

Frequently Asked Questions

RioPlay 10 — Windows App (v5.0)

This FAQ answers the questions our support team hears most often about the RioPlay 10 Windows app. Topics are grouped so you can jump to what you need. 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).

Download & Installation

Q1. Where do I download RioPlay 10 for Windows?

Direct URL: <https://downloads.antargyan.com/Rioplay-10/RioPlay10-Windows.exe>

The file is about **165 MB** and installs on Windows 10 and 11.

Q2. Which Windows versions are supported?

Windows 10 (version 1809 or newer) and **Windows 11**, 64-bit. The app will not install on Windows 7, 8 or 8.1 — those are end-of-support from Microsoft.

Q3. 'Windows protected your PC' / SmartScreen warning

Click **More info** → **Run anyway**. This is a one-time step for a new publisher. The .exe is signed by Antargyan AI Pvt. Ltd.

Q4. Antivirus (Avast / AVG / Kaspersky / Defender) blocks the installer

Add an exception for `RioPlay10-Windows.exe` and re-run. If needed, re-download the file in case your AV deleted it mid-install.

Q5. Where is the app installed?

`C:\Users\<your_name>\AppData\Local\Programs\RioPlay 10`. The installer also creates a desktop shortcut (keep that checkbox ticked).

Q6. Do I need admin rights to install?

No — RioPlay 10 installs to your user profile. You only need admin if your IT department has blocked AppData writes.

Q7. How do I uninstall RioPlay 10?

Settings → **Apps** → **Installed apps** → find **RioPlay 10** → **Uninstall**. Your downloaded offline content is removed too.

Q8. How do I update to a newer version?

Download the latest .exe from the same URL and run the installer again. Your account, settings, and offline downloads are preserved.

Download Links (all platforms)

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

Use the direct link for the device you are on:

- **Windows:** <https://downloads.antargyan.com/Rioplay-10/RioPlay10-Windows.exe>
- **Mac:** <https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Mac%20App.pkg>

- **Android:** <https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk>
- **iOS (TestFlight):** <https://testflight.apple.com/join/BMzHub2u>

Signing In

Q10. What sign-in options are available on Windows?

Four options:

- **Sign in with Google** — one tap, if your email is Gmail-based
- **Email + Password** — default
- **Login with OTP instead** — 6-digit code to email or mobile
- **Create Account** tab for self-signup

Q11. Sign in with Google isn't working

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

Q12. How do I log in with an OTP?

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

Q13. OTP didn't arrive by SMS

Wait 1 minute, click **Resend code**. Check phone DND and signal. Try **Login with Email OTP** instead if still nothing arrives.

Q14. OTP in Spam folder

Add noreply@antargyan.com to your contacts / safe senders. Move one OTP email from Spam to Inbox once — future ones come through.

Q15. I forgot my password

Click **Forgot Password?** on the login screen. Choose Email or SMS tab, enter identifier, verify OTP, set a new password (min 8 chars).

Create Account (self-signup)

Q16. How do I create an account?

On the login screen, click the **Create Account** tab. Fill First Name, Last Name, Email, Phone (+91), Password, Confirm Password. Click **Create Account**.

Q17. Why do I need to verify BOTH email AND phone?

Dual verification protects course content and allows our support team to reach you. Codes are sent to each — enter both 6-digit codes and click **Verify & Create Account**.

Q18. One of the verification codes didn't arrive

Wait until the **Resend OTP (28s)** timer ends, then click it to request fresh codes. Email codes: check Spam. SMS codes: check DND and signal.

Q19. 'Email already registered' when creating account

An account with that email already exists. Switch to the **Login** tab and sign in, or use **Forgot Password?** if you don't remember the password.

Courses, Activation & Playback

Q20. My course shows 'Not Activated'

Go to **My Courses** → find your card → click the blue **Activate course** button → tap **OK** on the popup. Badge turns green **Active**.

Q21. Can I use the same account on multiple PCs?

Yes — up to **5 devices** per account. Check **Settings** → **Devices**.

Q22. Videos buffer or won't play

Test speed at **fast.com**. RioPlay needs ≥ 2 Mbps SD, ≥ 5 Mbps HD. Download lessons offline (■ icon) for unreliable networks.

Q23. How do I download videos for offline playback?

Click the ■ arrow on any video or PDF row. Downloads appear under **Downloads** in the sidebar and play without internet.

Q24. 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. Click ✕ to clear.

Q25. How do I filter by Exam only?

Click the filter chip (**All**) next to the search box. Pick **Exam**. The chip label changes to Exam and only exam rows show.

Exams

Q26. How do I start an exam?

Open the course → use filter **Exam** to spot exams → click an exam row. The **Exam Intro** shows the duration, questions and attempts (plus any previous 'Latest attempt'). Click orange **Start Exam** — the timer begins.

Q27. What is the Instructions popup?

A box with instructions attached by your teacher (e.g. 'All The Best !'). Click the **Instructions** button at the bottom any time to see it; **Got it** to close.

Q28. Can I go back to a previous question?

Yes. From Q2 onwards, click < **Previous** at the bottom-left. Your previous answer is kept — change it any time before you Submit.

Q29. What is the Questions grid?

Click the **Questions (n of N)** button in the top-right. A side panel opens with a 1→N number grid; click any number to jump to that question. Click ✕ to close.

Q30. What is Common Data? What does 'Read More' do?

Some questions share a **Common Data** passage. The grey card above the question shows the first few lines; click **Read More** for the full text (or **Read Less** to collapse). The same block may apply to the next question too.

Q31. Timer ran out — exam auto-submitted

Normal — the timer auto-submits at 0:00 with whatever answers you have. Unanswered questions count as 0 marks. Check **Exam Reports** for your score.

Q32. How do I see my result?

Immediately after Submit: **Passed/Failed** badge, your %, **N/M marks · X correct · Y incorrect** (and Z unanswered if any). Click **Close**.

Q33. Where do I see all my exams later?

Sidebar → **Exam Reports**. Aggregate stats at the top; a list of every attempt below.

Q34. Can I re-attempt an exam?

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

Settings & Security

Q35. How do I change my password?

Settings → **Security** → enter current password, new password twice, click **Update Password**.

Q36. How do I verify my phone number if it says 'Not verified yet'?

Settings → **Profile** → scroll to Phone Number → tap **Verify** and enter the OTP.

Q37. How many devices?

Up to **5 devices** per account. Check **Settings** → **Devices**.

Q38. 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.

Q39. Where is the app version?

Settings → **About**. Shows App Version (5.0), Platform (Windows), OS Version, Device Model and Device Name. Click **Check for Updates**.

Q40. How do I sign out?

Settings → **Profile** → red **Logout** button at the top.

Support

Q41. How do I raise a support ticket?

Sidebar → **Support** → **New Ticket**. Name/Email/Phone are auto-filled. Pick a Category, type Message, optionally attach a file (max 3 MB), solve captcha, click **SUBMIT TICKET**.

Q42. How long until I get a reply?

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

Q43. Where do I see ticket status?

Support → **My Tickets**. Each ticket shows ID (#TKT-20261001-004), category, date, status pill. Click **Refresh** for the latest replies.

Q44. Can I contact you outside the app?

For Your Query Please WhatsApp On +91 89837 89829. Include your Email ID and ticket number (if any).

Common Fixes

Q45. 'This app can't run on your PC' when launching

Your Windows version is below the minimum (10 1809). Update Windows or use the Mac/mobile app.

Q46. App won't launch — nothing happens

Open Task Manager (Ctrl+Shift+Esc) → kill any 'RioPlay 10' process → launch again. If still broken, reinstall from the same URL.

Q47. Content looks stale

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. '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 validity and **Settings** → **Devices**.

For Your Query Please WhatsApp On +91 89837 89829

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

Direct Download Links

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Android: <https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk>

iOS: <https://testflight.apple.com/join/BMzHub2u>