

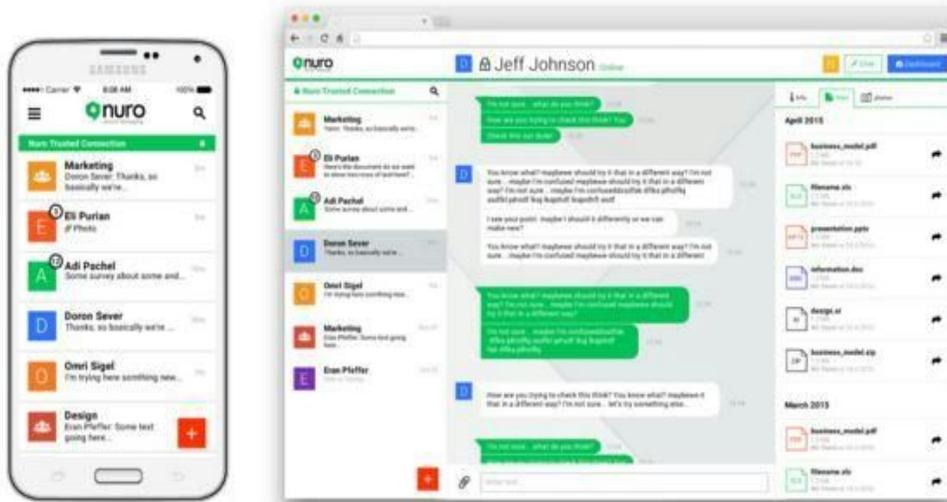
Nuro Help Center

1. How to Install Nuro

- a. For iOS devices please download in the [App Store](#)
- b. For Android devices, download in the [Play Store](#)



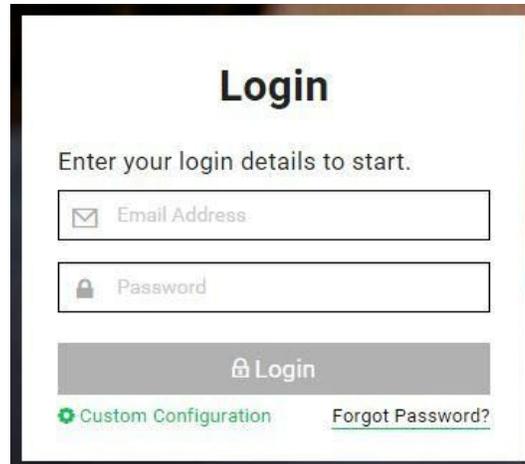
- c. For the Web Version click [Here](#) , or go to the direct link: app.nuro.im



2. How to login to the app

Nuro is a secure messenger for organizations, only employees of companies that have subscribed to the service can access the apps. On the login screen please provide your email and password:

- a. Email Address: Your work email address (from the registered company)
- b. Password: choose a password in your first login, you may change the password in the settings menu at any time.



3. Troubleshooting - I cannot login

First of all, make sure that your device has an internet connection (3G,4G,Wifi)

- a. Check that you have entered the correct username and password
- b. Check that the Capslock button is disabled
- c. If the problem remains, try to switch off the app, and turn it back on

4. Creating a Private Chat -

With Nuro you can communicate with your co-workers, at work or on the go!

Click on the tool box (the  button) and choose "New Message".

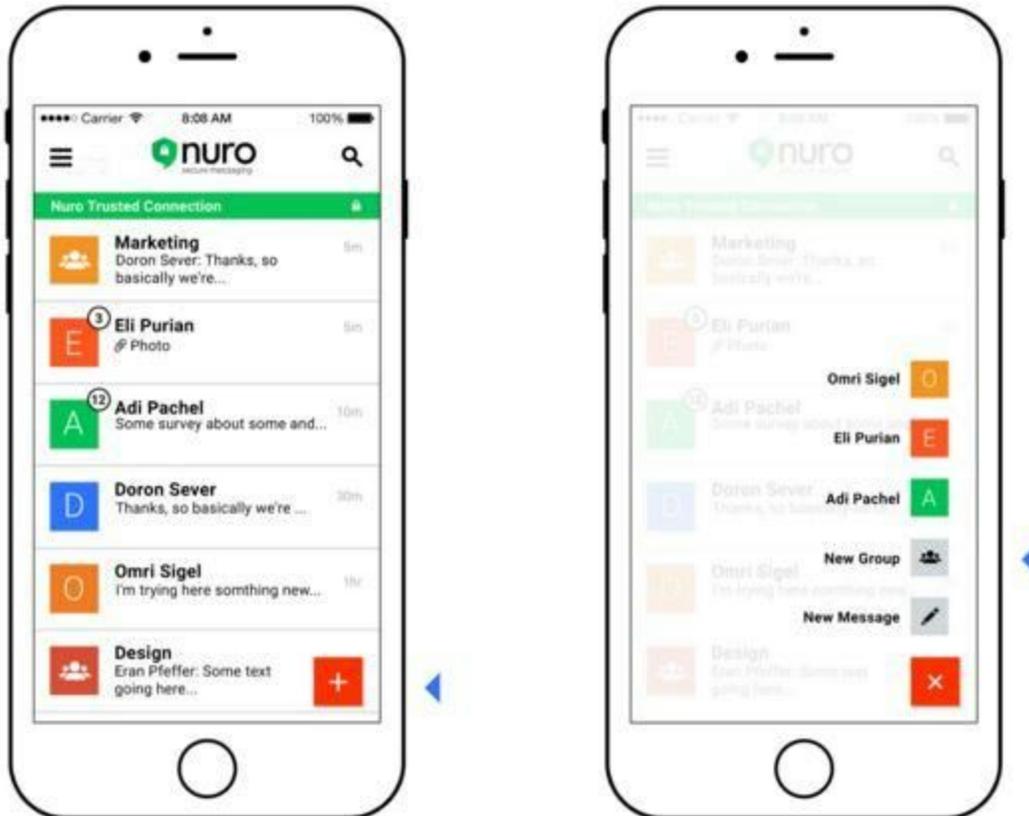
Simply choose the contact you would like to chat with, open a new chat window and start chatting.

5. Creating a Group Chat -

In addition to private chats, you can open as many group chats as necessary. Simply, open a group conversation with all the relevant members – that way all the team members can stay up to date on that specific topic.

Click on the tool box (the  button) and choose "New group", select the members you would like to chat with, and set a name for the group.

At the end click "Create".



6. Message status; how can I see who has received and read my messages?

To check the status of any message you have sent, or received, just tap any of the messages, that will open an information screen with read and received details.

- Read by: refers to the users that have read the message
- Delivered to: refers to the users that have received, but not yet read the message (this will change according to the users that have read the message).

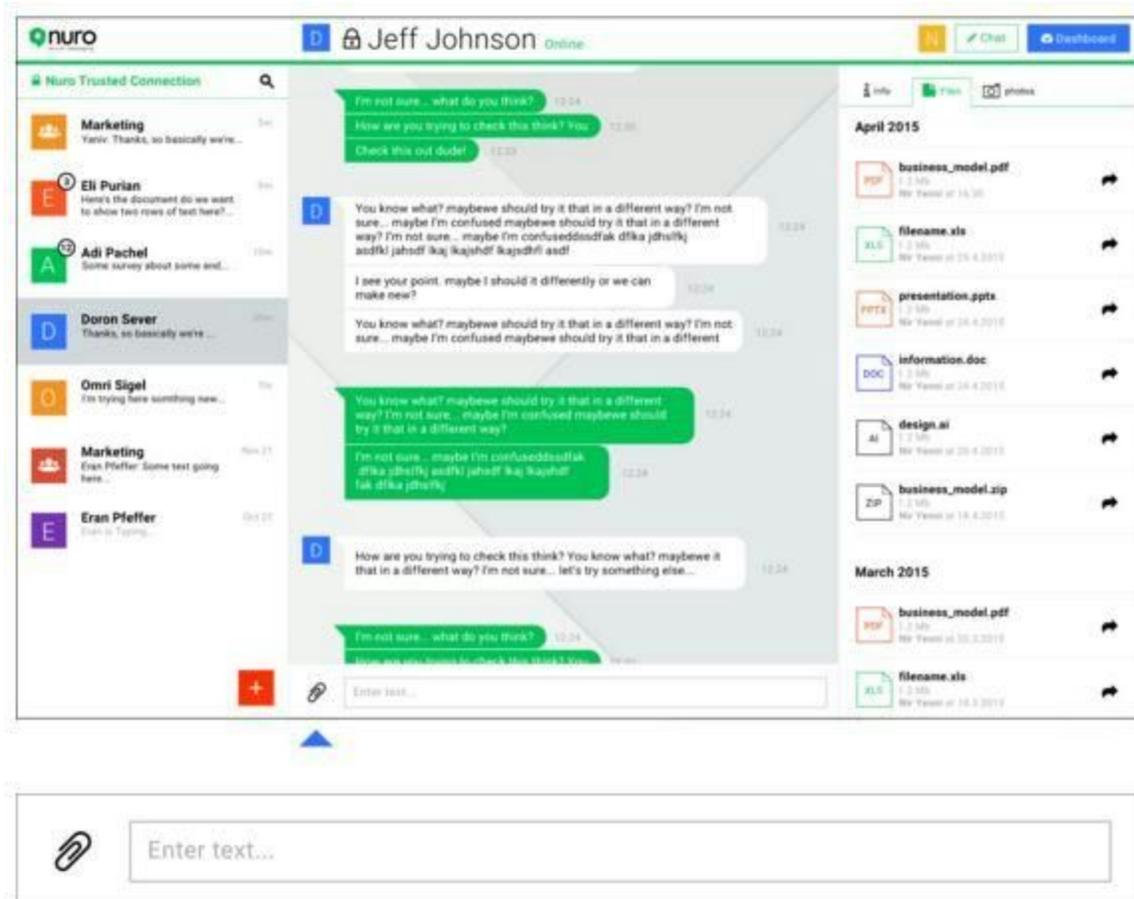
**** This feature is currently available on the iOS and the Web platform only.**

7. How can I send files with Nuro?

You can share audio files, video, Office documents and PDFs.

Simply click on the paperclip icon  and select the file you want to share, clicking on the file will start uploading it.

Nuro has a files list, click on the files tab on the right hand side of the screen, to view a list of files from that chat. You may re-send or forward the files to other chats.



**** This feature is currently available on the Web platform only.**

8. How can I change my password?

To change your password:

- Log in to your Nuro account via the web browsers.
- From the top right, hover over the username -> Settings -> Login Settings.
- Always save any changes you made.

**** Changing the password is currently available on the Web platform only.**

9. How can I change my username?

Currently changing the username is not available.

10. Can I log in to Nuro from any computer with my username and password, or am I limited to a single computer?

Yes, you can login to Nuro from any computer with your username and password.

11. Can I log in to Nuro from my computer and from my mobile at the same time? Will my activity sync across devices?

Yes, you can login to the app from your mobile and your computer at the same time, your activity/conversations and history will be synced across all devices and platforms.

12. Can I log in to Nuro from two different mobile devices at the same time?

Yes, currently you can sign in up to 5 different mobile devices.

13. Can I do all the same things with the mobile app that I can do when I access from a browser?

The web and mobile apps are very similar, but they still present differences adequate to each platform. For example, you may download files on the web up, while on mobile you can only view files, but you cannot save those files into your device.

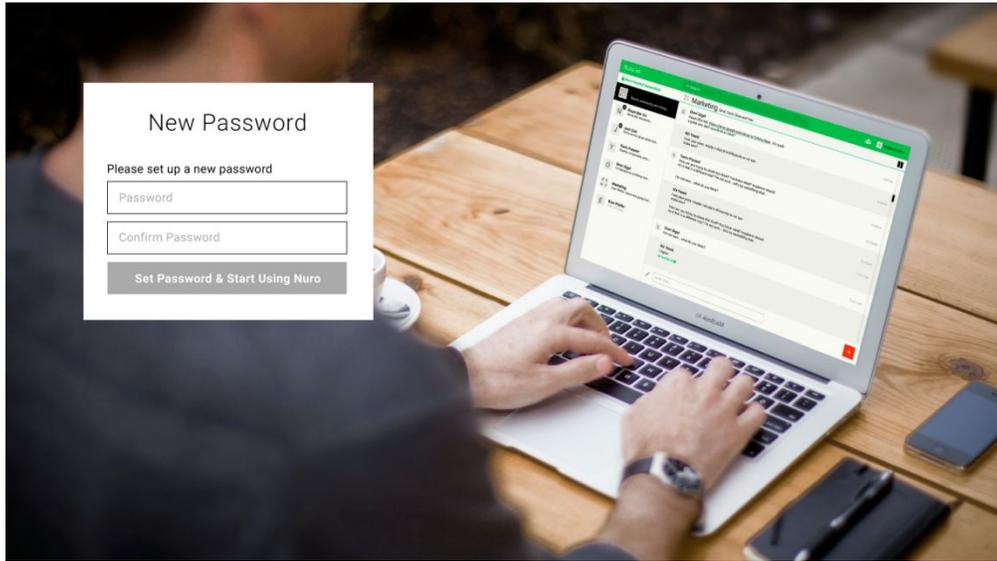
14. How can I reset my password

For now, reset password is only available on the web platform.

Login to the web app:

- On the login screen: click on "Forgot Password" , > Enter your email address and click on "Reset Password" > you will receive an email: click on "Reset My Password" > Enter new password, confirm and click on "Set Password & Start Using Nuro"

The image displays two side-by-side screenshots of the Nuro web application interface. The left screenshot is titled "Login" and contains the text "Enter your login details to start." Below this are two input fields: "Email Address" with an envelope icon and "Password" with a lock icon. A grey "Login" button is positioned below the fields. At the bottom left, there is a link for "Custom Configuration" with a refresh icon, and at the bottom right, a link for "Forgot Password?". The right screenshot is titled "Forgot Password" and contains the text "Enter your email address to start." Below this is a single "Email Address" input field with an envelope icon. A grey "Reset Password" button is located below the input field.



Troubleshooting – I didn't receive an email with the instructions

- Check all the tabs, junk and spam folders for a message from Nuro.
- Resend the request again.
- If you still haven't receive the email, please let us know by contacting support at support@nuro.im

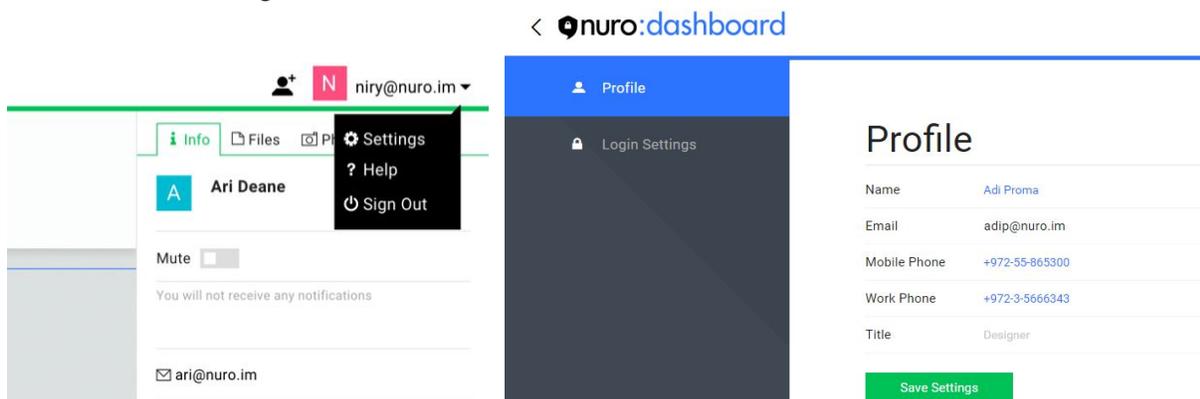
15. How can I sign out from the app?

- Android - Open the side menu drawer > click Sign Out.
- iOS - Open the side menu drawer > Settings > Sign Out.
- Web - From the top right, hover over the username > Sign Out.

16. How can I Edit my profile?

Editing your profile is currently available on the iOS and the Web platform:

Click on the "Settings" < On the profile page you can edit the necessary details < click on "Save Settings"



17. Which Operation System version does Nuro support?

- a. iOS devices: You'll need **iOS 7.1** or later.
- b. Android devices: You'll need Android **4.0** or a later.

18. Which browsers Os's does Nuro support?

All the latest versions of Safari, Chrome, Firefox and Internet Explorer 11

19. Can I log in with my private email address?

No, Nuro is designed for organizations internal communication, it is not available for to the general public, or personal use. You can login only with an organization email address.

20. Update to a newer version

- a. **Android** - You can check for updates using the [Google Play Store](#).
- b. **iOS** - You can check for updates using the [App Store](#) application installed on your device.
- c. **Web** - The version is updated automatically.
- d. **Desktop** - Click the Help button from the top left corner -> Check for an update.

21. Trial Period

The organisation have 14 days of trial during which the users can download and use Nuro with no charge and without any commitment. By the end of the period, in order to continue to use the app, the organisation will be required to subscribe to one of Nuro Plans, and provide its payment details

22. Subscription

The organization can subscribe to Nuro service for a month, a year or 2 years. once the initial period ends, it will be automatically renewed for another period unless cancelled by the organization 2 business days in advance before the end of the billing period.