



EDUSURE

STUDENT HELP GUIDE

App Troubleshooting Handbook

Videos not playing? PDF not opening? Test not showing? Login trouble?
Fix most issues yourself in under 5 minutes — this guide shows you how, step by step.

 Android

 iPhone / iPad

 Laptop (Win & Mac)

How to use this guide: Go to the Contents page, tap your problem, and follow the steps in order — Step 1 first. Most issues are fixed by Step 1–3. If nothing works, the last page tells you exactly how to reach us.

Before You Troubleshoot

One minute here saves you ten minutes later.

The EduSure portal works only inside the app — the Android app, the iPhone/iPad app, or the laptop app (Windows or Mac). It does **not** open in Chrome, Safari, or any browser. This is deliberate: the app protects your classes by blocking screenshots, screen recording, and video downloading. So if the website login doesn't show your course — that's normal. Use the app.

Answer these 3 questions first

Q1 · Which device are you on?

Android phone · iPhone/iPad · laptop (Windows or Mac). Some fixes are device-specific — keep your device in mind.

Q2 · What exactly happens?

An error message? A blank screen? A spinning circle? Or nothing at all? Remember the exact words of any error — it helps us help you faster.

Q3 · Do other apps work on the same device?

Can you watch YouTube or open other apps? If **nothing** works, the problem is your network or device — not the EduSure app. If everything else works, continue with this guide.

The golden rules

- **Always start at Step 1** of your section. Don't skip ahead — the easiest fixes come first, and most issues are solved by Step 1–3.
- **Do the steps in order.** Each step assumes the previous one didn't work.
- **Your account works on one phone + one laptop** — and you can actively use only **one device at a time**. Logged in on both? Log out of the one you're not using.
- **Got a new phone?** Your account locks to the first phone it recognizes. Message the EduSure team and we'll reset your mobile login so the new phone works.
- **We will never ask for your password.** Not on call, not on WhatsApp, not anywhere.

Where to get the app: Android → Play Store (search “EduSure”) · iPhone/iPad → App Store (search “EduSure”) · Laptop (Windows or Mac) → **download the laptop app here** (the same link is in your welcome email).

Find Your Problem

Tap a card to jump straight to the fix. (In most PDF viewers, you can also use the search 🔍 to find a word — e.g. “password” or “cache”.)



Videos not playing

Blank screen, spinning circle, or video won't start



PDFs not opening

Notes & study material won't open or download



Tests / exams not showing

Test missing, not loading, or can't start



App not installing / crashing

Install fails, app closes on its own



Login issues

Wrong password, account not found, OTP problems



Device quick checks

Android, iPhone & Windows checklists



Last-resort options

Only after everything else has been tried



Still stuck? Contact us

How to reach the EduSure team, and what to tell us



Exam happening right now? Don't troubleshoot under pressure — skip to the red box on the **Tests page**: switch to your other registered device (phone ↔ laptop), and fix this device after the exam.

The 60-second fix that solves most issues: ① switch from WiFi to mobile data → ② clear the app cache → ③ restart your device. Try these three before anything else, whatever your problem is.



Videos Not Playing

Blank screen, endless spinning circle, or the video simply won't start.

Usually caused by: WiFi/network restrictions · full app cache · antivirus or VPN blocking the stream · being logged in on another device · an outdated app.

1 Switch from WiFi to mobile data

Turn off WiFi and try the video on 4G/5G. College, hostel, and office WiFi networks often block or slow down video streaming.

✓ **Plays now? You're done.** ✗ Still stuck → Step 2

2 Clear the app cache

Android: Settings → Apps → EduSure → Storage → **Clear Cache** (not "Clear Data").

iPhone: Settings → General → iPhone Storage → EduSure → Offload App, then reinstall.

Windows: Close the app → Settings → Apps → EduSure → Advanced Options → Reset.

✓ **Plays now? You're done.** ✗ Still stuck → Step 3

3 Restart your device

A full restart clears temporary network and memory glitches that block video playback.

✓ **Plays now? You're done.** ✗ Still stuck → Step 4

4 Pause antivirus, VPN & "cleaner" apps

Windows: temporarily disable your antivirus (Windows Defender, Quick Heal, K7, etc.) and try.

Android: disable any "security"/"cleaner" apps (Clean Master, CM Security, etc.).

iPhone: Settings → VPN → turn it off. Then try the video again.

✓ **Plays now? You're done.** ✗ Still stuck → Step 5

5 Log out of your other device

You can actively use **one device at a time**. Logged in on your laptop? Log out there, then try on your phone — and vice versa. (A **new phone** won't accept your login until we reset it — your account locks to one phone. [Message us](#) for a quick reset.)

✓ **Plays now? You're done.** ✗ Still stuck → Step 6

6 Update the app

Play Store / App Store → search "EduSure" → Update. Laptop (Windows or Mac) → install the latest version from [this download link](#) (also in your welcome email).

✓ **Plays now? You're done.** ✗ Still stuck → Step 7

7 Reach out to the EduSure team

If every step above failed, this needs a look from our side. Message us (see the [Contact page](#)) with: the exact video (course → subject → topic), your device & OS version, and the steps you've tried.

We'll take it from there. 🍷



PDFs Not Opening

Notes and study material won't open, won't download, or show an error.

Usually caused by: network blocking the download · no PDF reader on the device · storage permission not granted · incomplete download.

1

Switch from WiFi to mobile data

Some networks block large file downloads. Turn off WiFi, use 4G/5G, and open the PDF again.

✅ Opens now? You're done. ❌ Still stuck → Step 2

2

Make sure you have a PDF reader

Android: install Google Drive PDF Viewer or Adobe Acrobat from the Play Store.

iPhone: PDFs open in the built-in viewer — check that the Files app opens other PDFs normally.

Windows: make sure Microsoft Edge or Adobe Acrobat Reader is installed.

✅ Opens now? You're done. ❌ Still stuck → Step 3

3

Allow storage / file permissions

Android: Settings → Apps → EduSure → Permissions → allow "Files and Media" (or "Storage").

iPhone: Settings → EduSure → enable the toggles you see.

Windows: right-click the EduSure app icon → Run as Administrator.

✅ Opens now? You're done. ❌ Still stuck → Step 4

4

Clear the app cache

Same as Section 1, Step 2 — a clogged cache can corrupt downloads. Then try the PDF again.

✅ Opens now? You're done. ❌ Still stuck → Step 5

5

Update the app

Check the Play Store / App Store for an update; on a laptop (Windows or Mac), install the latest version from [this download link](#).

✅ Opens now? You're done. ❌ Still stuck → Step 6

6

Reach out to the EduSure team

Message us (see the [Contact page](#)) with: which PDF, your course name, your device details, and what you've tried. We'll check the file from our side.

We'll take it from there. 🍪



Tests / Exams Not Showing or Not Loading

The test isn't visible in the app, won't open, or won't let you start.

Usually caused by: the test window hasn't opened yet (or has closed) · the app needs a refresh · enrollment/assignment still being set up.

 **Exam happening right now?** Don't troubleshoot under pressure. Switch to your **other registered device** — if your phone is the problem, open the app on your laptop (log out of the phone first), or the reverse. Give your exam first; fix the device afterwards. ⚠️ A **new phone** won't accept your login until the EduSure team resets it from our side — message us “EXAM LIVE” and we'll treat it as top priority.

1 Check the test timing

Tests appear only during their scheduled window — check the date & time announced in your batch WhatsApp group or course notice. Trying before the window opens? The test simply won't show yet. Missed the window? Message us to ask if a re-attempt is possible.

✅ **Window is open? Continue.** ❌ Test should be live but isn't → Step 2

2 Pull down to refresh

On the course / test screen, swipe down to reload the latest test list from the server.

✅ **Test appears? You're done.** ❌ Still missing → Step 3

3 Log out and log back in

This forces the app to fetch your fresh course and test data.

✅ **Test appears? You're done.** ❌ Still missing → Step 4

4 Check your course enrollment

Is the **course itself** visible in your app? If the whole course is missing, your enrollment may still be getting set up — message the EduSure team and we'll confirm it for you.

✅ **Course visible? Continue.** ❌ Course missing → contact us

5 Reinstall the app

Uninstall the app → restart your device → install fresh from the Play Store / App Store / the laptop-app link (Windows or Mac). Log in and check again.

✅ **Test appears? You're done.** ❌ Still missing → Step 6

6 Reach out to the EduSure team — urgently if the exam is live

Message us (see the [Contact page](#)) with: the test name, your course, what you see on screen, and the time you tried. If the exam is happening now, say “EXAM LIVE” in your message so we prioritise you.

We'll take it from there. 🍷

📱 App Not Installing or Crashing

The app won't install, won't open, or closes on its own.

Usually caused by: not enough free storage · an old OS version · security software blocking the install · a corrupted installation.

1 Check free storage

Android: Settings → Storage — you need 500 MB+ free. **iPhone:** Settings → General → iPhone Storage — 500 MB+ free. **Windows:** C: drive needs 1 GB+ free.

Low on space? Delete unused apps, old photos, and WhatsApp media, then retry.

✅ **Installs/opens now? Done.** ❌ Still stuck → Step 2

2 Check your OS version

Android: needs 7.0 or newer (Settings → About Phone → Android Version). **iPhone:** needs iOS 13 or newer (Settings → General → About). **Windows:** needs Windows 10 or newer (Settings → System → About).

Older OS? Update it if the device allows — or switch to your other registered device (phone ↔ laptop).

Moving to a new phone? Message us first — we need to reset your mobile login.

✅ **OS is fine? Continue.** ❌ Can't update → see Last Resorts

3 Restart your device

Clears temporary system glitches that block installations.

✅ **Works now? You're done.** ❌ Still stuck → Step 4

4 Pause security software during install

Windows: temporarily disable antivirus / Windows Defender while installing. **Android:** disable cleaner/security apps (Clean Master, CM Security, 360 Security). If installing the official APK directly: Settings → Security → allow "Install from Unknown Sources" **only for the official APK.**

✅ **Works now? You're done.** ❌ Still stuck → Step 5

5 Do a clean reinstall

Uninstall the app completely → restart the device → install fresh from the Play Store / App Store / the laptop-app link (Windows or Mac).

✅ **Works now? You're done.** ❌ Still stuck → Step 6

6 Reach out to the EduSure team

Message us (see the [Contact page](#)) with: your device model (e.g. "Samsung Galaxy M31", "Dell Inspiron 15"), OS version, and the exact error. Note: the app blocks screenshots inside course content — if you can't screenshot the error, take a photo from another phone.

We'll take it from there. 🍷

Login Issues

Wrong password, account not found, or you simply can't get in.

Usually caused by: using a different email than the registered one · a typing error · account activation still in progress after enrollment.

1 Use your registered email ID

Log in with the same email you enrolled with — check your welcome email or payment receipt if you're unsure. A different email = “account not found”. **On a new phone?** Your account locks to the first phone it recognizes — [message us](#) and we'll reset your mobile login.

✅ **In? You're done.** ❌ Still stuck → Step 2

2 Just enrolled? Your account may still be activating

Accounts are set up after your payment is confirmed. If you enrolled very recently and can't log in, message the EduSure team — we'll confirm your account status right away.

✅ **In? You're done.** ❌ Still stuck → Step 3

3 Type slowly — watch out for Caps Lock

Passwords are case-sensitive. Tip: type your password in your Notes app first so you can see it, then copy-paste it into the app.

✅ **In? You're done.** ❌ Still stuck → Step 4

4 Reset your password

Use “**Forgot Password**” on the login screen and set a new one. Can't complete the reset? Message us and we'll reset it for you.

✅ **In? You're done.** ❌ Still stuck → Step 5

5 Clear the app cache and retry

Same as Section 1, Step 2 — then try logging in again.

✅ **In? You're done.** ❌ Still stuck → Step 6

6 Reach out to the EduSure team

Message us (see the [Contact page](#)) with: your registered email, your device type, the exact error message, and what you've tried.

We'll take it from there. 🍪

 **Your password is yours alone.** The EduSure team will **never** ask for your password — not on a call, not on WhatsApp, not by email. If anyone asks for it, do not share it and let us know immediately.



Device Quick Checks

Run through the checklist for your device — tick each item off. These settings fix many stubborn issues.



Android

- ☐ **Android version:** 7.0 (Nougat) or newer? Settings → About Phone → Android Version
- ☐ **Official source:** app installed from the Play Store (not a random APK)?
- ☐ **Storage permission:** allowed? Settings → Apps → EduSure → Permissions
- ☐ **Battery optimization:** set to “Unrestricted” for EduSure Settings → Apps → EduSure → Battery
- ☐ **Data Saver:** allow EduSure background data Settings → Network → Data Saver
- ☐ **VPN:** turned off? Some VPNs block video streaming.



iPhone / iPad

- ☐ **iOS version:** 13 or newer? Settings → General → About
- ☐ **Official source:** app installed from the App Store?
- ☐ **Low Power Mode:** turned off? Settings → Battery
- ☐ **Content & Privacy Restrictions:** off temporarily Settings → Screen Time
- ☐ **VPN / iCloud Private Relay:** turned off Settings → Apple ID → iCloud → Private Relay
- ☐ **Background App Refresh:** enabled for EduSure Settings → General → Background App Refresh

Why these matter: battery savers, data savers, VPNs, and “cleaner” apps quietly block the app from reaching its servers — the app looks broken when it's actually being interrupted. If everything here is ticked and the problem remains, go to **Last-Resort Options** or **contact us**.



Windows Checks · Last-Resort Options



Windows (laptop / desktop)

- ☐ **Windows version:** Windows 10 or newer? Settings → System → About
- ☐ **Antivirus:** temporarily disable Windows Defender / third-party antivirus and test
- ☐ **Firewall:** allow EduSure on Private and Public networks Control Panel → Windows Defender Firewall
- ☐ **DNS:** try Google DNS — 8.8.8.8 and 8.8.4.4 Settings → Network → Change Adapter → WiFi → Properties → IPv4
- ☐ **Graphics drivers:** up to date via Windows Update or your laptop manufacturer's website
- ☐ **Run as administrator:** right-click the app shortcut → Run as Administrator



Last-resort options — only after every step above has genuinely been tried

A Use your other registered device — **always try this first**

Phone acting up? Open the app on your laptop (log out of the phone first). Laptop acting up? Use your phone. Your account works on **one phone + one laptop** — one device at a time. This solves most stubborn cases instantly.

B Factory reset your device — **only if you choose to**

 This erases **everything** — photos, apps, contacts. Back up first. After the reset, install only the EduSure app and try. This is entirely your choice; there is no pressure from our side to do this.

C Use a newer device

Some very old devices simply can't run the app well. Your course access is **not** affected — all your content stays exactly the same. You just need a compatible device: a newer phone, a family laptop, or a borrowed one.  Moving to a **new phone**? Message us first — your account locks to one phone, and we'll reset your mobile login so the new phone works.



Still Stuck? Contact the EduSure Team

If nothing in this guide worked, don't worry — reach out and we'll explore further options with you.

How to reach us

WhatsApp: message us on your batch group, or on the same EduSure WhatsApp number you receive course updates from.

Website: edusure.in → “Chat with EduSure on WhatsApp”.

Email: reply to your welcome / enrollment email.

Got a new phone? Send us your registered email — we'll reset your mobile login so the new phone can log in.

What to include in your message

Send us these 7 details and we can usually fix things in one go — without back-and-forth questions.

- ☐ **1. Your full name**
- ☐ **2. Your registered email address** (the one you enrolled with)
- ☐ **3. Your device model** — e.g. “Samsung Galaxy M31”, “iPhone 12”, “Dell Inspiron 15”
- ☐ **4. Your OS version** — e.g. “Android 11”, “iOS 16.5”, “Windows 11”
- ☐ **5. The exact problem** — e.g. “Videos show a blank screen with a spinning circle”, or “Test not visible in my course”
- ☐ **6. A screenshot or photo of the error** — the app blocks screenshots inside course content, so take a photo from another phone if needed
- ☐ **7. The steps you've already tried** — so we don't repeat them

 **Exam happening right now?** Write “EXAM LIVE” at the start of your message — and meanwhile, switch to your other registered device (phone ↔ laptop) so you don't miss your test.

Copy-paste message template:

“Hi EduSure team! Name: ____ · Registered email: ____ · Device: ____ · OS: ____ · Issue: ____ · Steps already tried: ____ · [Photo/screenshot attached]”



The Quick-Fix Card

Whatever your problem — try these first, in order

1. Switch from **WiFi to mobile data**
2. **Clear the app cache** (Section 1, Step 2)
3. **Restart** your device
4. **Update** the app to the latest version
5. **Reinstall** the app fresh
6. Still stuck? **Message the EduSure team**

If your exam is happening right now

1. Don't troubleshoot under pressure
2. Switch to your **other registered device** — phone ↔ laptop (log out of the one with the problem)
3. Give your exam. Fix your own device afterwards

Good to know

1. The portal works **only in the app** — never in a browser. That's a security feature protecting your classes
2. **One phone + one laptop** per account — use one device at a time
3. New phone? Your login locks to one phone — **message us and we'll reset it**
4. EduSure will **never ask for your password**
5. Get the app: Play Store · App Store · **Laptop app** (Windows & Mac) — link in your welcome email