

Frequently Asked Questions

RioPlay 10 — iOS App (v5.0 TestFlight)

Important note about iOS screenshots. The screenshots in the accompanying RioPlay 10 — iOS User Guide reflect the current TestFlight build (version 5.0). Because the iOS app ships through TestFlight for now, the layout, button labels and some flows may change in a future build without notice. Treat screenshots as a close reference; the **flows** described in each section still apply even if positions shift.

This FAQ answers the questions our support team hears most often about the RioPlay 10 iOS app. Jump to a topic. For step-by-step walkthroughs see the *User Guide*. **For Your Query Please WhatsApp On +91 89837 89829**, or raise a ticket from the app (Support → New Ticket).

TestFlight & Installation

Q1. What is TestFlight and why do I need it?

TestFlight is Apple's official beta-testing app. RioPlay 10 for iOS is distributed through it for now, so you install TestFlight from the App Store first, then join the RioPlay 10 beta using the invitation link.

Q2. Where do I get the TestFlight link for RioPlay 10?

Direct TestFlight invite: <https://testflight.apple.com/join/BMzHub2u>. Open this on your iPhone/iPad after installing TestFlight.

Q3. The TestFlight link opens the browser instead of TestFlight.

Install the **TestFlight** app from the App Store first (free, by Apple Inc.), then tap the invite link again. Safari will offer to open the link in TestFlight.

Q4. 'This beta is full' or 'This beta is not accepting any more testers'.

The daily tester quota is temporary. Try again later, or ask your institute to re-share the invite URL once a slot opens.

Q5. 'This beta has expired' or 'This build is no longer available'.

Open TestFlight and tap **UPDATE** on the RioPlay 10 card. If your invite also expired, your institute will send a new link.

Q6. How long does a TestFlight build last?

Each build expires every **90 days**. Keep TestFlight installed and update RioPlay 10 when prompted; your login and offline downloads are preserved across updates.

Q7. Do I need an Apple ID to use TestFlight?

Yes. The same Apple ID you use for the App Store is used for TestFlight. No extra purchase is needed — TestFlight is free.

Q8. Will RioPlay 10 ever be on the regular App Store?

Yes — the plan is to graduate from TestFlight to the public App Store once beta testing is complete. Your institute will tell you when to switch.

Download Links (all platforms)

Q9. Where do I download RioPlay 10 for each platform?

Use the direct link for the device you are on:

- **iOS (TestFlight):** <https://testflight.apple.com/join/BMzHub2u>
- **Android:** <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 requires TestFlight to be installed first (free, from the App Store).

Signing In

Q10. What are the sign-in options on iOS?

Three options are visible today:

- **Sign in with Google** (a dedicated button at the top of the login form)
- **Email + Password** (default)
- **Login with OTP instead** (6-digit code to email or mobile)

Q11. Sign in with Google isn't working for me.

Google sign-in only works if your institute has set up your account against a Google (Gmail) address. If not, use **Email + Password** with the credentials from your course access email.

Q12. How do I log in with an OTP?

Tap **Login with OTP instead**, enter your email or 10-digit mobile, tap **Send Code**, type the 6-digit code, tap **Verify & Login**.

Q13. My OTP didn't arrive by SMS.

Wait a full minute, tap **Resend code**. Check DND and ensure your phone has signal. If still nothing, use **Login with Email OTP** instead.

Q14. My email OTP is in Spam.

Add noreply@antargyan.com to your Mail safe senders. Move one OTP email from Junk to Inbox once — future ones will come through.

Q15. I forgot my password.

Tap **Forgot Password?** on the login screen → pick Email or SMS → verify OTP → set a new password (min 6 chars). See Section 8 of the User Guide for screenshots.

Q16. Why is Mobile Number Verification asked on first login?

Content protection and support. Enter your 10-digit Indian mobile, tap **Send OTP**, type the SMS code, tap **Verify**. Once done you won't be asked again.

Courses, Activation & Playback

Q17. My course shows 'Not Activated' — what do I do?

Open the sidebar → **My Courses** → find your card → tap **Activate course** → tap **OK** on the popup. Badge turns green **Active** and the button becomes **View Course**.

Q18. Can I use RioPlay 10 on iPhone and iPad with the same account?

Yes. Your account allows up to **5 devices** (see Settings → Devices). iPhone and iPad each count as one device.

Q19. My course validity expired. Can I extend it?

Contact your institute — they extend validity from their admin panel. The app itself can't renew the validity.

Q20. Videos buffer or won't play on cellular.

RioPlay needs at least **2 Mbps** for SD, **5 Mbps** for HD. Switch to Wi-Fi, or download the lesson for offline playback: tap the  arrow on each row.

Q21. How do I download for offline?

In the course content list, tap the  arrow at the right of a video/PDF row. Downloaded items appear under **Downloads** in the sidebar.

Q22. How do I search inside a course?

Open the course and type in the **Search content...** box above the lessons list. The list filters live. Tap **x** to clear.

Q23. How do I filter by Exam only?

Tap the **All** chip next to the search box. A modal appears — tap **Exam**. The chip label changes to Exam and only exams are shown.

Exams

Q24. How do I start an exam on iOS?

Open your course → Course content → use **Filter** → **Exam** to spot exams → tap an exam row. The **Exam Intro** screen shows the duration, question count and attempts. Tap the orange **Start Exam** button to begin — the timer starts immediately.

Q25. What is the Instructions popup during an exam?

A box with the instructions your teacher attached to the exam (e.g. 'All The Best !'). Tap the **Instructions** button at the bottom to open it, and **Got it** to close.

Q26. Can I go back to a previous question?

Yes. On question 2 onwards, tap **< Prev** at the bottom-left. Your previous answer is kept — change it any time before you submit.

Q27. What is the Questions Grid?

Tap the **Questions (n of N)** button in the top-right of the exam screen. A side panel slides in with a 1→N grid; tap any number to jump to that question. Tap **x** to close.

Q28. What is Common Data and how do I use 'Read More'?

Some questions share a **Common Data** passage (a scenario, paragraph or table). The grey card above the question shows the first few lines; tap **Read More** for the full text in a dialog. The same block may apply to the next question too.

Q29. The timer turned red and auto-submitted my exam.

That's normal — the timer turns **red** in the last minute. At 0:00 the exam auto-submits with whatever answers you have selected. Unanswered questions count as 0 marks.

Q30. How do I see my exam result?

The result screen opens immediately after you tap **Submit** (or when the timer runs out): **Passed/Failed** badge, your %, and a breakdown (marks · correct · incorrect · unanswered). Tap **Close** to go back.

Q31. Where do I see all my exams later?

Sidebar → **Exam Reports**. Shows aggregate stats (Exams Taken, Total Attempts, Passed, Failed, Overall Average) and a list of every attempt.

Q32. Can I re-attempt an exam?

Only if attempts remain (see the Attempts stat on the intro screen). From Exam Reports, tap the exam entry to see a Re-attempt option when allowed.

Q33. What does 'Deselect' do during an exam?

Clears your current answer on the open question. Useful when you want to skip a question deliberately rather than leave a guess.

Settings, Devices & Security

Q34. How do I open the sidebar?

Tap the **three-line menu icon** at the top-left of any screen. Tap outside the panel (the dim overlay) or tap any menu item to close.

Q35. Why is my phone number marked 'Not verified yet'?

Go to **Settings** → **Profile** → scroll to Phone Number → verify with OTP. A verified phone is required for notifications and support.

Q36. How many devices can I use?

Up to **5 devices** per account. Each sign-in uses one slot. Check **Settings** → **Devices**.

Q37. How do I remove an old device?

Device removal is handled by your institute admin, not from this screen. Contact them with the device details you can see in **Settings** → **Devices**.

Q38. Where is the app version?

Settings → **About** — shows App Version, Platform, OS Version, Device Model, Device Name. Tap **Check for Updates** to look for a newer TestFlight build.

Q39. How do I sign out?

Settings → **Profile** → **Logout** (red button at the top of the Settings page).

Q40. What is the 'Danger Zone'?

Sensitive actions: deactivate account, request data export, delete account. Each asks for confirmation; deletion is permanent.

Support

Q41. How do I raise a support ticket?

Sidebar → **Support** → **New Ticket**. Your name, email and phone are auto-filled. Pick Category, type Message, optionally attach a screenshot (max 3 MB), solve the captcha, tap **SUBMIT TICKET**.

Q42. How long until I get a reply?

Within **24 hours**. Exam-day issues are prioritised.

Q43. Where do I check ticket status?

Support → **My Tickets**. Each ticket shows ID (e.g. #TKT-20261001-004), category, date, message, status pill (Open / In Progress / Resolved). Tap **Refresh** at the top-right for the latest replies.

Q44. Can I contact you outside the app?

For Your Query Please WhatsApp On +91 89837 89829. Please include your Email ID and ticket number (if any) for a faster response.

Common Fixes

Q45. App icon disappears from my home screen

TestFlight betas expire every 90 days. Open **TestFlight** and re-install RioPlay 10.

Q46. 'This course is not yet available'

The course start date is in the future, or the course expired, or your device limit is reached. Check **My Courses** for the validity date and **Settings** → **Devices**.

Q47. Content looks stale / wrong

Sign out (**Settings** → **Profile** → **Logout**) and sign back in — the app refreshes from the server. If it persists, raise a ticket with a screenshot.

Q48. The app crashes on launch

Close the app fully (swipe up from the home bar, then swipe up on the RioPlay card), reopen it. If it still crashes, update via TestFlight. If still broken, contact support with your iOS version from **Settings** → **About**.

Q49. I don't see 'Sign in with Google' on my login screen

Future TestFlight builds may hide this option if Google sign-in is disabled for your institute. Use email + password instead.

For Your Query Please WhatsApp On +91 89837 89829

In-app: **Support** → **New Ticket** (24-hour response) • Website: **antargyan.ai**

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Mac: <https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Mac%20App.pkg>