

# RioPlay 10

## Mac User Guide

A complete step-by-step guide for macOS learners

Download • Install • Sign in • Activate • Learn

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

### Download links — all platforms

|         |                                                                                                                                                               |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mac     | <a href="https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Mac%20App.pkg">https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Mac%20App.pkg</a> |
| Windows | <a href="https://downloads.antargyan.com/Rioplay-10/RioPlay10-Windows.exe">https://downloads.antargyan.com/Rioplay-10/RioPlay10-Windows.exe</a>               |
| Android | <a href="https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk">https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk</a>     |
| iOS     | <a href="https://testflight.apple.com/join/BMzHub2u">https://testflight.apple.com/join/BMzHub2u</a>                                                           |

For Your Query Please WhatsApp On **+91 89837 89829**

**Version 5.0 • For macOS**

Complete Step-by-Step Guide with Screenshots

Rev. 2 • 30 September 2026 • Antargyan AI Pvt. Ltd. • [antargyan.ai](https://antargyan.ai)

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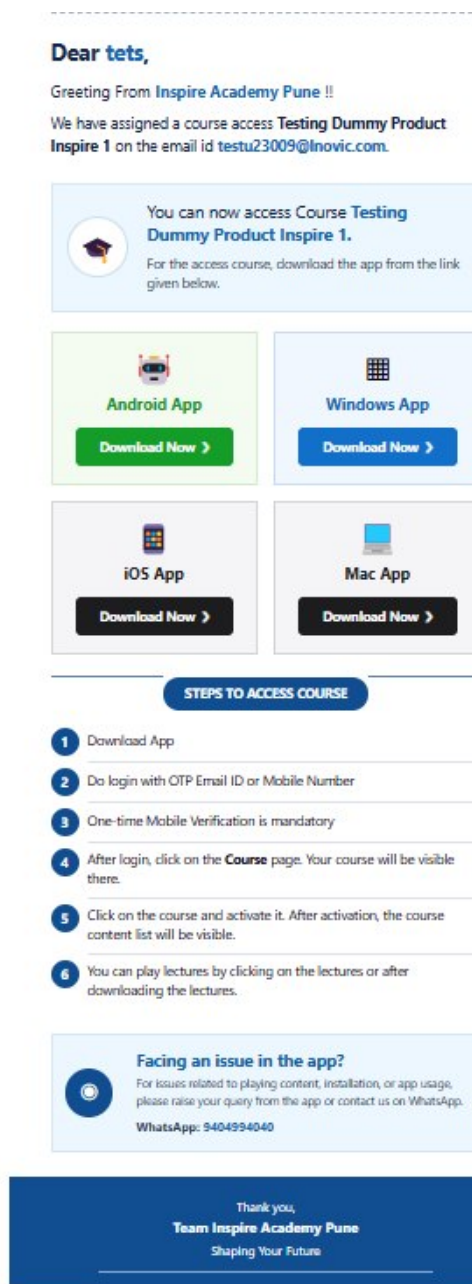
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# 1. Before You Begin — Your Course Access Email

When your course is assigned, you receive a **Course Access Email** from your institute. This email is the starting point for everything. Keep it handy — it contains:

- The **Email ID** (login username) assigned to you
- The **course name** assigned to your account
- **Download links** for Android, iOS, Windows and Mac apps
- A **6-step access guide** summarising how to reach your content
- A **WhatsApp helpline** for app-related issues



The image shows a sample email interface for course access. It starts with a greeting 'Dear tets,' followed by 'Greeting From Inspire Academy Pune !!'. The main text states: 'We have assigned a course access **Testing Dummy Product Inspire 1** on the email id **testu23009@inovic.com**.' Below this is a light blue box with a graduation cap icon and text: 'You can now access Course **Testing Dummy Product Inspire 1**. For the access course, download the app from the link given below.' This is followed by four colored boxes for app downloads: 'Android App' (green), 'Windows App' (light blue), 'iOS App' (light purple), and 'Mac App' (light grey). Each box has a 'Download Now >' button. Below these is a dark blue button labeled 'STEPS TO ACCESS COURSE'. This leads to a numbered list of six steps: 1. Download App, 2. Do login with OTP Email ID or Mobile Number, 3. One-time Mobile Verification is mandatory, 4. After login, click on the **Course** page. Your course will be visible there., 5. Click on the course and activate it. After activation, the course content list will be visible., and 6. You can play lectures by clicking on the lectures or after downloading the lectures. Below the steps is a light blue box with a circular icon and text: 'Facing an issue in the app? For issues related to playing content, installation, or app usage, please raise your query from the app or contact us on WhatsApp. WhatsApp: 9404994040'. The email ends with a dark blue footer box containing 'Thank you, Team Inspire Academy Pune Shaping Your Future'.

Dear tets,

Greeting From **Inspire Academy Pune !!**

We have assigned a course access **Testing Dummy Product Inspire 1** on the email id **testu23009@inovic.com**.

You can now access Course **Testing Dummy Product Inspire 1**.  
For the access course, download the app from the link given below.

**Android App**  
Download Now >

**Windows App**  
Download Now >

**iOS App**  
Download Now >

**Mac App**  
Download Now >

**STEPS TO ACCESS COURSE**

- 1 Download App
- 2 Do login with OTP Email ID or Mobile Number
- 3 One-time Mobile Verification is mandatory
- 4 After login, click on the **Course** page. Your course will be visible there.
- 5 Click on the course and activate it. After activation, the course content list will be visible.
- 6 You can play lectures by clicking on the lectures or after downloading the lectures.

**Facing an issue in the app?**  
For issues related to playing content, installation, or app usage, please raise your query from the app or contact us on WhatsApp.  
WhatsApp: 9404994040

Thank you,  
**Team Inspire Academy Pune**  
Shaping Your Future

Fig. 1 — Sample course access email from your institute.

## NOTE

This user guide covers the **Mac App** — click the **Download Now** button under **Mac App** in your email. Everything else (Android, Windows, iOS) is covered by separate guides.

## 2. Download the RioPlay 10 Mac App

The Mac app is downloaded from Antargyan's download server. The file is a standard macOS installer package (.pkg), roughly **50 MB**.

### Steps to download

1. Open the course access email on your Mac.
2. In the row labelled **Mac App**, click the **Download Now** button.
3. Your browser opens the download URL: `downloads.antargyan.com/Rioplay-10/Rioplay 10 Mac App.pkg`
4. The download starts automatically. The file **Rioplay 10 Mac App.pkg** (~50 MB) is saved to your **Downloads** folder.
5. When the download completes, click the small **folder icon** next to the file name in the Downloads bar — or simply open your **Downloads** folder in Finder.

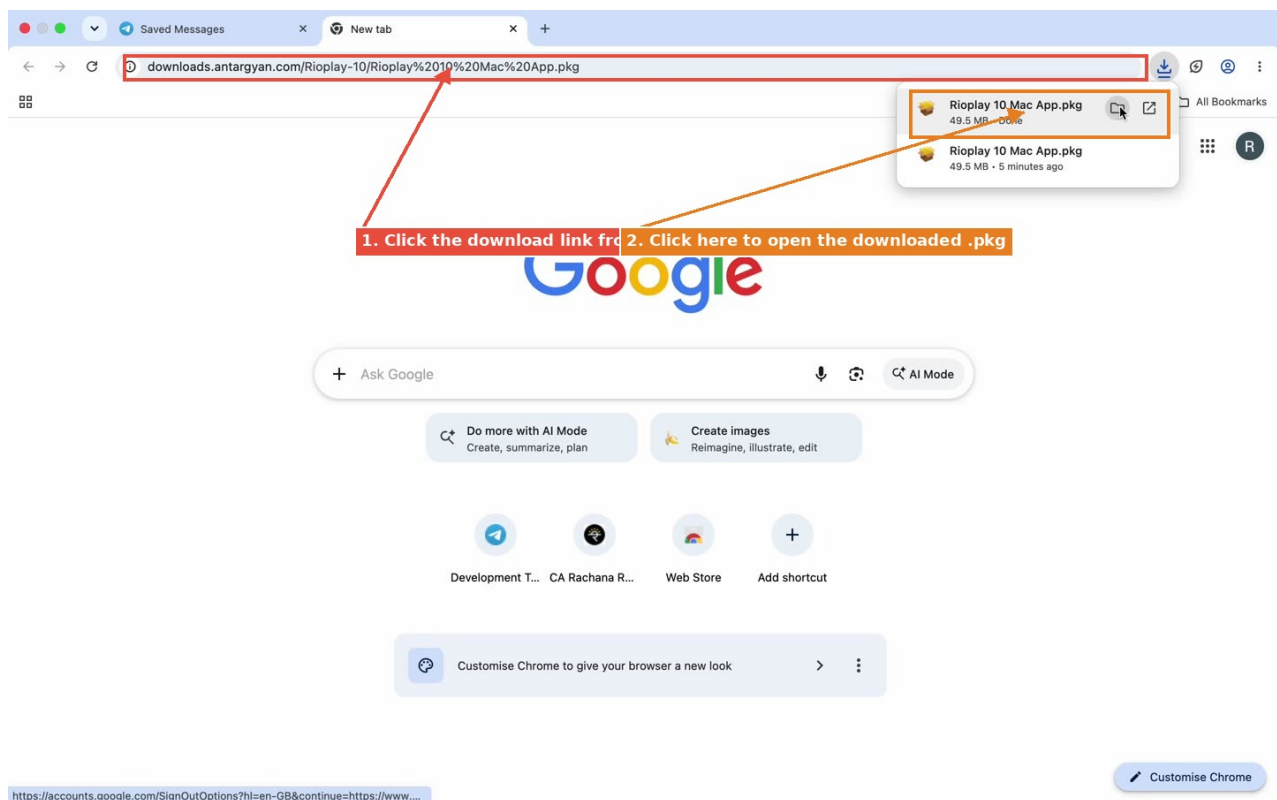


Fig. 2 — Browser showing the Mac app download URL and completed download.

### TIP

If your browser blocks the download, click **Keep** when prompted. The .pkg file is safe — it is signed by Antargyan AI Pvt. Ltd.

### Download links for other platforms

Share these links with your teammates or family so everyone gets the right build:

|                |                                                                        |
|----------------|------------------------------------------------------------------------|
| <b>Mac</b>     | <code>downloads.antargyan.com/Rioplay-10/Rioplay 10 Mac App.pkg</code> |
| <b>Windows</b> | <code>downloads.antargyan.com/Rioplay-10/RioPlay10-Windows.exe</code>  |

|                |                                                                                                                                               |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Android</b> | <a href="https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk">downloads.antargyan.com/Rioplay-10/Rioplay 10 Android.apk</a> |
| <b>iOS</b>     | <a href="https://testflight.apple.com/join/BMzHub2u">testflight.apple.com/join/BMzHub2u</a>                                                   |

### 3. Install the App on your Mac

The installer takes you through a standard 5-step macOS installation: Introduction → Destination Select → Installation Type → Installation → Summary.

#### Step 3.1 — Open the installer

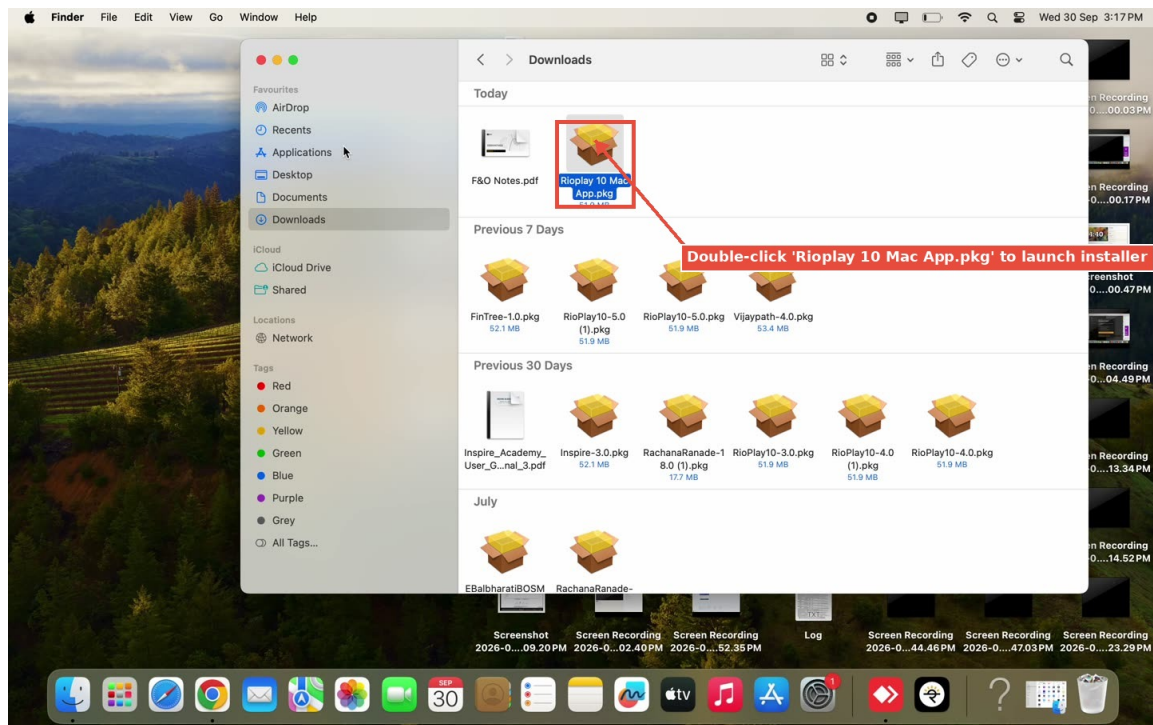


Fig. 3 — Double-click the downloaded package in your Downloads folder.

In Finder → Downloads, double-click **Rioplay 10 Mac App.pkg**. The **Install RioPlay 10** installer window opens.

#### Step 3.2 — Click Continue

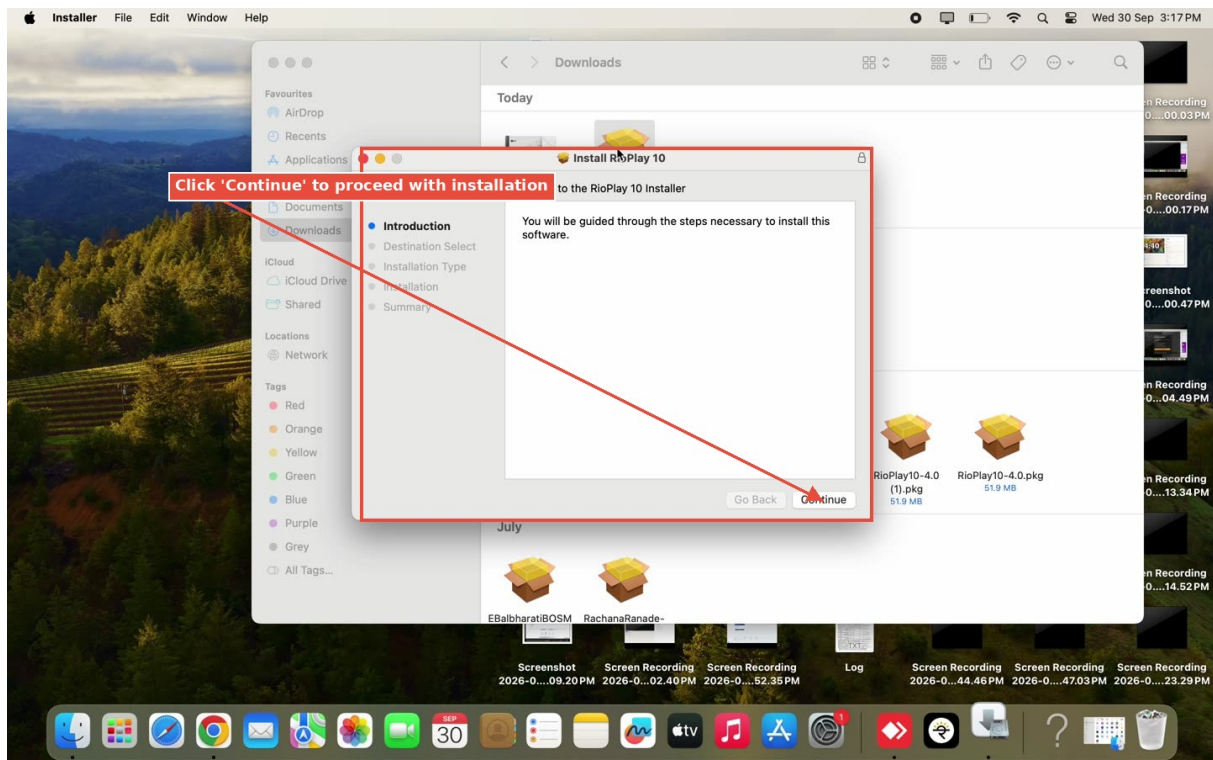


Fig. 4 — RioPlay 10 Installer welcome screen.

You see the message: “You will be guided through the steps necessary to install this software.” Click the **Continue** button at the bottom right of the installer window. Accept the defaults on the next screens and click **Install**.

### Step 3.3 — Authorise with your Mac password

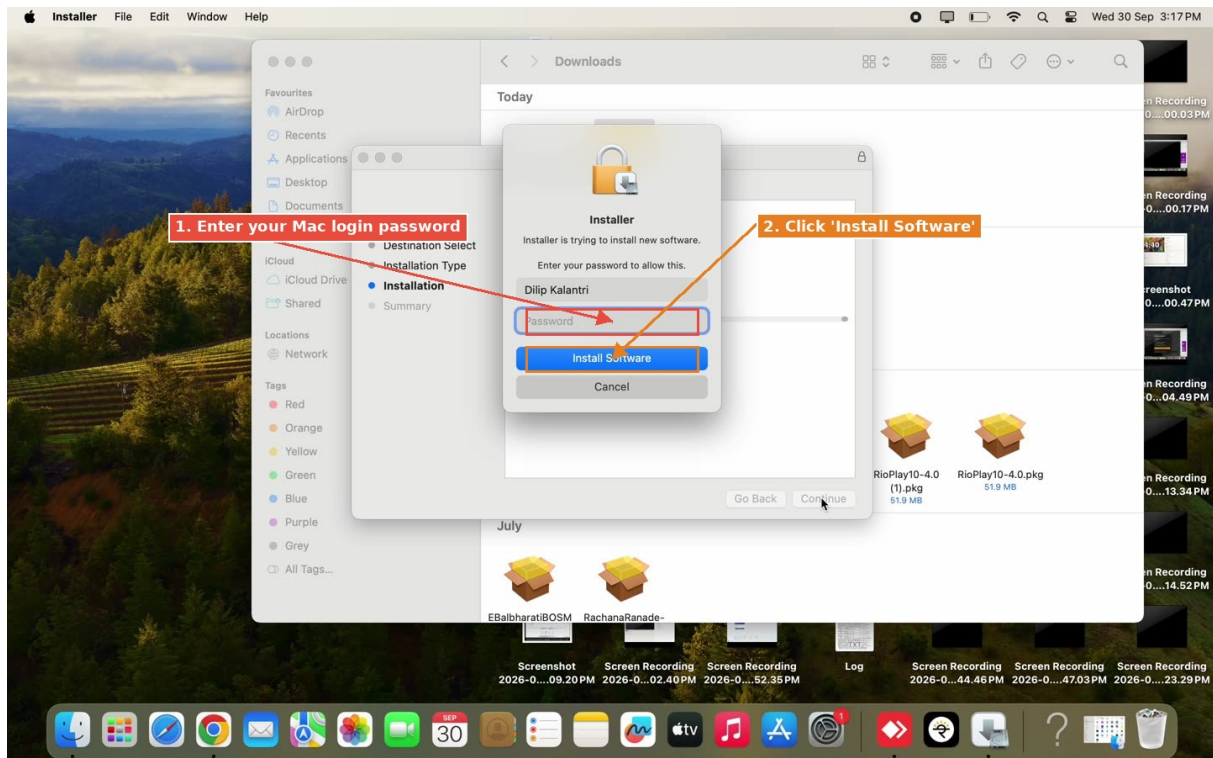


Fig. 5 — macOS asks for your admin password to install new software.

macOS shows the **Installer is trying to install new software** dialog. Enter your **Mac login password** and click **Install Software**. This is the password you use to unlock your Mac — **not** your RioPlay password.

### Step 3.4 — Wait for installation to complete

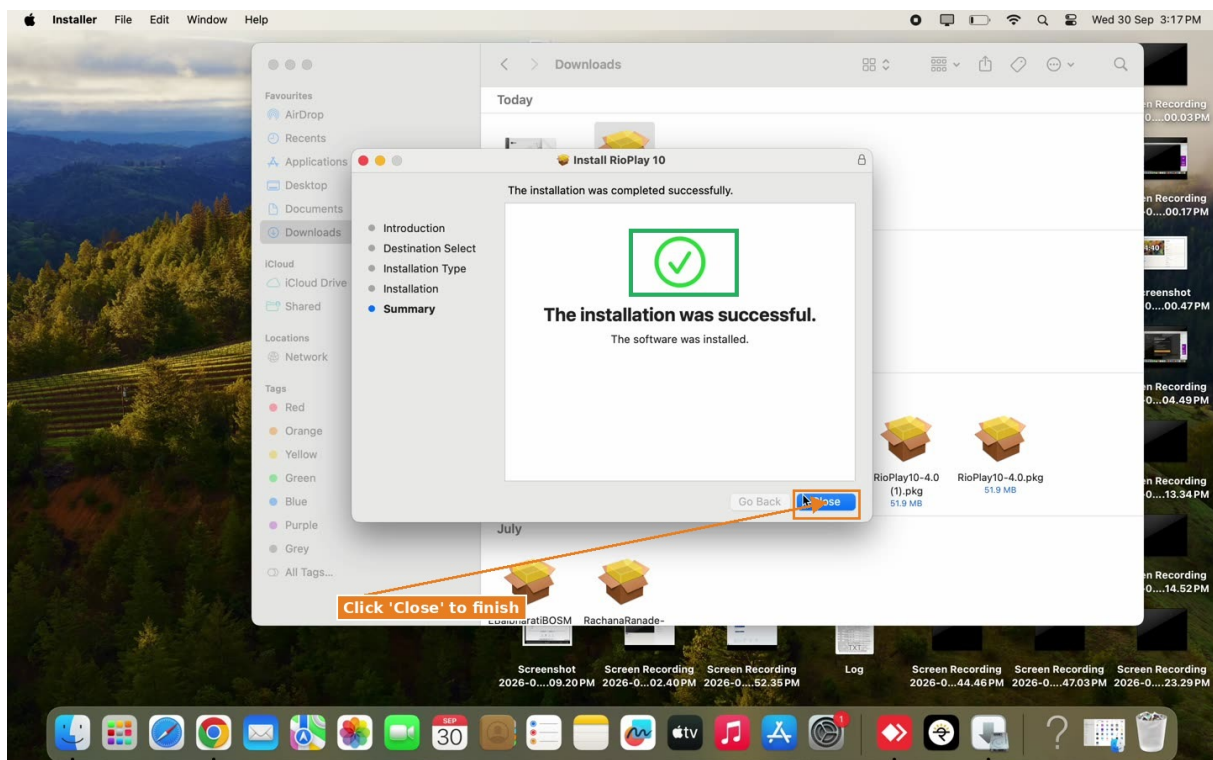


Fig. 6 — "The installation was successful" confirmation.

When you see the green checkmark and the message “*The installation was successful.*”, click **Close**. The RioPlay 10 app is now available in your **Applications** folder.



If the installer offers to move the package to Trash, click **Keep** if you want to keep a backup of the installer, or **Move to Trash** to clean up. Both are safe.

## 4. Launch RioPlay 10

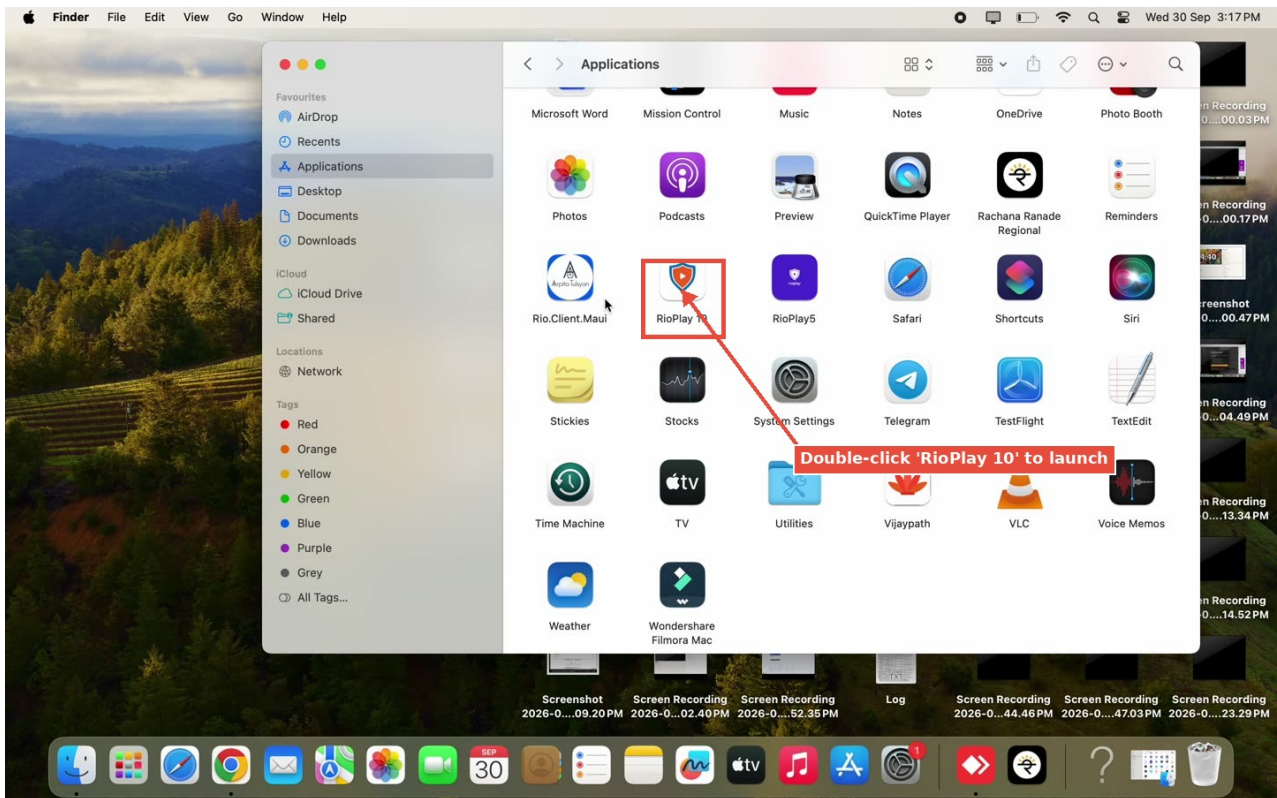


Fig. 7 — The RioPlay 10 app in your Applications folder.

1. Open **Finder** and click **Applications** in the sidebar.
2. Find **RioPlay 10** (icon: orange shield with a play triangle).
3. Double-click **RioPlay 10** to launch. You can also drag it to your Dock for quick access.
4. The first time you open it, macOS may ask to confirm that you want to open an app downloaded from the internet — click **Open**.

### TIP

Once the app is in your Dock, you can launch RioPlay 10 in one click every time — right-click the icon in the Dock and choose **Options** → **Keep in Dock**.

## 5. Sign In — Method 1: Email + Password

This is the default sign-in method. Use the **Email ID** and **Password** from your course access email.

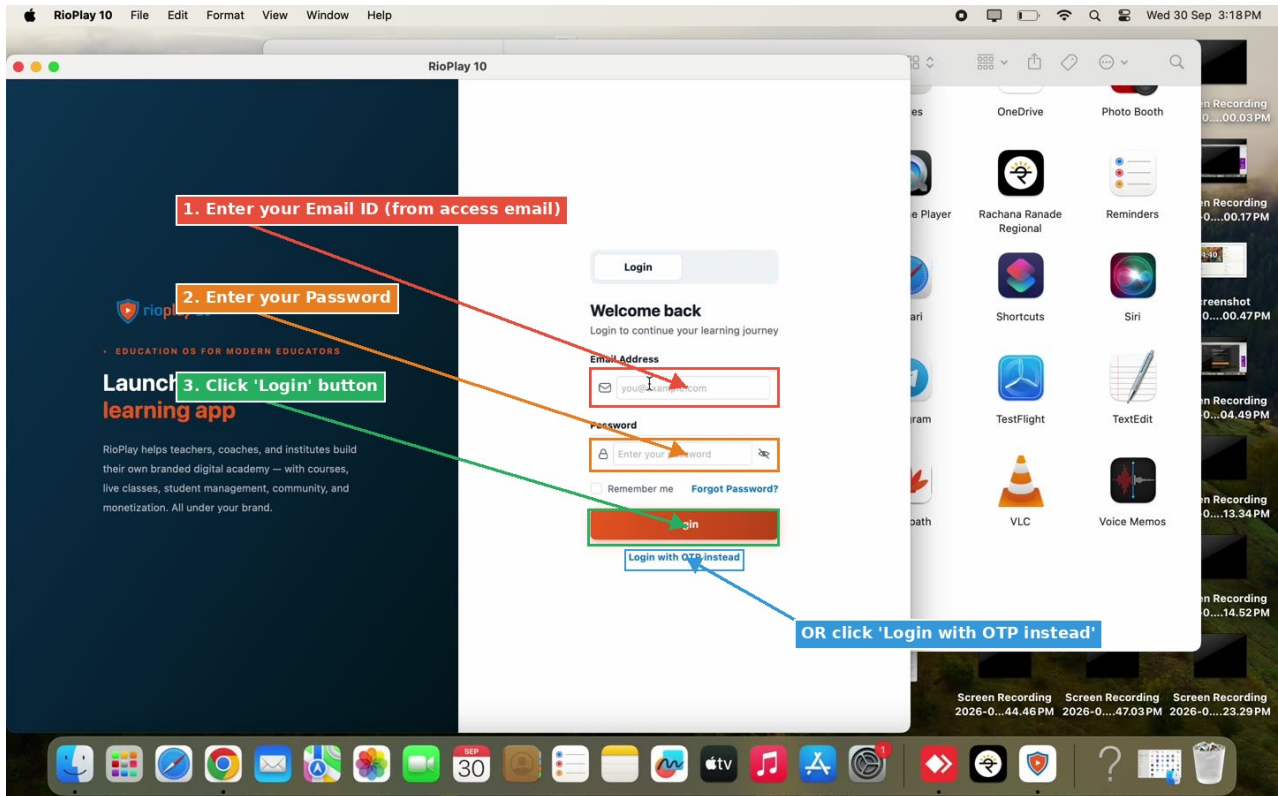


Fig. 8 — RioPlay 10 login screen (Email + Password).

### Steps

1. In the **Email Address** box, type the exact Email ID from your access email.
2. In the **Password** box, type your password. Click the **eye** icon to reveal or hide.
3. Tick **Remember me** if this is your personal Mac — the app will keep you signed in.
4. Click the orange **Login** button.

#### NOTE

The email must match exactly — check for extra spaces or a wrong domain (e.g. lnovic.com vs Inovix.com). Passwords are case-sensitive.

## 6. Sign In — Method 2: Email or Mobile OTP

You can sign in without a password. A 6-digit one-time code is sent to your email or mobile.

### Step 6.1 — Click 'Login with OTP instead'

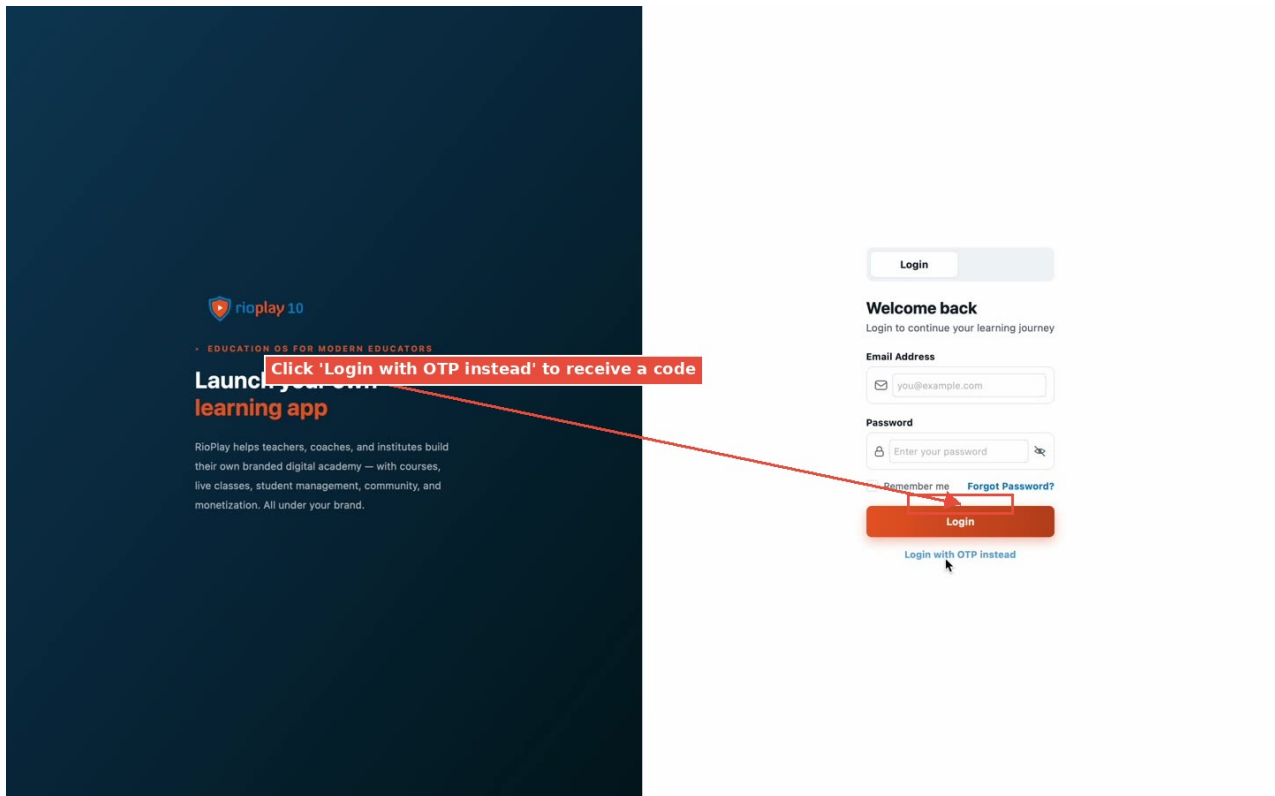


Fig. 9 — The 'Login with OTP instead' link at the bottom of the login card.

### Step 6.2 — Enter your Email or Mobile Number

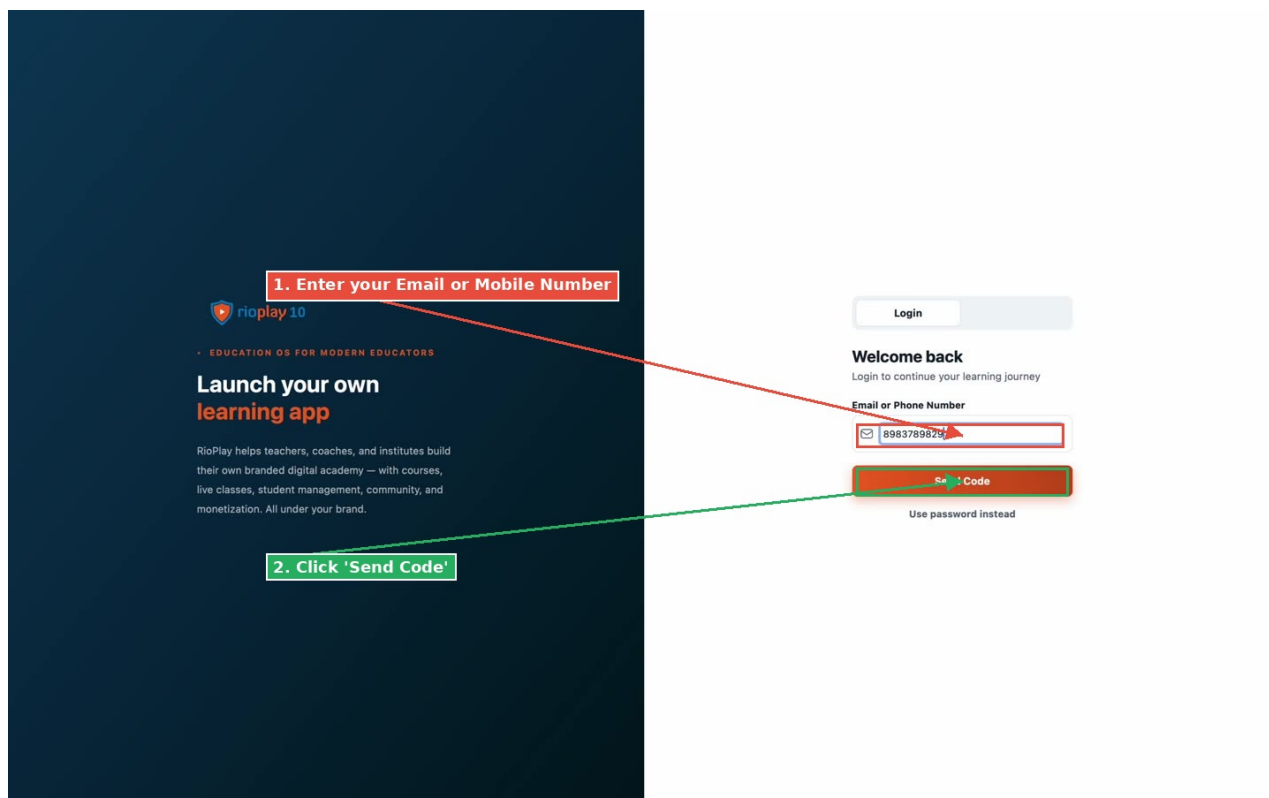


Fig. 10 — Enter a registered email or mobile number to receive the code.

Type your registered **email address** or your registered **10-digit mobile number**, then click **Send Code**. The system detects which one you entered and sends the code by **email** or **SMS**.

## Step 6.3 — Enter the 6-digit code

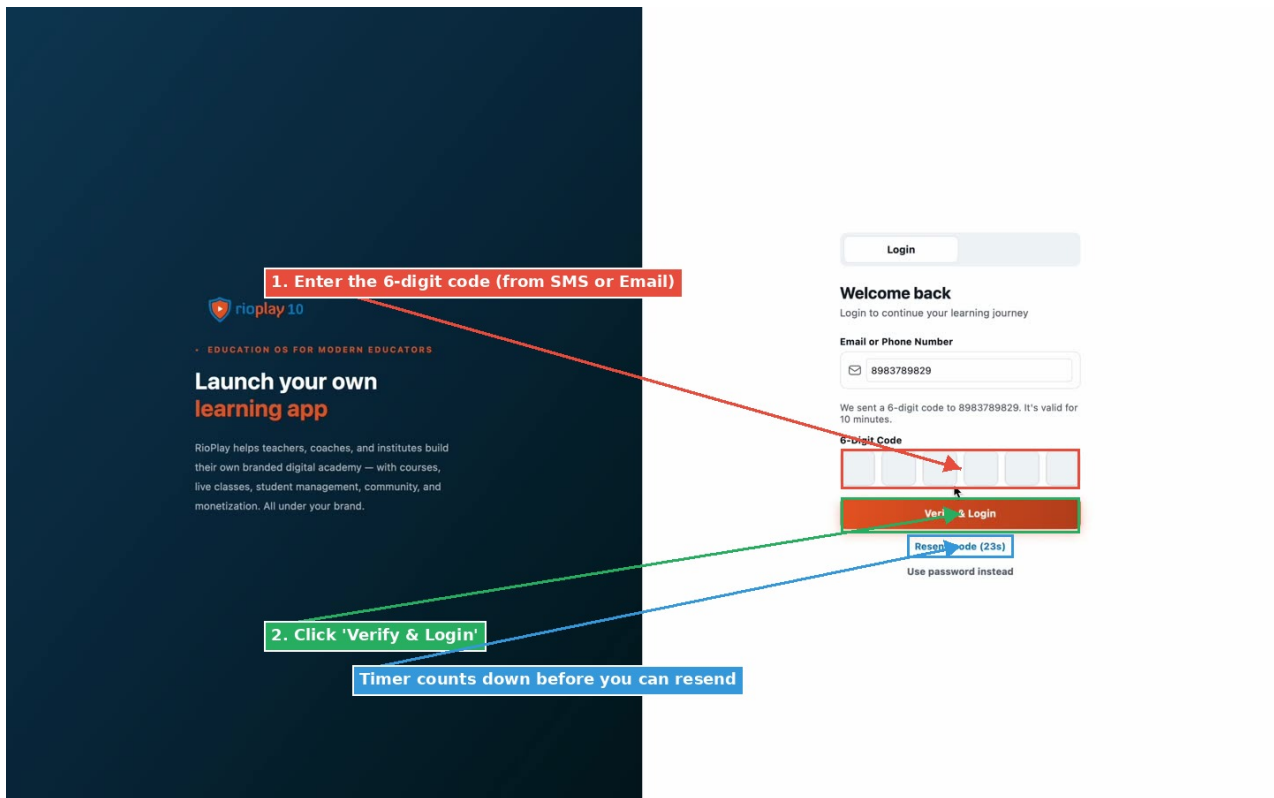


Fig. 11 — Six boxes for the 6-digit code, with Verify & Login button.

Type the 6-digit code you received. Click **Verify & Login**. The code is valid for **10 minutes**. If you don't receive it, wait until the timer ends and click **Resend code**.

### TIP

OTP login is useful if you forget your password or are signing in on a new device. You can still switch back to password at any time using the **Use password instead** link.

## 7. Sign In — Method 3: Sign in with Google

RioPlay 10 has a **Linked Account** section for connecting Google or other sign-in providers. In the current version (v5.0) this feature is **coming soon** — the button is visible inside **Settings** → **Linked Account** but is not yet active.

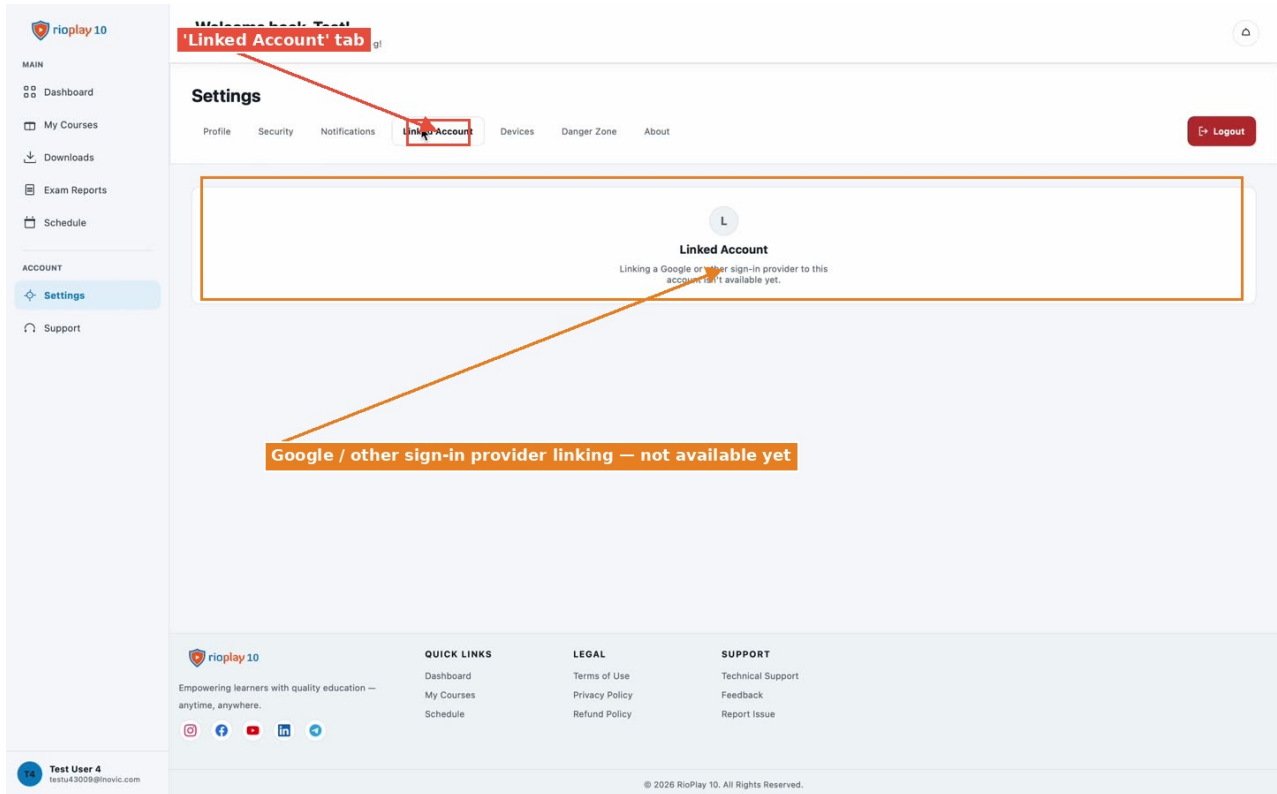


Fig. 12 — Settings → Linked Account: Google sign-in provider will be enabled in a future update.

### NOTE

For now, use **Email + Password** or **Login with OTP**. When Google sign-in is enabled, you will see a **Continue with Google** button on the login screen and can link your Google account from **Settings** → **Linked Account** → **Link Google**.

## 8. Verify Your Mobile Number

On **first login**, RioPlay 10 asks you to verify a mobile number if one is not already verified on your account. This is mandatory for content protection and support. It only happens once.

### Step 8.1 — Enter your mobile number

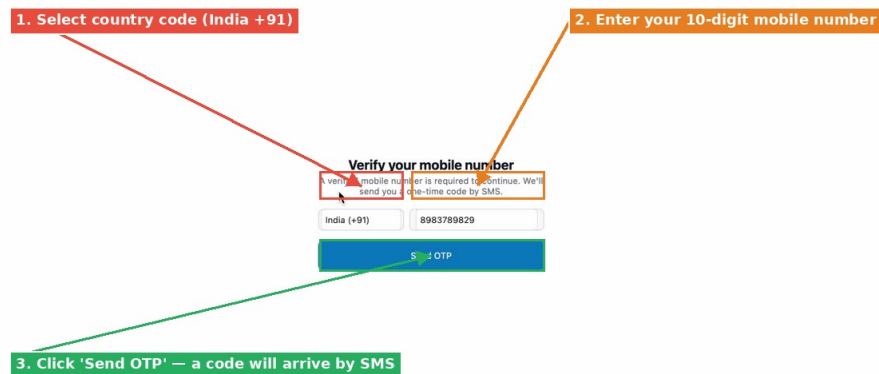


Fig. 13 — 'Verify your mobile number' screen.

1. The country code defaults to **India (+91)**. Change it if you are in a different country.
2. Type your **10-digit mobile number** (without country code).
3. Click the blue **Send OTP** button. You will see the message 'Verification code sent to your phone.'

### Step 8.2 — Enter the 6-digit code

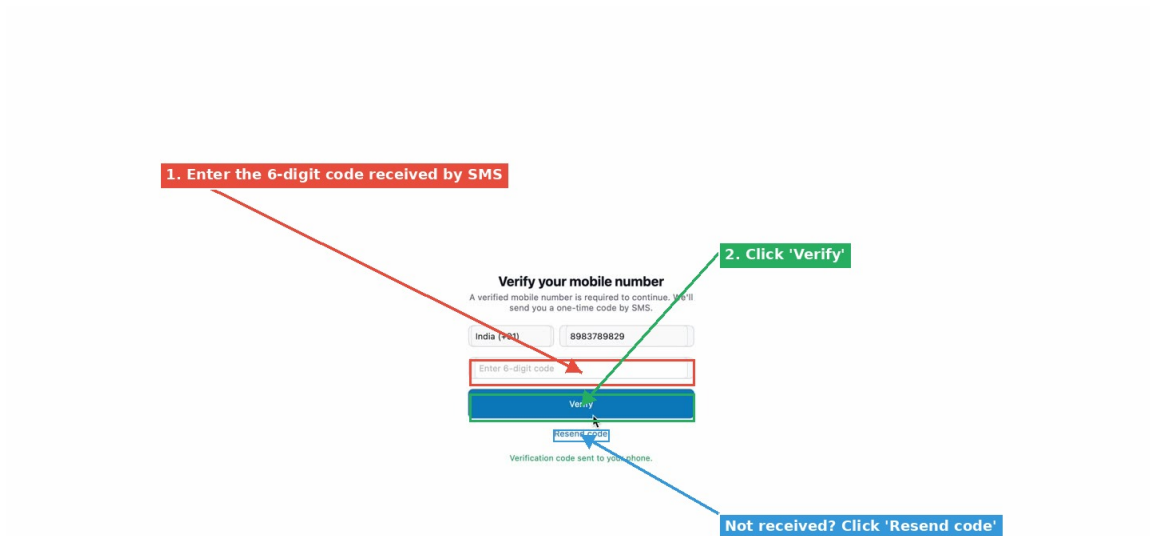


Fig. 14 — OTP has been sent; a new 6-digit code field appears.

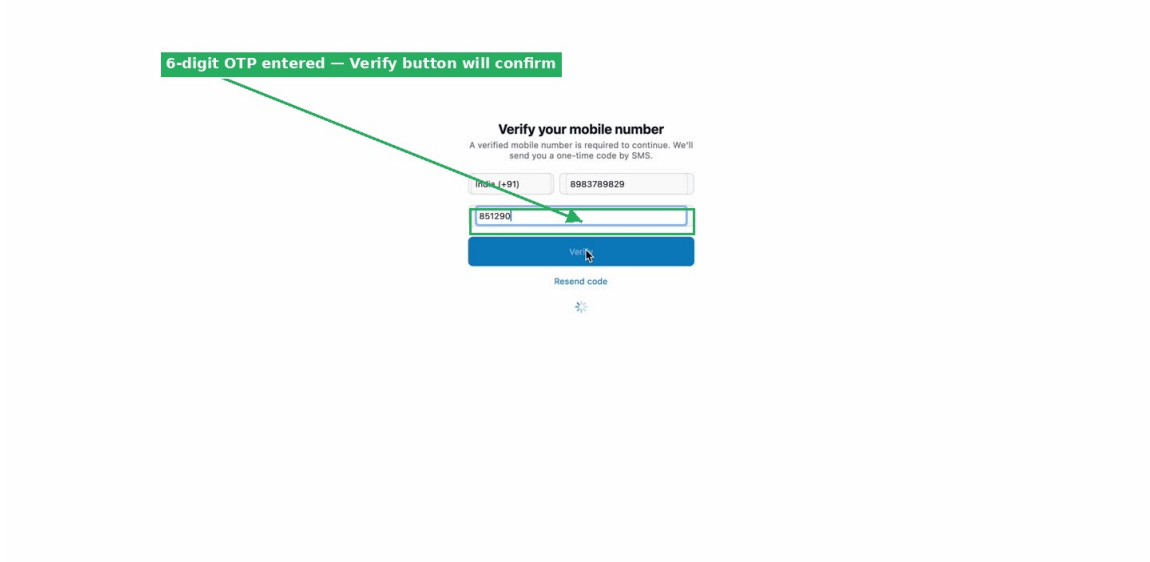


Fig. 15 — Enter the code and click Verify.

Type the 6-digit SMS code into the **Enter 6-digit code** box and click **Verify**. Once verified, you go straight to your **Dashboard**.



If the SMS does not arrive within 60 seconds: click **Resend code**. Also check that your phone has network signal and that DND (Do Not Disturb) is not blocking transactional SMS.

## 9. Forgot Password — Reset in 3 Steps

If you don't remember your password, reset it in three quick steps: **Identify** → **Verify** → **Password**.

### Step 9.1 — Click 'Forgot Password?'

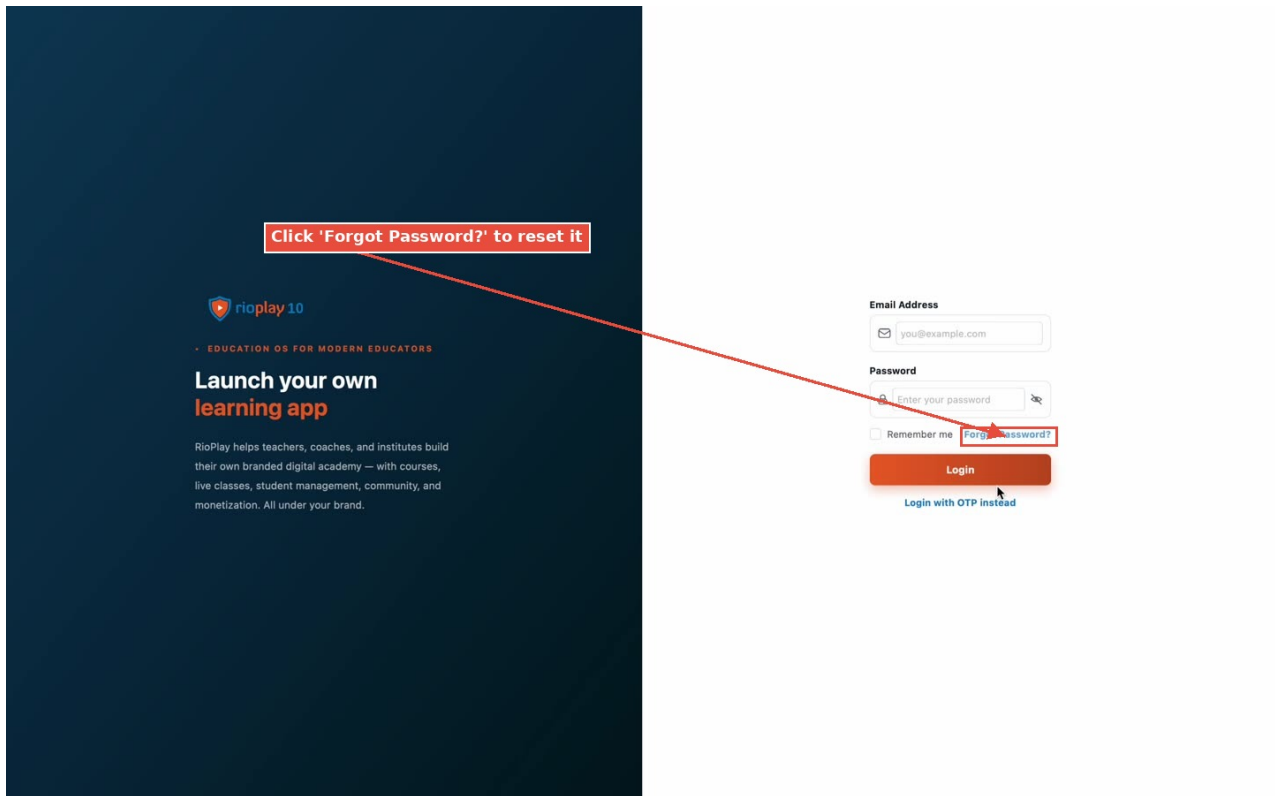


Fig. 16 — 'Forgot Password?' link next to Remember me.

On the login screen, click the blue **Forgot Password?** link. On the next screen, enter your registered email or mobile and click **Send Code**.

### Step 9.2 — Verify with OTP

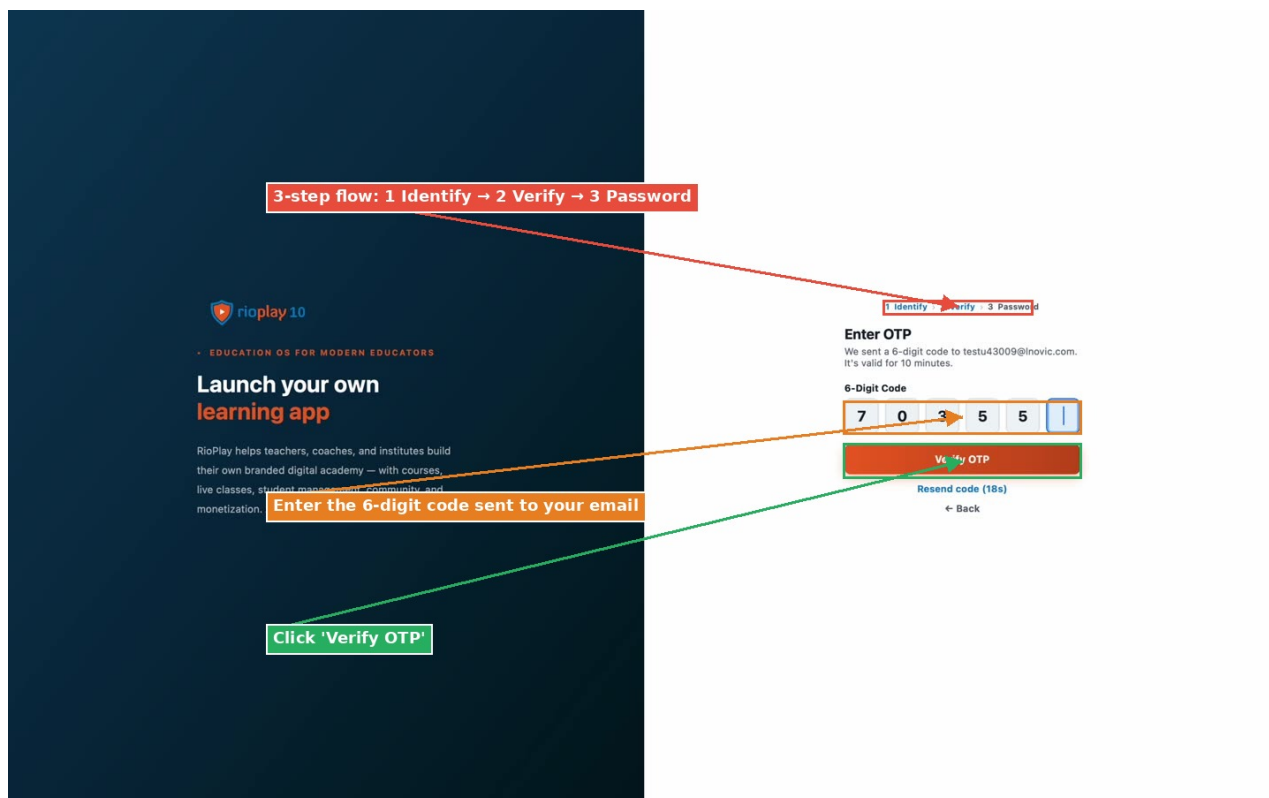


Fig. 17 — Verify OTP (step 2 of 3).

Enter the 6-digit code sent to your email/mobile, then click **Verify OTP**.

## Step 9.3 — Set a new password

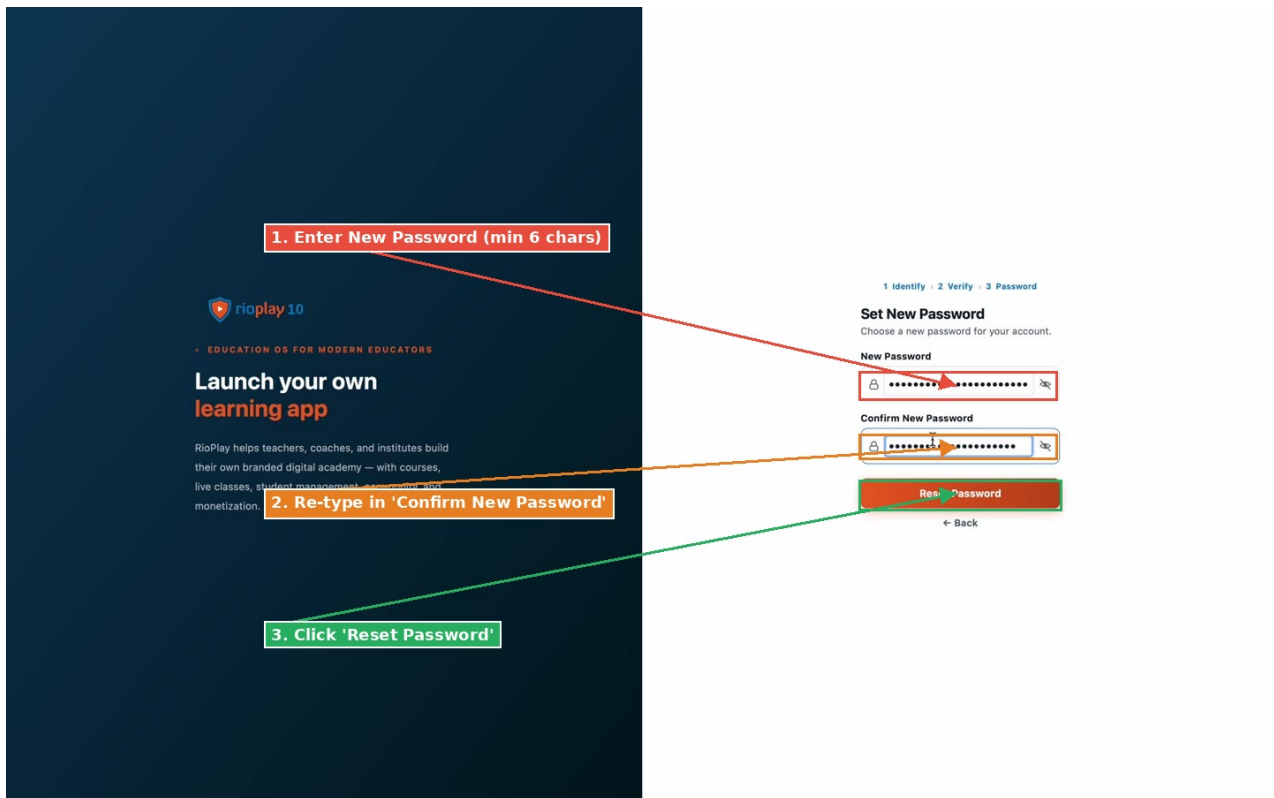


Fig. 18 — Set New Password screen (step 3 of 3).

1. Type a strong password in **New Password** (minimum 6 characters; we recommend 8+ with a mix of letters, numbers and a symbol).
2. Retype the same password in **Confirm New Password**.
3. Click the orange **Reset Password** button.

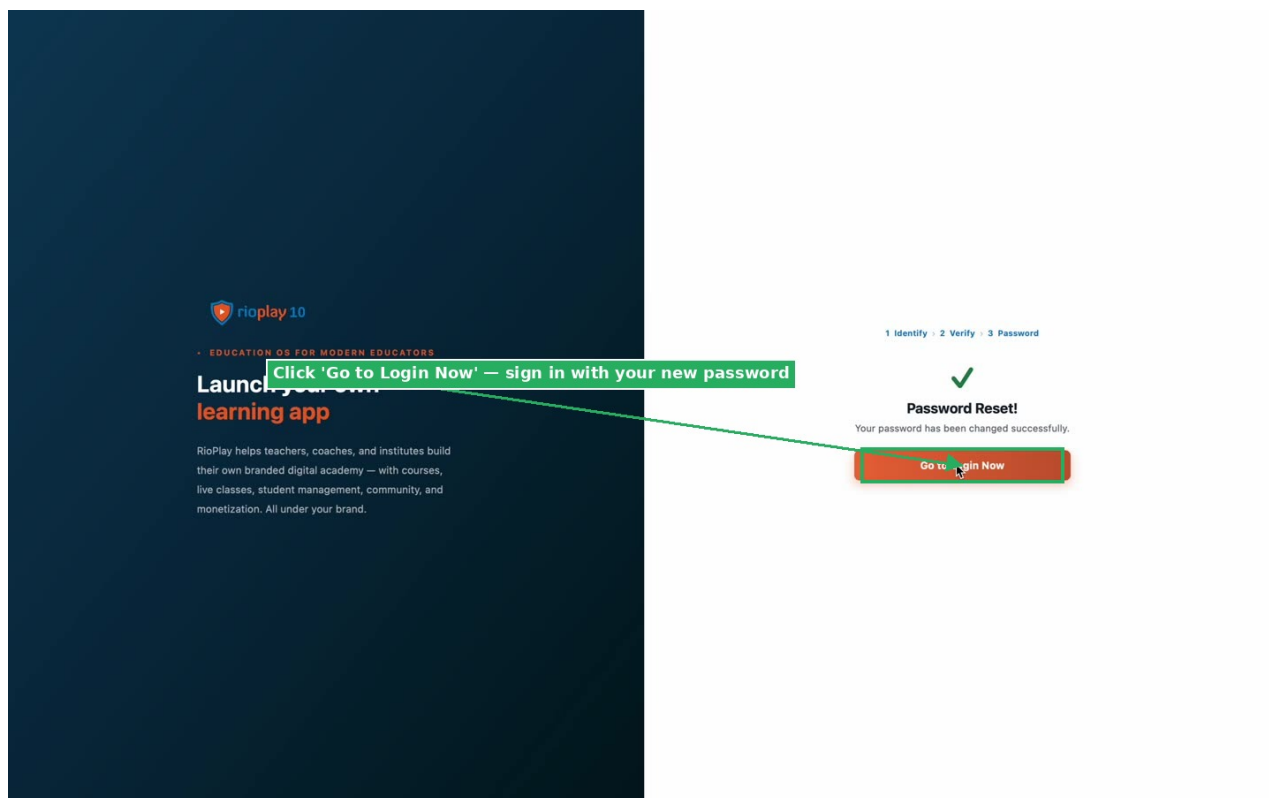


Fig. 19 — 'Password Reset!' confirmation.

You see '**Password Reset! Your password has been changed successfully.**' Click **Go to Login Now** and sign in with your new password.

## 10. Activate Your Course

After you log in, your course appears under **My Courses** with a yellow **Not Activated** badge. One-time activation binds the course to your device and starts its validity period.

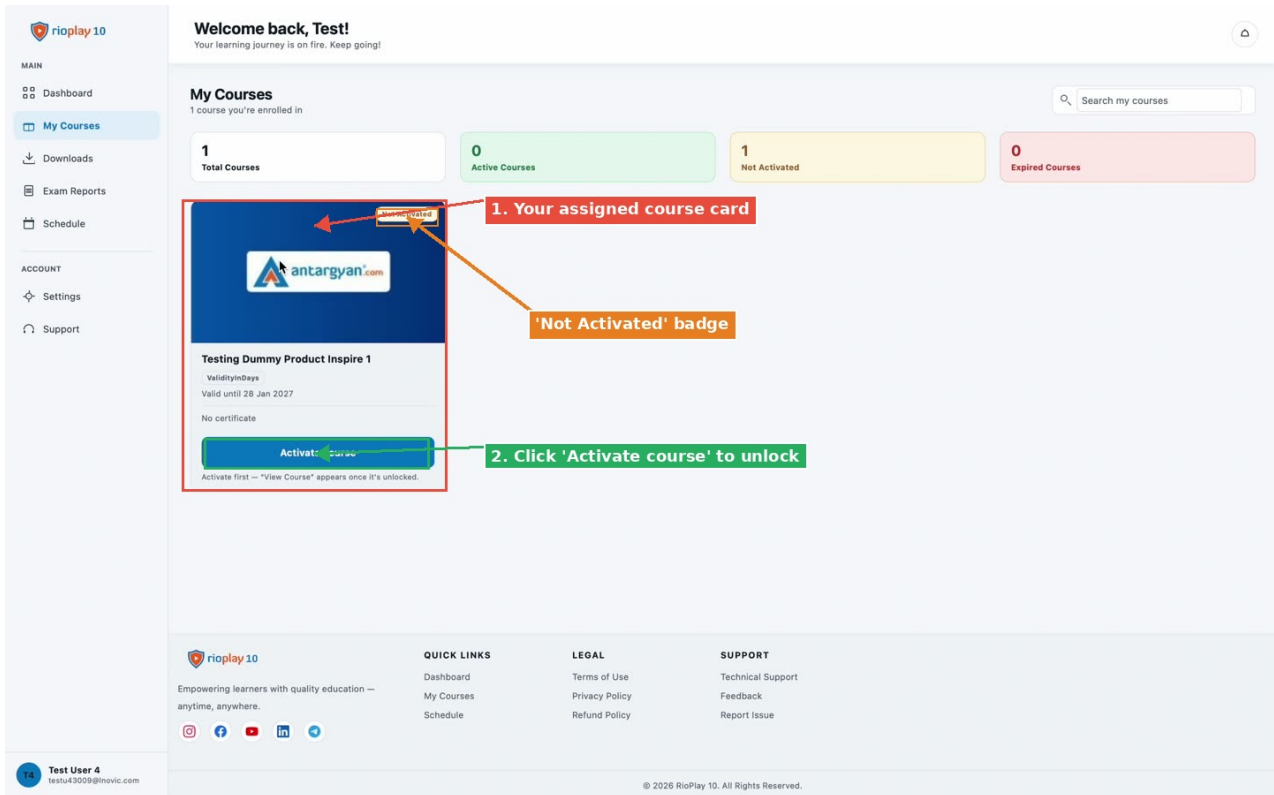


Fig. 20 — Not Activated course card with the 'Activate course' button.

1. Go to **My Courses** (left sidebar).
2. Find your course card. Note the **Not Activated** badge and the **Valid until** date.
3. Click the blue **Activate course** button.
4. A popup confirms **Course activated — This course is now active**. Tap 'View Course' to open the lessons.
5. Click **OK**. The badge changes to green **Active** and the button changes to **View Course**.

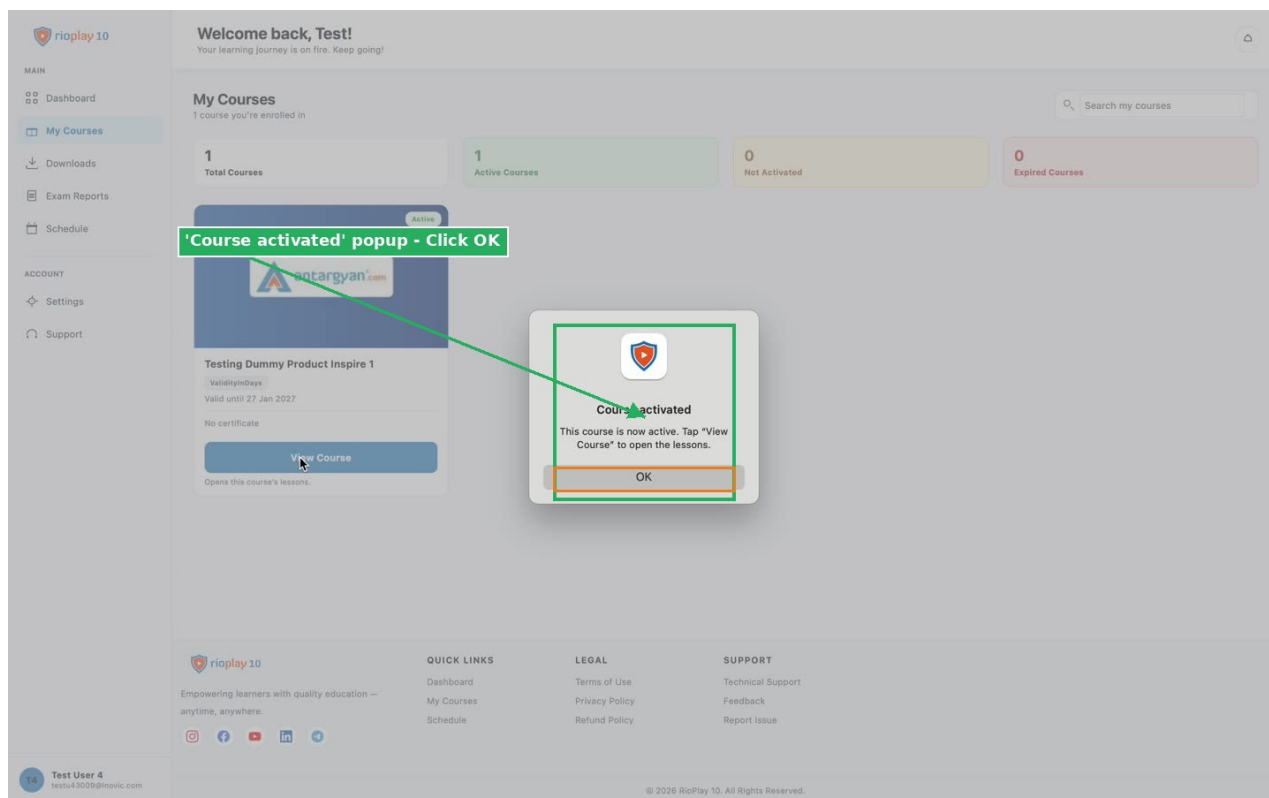


Fig. 21 — 'Course activated' confirmation popup.

!

Activation is **one-time and permanent**. Once you activate, the validity period starts counting down (in the example above, valid until 27 Jan 2027). Make sure you are on the device you plan to use for this course before activating.

# 11. Access Course Content

After activation, click **View Course** on the course card. You land on the **Course content** page.

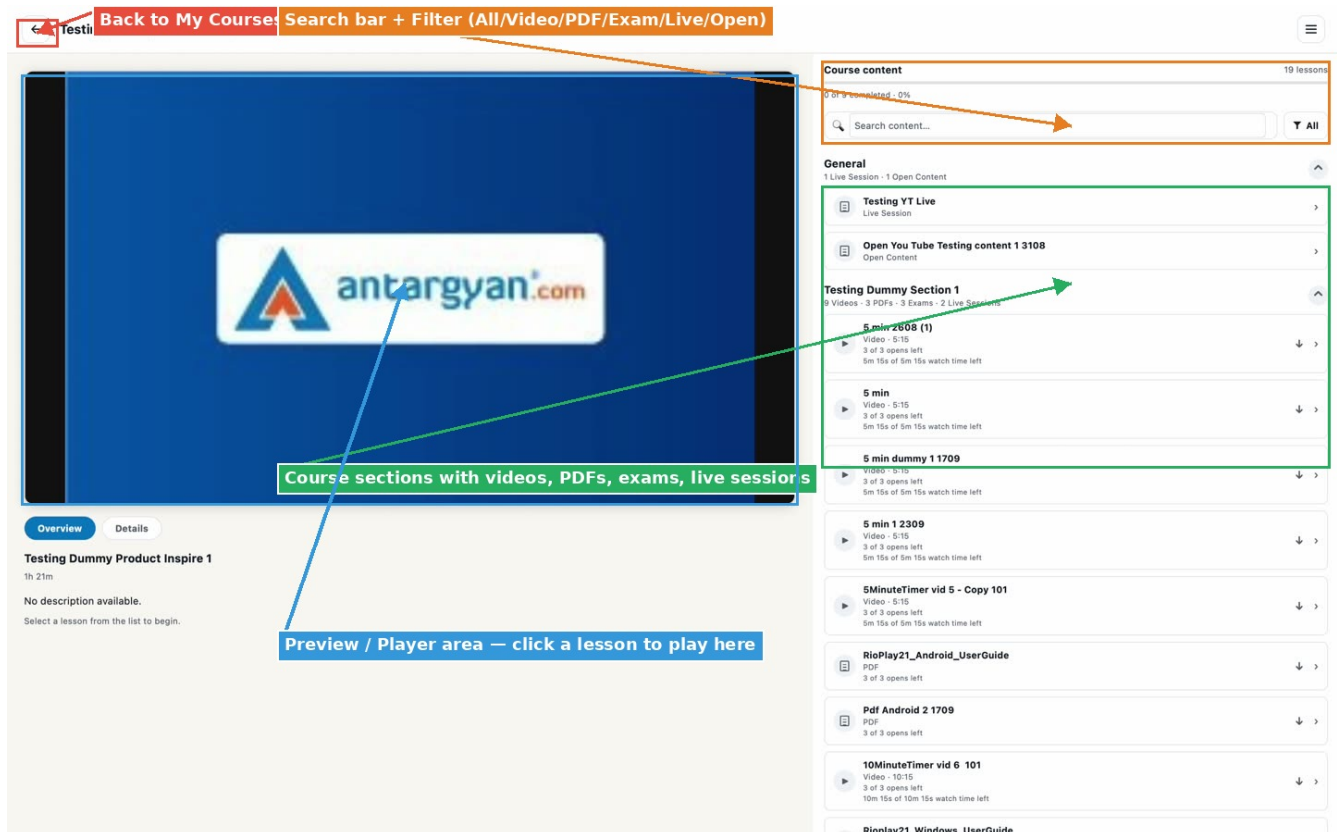


Fig. 22 — Course content page: player on the left, lessons list on the right.

## What you see

**Left half — Player / Preview panel:** this is where the video plays, the PDF opens, or the exam launches. Below the player is an **Overview / Details** tab pair with the course description.

**Right half — Course content list:** shows the total number of lessons and a progress counter (e.g. **0 of 9 completed · 0%**). Lessons are grouped in expandable sections like **General** and **Testing Dummy Section 1**. Each row shows the icon, name, duration, opens left, and watch-time left.

**Top-right of the list:** a **Search content...** box and an **All / Video / PDF / Exam / Live / Open** filter chip.

## 12. Search Course Content

The Search box narrows the lesson list to items whose name contains what you type. It searches in real time as you type.

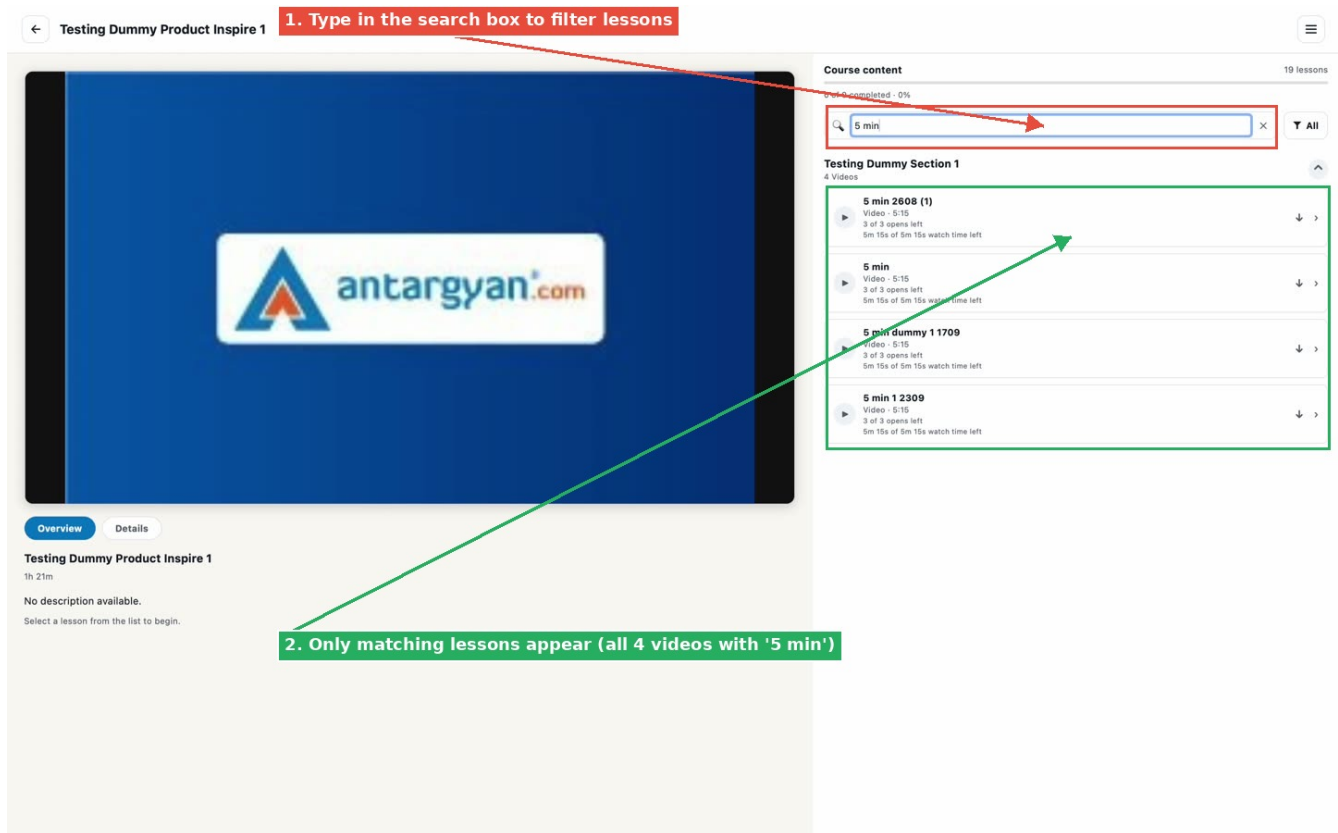


Fig. 23 — Searching for “5 min” — list narrows to matching lessons.

1. Click inside the **Search content...** box (top-right of the lessons list).
2. Type a word from the lesson name (e.g. “5 min”, “RioPlay”, “Timer”).
3. The list refreshes on every keystroke. All lesson types matching the term appear.
4. Click the **×** in the search box to clear it and see all lessons again.

## 13. Filter Content by Type

Use the filter chip next to the search box to show only videos, PDFs, exams, live sessions or open content.

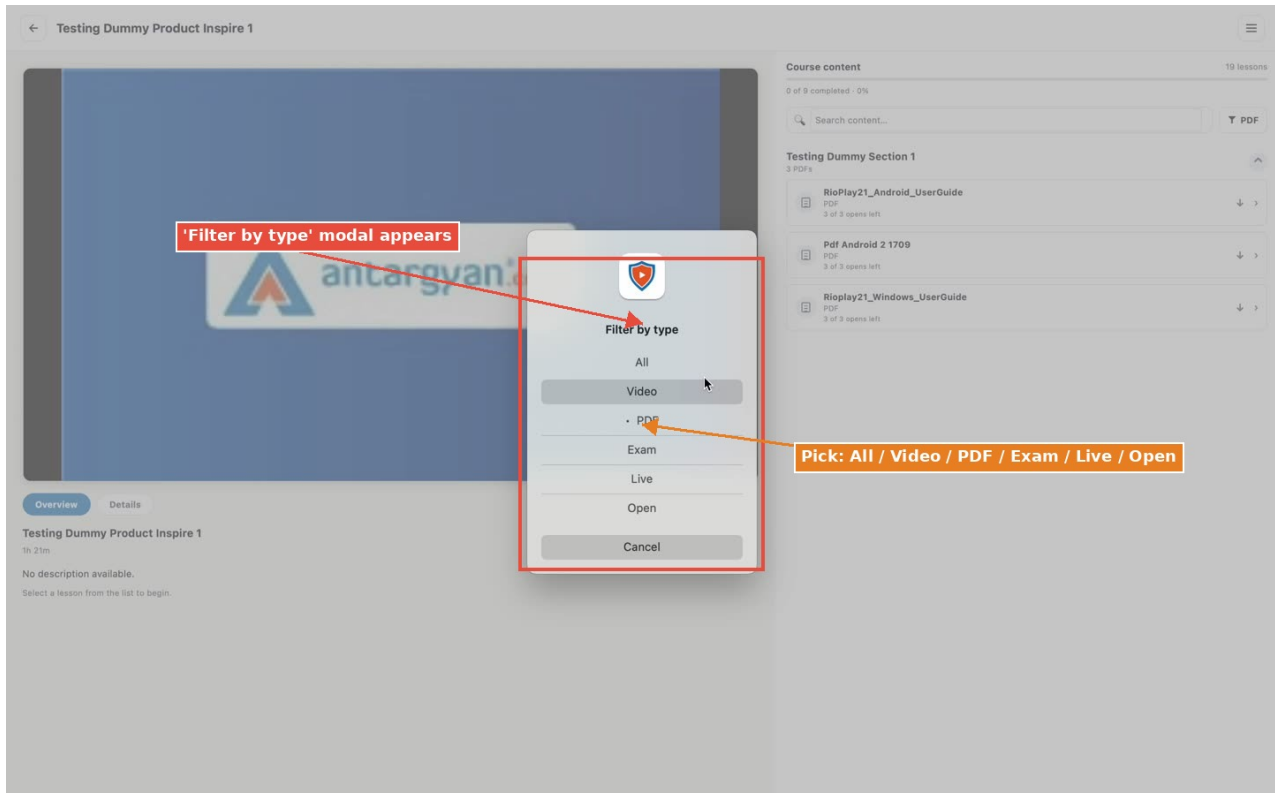


Fig. 24 — 'Filter by type' modal with six options.

### How to filter

1. Click the **All** button (funnel icon) at the top right of the lessons list.
  2. The **Filter by type** modal appears with six options:
    - **All** — every content type
    - **Video** — recorded video lessons only
    - **PDF** — reading material and handbooks
    - **Exam** — quizzes and mock tests
    - **Live** — scheduled live sessions
    - **Open** — open content (public YouTube-style lessons)
1. Tap the type you want. The modal closes and the list shows only that type.
  2. The filter chip label changes to reflect the choice (e.g. **Video** or **PDF**).
  3. Combine with search: e.g. search "RioPlay" with filter **PDF** to find only PDF guides.

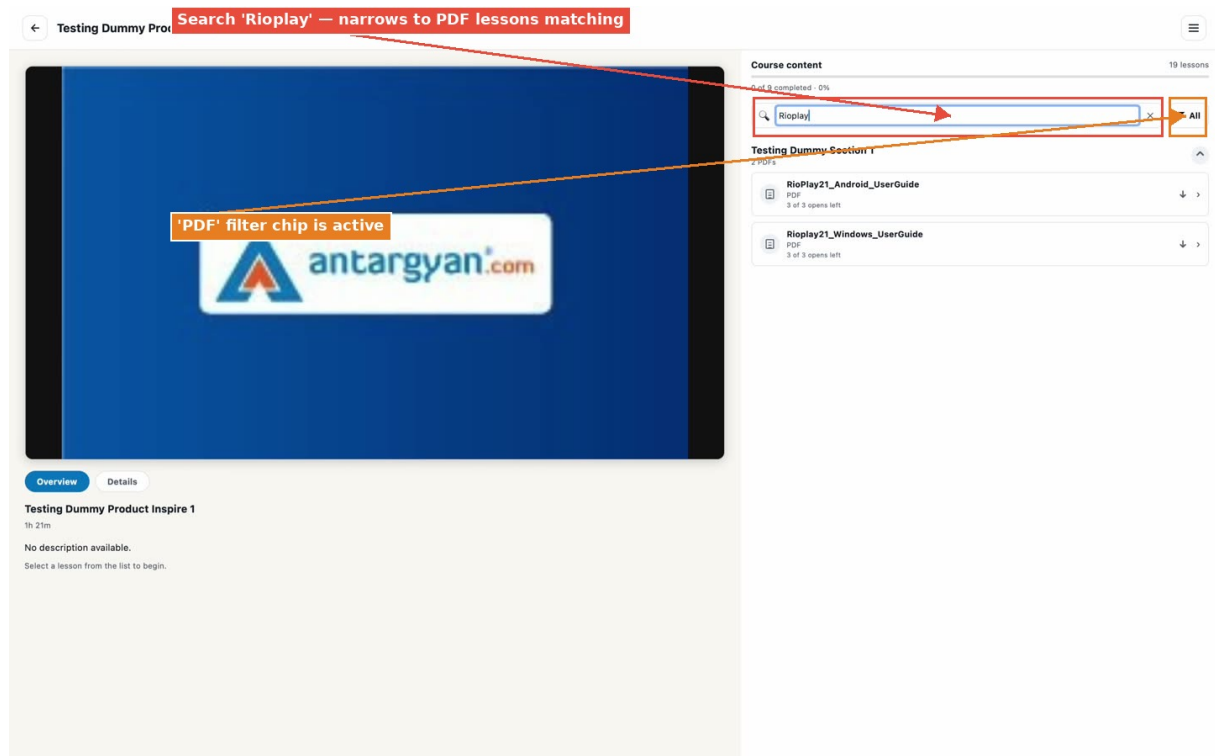


Fig. 25 — Search “Rioplay” + filter set to PDF: only PDF guides appear.

## 14. Play a Lecture / Open a PDF

Each lesson row on the right can be played, downloaded, or opened.

### Play a video

1. Click the  **Play** icon on the left of a video row, or click the row title.
2. The video loads into the player on the left. Use standard playback controls (play/pause, seek, volume, playback speed, fullscreen).
3. The row shows **3 of 3 opens left** and **5m 15s of 5m 15s watch time left** — the app tracks your remaining views and watch time.

### Open a PDF

1. Click the row of a PDF lesson (icon looks like a document).
2. The PDF opens inside the player panel with page controls at the bottom.
3. PDFs also honour the **opens left** limit — think of an ‘open’ as one viewing session.

### Download for offline access

1. Click the small  **download** arrow at the right end of the row.
2. The lesson is saved for offline playback and appears under **Downloads** in the left sidebar.
3. Downloads are encrypted and stay tied to your logged-in account.

## 15. Take an Exam — Start, Navigate & Submit

Exams live inside your course content list alongside videos and PDFs. Each exam has a duration, a set number of questions, a marks-per-question value, and a pass percentage. You can attempt an exam multiple times if the instructor allows it.

### Step 15.1 — Open the exam from Course Content

In your **Course content** list, use the **Filter** → **Exam** option (or scroll to it) to spot exam rows. Click an exam row (icon looks like a document with a check mark). The **Exam Intro** screen opens.

### Step 15.2 — Review and Start Exam

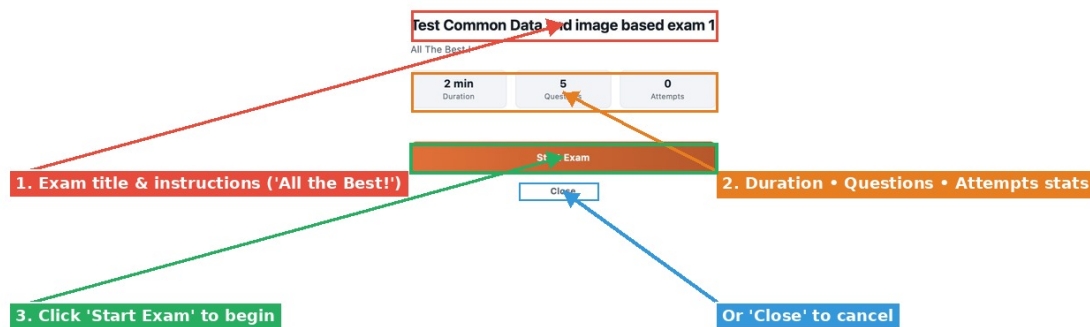


Fig. 26 — Exam intro: title, 'All the Best!', Duration / Questions / Attempts, Start Exam.

1. Read the exam title and instruction line (e.g. 'All the Best!').
2. Check the three stats: **Duration** (e.g. 2 min), **Questions** (e.g. 5), **Attempts** used.
3. Click the orange **Start Exam** button to begin. Timer starts immediately.
4. Click **Close** if you are not ready — the exam won't start.

!

Once you click **Start Exam**, the countdown timer starts and cannot be paused. Make sure you have a stable internet connection and no interruptions before you begin.

## Step 15.3 — Answer a question

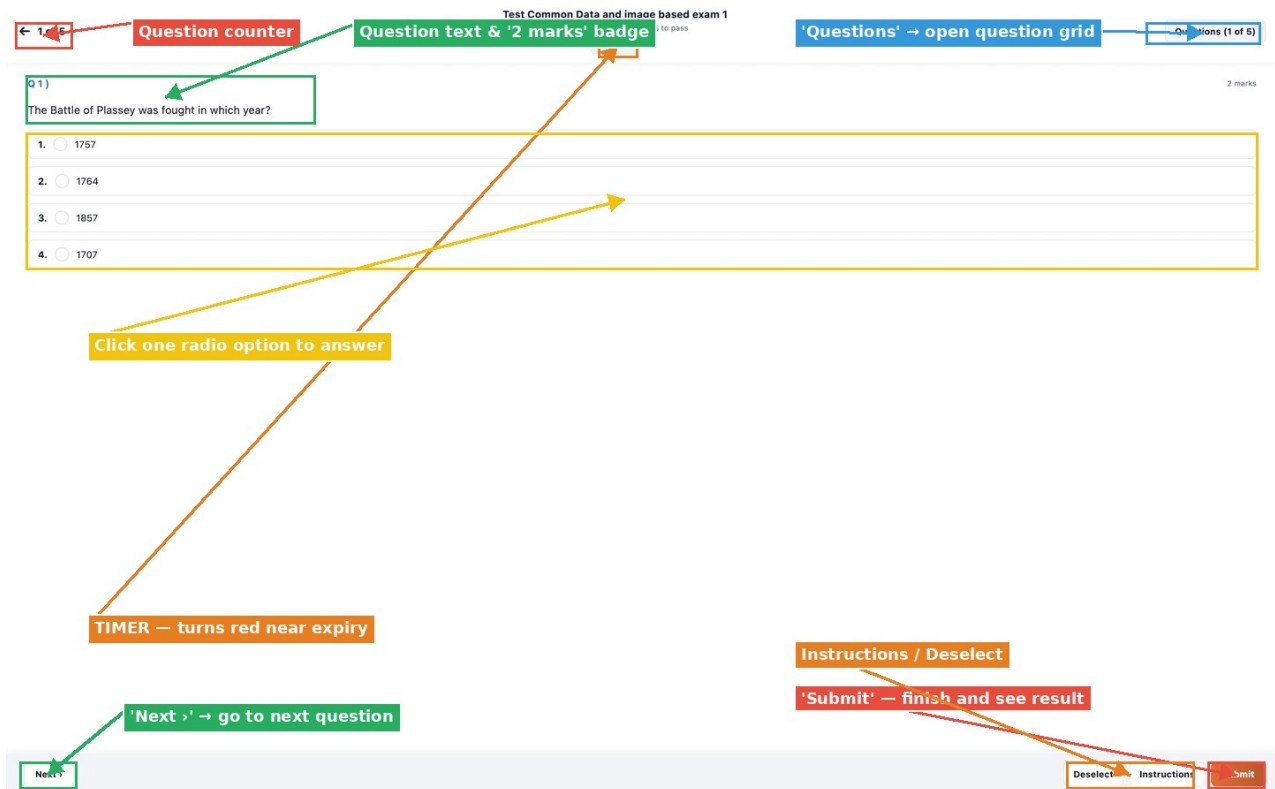


Fig. 27 — First question: header timer, question counter, options, Next & Submit.

Elements on the question screen:

- **Top-left:** '← 1 of 5' — question counter ('←' = back to intro).
- **Top-centre:** exam title, '5 questions · 10 marks · 40% to pass' and the ■ **Timer**.
- **Top-right:** **Questions (1 of 5)** — click to open the question grid.
- **Question body:** question text with a '**2 marks**' badge on the right.
- **Options:** click a radio button next to your chosen answer.
- **Bottom-left:** '**Next >**' (and '< **Previous**' after Q1).
- **Bottom-right:** **Deselect**, **Instructions**, **Submit**.

## Step 15.4 — Use Next and Previous

Click **Next >** to move forward and < **Previous** to go back. Answers you selected are kept when you move between questions — you can change them any time before submitting.

## Step 15.5 — Question Grid: jump to any question



Fig. 28 — Question grid: click any number to jump straight to that question.

1. Click the **Questions (n of N)** button in the top-right of the exam screen.
2. The **Questions/Sections** side panel appears with a numbered grid (1 → N).
3. Click any number to jump to that question. Handy for reviewing skipped ones near the end.
4. Click the × in the top-right of the grid to close it.

## Step 15.6 — Common Data blocks (Read More)

← 3 of 5

Test Common Data and image based exam 1  
5 questions · 10 marks · 40% to pass  
1:30

Questions (3 of 5)

Test Big Common Data 1  
/ Stock Market Basics

A company can raise money by offering its shares to the public.  
When you buy a share, you become a part-owner of that company.  
The price of a share changes based on demand, supply, and market conditions.  
Stocks are traded through recognized stock exchanges such as...

[Read More](#)

Q 3 )

Who is known as the 'Father of the Indian Constitution'?

1. ☒ Mahatma Gandhi

2. ☐ Sardar Vallabhbhai Patel

3. ☐ Dr. B. R. Ambedkar

4. ☐ Jawaharlal Nehru

Click 'Read More' to see the full passage

'Common Data' block — read this before answering

The question and its 4 options come after the Common Data

« Previous » « Next »

Deselect Instructions Submit

Fig. 29 — Q3: a Common Data block above the question with a 'Read More' link.

Some questions share a **Common Data** passage (a scenario, a paragraph, or a table) that applies to several questions in a row. Read it carefully before answering:

1. The grey box above the question shows the first few lines of the Common Data.
2. Click the blue **Read More** link to expand the full passage in a dialog.
3. After you understand the context, answer the question below by selecting an option.
4. The same Common Data may be reused for the next question — just click **Next**.

## Step 15.7 — Image-based questions

← 4 of 5

Test Common Data and image based exam 1

5 questions - 10 marks - 40% to pass

Questions (4 of 5)

2 marks

Q 4 )

The Simon Commission was boycotted because it had no \_\_\_ members.

Image / chart shown with the question

ABC Ltd. - Daily Candlestick Chart

Price (₹)

Date

How to Read Candlestick

High

Close

Open

Low

High

Open

Close

Low

1. ☐ Women

2. ☐ Indian

3. ☐ Muslim

4. ☐ British

Pick one of the 4 options

Previous Next

Deselect Instructions Submit

Fig. 30 — Question with an accompanying image (e.g. a candlestick chart).

Questions can include an image (a chart, a diagram, a photograph). Study the image, then choose the correct option. Images are shown at full width — no need to zoom.

## Step 15.8 — Watch the Timer

← 5 of 5

'5 of 5' — this is the last question

Test Common Data and image based exam 1

5 questions - 10 marks - 40% to pass

Questions (5 of 5)

2 marks

Q 5 )

Timer turned RED — less than 1 minute left. Answer quickly!

Dummy Common Data 1

A company named ABC Ltd. is listed on a stock exchange. Its shares are currently trading at ₹100 per share. Rahul buys 20 shares of ABC Ltd. If the share price increases to ₹120, the value of Rahul's shares increases. The company may also distribute a portion of its profits to shareholders as a dividend.

Read More

1. ☐ Carbon Dioxide

2. ☐ Hydrogen

3. ☐ Oxygen

4. ☐ Nitrogen

Common Data + Read More for detailed passage

Click 'Submit' to finish the exam

Previous

Deselect Instructions Submit

*Fig. 31 — Timer turns red near expiry. Make a choice on every unanswered question.*

A red square containing a white exclamation mark, indicating a warning or important note.

When less than 1 minute is left, the timer turns **RED**. When time runs out, the exam is auto-submitted with whatever answers you have — unanswered questions are counted as 0 marks.

### Step 15.9 — Submit the exam

1. When you have answered your last question (or want to finish early), click the orange **Submit** button at the bottom-right.
2. A confirmation dialog will appear; click **Confirm** to submit for grading.
3. Once submitted, the result screen opens instantly.

## 16. Exam Result & Exam Reports

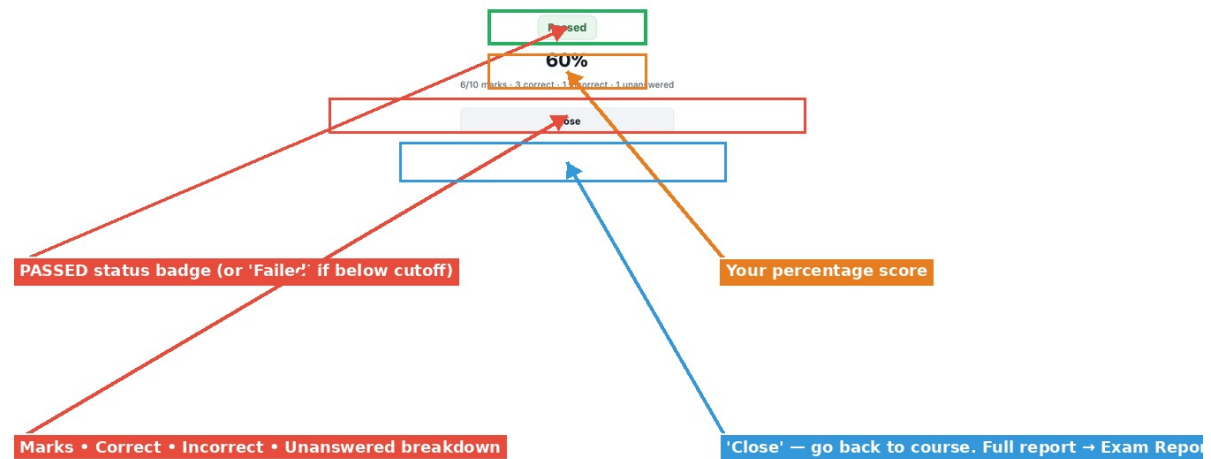


Fig. 32 — Exam result: Passed / Failed badge, score %, and stats.

### What the result screen shows

- A green **Passed** or red **Failed** badge at the top.
- Your **score percentage** in large bold text (e.g. 60%).
- A breakdown line: **N/M marks • X correct • Y incorrect • Z unanswered**.
- A **Close** button — returns you to the course content list.

### Step 16.1 — Deep dive in Exam Reports

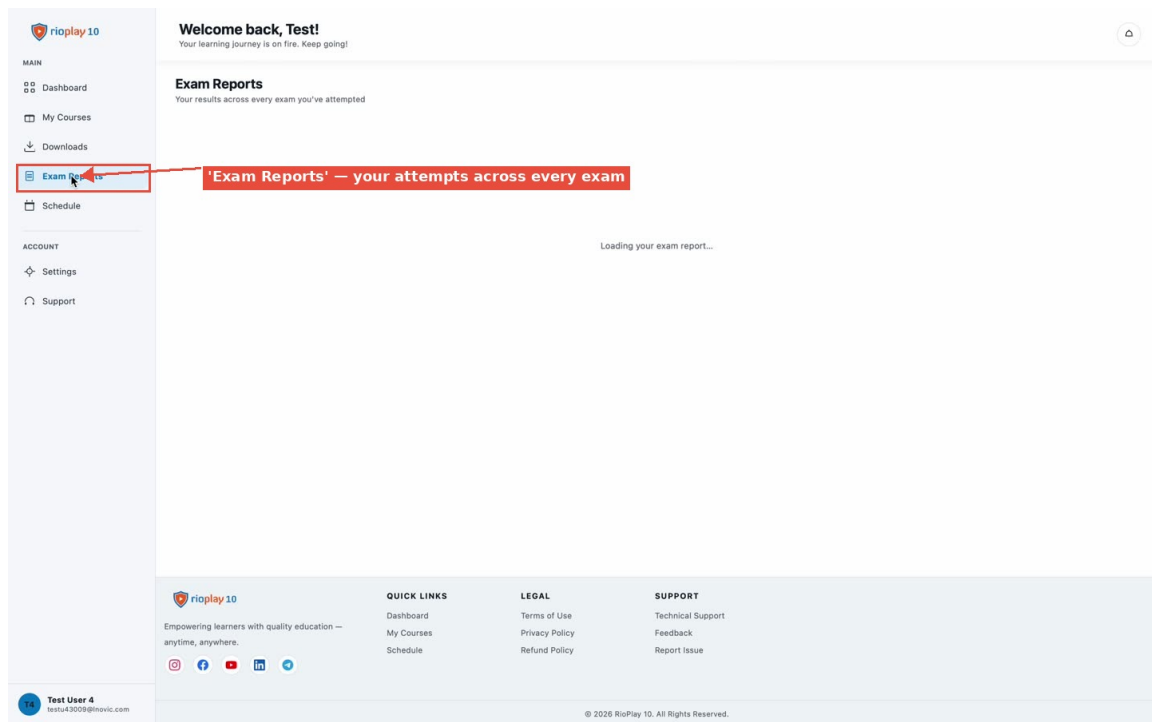


Fig. 33 — Exam Reports section (left sidebar).

1. Click **Exam Reports** in the left sidebar (MAIN group).
2. Every exam you have attempted is listed with your score, percentage, and time taken.
3. Click a report entry to open the full per-question analysis: your answer vs. the correct answer, marks awarded, and (if the exam allows review) the correct explanation.
4. Use **Re-attempt** if the exam still has attempts remaining.

**TIP**

Reviewing wrong answers in **Exam Reports** is the fastest way to improve — treat every mistake as a topic to revise.

# 17. Sidebar Sections — What Each Does

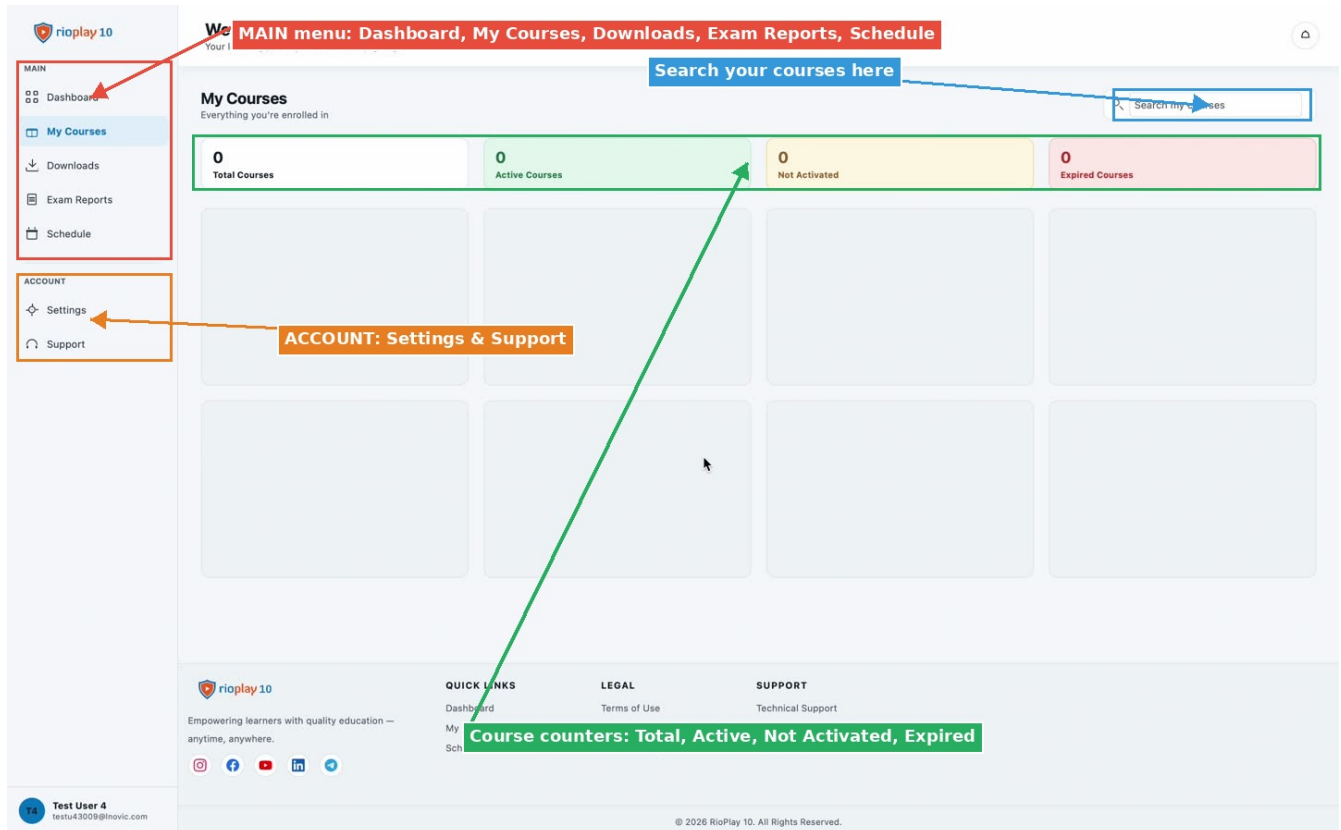


Fig. 34 — Left sidebar shows MAIN (5 items) and ACCOUNT (2 items).

## Dashboard

Your home screen. Shows **‘Welcome back, <name>’**, plus quick counters for total courses, active courses, not-activated courses and expired courses. This is where you land after login.

## My Courses

The full list of every course assigned to you, with counters and a search box (**Search my courses**). Each course card has a status badge (**Not Activated / Active / Expired**), validity date, and a primary action button — **Activate course** or **View Course**.

## Downloads

Everything you have downloaded for offline access. Videos and PDFs saved from any course appear here, grouped by course, so you can watch/read them without an internet connection. Delete an item to free up disk space.

## Exam Reports

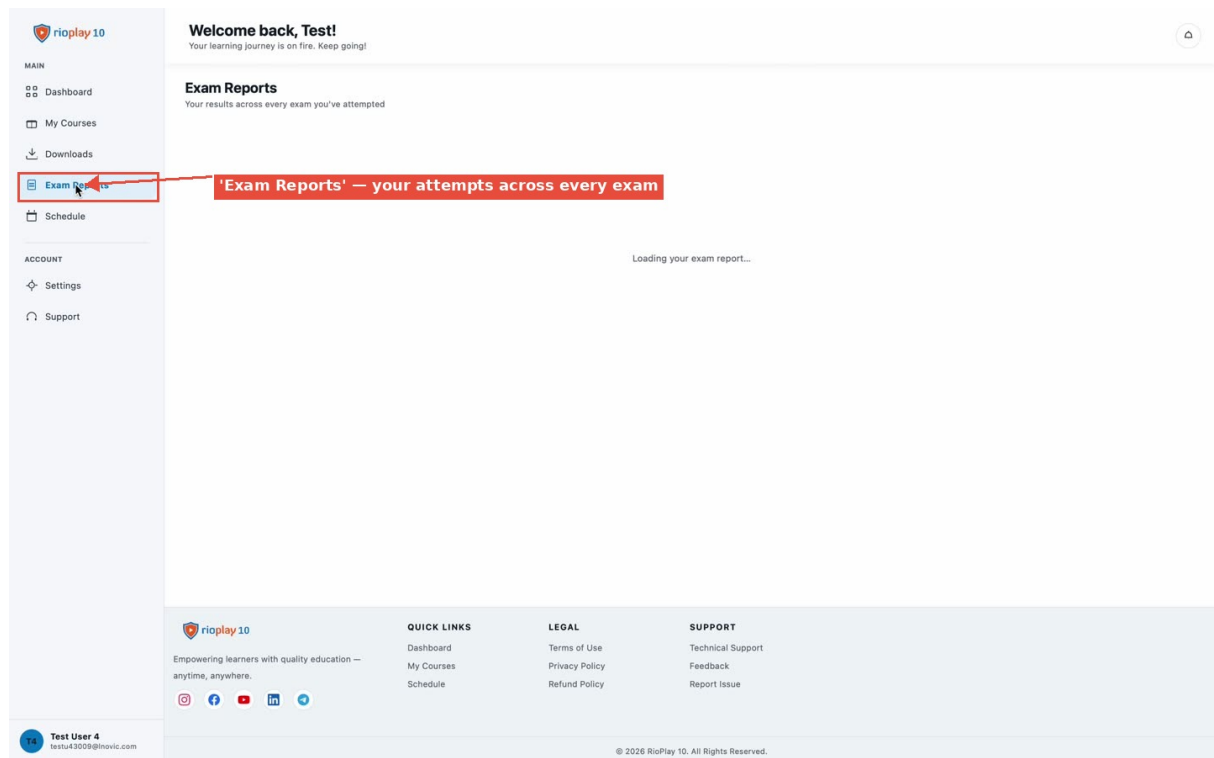


Fig. 27 — Exam Reports section.

Every exam you have attempted is listed here with your score, percentage, correct/incorrect answers, time taken and re-attempts remaining. Click a report to see the full breakdown, per-question analysis, and the correct answers (if the exam allows review).

## Schedule

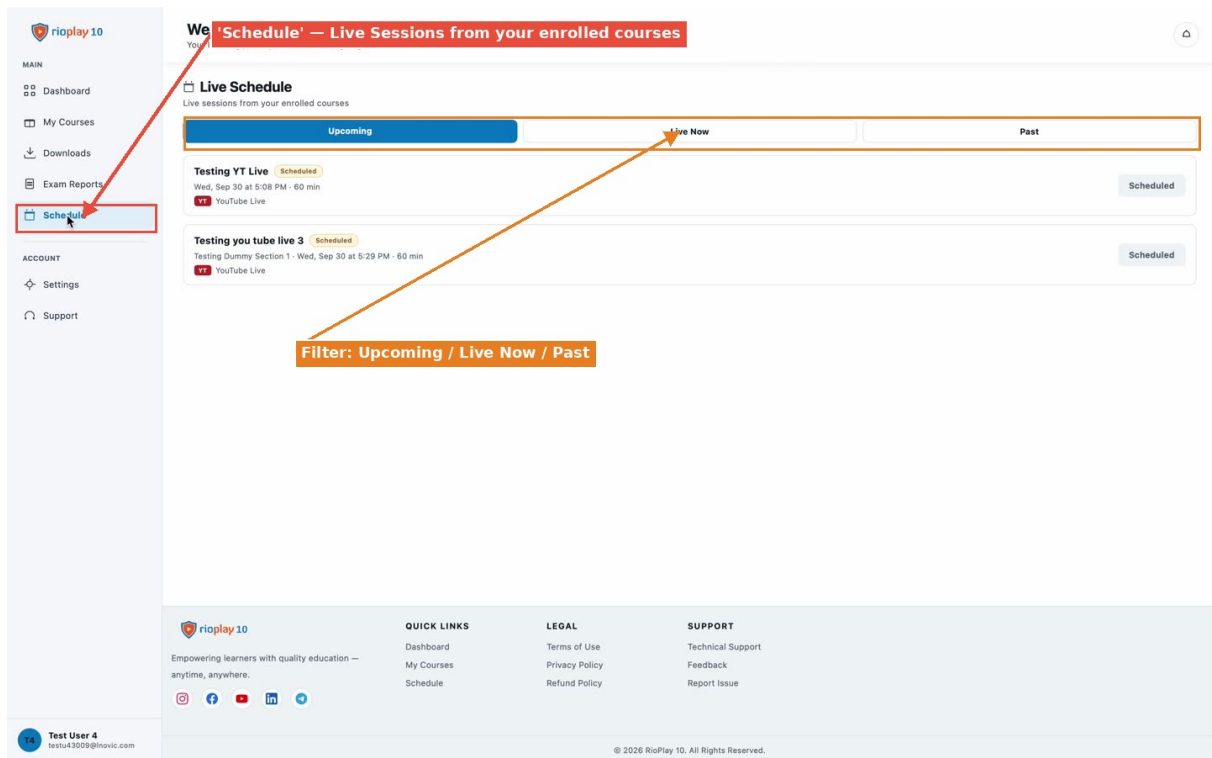


Fig. 28 — Schedule / Live Sessions.

Your **Live Schedule** across all enrolled courses. Three tabs:

- **Upcoming** — sessions scheduled for the future
- **Live Now** — sessions running right now — click **Join** to enter
- **Past** — completed sessions (recordings appear here if enabled)

Each entry shows the session title, section, date, duration, and the platform (e.g. **YouTube Live**).

## Settings

Everything about your account — Profile, Security, Notifications, Linked Account, Devices, Danger Zone, and About. Covered in detail in the next two sections.

## Support

Raise a support ticket or check the status of tickets you have already raised. Covered in Sections 18 and 19.

## 18. Settings — Profile, Security, Notifications

The screenshot shows the 'Settings' page for 'Test User 4' in the 'Profile' tab. The 'Personal Information' section is highlighted with a green border. It contains the following fields:

- Full Name:** Test User 4
- Email:** testu43009@inovic.com (Verified - can't be changed here)
- Phone Number:** +918983789829 (Verified)
- Date of Birth:** 30/ 9/2026
- Gender:** Select Gender
- Bio:** (0/200 characters)

At the bottom right of the form are 'Cancel' and 'Save Change' buttons. A green arrow points from the 'Save Change' button to the 'Personal Information' section. A red box highlights the 'Logout' button in the top right header. A green box at the bottom right of the form contains the text: 'Full Name / DOB / Gender / Bio (Email + Phone verified)'.

Fig. 29 — Settings → Profile tab (Personal Information).

### Profile

Your **Personal Information**: Full Name, Email (verified — can't be changed here), Phone Number (verified), Date of Birth, Gender and Bio (200 characters). Click **Save Change** after edits. To change your email, contact your institute admin.

### Security

Change your password and manage login security settings. Click **Security** in the tab row, enter your current password, then a new password twice, and click **Update Password**.

### Notifications

Turn app notifications on or off — for live session reminders, course updates, and support ticket replies. Toggle the switches to your preference and click **Save**.

### Logout button

The red **Logout** button at the top right of the Settings header signs you out on this Mac. You will need to sign in again next time.

## 19. Settings — Linked Account, Devices, About Linked Account

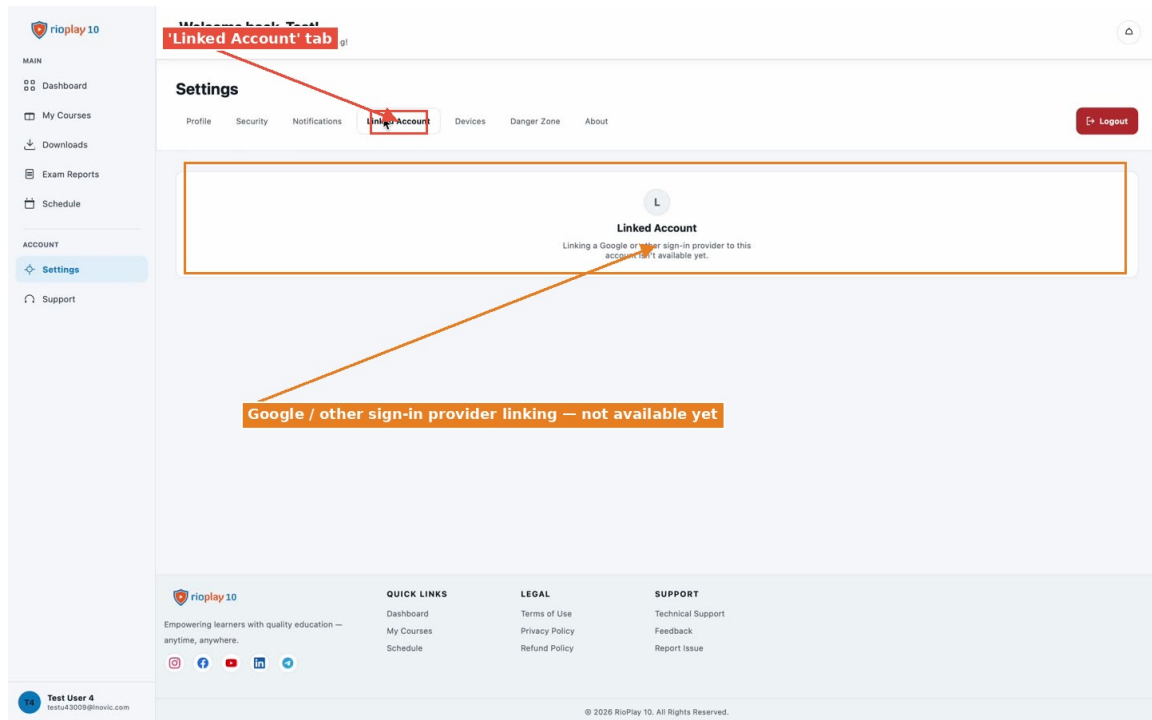


Fig. 30 — Linked Account tab.

This tab is where you will link Google or another sign-in provider to your RioPlay account. Message shown today: “Linking a Google or other sign-in provider to this account isn’t available yet.” This feature will be enabled in a future release.

### Devices

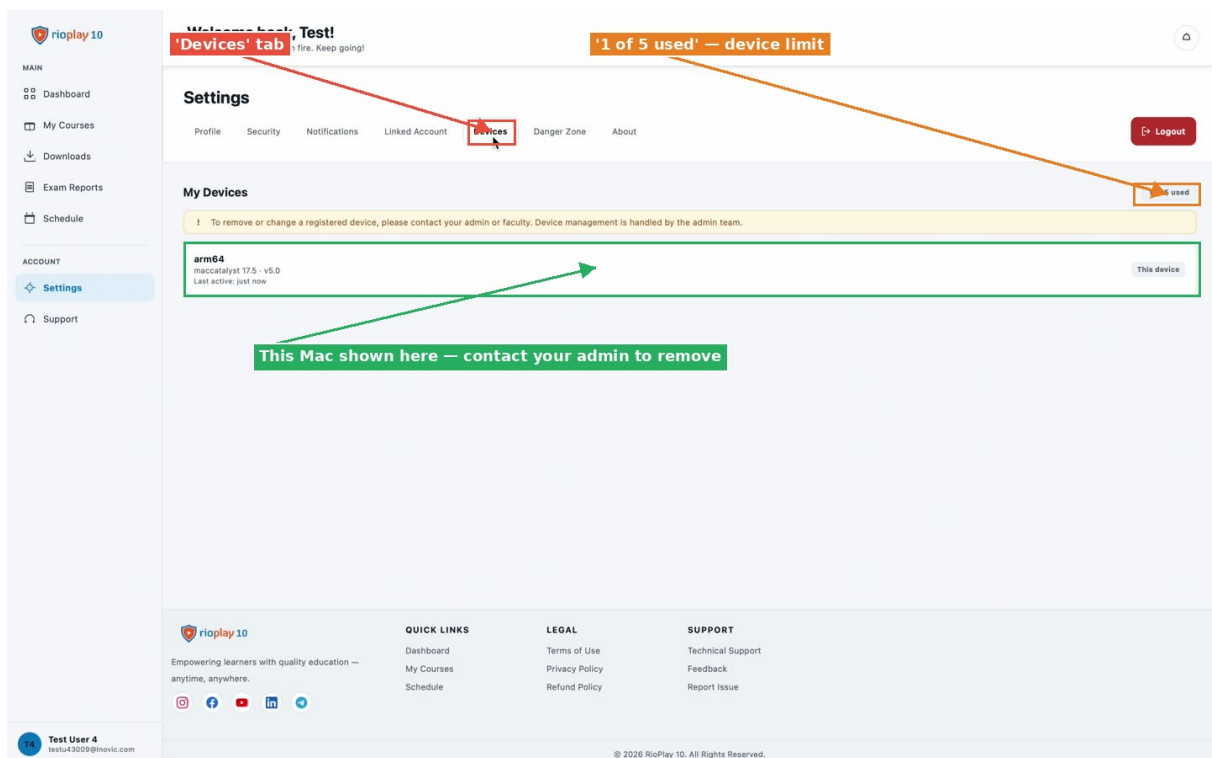


*Fig. 31 — My Devices — 1 of 5 used.*

Shows all devices where you are signed in to RioPlay 10 with this account.

- A counter at the top-right shows **N of 5 used** — you can sign in on up to 5 devices.
- Each row shows the device model (e.g. **arm64**), OS (**maccatalyst 17.5**), app version (**v5.0**) and last-active time.
- Your current Mac is marked with a grey **This device** chip.
- To remove or change a registered device, contact your admin/faculty — device removal is handled by the admin team, not from this screen.

## Danger Zone

Sensitive account actions: deactivate account, request data export, and delete account. Each action asks for confirmation and, for delete, also requires your password. Use with care — deletion is permanent and cannot be reversed.

## About

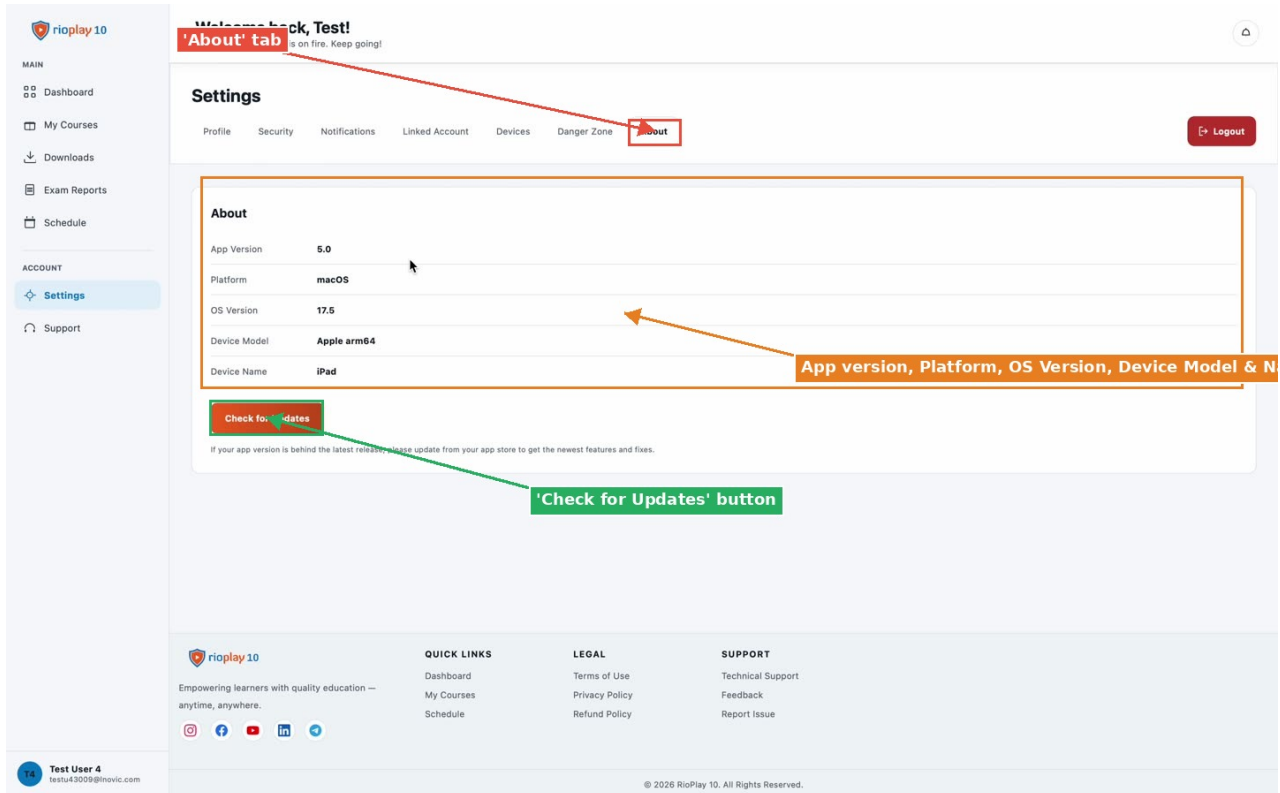


Fig. 32 — About tab: version, platform, OS version, device model and name.

Read-only technical information about your installation. Useful when raising a support ticket. Includes:

- **App Version** — currently 5.0
- **Platform** — macOS
- **OS Version** — your Mac's macOS version
- **Device Model** — chip family (e.g. Apple arm64)
- **Device Name** — the friendly name of your Mac

The orange **Check for Updates** button lets you check whether a newer version of RioPlay 10 is available. If so, update from the Mac App Store or install a fresh **.pkg** from the same download link — your account and downloads are preserved.

## 20. Raise a Support Ticket

If you face any issue with content playback, sign-in, activation or the app itself, raise a ticket. The support team responds within 24 hours.

The screenshot shows the 'New Ticket' form in the Rioplay 10 Help Centre. The form is titled 'Create a Support Ticket' and includes fields for Name, Email, Contact Number, Category, and Message. Annotations with arrows point to specific elements:

- 1. Click 'Support' in the sidebar:** Points to the 'Support' link in the left sidebar under the 'ACCOUNT' section.
- 2. 'New Ticket' tab (default):** Points to the 'New Ticket' tab in the top navigation bar.
- Name auto-filled:** Points to the 'NAME' field, which is pre-filled with 'Test User 4'.
- Email + Contact Number auto-filled:** Points to the 'EMAIL' and 'CONTACT NUMBER' fields, which are pre-filled with 'testu43009@inovic.com' and '+918983789829' respectively.
- 3. Pick a Category (Technical Issue, etc.):** Points to the 'CATEGORY' dropdown menu, which is currently set to 'Select issue category'.

The footer of the page includes 'QUICK LINKS', 'LEGAL', and 'SUPPORT' sections, along with social media icons and a copyright notice for 2026 Rioplay 10.

Fig. 33 — Support → New Ticket form.

### Step by step

1. Click **Support** in the left sidebar (under ACCOUNT).
2. The **Help Centre** → **Support** page opens. The **New Ticket** tab is selected by default.
3. **Name**, **Email** and **Contact Number** are auto-filled from your profile — no need to type them.
4. Click the **Category** dropdown and pick one — Technical Issue, Billing, Course Access, Feedback, Other.
5. In the **Message** box, describe your issue in detail. Include what you did, what you expected, and what actually happened (up to 1000 characters).

**Welcome back, Test!**  
Your learning journey is on fire. Keep going!

### Create a Support Ticket

Fill out the form below and we'll get back to you as soon as possible.

**NAME \***  
Test User 4

**EMAIL \***  
testu43009@inovis.com

**CONTACT NUMBER**  
+918983789829

**CATEGORY \***  
Technical Issue

**MESSAGE \***  
Type Your Issue here in details and attach if any error file you have

**ATTACHMENT (optional — max 3 MB)**  
Click to upload or drag & drop  
PNG, JPG, PDF, DOC (max 3 MB)

**Verification**

**Footer:**  
**QUICK LINKS:** Dashboard, My Courses, Schedule  
**LEGAL:** Terms of Use, Privacy Policy, Refund Policy  
**SUPPORT:** Technical Support, Feedback, Report Issue  
 © 2026 RioPlay 10. All Rights Reserved.

Fig. 34 — Filled form with attachment.

1. Optional: click the **Attachment** area to upload a screenshot or short document — PNG, JPG, PDF or DOC, max 3 MB. Drag & drop is also supported.
2. Solve the small **reCAPTCHA / I'm not a robot** puzzle at the bottom.
3. Click the orange **Submit Ticket** button.

**Welcome back, Test!**  
Your learning journey is on fire. Keep going!

**HELP CENTRE**  
**Support**  
Fill out the form and our team will respond within 24 hours.

✓ Your ticket TKT-20260930-008 has been submitted! We'll get back to you within 24 hours.

**Create a Ticket**  
Fill out the form below and we'll get back to you as soon as possible.

**NAME \***  
Test User 4

**EMAIL \***  
testu43009@inovis.com

**CONTACT NUMBER**  
+918983789829

**CATEGORY \***  
Select issue category

**MESSAGE \***  
Describe your issue or inquiry in detail...

**Footer:**  
**QUICK LINKS:** Dashboard, My Courses, Schedule  
**LEGAL:** Terms of Use, Privacy Policy, Refund Policy  
**SUPPORT:** Technical Support, Feedback, Report Issue  
 © 2026 RioPlay 10. All Rights Reserved.

*Fig. 35 — Success banner with your ticket number.*

A green banner confirms: **'Your ticket <TKT-YYYYMMDD-NNN> has been submitted! We'll get back to you within 24 hours.'** Note the ticket number for reference.

## 21. Check My Support Tickets

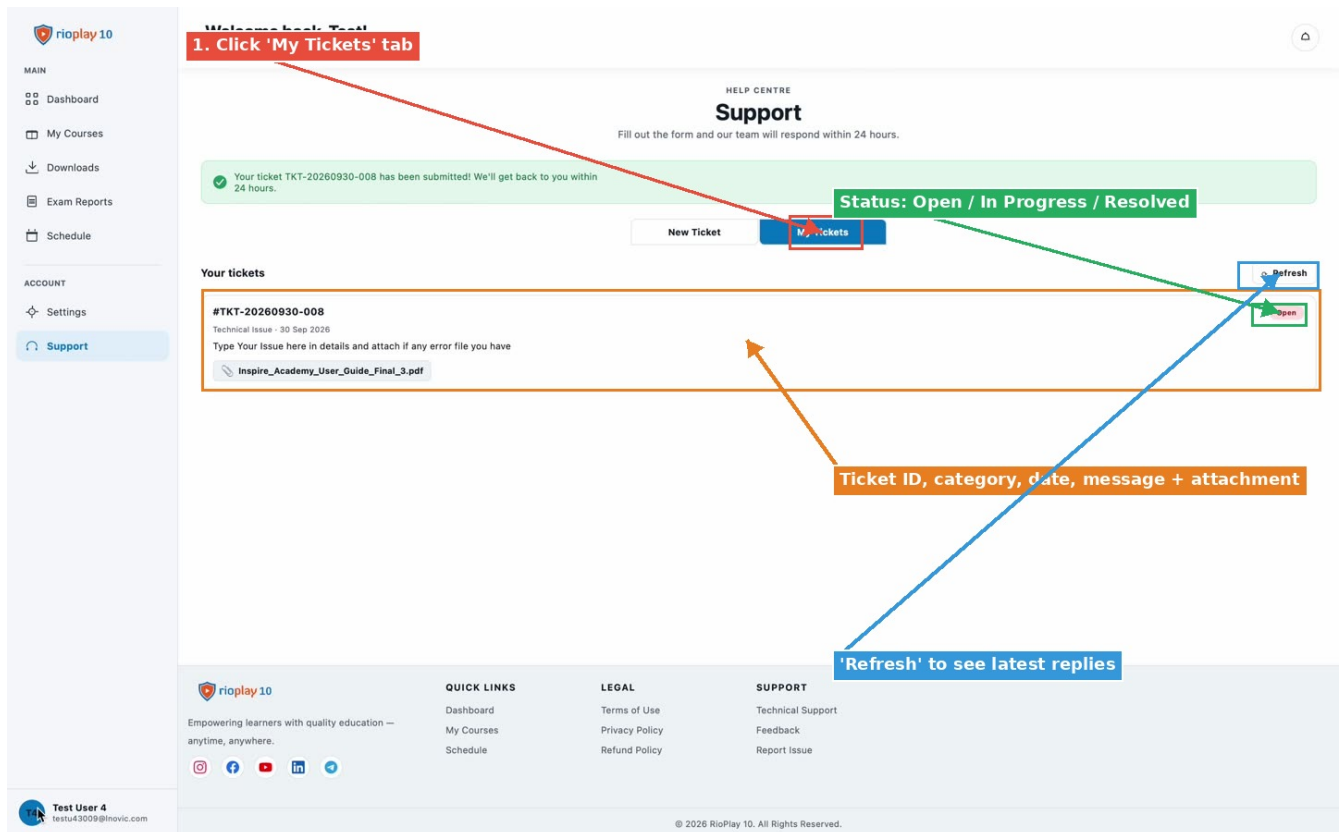


Fig. 36 — My Tickets tab — list of your raised tickets with status.

1. Go to **Support** in the sidebar.

2. Click the **My Tickets** tab at the top.

3. You see all tickets you have raised, newest first. Each row shows:

- **Ticket ID** (e.g. #TKT-20260930-008)
- **Category** and **date** created
- Your **message** preview
- **Attachment** if any (click to open)
- **Status pill** — Open / In Progress / Resolved / Closed

1. Click a ticket to expand the conversation and see all replies from the support team.

2. Reply with more information from the same view.

3. Click **Refresh** at the top right to fetch the latest replies.

### TIP

You can reference your ticket number when contacting support on WhatsApp at **+91 89837 89829** for faster help.

## 22. Quick Reference & Troubleshooting

### Common issues

#### The installer says the file is damaged or can't be opened

Redownload from [downloads.antargyan.com/Rioplay-10/Rioplay\\_10\\_Mac\\_App.pkg](https://downloads.antargyan.com/Rioplay-10/Rioplay_10_Mac_App.pkg). If macOS Gatekeeper blocks it, right-click the .pkg → **Open** → **Open**.

#### I don't see my course after logging in

Refresh **My Courses**. If still empty, confirm you logged in with the exact Email ID from your access email. Contact your institute if the email doesn't match your enrolment.

#### 'This course is not yet available' or activation fails

The validity may not have started, or your device limit is reached. Check **Settings** → **Devices** and contact your admin.

#### Videos don't play / keep buffering

Test internet on **fast.com**. RioPlay needs at least 2 Mbps for SD and 5 Mbps for HD. Try switching WiFi or using a hotspot. Downloads work offline.

#### OTP not received on mobile

Wait a full minute, click **Resend code**. Check DND settings on your phone. Also try the **Login with Email OTP** option instead.

#### Password reset link/OTP not received on email

Check **Spam** and **Promotions** folders. Add [noreply@antargyan.com](mailto:noreply@antargyan.com) to your contacts. Try the mobile OTP option instead.

#### How to update to a new version

Open **Settings** → **About** → **Check for Updates**. Or download the latest .pkg from the same URL and run the installer again — your data is preserved.

#### How to sign out

**Settings** → **Profile** → click the red **Logout** at top right. Or from the Mac menu bar, **RioPlay 10** → **Quit** (■Q) and sign in with a different account next launch.

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### Support contacts

For Your Query Please WhatsApp On +91 89837 89829

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

Website: [antargyan.ai](https://antargyan.ai)

### Download URLs (all platforms)

|                |                                                                                                                                                               |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Mac</b>     | <a href="https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Mac%20App.pkg">https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Mac%20App.pkg</a> |
| <b>Windows</b> | <a href="https://downloads.antargyan.com/Rioplay-10/RioPlay10-Windows.exe">https://downloads.antargyan.com/Rioplay-10/RioPlay10-Windows.exe</a>               |
| <b>Android</b> | <a href="https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk">https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk</a>     |
| <b>iOS</b>     | <a href="https://testflight.apple.com/join/BMzHub2u">https://testflight.apple.com/join/BMzHub2u</a>                                                           |

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*Thank you for learning with RioPlay 10. Shaping your future — one lesson at a time.*