

Kanopy Kids

What types of videos are available on Kanopy Kids?

Kanopy Kids features a collection of films and TV series that inspire and inform, helping children develop social emotional skills and reinforcing valuable learning topics, such as history, science, and new languages. Kanopy Kids has a diverse selection of educational and entertaining content that range across Movies, TV Series, Animated Storybooks, Live Action, and Animated favorites.

What age range is suitable for Kanopy Kids?

Kanopy Kids is appropriate for children ages 2 and up, with a focus on Kids age 2-8. Parents can also choose to implement parental controls to enable them to stay within the dedicated Kanopy Kids area for age-appropriate content.

Is Kanopy Kids available to me?

Kanopy Kids is only available to users with active public library memberships. If your membership is through a college or university library you will not be able to access this section.

How do I enter Kanopy Kids Mode on my account?

Sign into your Kanopy account and select “Go to Kanopy Kids” from the menu. You can learn how to find the menu on your device or app [here](#).

How do I exit Kanopy Kids Mode?

Select “Exit Kanopy Kids” from the menu.

Why can't I see Kanopy Kids?

Kanopy Kids is only available to users with active public library memberships at this time. If you are a member of a public library but do not see a link to enter Kanopy Kids, please double check which library membership you are currently accessing Kanopy through.

What devices can I use to access Kanopy Kids?

You can access Kanopy Kids on your computer, television, or mobile device. A list of supported mobile and TV apps can be found [here](#).

For the best experience, please update your Kanopy app to the latest version.

Can I still use Kanopy while my child is watching Kanopy Kids on another device?

Yes; you can use Kanopy on multiple devices in different viewing modes at the same

time. For example, you will be able to view Kanopy from a computer at the same time that your child watches Kanopy Kids on an iPad.

Where did the non-Kids titles in my Watchlist and Viewing History go?

Your Watchlist and Viewing History will automatically be filtered to show only appropriate content when in Kanopy Kids. Exit Kanopy Kids to see these lists as well as your other Dashboard features.

How many play credits are used on a film in Kanopy Kids?

Play credits are not required to play in Kanopy Kids. Enjoy unlimited plays in our curated collection for kids.

Why can't I see how many play credits I have left remaining?

You will need to Exit Kanopy Kids to see the number of play credits remaining on your account. As play credits are not required in Kanopy Kids, they will not display while in this mode.

If you are still seeing play credits in Kanopy Kids, you are using an outdated version of the app. Although no play credits will be used, we still recommend that you update the app for the best experience.

Can my child create their own Kanopy account?

You must be 18 years of age or older to access or use Kanopy. Users under the age of 18 may only access Kanopy with the involvement, supervision, and approval of a parent or legal guardian.

Why am I not receiving push notifications on my mobile device?

Push notifications from Kanopy will not be sent to your mobile device while in Kids Mode as to not distract your child from viewing inappropriate content. However, you will continue to receive these notifications on any other mobile device that is connected to your Kanopy account that is not in Kanopy Kids.

Why can't I search for a non-Kids title?

Only Kids titles will appear in the search while you are in Kanopy Kids. To search for non-Kids titles, please exit Kanopy Kids.

Additionally, when you are searching for content outside of Kanopy Kids, you may see some titles that are tagged as Kids titles. Selecting these will automatically enter you into Kanopy Kids.

What is your Privacy Policy?

You can view our full Privacy Policy [here](#).

I want to use Kanopy Kids but I'm not a member of a library. How can I access?

You need to be a member of a participating public library in order to access any of the films on Kanopy, including Kanopy Kids. If your library is not currently working with Kanopy, we encourage you to let them know of your interest!

How do I set up Parental Controls?

Set up Parental Controls to make sure your kids are viewing age-appropriate content on Kanopy. With Parental Controls enabled, you will need to enter your PIN when exiting Kanopy Kids in order to watch content outside of the kids collection.

To set up Parental Controls:

1. Log into your Kanopy account from a web or mobile browser, go to your Dashboard and select "Parental Controls", or visit www.kanopy.com/parentalcontrols
2. Enter a 4-digit PIN of your choosing and click "Save PIN". 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.

Parental controls can only be managed from a browser, though your PIN will be required to exit Kanopy Kids from any device.

To change your PIN:

1. Go to your Parental Controls page and select "Change PIN"
2. Enter your current PIN in the pop up that appears, then the PIN you would like to use and click "Change PIN"

To disable your PIN:

1. Go to your Parental Controls page and enter your current PIN
2. Select "Turn Off"

To reset your PIN:

1. Go to your Parental Controls page and enter your current PIN
2. Select "Forgot PIN?"
3. An email will be sent to the email address on your Kanopy account with reset instructions
4. Click on the "Reset your PIN" button in the email - you will be redirected back to the Parental Controls page on Kanopy
5. Enter a new 4-digit PIN and click "Save PIN"

Please note that if you do not click the "Reset your PIN" button in the email you will not be able to enter a new PIN.

A Forgot PIN link will be available across all devices, though can only be reset through a browser. The link in the email will redirect you to the website, so you may need to sign into your Kanopy account before entering your new PIN.

If you click on a non-Kids Kanopy title from an email or post, you will be required to enter Parental Controls PIN in order to view the film, if your Parental Controls are enabled.