of Kanopy General Collection and Kanopy Kids?

For first-time users of NLB's Kanopy subscription, you will be asked to complete an initial onboarding. This includes authenticating access through your myLibrary username and setting up a Kanopy account with your personal email.

For account related issues such as login credentials, forgot password and parental control pin, please refer to the step-by-step guide located under the "Help" tab on [NLB's eResources website](#).



6. Why do I need to create a Kanopy account to access Kanopy General Collection and Kanopy Kids?

A Kanopy account allows you to set up a watchlist to keep track of films you want to watch, easily continue watching films you started, create and share playlists, and use Kanopy's TV and mobile apps.

Parents/Legal Guardians may also use their Kanopy account to set up Parental Controls.

7. Do I need to create separate Kanopy accounts to access Kanopy General Collection and Kanopy Kids?

No, you do not need to create separate Kanopy accounts to access the Kanopy General Collection and Kanopy Kids. The Kanopy account created via the platform can be used for both Kanopy General Collection and Kanopy Kids.

If you are sharing your Kanopy account with young children, you may wish to set up parental controls (refer to #8 below for details).

8. How do I restrict access for my children?

Parental controls can be set up to ensure children can only view video content in Kanopy Kids. When parental controls are enabled, a PIN is required to exit Kanopy Kids.



9. I have several email addresses, which one should I use to create my Kanopy account?

You need not use the same email address you have provided to NLB for purposes of your NLB membership. You may use any of your email addresses to create your Kanopy account.

Do note that each myLibrary username can only be associated with one email address to create one Kanopy account. The same myLibrary username cannot create more than one Kanopy account:

10. Can I change the email address or password of my Kanopy account?

Yes, you may change your email address from your Kanopy account. Refer to the steps on Kanopy's website here: <https://help.kanopy.com/en-us/4124.htm>.

11. What should I do if I forgot my Kanopy account login username and password?

- If you have forgotten your Kanopy account password, please click "Log in", followed by "Forgot Password" to reset your Kanopy account password.
- If you have forgotten your Kanopy account username, please contact Kanopy support at <http://kanopy.com/contact>.

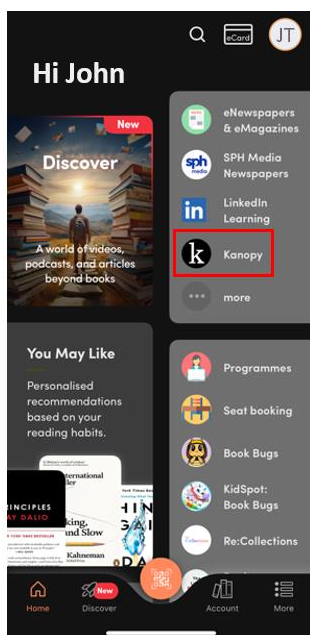
12. Can I use my login credentials for Google or Apple accounts as the login credentials for my Kanopy account?

Yes, you may use your Google or Apple accounts as the login credentials for your Kanopy account.

13. Can I use the NLB mobile app to access Kanopy General Collection and Kanopy Kids?

Yes, you may use the NLB mobile app to access Kanopy General Collection and Kanopy Kids. For first time users, you may refer to the "Kanopy: Mobile App Step-by-Step Guide" for the onboarding process. See FAQ #5 above on how to locate the document.

After logging into Kanopy through the NLB mobile app, you will be brought to Kanopy General Collection, where you may toggle to Kanopy Kids.



14. Where can I get the Kanopy mobile app?

Mobile device users will be prompted to download the Kanopy mobile app.

The Kanopy mobile app is available for download on both iOS and Android devices.

- Download the iOS app [here](#).
- Download the Android app [here](#).

Alternatively, you can search "Kanopy" in the Apple App Store or Google Play store.

Please note that:

- Both Kanopy General Collection and Kanopy Kids are accessible through the Kanopy mobile app.
- Video playback is not supported in mobile device browsers. Use the mobile app for the best Kanopy experience on mobile devices.

15. What are the features available on the Kanopy mobile app?

The Kanopy mobile app lets users:

- Stream videos and search for content
- Access watchlist and continue watching films that users have not finished
- Adjust video quality (see #20 below)

16. What are the minimum system requirements to access Kanopy General Collection and Kanopy Kids?

You can access Kanopy General Collection and Kanopy Kids from various devices and platforms, on Windows computer, Mac computer, Chromebook or smart televisions.

For latest updates on minimum system requirements, please refer to Kanopy website here: <https://help.kanopy.com/en-us/4148.htm>.

17. How do I link my Kanopy account to my smart TV and mobile devices?

To set up the Kanopy app on your smart TV and mobile devices, you may refer to the step-by-step guide on the Kanopy website here: <https://help.kanopy.com/en-us/categories/mobile-tv-apps.htm>.

18. Can I log in to my Kanopy account on multiple devices at the same time?

Yes, you can log in to your account on as many devices as you like. There is no limit to the number of devices you can link to your Kanopy account.

19. Can video content from Kanopy General Collection and Kanopy Kids be downloaded to my device for offline viewing?

No, videos cannot be downloaded for offline viewing. You will need an internet connection to watch video content from the Kanopy General Collection and Kanopy Kids.

20. Can I adjust video quality?

Yes, video quality can be adjusted. Go to More > Settings and select **Video Quality**. Then, select **Auto** to play videos at the highest quality possible, or select **Basic** to play videos at a lower resolution. Learn more about why a video may be poor quality here: <https://help.kanopy.com/en-us/4147.htm>.

21. I am not able to log in to Kanopy General Collection and Kanopy Kids. What should I do?

Please email us at enquiry@nlb.gov.sg and provide details of the issue you face e.g. the screenshot of the issue encountered.

More help topics are available on: <https://help.kanopy.com/en-us/home.htm>.