

## **Freegal Movies FAQs**

### **General**

#### **How many movies can I watch?**

Each cardholder can watch 3 different movies or television episodes each week, which is defined as from 12:01 AM on Monday (Eastern Time) to 12 midnight on Sunday (Eastern Time). Each selection carries with it, a 48 hour viewing period. During that 48 hour period you may watch that selection multiple times. The number of selections you have left is indicated in the upper right hand corner. When you have not made any selections it says "3 movies".

#### **What is the "My Account" for?**

"My Account" allows you to track the movies which you have started, which are still in the 48 hour available viewing period?

#### **How does Freegal Movies work?**

You can browse Freegal Movies in several ways. You can go through the featured selections on the home page, or you can browse through New Arrivals, Most Popular, or the Library Picks at the bottom of the page. Freegal Movies is a browsing site, and not a search site, at present.

Once you have made your selections, you just press on the image, and then press play. A playing screen will show up, and then the movie will start playing. You can watch it as a partial size, or expand it to full screen. The video player enclosed in the browser can fast forward, rewind, pause, play or adjust the volume.

#### **What is Freegal® Movies and Television?**

Freegal is a streaming video service from your library. All you need is your library card number and some libraries utilize a PIN. Freegal offers access to thousands of feature films and television episodes from major content providers. There is no software to download as the service is browser or app based, like popular services you may have used before. Access to Freegal is limited to patrons of subscribing libraries, while in the United States.

#### **How often do new selections come on the site?**

New content comes on the site every month, if not more frequently. Sometimes a movie or episode may disappear from the site, due to licensing restrictions.

### **Who is Library Ideas LLC?**

Library Ideas is a privately held company based in Vienna, Virginia that offers services and products to the educational markets. Besides Freegal Movies, Library Ideas offers music, eBooks, and an online language learning product.

### **Where did you get the name Freegal? (Rhymes with "legal")**

It's a word used by Library Ideas, the company who developed Freegal Music . It means "free and legal".

## **Technical**

### **Do I need to install any software?**

No. Whether on your computer, smart television (carries an internet connection) or an iOS or Android-based device, you should be able to play content without any additional steps.

### **Freegal Mobile Apps are available!**

The Freegal Movie and Television Service has recently launched free mobile apps, and they are currently available in the Apple App Store and the Android Marketplace, a.k.a. Google Play. For Android devices, operating system 3.2 or higher is required.

### **How do I find my local library in the Freegal App?**

To use Freegal, you need to be a registered cardholder of a library that has contracted the Freegal service. Once you have downloaded the App, the first thing you will see upon opening the App is a search box for libraries. In the United States, you can enter your home zip code, and a list will appear of current subscribing libraries within a 60 mile radius. You can also enter in the name of your library or the city in which your library's main branch is located. Outside of the United States you can enter the name of the country you are searching (example: Australia), the name of the library you are looking for (example: Edmonton), or the city in which your library's main branch is located (example: Edmonton).

### **How do I get the Freegal Mobile Application?**

If you have an Apple device (Iphone/Ipad/Itouch), you will be able to download the Freegal App by doing a search for "Freegal Movies" in the App Store.

If you have an Android phone or tablet, you will be able to search for "Freegal Movies" in the Google Play store.

At this moment, these are the stores where the apps are available.

### **What is the functionality of the Freegal App?**

The Freegal App is designed to find libraries that have the Freegal Movie Service, and to browse the site, and stream content.

You can browse the image tiles visible in the app, or you can use the navigation bar in the upper left corner to browse through categories of titles.

### **How do I login to the Freegal Movie App?**

Right after you select the library you have a card with, the login screen will appear. This screen requests your valid library card number. Some libraries also request a PIN. Once you are validated, you will be in the Freegal App's main area where you can browse, search and play movies. If you have problems logging in, please contact your local library.