

RioPlay 10

Android User Guide

A complete step-by-step guide for Android phones & tablets

Download • Install • Sign in • Activate • Exam • Learn

Prepared for: Students and learners of
your institute powered by RioPlay 10

Download links — all platforms

Android (this guide)	https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk
Windows	https://downloads.antargyan.com/Rioplay-10/RioPlay10-Windows.exe
Mac	https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Mac%20App.pkg
iOS	https://testflight.apple.com/join/BMzHub2u

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Version 5.0 • For Android (APK)

Complete Step-by-Step Guide with Screenshots

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Important Note — Android build

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Screenshots in this guide reflect the current RioPlay 10 Android build (v5.0). Button positions, icon style, and some wording may differ slightly across Android versions and phone brands (Samsung, Vivo, Realme, Xiaomi, Pixel, OnePlus, etc.). The **flow** stays the same — follow the step list next to each screenshot. If a dialog looks different, look for a button with the *same label* as the one described here.

What may vary by device

- **Download warning** — Chrome / Mi Browser / Samsung Internet all show slightly different APK-download popups.
- **Install source permission** — Android 8+ asks you once to allow 'Install unknown apps' for the browser or file-manager that is launching the APK. The exact title may be 'Install unknown apps', 'Unknown sources', or 'Install from this source'.
- **Keyboard** — Gboard, Samsung Keyboard, Vivo iQOO keyboard, etc. may look different; typing works the same.
- **Lock-screen / fingerprint prompt** — some phones ask you to unlock before an APK installs.
- **Scoped storage** — the downloaded APK lands in **Downloads** or **My Files** → **Download** depending on your file-manager.

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2. Download the RioPlay 10 APK

RioPlay 10 for Android is distributed as an **APK** file (direct install), *not* from the Play Store. You download the APK from the official RioPlay 10 download page using Chrome (or Mi/Samsung/Vivo browser).

Step 2.1 — Open the direct link

1. Open **Chrome** (or any browser) on your Android phone.
2. In the address bar, type (or paste from your course-access email):
`https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk`
3. Press **Go / Enter**. The browser opens a '**Download app**' popup from the bottom of the screen.

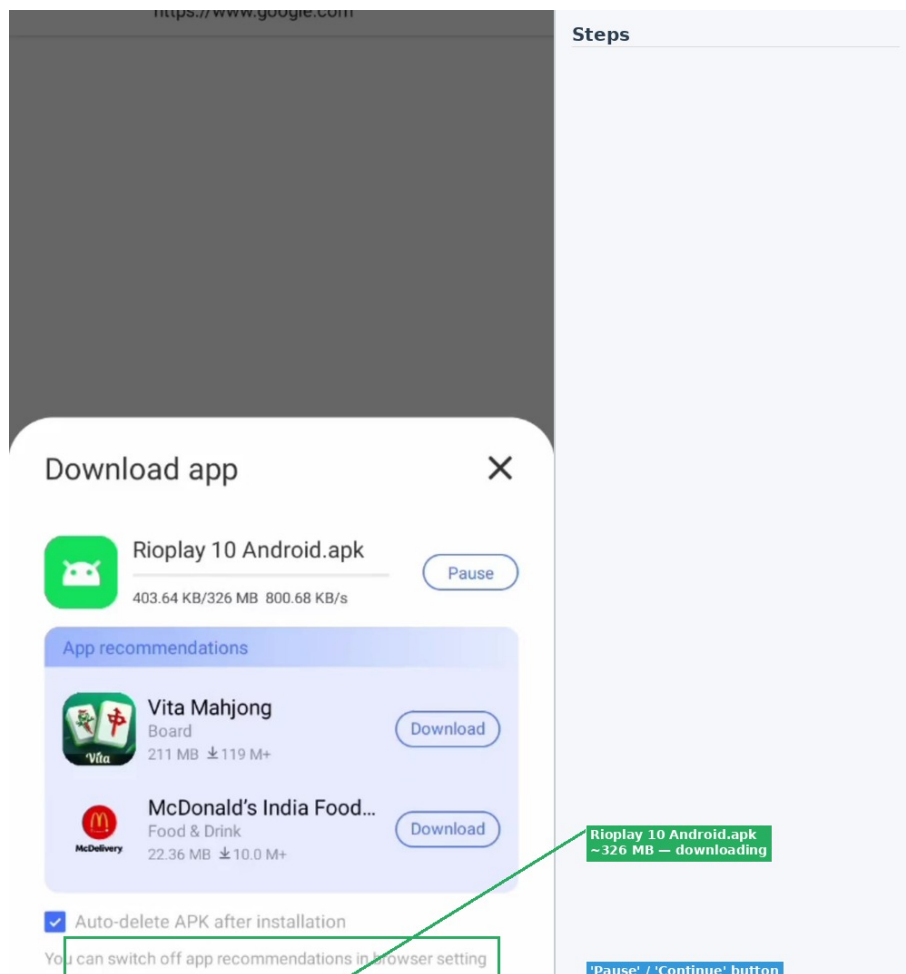


Fig. 1 — Chrome 'Download app' sheet shows Rioplay 10 Android.apk (~326 MB) with Pause/Continue.

Step 2.2 — Confirm the download

1. Leave the checkbox '**Auto-delete APK after installation**' ticked — it frees space automatically.
2. The download starts immediately. On a 4G connection the file (~326 MB) takes 1–3 minutes.
3. You can tap **Pause** any time and **Continue** later. If you accidentally close the sheet, swipe down the notification shade — Chrome keeps the progress visible.
4. When done, tap the **Open** button on the Chrome download notification, OR open your file manager → **Downloads** folder → tap **Rioplay 10 Android.apk**.

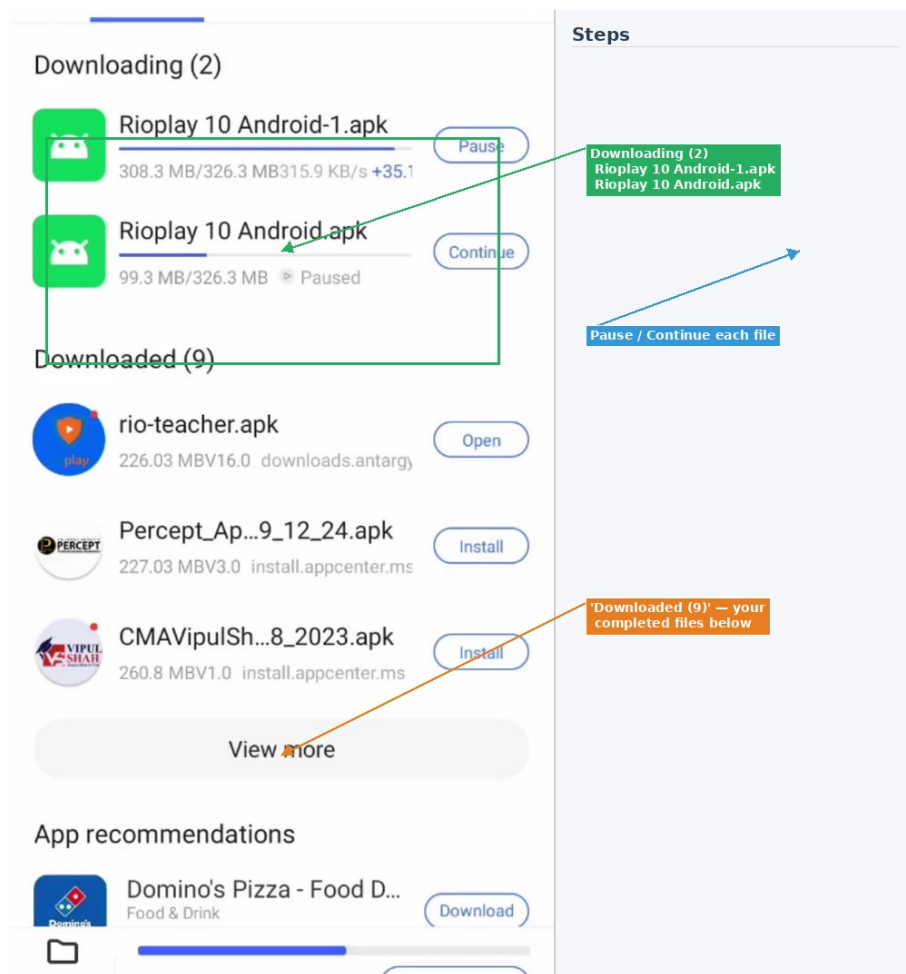


Fig. 2 — File-manager download view: 'Downloading (2)' with 'Downloaded (9)' section below.

TIP

If your institute previously sent an older build (e.g. *rio-teacher.apk*), you can delete it — the new **Rioplay 10 Android.apk** is the only file you need. Both the student and teacher app can co-exist if you need both.

3. Install the APK

Android does not install APKs by default — you have to grant **install permission** once to the browser or file-manager that is launching the APK. This is a one-time step.

Step 3.1 — Allow 'Install unknown apps' (first time only)

1. Tap the downloaded **Rioplay 10 Android.apk** file.
2. If this is the first APK you've installed from Chrome / your file-manager, Android shows a block screen: **'For your security, your phone currently isn't allowed to install unknown apps from this source.'**
3. Tap **Settings** on that dialog.
4. Toggle **Allow from this source** ON (title may read 'Install unknown apps').
5. Press the back button — you return to the install prompt.

!

This permission is **per-browser**, not system-wide. Granting Chrome does not auto-grant Samsung Internet. If you ever switch browsers, you'll see this prompt again.

Step 3.2 — Install the APK

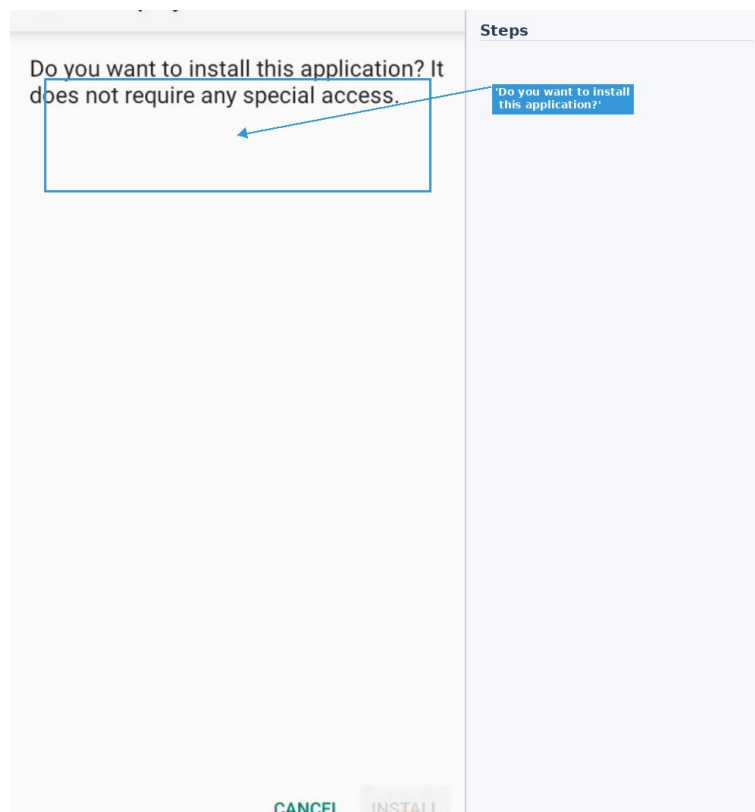


Fig. 3 — 'Do you want to install this application? It does not require any special access.'

1. Read the dialog: **'Do you want to install this application? It does not require any special access.'**
2. Tap the green **INSTALL** button at the bottom-right.
3. A progress bar appears — **Installing...** — takes about 10 seconds.

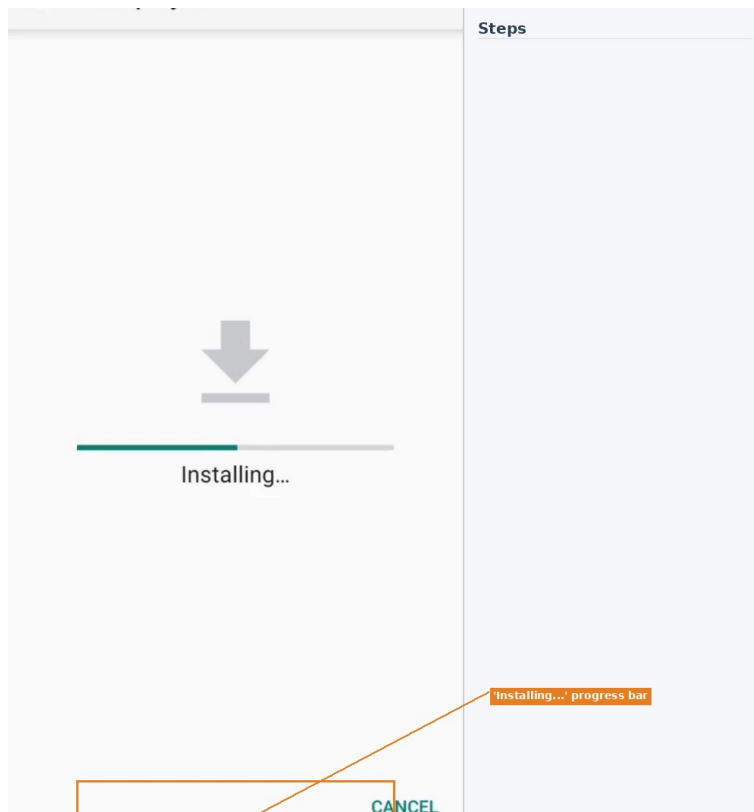


Fig. 4 — 'Installing...' progress — wait ~10 seconds for completion.

Step 3.3 — Open RioPlay 10

1. When install finishes, you'll see '**App installed**' with **Open** and **Done** buttons.
2. Tap **Open** to launch RioPlay 10 immediately.
3. Alternatively, close the installer and tap the new **RioPlay 10** icon in your app drawer or home screen.
4. The orange **RioPlay 10** splash appears briefly, then you land on the Login screen.

TIP

Pin RioPlay 10 to your home screen: long-press the app-drawer icon → **Add to Home**.
This saves 2 taps every time you learn.

4. Launch RioPlay 10

After install, you can start RioPlay 10 three ways: from the installer **Open** button, from your **home screen icon**, or from your **app drawer**. The first screen on a fresh install is the **Login** screen.

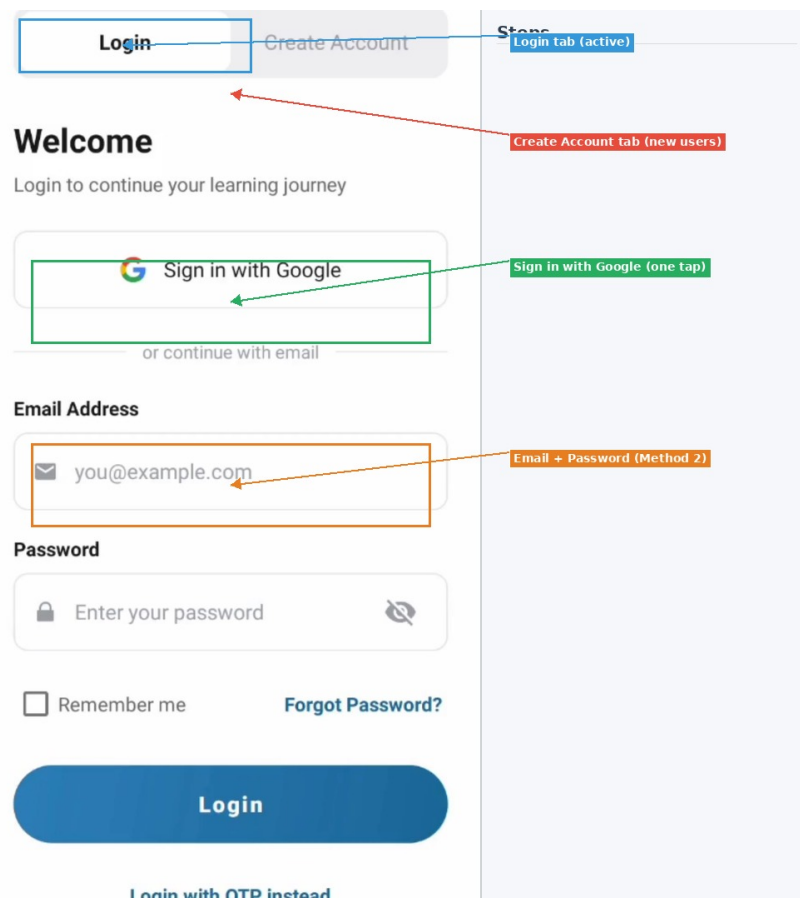


Fig. 5 — Login screen with 'Sign in with Google', Email + Password, and a 'Create Account' tab.

1. Open **RioPlay 10**.
2. A splash with the orange shield / play icon shows for ~1 second.
3. You arrive on the Login screen with two top tabs — **Login** and **Create Account** — and a **Welcome** headline.

5. Sign In — Method 1: Email + Password

1. Make sure the **Login** tab is highlighted (not Create Account).
2. In **Email Address**, type the exact email ID from your course access email.
3. In **Password**, type your password. Tap the **eye** icon to reveal.
4. Tick **Remember me** if this is your personal phone.
5. Tap the orange **Login** button.

NOTE

The email must match exactly — check for extra spaces or a wrong domain. Passwords are case-sensitive.

6. Sign In — Method 2: Sign in with Google

On the login screen the white **G Sign in with Google** button is right above the email field. If your institute has linked your course access to a Google (Gmail) address, this is the fastest way to sign in.

1. On the login screen, tap **G Sign in with Google**.
2. The standard Android Google-account picker sheet opens.
3. Choose the Google account registered with your institute.
4. Approve the permission prompt (name, email).
5. RioPlay 10 signs you in and takes you to the Dashboard.



If your institute has **not** set up Google sign-in for your account, you'll be bounced back to the login screen with no error. In that case use **Email + Password** instead.

7. Sign In — Method 3: Login with OTP

No password? Use the one-time-code option. The system sends a 6-digit code to your registered email or your registered mobile — whichever you enter.

1. On the login screen, scroll to the bottom and tap **Login with OTP instead**.
2. Type your **registered email** OR your **10-digit mobile number** (with +91).
3. Tap **Send code**. The code arrives in 10–30 seconds.
4. Enter the 6-digit code in the field that appears.
5. Tap **Sign in** — you go straight to the Dashboard.

NOTE

The code expires in 10 minutes. If it doesn't arrive, tap **Resend available in 60s** once the counter ends, or switch to the other channel (Email ↔ SMS).

8. Create a New Account

If your institute asked you to self-register (not pre-provisioned), use the **Create Account** flow. You will need a working email and a working Indian mobile number — both receive separate OTPs that you enter together on the final step.

The screenshot shows the 'Create your account' form. At the top, there are two tabs: 'Login' and 'Create Account'. The 'Create Account' tab is selected and highlighted with a blue box and an arrow labeled 'Create Account tab'. Below the tabs, the title 'Create your account' is followed by the subtitle 'Sign up to start your learning journey'. There are two main options for signing up: 'Sign up with Google (fastest)' and 'or continue with email'. The 'Sign up with Google' option is highlighted with a green box and an arrow. The 'or continue with email' option is highlighted with an orange box and an arrow. Below the email option, there are four input fields: 'First Name', 'Last Name', 'Email Address', and 'Phone Number'. The 'First Name' and 'Last Name' fields are grouped together. The 'Email Address' field contains the placeholder 'you@example.com'. The 'Phone Number' field has a dropdown menu for the country code, currently showing '+91', and a text input field for the mobile number. Below the phone number field, there is a 'Create Password' section with a text input field and a label 'At least 8 characters'.

Fig. 6 — 'Create your account' form: name, email, phone, password.

Step 8.1 — Fill the form

1. On the login screen, tap the **Create Account** tab at the top.
2. **First Name / Last Name:** your real name (as per enrollment).
3. **Email Address:** a working personal email — this is also your login.
4. **Phone Number:** +91 followed by your **10-digit mobile number** (no spaces, no dashes).
5. **Create Password:** at least 8 characters, mix of letters and numbers.
6. **Confirm Password:** retype exactly the same password.

Sign up with Google

or continue with email

First Name: Javed

Last Name: shaikh

Email Address: javeed04051983786@

Phone Number

Steps

- First + Last Name filled
- Email Address (valid format)
- Phone +91 - 10 digits only
- Password + Confirm Password (min 8 characters)

Fig. 7 — Form filled: name 'Javed shaikh', email, phone +91 73786..., password.

Step 8.2 — Agree to Terms

1. Scroll down. Tick the box **I agree to the Terms of Service and Privacy Policy**.
2. Tap the blue underlined links to review them if you wish.

9. reCAPTCHA Verification

To prevent bot sign-ups, RioPlay 10 shows a Google reCAPTCHA just before sending OTPs.

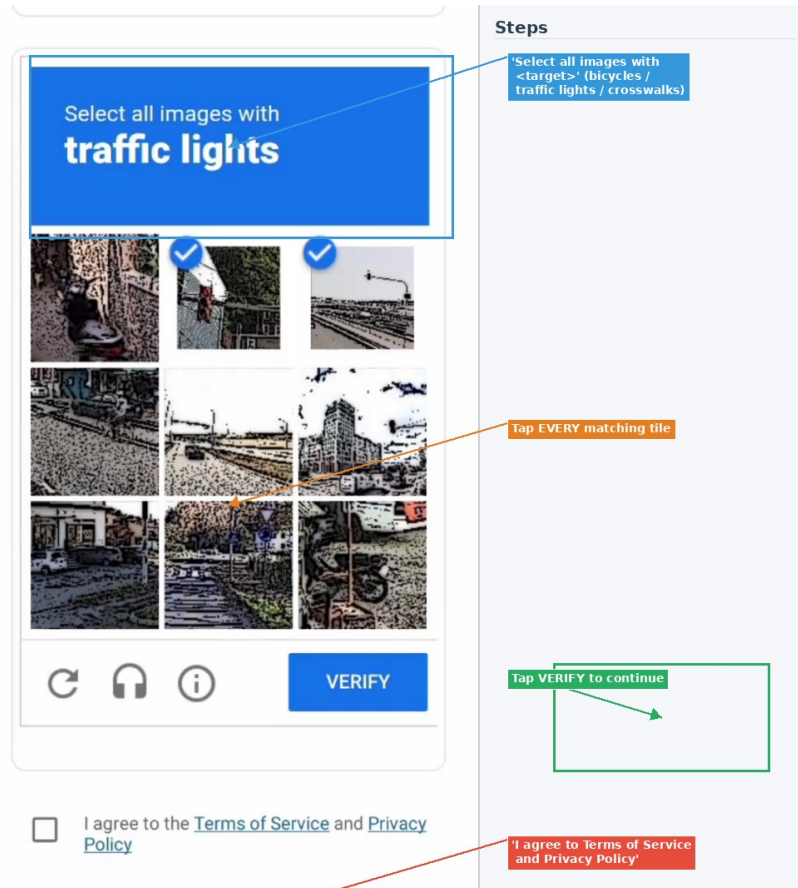


Fig. 8 — 'I'm not a robot' checkbox, followed by an image challenge if needed.

1. Tap the **I'm not a robot** checkbox.
2. If reCAPTCHA shows a tick straight away, you're done — proceed.
3. If it shows an image grid (*bicycles, traffic lights, bus, crosswalks, palm trees*), tap **every** matching square, then tap **VERIFY**.
4. You may be asked to repeat the challenge if any tile is missed. 'Please try again' means retry.
5. On success, the checkbox shows a green tick.
6. Tap the orange **Send Verification Codes** button at the bottom.

NOTE

The reCAPTCHA requires an internet connection. If it keeps failing: switch between Wi-Fi and mobile data, or clear Chrome's cookies for google.com.

10. Verify Email & Phone — twin 6-digit OTPs

RioPlay 10 sends **two separate 6-digit codes** at the same time — one by email, one by SMS. You enter both into the same screen.

The screenshot shows a mobile app interface for account verification. On the left, the main screen has a title 'Verify your account' with a subtitle 'Enter the 6-digit code sent to your email and/or phone'. Below this are two input fields: 'Email OTP' and 'Phone OTP', each with a 'Resend available in 15s' link. At the bottom is a 'Verify & Create Account' button with the subtitle 'Enter the 6 digit code from your email or phone to continue'. On the right, a 'Steps' sidebar lists: 'Verify your account' title, 'Email OTP — 6-digit code from your email inbox', 'Phone OTP — 6-digit code from your SMS inbox', and 'Verify & Create Account' (orange when both filled). Arrows connect these steps to their corresponding UI elements.

Fig. 9 — 'Verify your account' with Email OTP + Phone OTP fields and 'Verify & Create Account'.

1. The **'Verify your account'** screen opens with two empty fields: **Email OTP** and **Phone OTP**.
2. Check your email inbox (also the Spam / Promotions folder) for a mail from *no-reply@antargyan.com* — copy the 6-digit code.
3. Check your phone's SMS inbox for an SMS from sender like *AX-RIOPLY* — copy that 6-digit code.
4. Type (or paste via Android auto-fill) the **Email OTP** and **Phone OTP** into their fields.
5. Tap the orange **Verify & Create Account** button.
6. On success, you're signed in automatically and arrive at the Dashboard.

!

Each code expires in 10 minutes. If one of them is wrong, the field turns red with 'Invalid OTP'. Tap **Resend Email OTP** or **Resend Phone OTP** individually — the other code stays valid.

11. Forgot Password — 3-step reset

If you don't remember your password, use the **Forgot Password?** link on the login screen.

Step 11.1 — Request a code

1. On the Login tab, below the orange Login button, tap **Forgot Password?**.
2. The **Forgot your password?** screen opens: 'Enter your email or phone number and we'll send you a 6-digit code to verify.'
3. Type your registered email **OR** your 10-digit mobile number.
4. Tap the blue **Send code** button.

Step 11.2 — Enter the code

1. A new **6-digit code** field appears below.
2. Open the email or SMS and copy the 6-digit code.
3. Android auto-fill may suggest it from the keyboard strip (Gboard shows 'Autofill code from messages').
4. Tap **Sign in** — this is actually the 'verify code and proceed' button.

Step 11.3 — Set a new password

1. **Create Password:** enter a new password (minimum 8 characters, mix of letters/numbers).
2. **Confirm Password:** retype the same password.
3. Tap **Reset Password**.
4. A popup confirms '**Password reset. Please log in with your new password.**' — tap **OK**.
5. Sign in with the new password.

TIP

The old password stops working the moment the new one is set. If multiple devices were signed in, they all stay signed-in (don't get kicked out). To force a sign-out on other phones, use **Settings** → **Danger Zone** → **Logout from all devices**.

12. The Welcome Dashboard

After login, you land on your **Welcome** dashboard. This is your learning home-page — stats, last-watched course, recent activity, exam performance.



Fig. 10 — Dashboard: 'Welcome, Javed!' with Active Courses, Watch Time, Streak, Avg Exam Score, Continue Learning.

What you see

- **'Welcome, <Your Name>!'** — greeting line with 'Your learning journey is on fire. Keep going!'
- **Four stat cards** — Active Courses, Total Watch Time, Day Learning Streak, Avg. Exam Score.
- **Continue Learning** — card for the course you watched most recently, with **'Last watched <x> mins/hours ago'**.
- **Recent Activity** — a chronological list of what you did this week.
- **Exam Performance** — radial % ring plus 'Last Attempts' summary.
- **Hamburger menu** (■) top-left opens the sidebar.

13. Activate Your Course

When your institute enrolls you, the course appears in **My Courses** with a yellow '**Not Activated**' badge. Your access-validity countdown (e.g. 180 days) starts only when **you** activate — this gives you time to prepare before the clock begins.

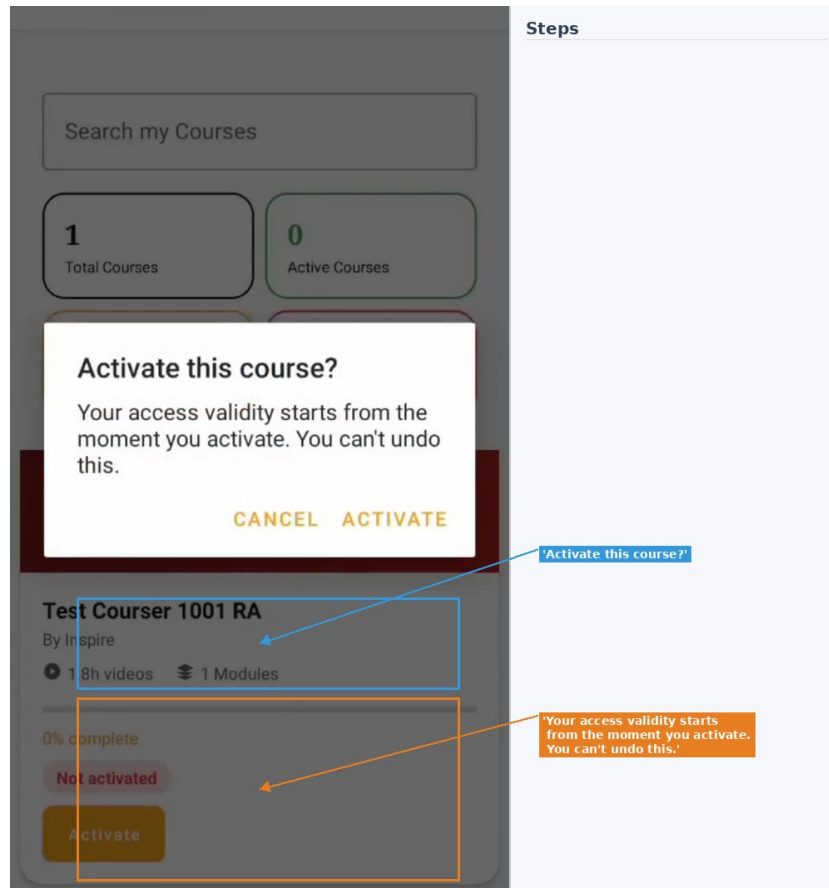


Fig. 11 — 'Activate this course?' confirmation popup with CANCEL / ACTIVATE.

Steps

1. Open the sidebar (hamburger ■) → tap **My Courses**.
2. Find your course card. The yellow **Not Activated** badge sits under the course title.
3. Tap the orange **Activate** button on the card.
4. A popup opens: '**Activate this course?**' with the message '*Your access validity starts from the moment you activate. You can't undo this.*'
5. Tap **ACTIVATE** (orange) to confirm, or **CANCEL** if you're not ready.
6. On success, the card status becomes '**Active**' (green) and the **View Course** button appears.



Activation is one-way. You cannot undo it. Only activate when you're ready to start learning.

14. My Courses — view course card, open content

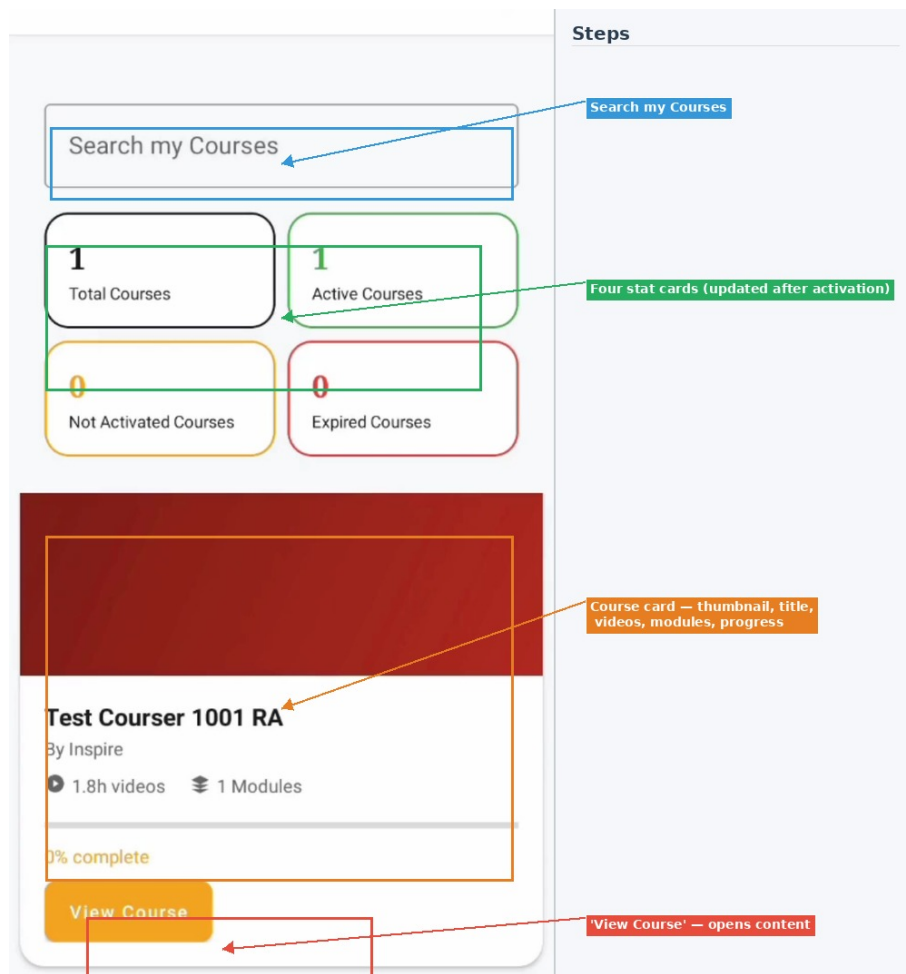


Fig. 12 — My Courses with search, stat cards, and your activated course card.

1. Open the sidebar → tap **My Courses**.
2. The **Search my Courses** box at the top lets you narrow by title.
3. The four stat cards (Total / Active / Not Activated / Expired) summarize your enrollments.
4. Scroll down to find each course card showing: thumbnail, title, instructor name, duration, modules, progress bar, and **% complete**.
5. Tap the orange **View Course** button to open the content list.

15. Course Content — sections, lessons, search, filter

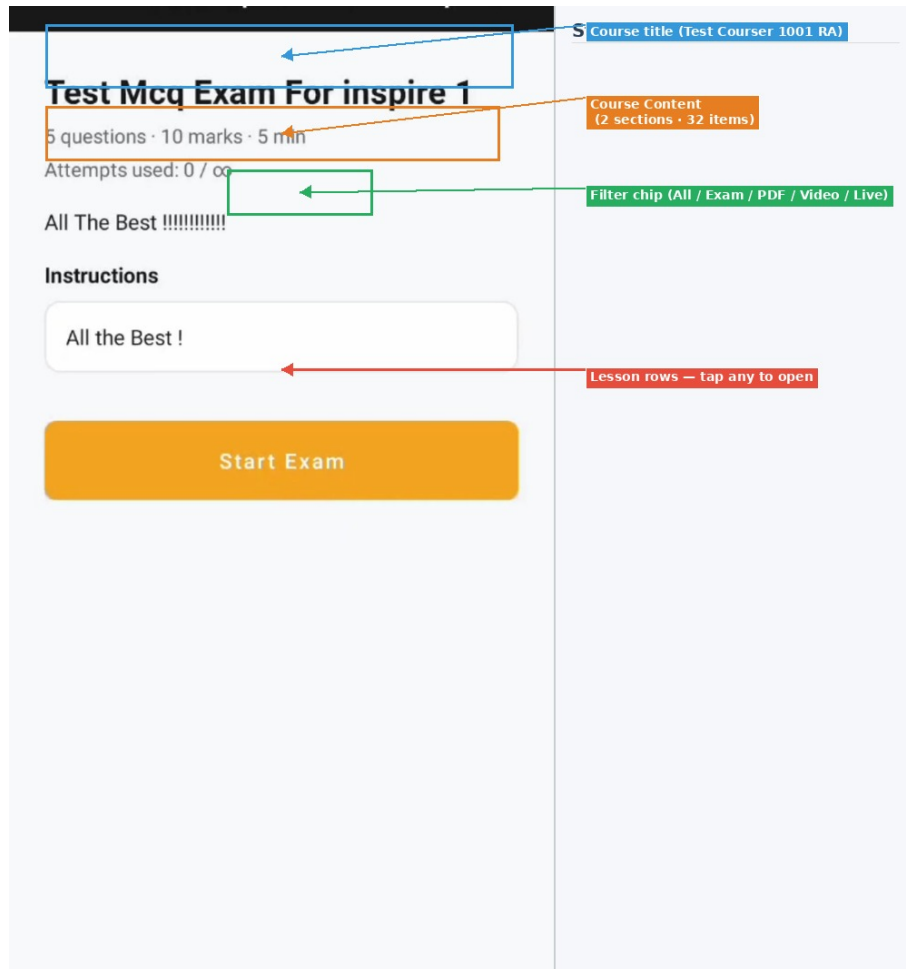


Fig. 13 — Course content view: title, section accordion, search, Filter chip.

1. The course page shows the title (e.g. **Test Courser 1001 RA**), level, language and lesson count.
2. **Course Content** is organized into collapsible sections (General / Test Section 1 / ...).
3. Tap a section header to expand/collapse its lesson list.
4. **Search in this course...** finds lessons by name across all sections.
5. **Filter** chip opens a popup to show only one type (Exam / PDF / Video / Live).
6. Each lesson row shows the icon (video / PDF / exam / live), name, duration or question count, and 'opens left' counter.
7. Tap any row to open the lesson in the player / viewer / exam.

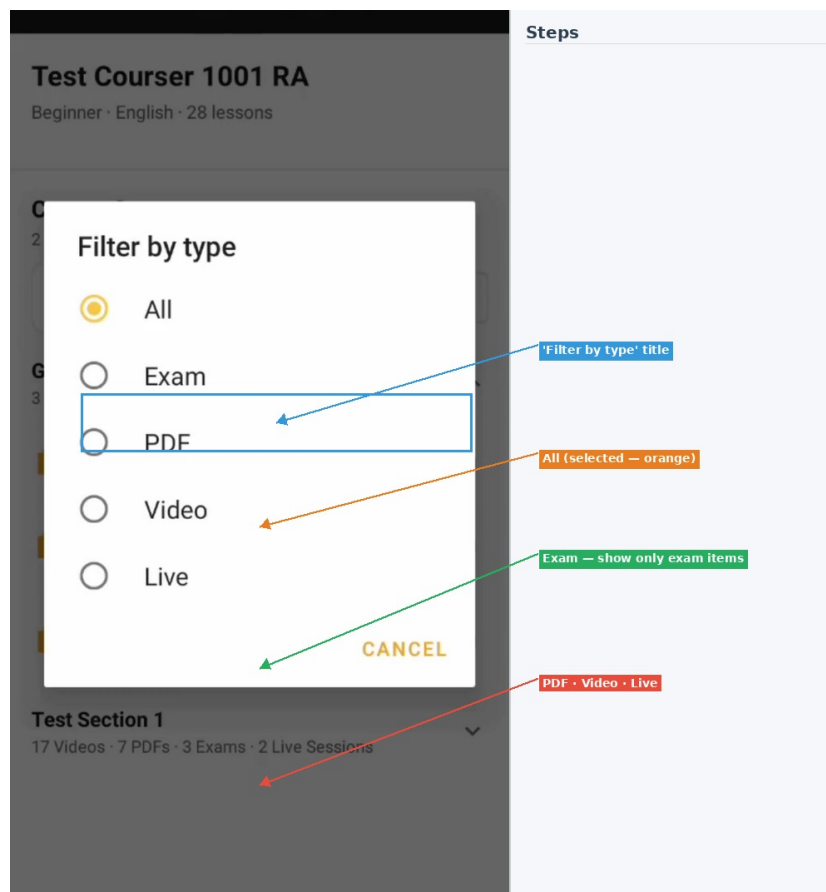


Fig. 14 — 'Filter by type' popup — All / Exam / PDF / Video / Live.

Filtering content

1. Tap the **Filter** chip (next to the search bar).
2. The '**Filter by type**' popup lists five options with radio buttons: **All**, **Exam**, **PDF**, **Video**, **Live**.
3. Tap your choice — the dot turns orange.
4. The popup closes automatically; the list below now shows only that type.
5. Open the popup again and pick **All** to clear the filter.

16. Download Lessons for Offline Play

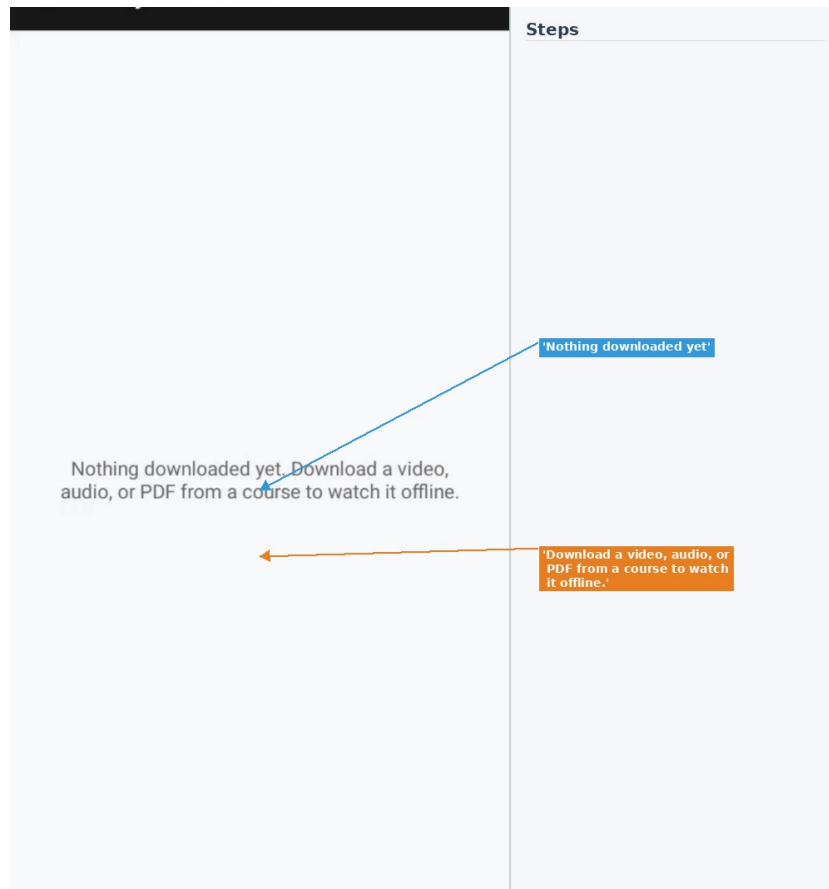


Fig. 15 — My Downloads empty state: 'Nothing downloaded yet...'

1. Open any lesson row in the course content list.
2. Tap the **Download** icon on the right of the row.
3. Choose quality (SD / HD / Original) if asked. SD is smallest; HD is a good balance.
4. The lesson downloads in the background — swipe down the notification shade to watch progress.
5. Once downloaded, open the sidebar → **My Downloads** to see every offline lesson.
6. Tap a tile to play it — no internet needed.
7. To free space, long-press a tile → **Delete**.

TIP

Downloaded lessons are DRM-protected and **only** playable inside RioPlay 10 — they are not savable to WhatsApp or Gallery. Downloads can be re-downloaded until your '**opens left**' counter hits 0.

17. Take an Exam — Start / Resume Exam

Exam items in your course content list have a **yellow EXAM** badge. Tapping one opens the exam intro screen. If you had started this exam before and left without submitting, the big button becomes **Resume Exam** instead of **Start Exam**.

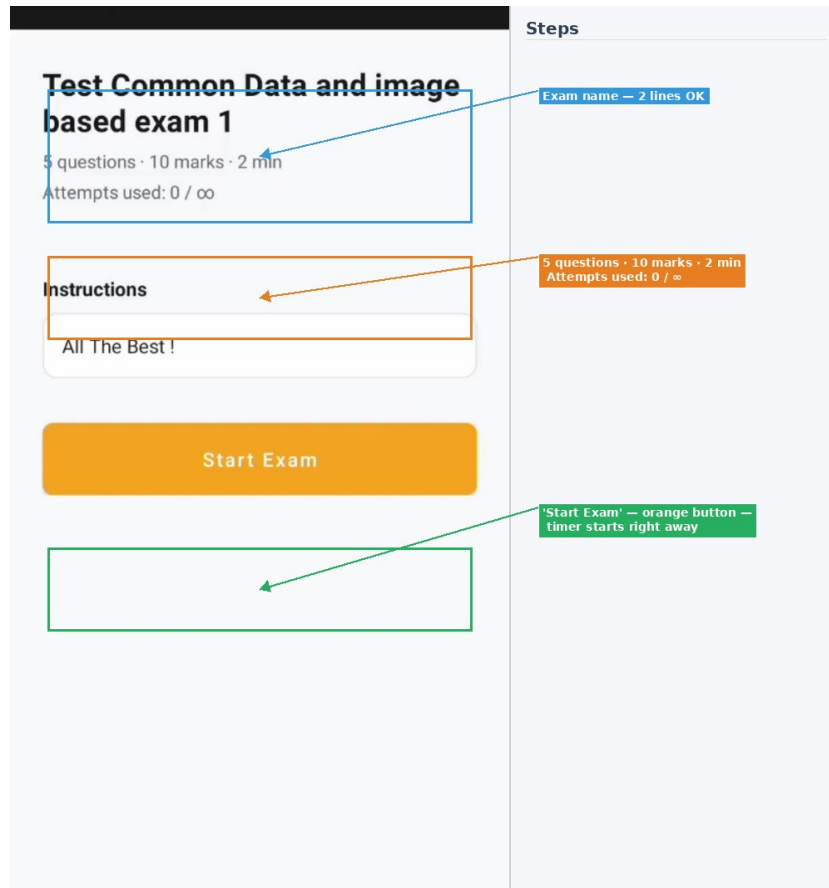


Fig. 16 — Exam intro: name, 'Questions · Marks · Duration · Attempts used', orange Start Exam.

Steps for a fresh attempt

1. Open the sidebar → **My Courses** → **View Course**.
2. Scroll to any item with the yellow **EXAM** badge.
3. The exam intro screen opens with: **Name** · **5 questions** · **10 marks** · **2 min** · **Attempts used: 0 / ∞**.
4. Read the **Instructions** box (e.g. 'All The Best !').
5. Tap the orange **Start Exam** button — the timer starts immediately.

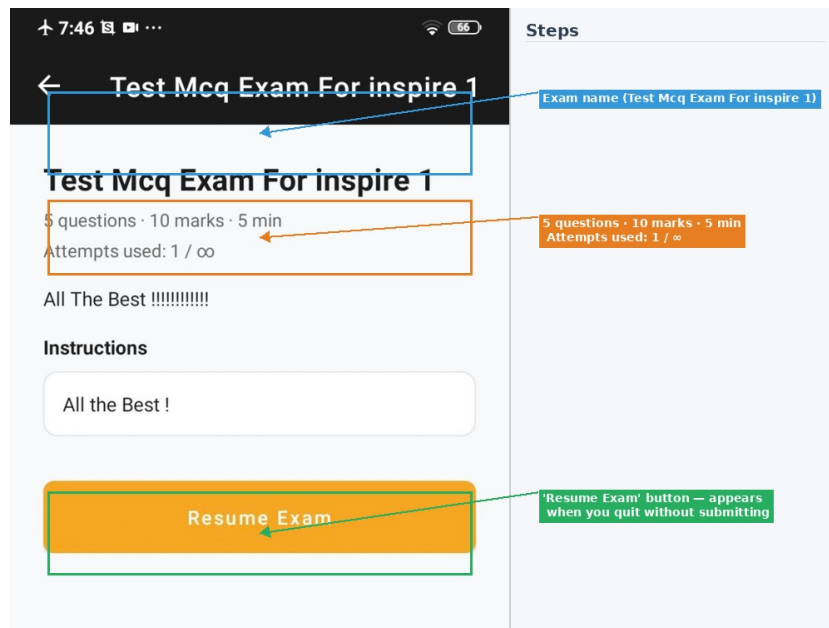


Fig. 17 — Resume Exam screen (previous attempt saved mid-way).

Steps to resume

1. If you quit an attempt without submitting (phone call, battery, app crash), RioPlay 10 saves your progress.
2. The next time you open the exam, the big button shows **Resume Exam**.
3. Tap **Resume Exam**. You go back to the exact question you left on, with your previously selected answers still ticked and the timer continuing from where it paused.

NOTE

Attempts used: 1 / ∞ on the resume screen means 'this is your 2nd attempt, unlimited remaining'. **Attempts used: 0 / 2** means '2 attempts allowed, none used yet'.

18. Answer Questions — Previous, Next, Clear

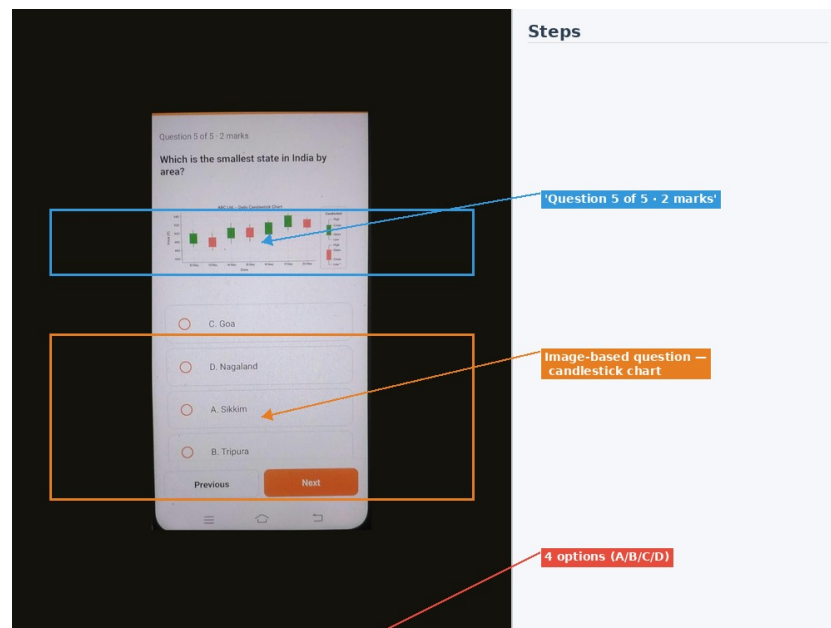


Fig. 18 — Question 5 of 5 with image (candlestick chart), 4 options, Previous / Next.

1. The question panel shows '**Question <n> of <N> · 2 marks**' at the top.
2. Below is the question text (and an image if the question includes one).
3. Four options are listed with radio circles (A / B / C / D).
4. Tap one option — it fills orange to show it is selected.
5. Tap **Next** (orange, bottom-right) to go to the next question.
6. From Q2 onwards, **Previous** (bottom-left) takes you back.
7. Tap **Clear** (below the options) to deselect your current answer and leave the question blank.

TIP

You can revisit any question using Previous / Next — your earlier selections are preserved.

19. Mark for Review — Android-only feature

RioPlay 10 for Android has a **Mark for Review** flag — tap it on any question you want to come back to before submitting. The flag is a visual reminder (not a 'skip').

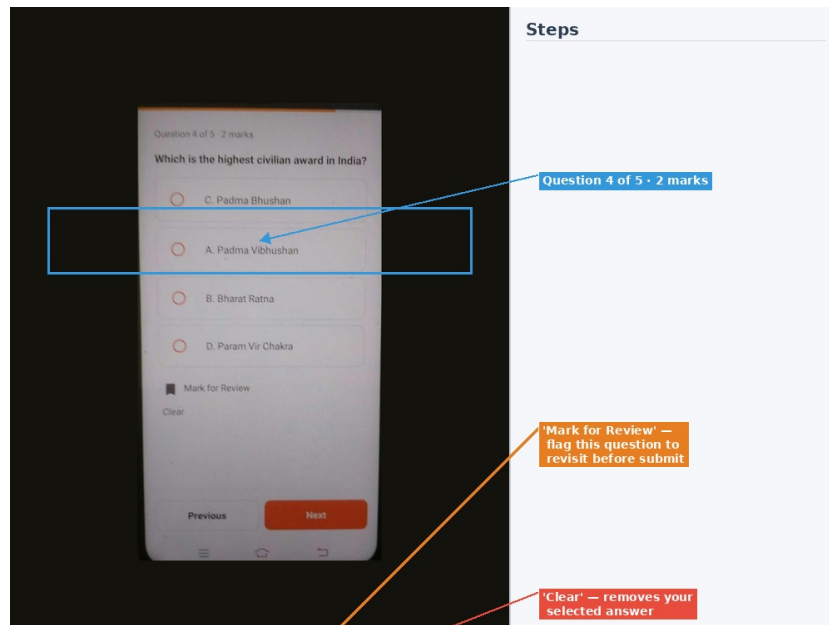


Fig. 19 — Question 4 of 5 showing 'Mark for Review' and 'Clear' buttons under the options.

1. On any question screen, scroll just below the options.
2. A small bookmark icon labelled **'Mark for Review'** appears.
3. Tap it — the bookmark fills orange to show the question is marked.
4. You can still select an answer and move to the next question with **Next** — the mark is kept.
5. To unmark, tap **Mark for Review** again.
6. Before submitting, use the **Questions (n of N)** grid at the top to jump straight to marked questions and finalize them.

NOTE

Mark for Review is a review reminder, not a 'skip without penalty'. If you submit the exam with a question still marked for review but **unanswered**, that question counts as 0 marks.

20. Common Data & Image-based Questions

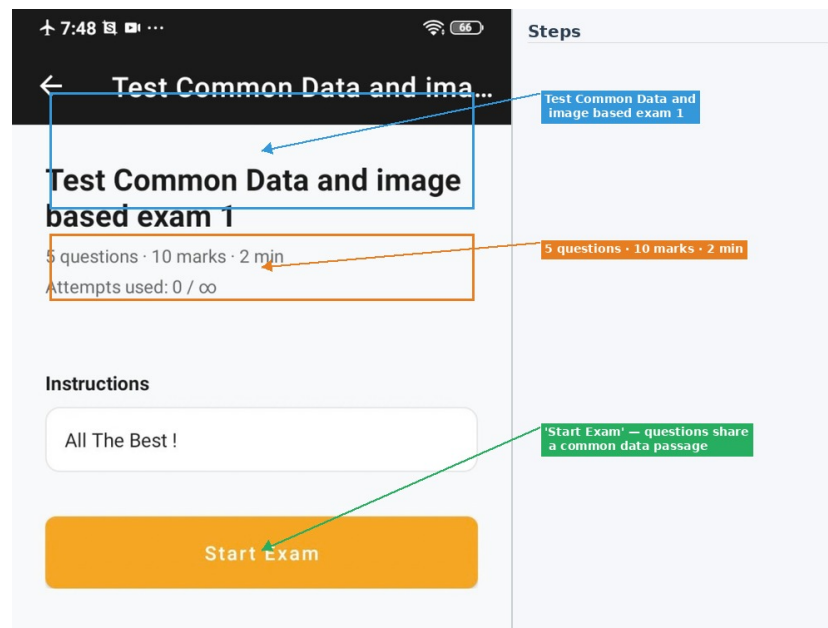


Fig. 20 — 'Test Common Data and image based exam 1' intro — 5 questions · 10 marks · 2 min.

Common Data questions

1. Some exams group questions under a shared **passage** or **case** (e.g. 'Common Data').
2. At the top of a common-data question, you'll see a long paragraph followed by **Read More** in orange.
3. Tap **Read More** to expand the full passage; it changes to **Read Less** to collapse again.
4. The same passage carries across the next 2–4 questions — Previous/Next flips questions but keeps the passage.

Image-based questions

1. A question may include a chart, diagram, map, candlestick, or formula image.
2. The image renders between the question text and the options (see Fig. 18).
3. Pinch-to-zoom to inspect details, then pick your option.

21. Submit Exam & See Result

1. After you've answered the last question, tap the big orange **Submit** button (replaces Next on the final question).
2. A confirmation dialog may ask '**Submit exam?**' — tap **Submit** again to confirm.
3. Your attempt is sent to the server. A results page shows your score (e.g. 7 / 10 marks), percentage, pass/fail, and a per-question breakdown.
4. Tap **Close** or the back arrow to return to the exam intro — your **Attempts used** counter has incremented by 1.



Auto-submit at timer 0. If you don't submit before the timer reaches 0:00, RioPlay 10 auto-submits with whatever you had entered. Unanswered questions count as 0 marks.

The 'Leave this exam?' dialog

1. If you press the back button during an exam, RioPlay 10 shows: '**Leave this exam? Your progress is saved and you can resume later.**' with **CANCEL** and **LEAVE**.
2. Tap **LEAVE** to exit — your answers and timer are saved, and the Resume Exam button appears next time.
3. Tap **CANCEL** to stay in the exam.

22. Exam Reports — full history

1. Open the sidebar → **Exam Reports**.
2. The page shows: **'My Exam Reports — Your complete exam attempt history and performance overview.'**
3. If you have never attempted an exam yet, you see **'No exam attempts yet. Complete an exam from your courses to see your results here.'** with a **Go to My Courses** button.
4. Once you have attempts, each row shows: exam name, date, score, percentage, pass/fail, and a **View Details** button.
5. Tap **View Details** for the per-question breakdown with your answer vs. correct answer.

23. Settings — Profile, Security, Notifications, Linked, Danger Zone

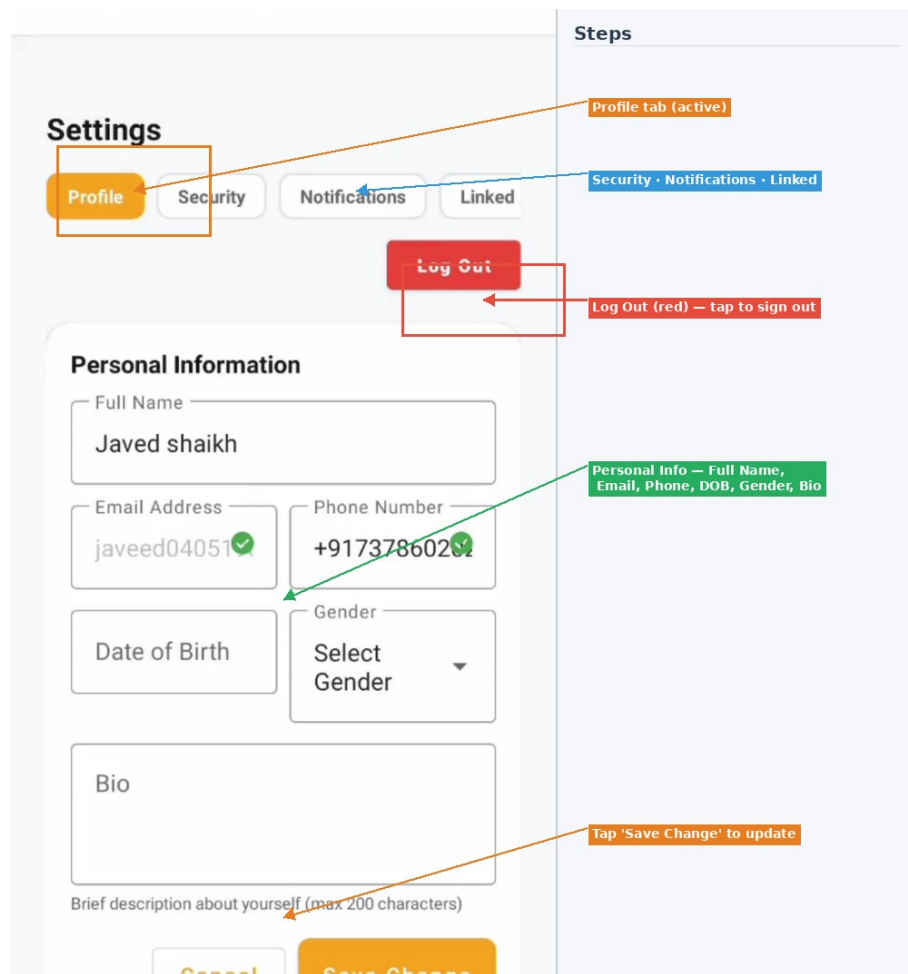


Fig. 21 — Settings → Profile tab with Log Out, Personal Info, Save Change.

Opening Settings

1. Open the sidebar (hamburger ■) → **Settings**.
2. The Settings page shows a row of four tabs: **Profile · Security · Notifications · Linked**.
3. The red **Log Out** button sits in the top-right — tap it to sign out of this device.

Profile tab

Update your **Full Name**, **Email Address**, **Phone Number**, **Date of Birth**, **Gender** and a short **Bio** (max 200 characters). Email and Phone show a green tick if verified. Tap **Save Change** at the bottom to persist edits. **Cancel** discards.

Security tab

Change Password — enter Current Password, New Password, Confirm New Password → tap **Change Password**. Minimum 8 characters, mix of letters, numbers and symbols. The **eye icon** toggles reveal.

Face Verification — tap **Capture & Enroll** if your institute requires biometric exam proctoring. The status reads **Not enrolled** until completed.

Recent Activity — shows your last few sign-in events ('Signed in 3 mins ago') so you can spot unauthorized access.

Notifications tab

Three groups of toggles — **Email Notifications** (Course Updates, New Courses, Promotional Offers, Weekly Digest), **WhatsApp Notifications** (Order Updates, Reminders, Q&A Replies), and **Push Notifications** (Enable Push, Live Session Reminders, New Content Alerts).

Linked tab

Shows: '**Linking a Google or other sign-in provider to this account isn't available yet.**' — this feature is still being rolled out. For now, you can only use **Sign in with Google** at the login screen; linking an existing email account to Google *after* login is coming later.

Devices (bottom of Settings)

Lists the phones / tablets / laptops where you have signed in to RioPlay 10. Tap **Logout** next to any entry to kick that device off (useful if a phone is lost). The **Device Limit** line (e.g. 3 devices) is the policy your institute set.

Danger Zone

Logout from all devices — signs out everywhere in one tap.

Delete Account — permanent removal of your account and all progress; a confirmation dialog warns 'This action cannot be undone.' Only use if your institute has told you to.

24. Raise a Support Ticket & Check My Tickets

Create a ticket

1. Open the sidebar → **Support**.
2. Tap **New Ticket** (orange button, top-right of the Support page).
3. Fill the form:
 - **Category** — pick from *Login / Payment / Playback / Exam / Content / Other*.
 - **Subject** — one-line summary.
 - **Description** — detailed message. Include course name, exam name, phone model.
 - **Attach screenshot** — tap the paperclip, pick from Gallery.
4. Tap the orange **Submit Ticket**. You get a ticket number (e.g. **#RP-2026-01234**).
5. Expected response time: **within 24 hours**, 10 am–7 pm IST on business days.

Check your tickets

1. On the Support page, tap the **My Tickets** tab.
2. Each row shows: ticket #, subject, status (*Open / In Progress / Resolved / Closed*), last update.
3. Tap a row to see the full conversation thread with the support agent.
4. You can reply in the thread at any time; new replies push a notification to your phone.

TIP

Faster channel: WhatsApp **+91 89837 89829**. Share your institute name, course name, registered email and a screenshot of the issue. Business hours 10 am–7 pm IST, Mon–Sat.

25. Quick Reference & Troubleshooting

Download APK direct link	https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk
Minimum Android version	Android 8.0 (Oreo) or later; 4 GB RAM recommended
APK file size	~326 MB
Install source permission	Settings → Apps → Chrome → 'Install unknown apps' = Allow
Login methods	Google / Email + Password / Email OTP / Mobile OTP
Password rule	Min. 8 chars; mix of letters, numbers, symbols
Device limit (typical)	3 devices simultaneously signed in
Offline downloads	DRM-protected; playable only in RioPlay 10
Exam timer behaviour	Auto-submit at 0:00; unanswered = 0 marks
Mark for Review	Flag a question to revisit (Android-only extra)
Support WhatsApp	+91 89837 89829
Support in-app	Sidebar → Support → New Ticket
Website	antargyan.ai

Common Issues & Quick Fixes

APK won't install — 'For your security...'

Allow 'Install unknown apps' for the browser or file-manager, then re-tap the APK.

Blocked by Play Protect

Tap '**More Details**' → '**Install anyway**'. RioPlay 10 is signed by Antargyan AI Pvt. Ltd.

APK download stops mid-way

Open the browser's download sheet, tap **Continue**, OR switch Wi-Fi ↔ mobile data.

'Package appears to be invalid' / corrupted

Delete the APK, re-download from the official URL, re-install.

Login fails with correct password

Check keyboard layout (English letters, not Marathi / Hindi), check Caps Lock, re-type.

OTP SMS never arrives

Wait 60 s → tap **Resend code**. If still nothing, switch to **Email OTP** instead. Confirm Do-Not-Disturb isn't blocking SMS.

Google sign-in loops back to login

Your institute hasn't linked a Google account to your enrollment. Use Email + Password.

Video keeps buffering

Need 2 Mbps for SD, 5 Mbps for HD. Switch Wi-Fi ↔ 4G/5G. Or download the lesson first ■.

Course shows 'Not Activated'

Open **My Courses**, tap **Activate**, then **ACTIVATE** on the popup.

Exam auto-submitted early

Timer ran to 0:00. See **Exam Reports** → **View Details** for the score. Re-attempt if allowed.

Can't see Mark for Review button

Scroll just below the options; it's a small bookmark icon with 'Mark for Review' text.

APK installer stays on 'Installing...' forever

Reboot the phone, re-tap the APK. If still stuck, free up storage (needs ~700 MB free).

For Your Query Please WhatsApp On +91 89837 89829

Business hours: 10 am – 7 pm IST, Monday–Saturday. In-app: Sidebar → Support → New Ticket. Website: antargyan.ai. Email: support@antargyan.ai.