

Frequently Asked Questions

RioPlay 10 — Mac App (v5.0)

This FAQ answers the questions our support team hears most often about the RioPlay 10 Mac App. Questions are grouped by topic so you can jump to what you need. For a step-by-step walkthrough with screenshots, see the *RioPlay 10 — Mac User Guide*. Still stuck? Raise a ticket from the app (Support → New Ticket) or WhatsApp us at **+91 94049 94040**.

Getting Started

Q1. What is RioPlay 10?

RioPlay 10 is a learning app used by coaching institutes and academies to deliver video lectures, PDF study material, live sessions and exams to their students. Your institute (for example, **Inspire Academy Pune**) assigns your courses; you use the app to access them.

Q2. Which Mac versions are supported?

RioPlay 10 v5.0 runs on **macOS 12 Monterey or newer**, on both Intel and Apple Silicon (M1/M2/M3/M4) Macs. The About page inside the app shows your exact OS and device model.

Q3. How do I know my Email ID and password?

Both are in the **course access email** your institute sends you (subject usually starts with “*Greetings from <Academy Name>*”). Check inbox, spam and promotions. If you still can't find it, contact your institute — they can re-send credentials.

Q4. Is the app free?

The app itself is free. Access to courses is controlled by your institute — you only see courses they have assigned to your Email ID.

Downloading and Installing

Q5. Where do I download the Mac app from?

From the **Mac App** → **Download Now** button in your course access email, or directly from `downloads.antargyan.com`. The file is called `Rioplay 10 Mac App.pkg` and is about 50 MB.

Q6. The download is blocked / marked ‘not commonly downloaded’.

Click **Keep** in your browser's download bar. The file is signed by Antargyan AI Pvt. Ltd. and is safe. If Safari blocks it, open **Downloads**, right-click the file → **Open**.

Q7. The installer says “‘Rioplay 10 Mac App.pkg’ can’t be opened because it is from an unidentified developer.’

Right-click the .pkg → **Open** → click **Open** in the confirmation dialog. This is a one-time macOS Gatekeeper step for first launch.

Q8. Do I need admin rights to install?

Yes. The installer asks for your Mac login password so it can write to **/Applications**. This is your Mac password, not your RioPlay password.

Q9. How do I uninstall RioPlay 10?

Open Finder → Applications → drag **RioPlay 10** to Trash. Empty the Trash. To also remove cached data: Finder → Go → Library → Application Support → delete the **RioPlay 10** folder.

Signing In

Q10. What are the different ways to sign in?

Three options are available today:

- **Email + Password** — default
- **Email OTP** — a 6-digit code sent to your email
- **Mobile OTP** — a 6-digit code sent by SMS

Sign in with Google will be added in a future release (visible under **Settings** → **Linked Account**, currently disabled).

Q11. How do I log in with an OTP instead of a password?

On the login screen, click **Login with OTP instead**, enter your registered email or 10-digit mobile number, click **Send Code**, type the 6-digit code you receive, and click **Verify & Login**.

Q12. My OTP hasn't arrived by SMS. What do I do?

Wait a full minute — carrier delays are common. Then click **Resend code**. Check that your phone has network and that DND is not blocking transactional SMS. If it still doesn't arrive, use **Login with Email OTP** instead.

Q13. My email OTP is in spam or promotions.

Add `noreply@antargyan.com` to your contacts / safe senders. Move any OTP mail from Spam to Inbox once, and future ones will come through.

Q14. I forgot my password.

Click **Forgot Password?** on the login screen. Enter your email or mobile, verify the 6-digit OTP, then set a new password (min 6 characters). See Section 9 of the User Guide for screenshots of the 3-step flow.

Q15. Why is Mobile Number Verification asked on first login?

It's a one-time security step so we can reach you and protect your content. Enter your 10-digit Indian mobile (or change the country code), click **Send OTP**, type the code, and click **Verify**. You won't be asked again on this account.

Q16. Can I change my registered email or phone later?

You can update your **phone number** from **Settings** → **Profile** and re-verify. **Email** is your login ID — contact your institute admin to change it (this preserves your enrolments).

Courses, Activation & Playback

Q17. My course shows 'Not Activated'. What does that mean?

You have been assigned the course but haven't activated it yet. Click the blue **Activate course** button on the card. A popup confirms activation and the course becomes **Active**. The validity date now starts counting down.

Q18. Can I activate the same course on two devices?

Activation binds a course to your **account**, not one device. You can then use the same course on up to **5 devices** where you sign in (see **Settings** → **Devices**).

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

Contact your institute — extensions are handled by them. They can renew or top-up your validity from their admin panel.

Q20. What does 'opens left' mean on a lesson?

Each video/PDF has a maximum number of viewing sessions (typically 3). Every time you open it, one 'open' is consumed. Watch time is also capped (for example, 5 min 15 s of a 5-minute video). This protects the institute's content.

Q21. Videos don't play or keep buffering.

Test your speed at **fast.com**. RioPlay needs at least **2 Mbps** for SD and **5 Mbps** for HD. Try switching Wi-Fi or using a hotspot. For unreliable networks, **Download** the lesson from the arrow icon on each row and play it offline.

Q22. Can I download videos for offline viewing?

Yes. Click the  download icon on any video or PDF row. Downloads appear under **Downloads** in the left sidebar and play without internet. They are encrypted and tied to your logged-in account.

Q23. How do I search for a specific lesson in a course?

Open the course, then use the **Search content...** box at the top-right of the lessons list. Typing filters lessons live as you type. Click the **x** to clear.

Q24. How do I filter by Video or PDF or Live only?

Click the filter chip (labelled **All** by default) next to the search box. Pick **Video**, **PDF**, **Exam**, **Live** or **Open**. Combine with search to narrow further.

Q25. When is a Live session scheduled? Where do I join?

Left sidebar → **Schedule** → **Upcoming** tab. When a session is running, it moves to **Live Now** with a **Join** button. Past sessions (and any recordings) appear under **Past**.

Support & Tickets

Q26. How do I raise a support ticket?

Sidebar → **Support** → **New Ticket**. Your name, email and phone are auto-filled. Pick a Category, describe the issue in detail, optionally attach a screenshot (max 3 MB), solve the reCAPTCHA and click **Submit Ticket**.

Q27. How long until I get a reply?

The support team responds within **24 hours**. Time-sensitive issues (exam-day problems) are prioritised.

Q28. Where do I see the status of my ticket?

Support → **My Tickets**. Each ticket shows its ID (e.g. #TKT-20260930-008), category, date, status pill (Open / In Progress / Resolved / Closed) and any attachments. Click **Refresh** to fetch new replies.

Q29. Can I attach files to a support ticket?

Yes — one file per ticket, up to **3 MB**. Supported formats: **PNG, JPG, PDF, DOC**. Drag & drop into the attachment box, or click **Click to upload**.

Q30. Can I contact support outside the app?

For app playback and installation issues you can also WhatsApp us at **+91 94049 94040**. Please include your Email ID and, if you have one, your ticket number.

Settings, Devices & Security

Q31. Why can I use RioPlay on only 5 devices?

The 5-device limit protects course content from wide sharing. Every time you sign in on a new device it counts as one of the five. Check **Settings** → **Devices** to see what is registered.

Q32. How do I remove an old device I no longer use?

Device removal is handled by your institute admin — you cannot remove it yourself. Contact your admin/faculty with the device details from **Settings** → **Devices**.

Q33. Where do I find my app version and OS info?

Settings → **About**. You see App Version (e.g. 5.0), Platform (macOS), OS Version, Device Model and Device Name. Click **Check for Updates** to look for a newer release.

Q34. How do I update to a newer version of RioPlay 10?

Settings → **About** → **Check for Updates** tells you if a newer version is available. Download the latest .pkg from the same URL and run the installer again — your account and downloads are preserved.

Q35. How do I sign out?

Settings → **Profile** → red **Logout** button at the top right. On next launch the login screen appears again.

Q36. What is the 'Danger Zone' in Settings?

It groups sensitive account actions: deactivate account, request data export, and delete account. Each requires confirmation. Deletion is permanent — think twice.

Q37. Is my data private?

Yes. RioPlay 10 follows Antargyan's privacy policy (link in the app footer). Your watch history and progress are visible only to you and your institute.

Common Fixes

Q38. The app won't open — nothing happens when I double-click.

Right-click the app in **Applications** → **Open** → **Open**. If it still doesn't launch: reboot the Mac; if still not working, re-install with the latest .pkg.

Q39. A message says 'This course is not yet available.'

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

Q40. Something is showing wrong content or is out of date.

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

Still stuck?

In-app: **Support** → **New Ticket** (24-hour response)

WhatsApp: **+91 94049 94040**

Website: **antargyan.ai** • Download: **downloads.antargyan.com**