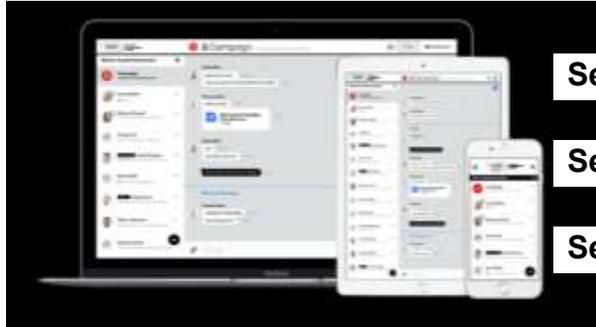**NURO** | ENTERPRISE
COLLABORATION
SECURED

Welcome to NURO Help Center

Section 1 - Using the Messaging App

Section 2 - NURO Admin Management

Section 3 - FAQ and Troubleshooting

Section 1 - Using the Messaging App

Install NURO

In order to install NURO -
1. For the Web version click here or go to the direct link: app.nuro.im.
2. For iOS devices please download via the App Store
3. For Android devices please download via the Play Store

How to login to NURO?

NURO is a secure messenger for organizations, only employees of companies that have subscribed to the service can access the app. On the login screen please provide your email and password:
1. Email Address: Your work email address (from the registered company)
2. Password: choose a password in your first login, you may change the password in the settings menu at any time.

Create Private chat -

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

Click on the toolbox (the "+" button) and choose "New Message".

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

How to create 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 toolbox (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".
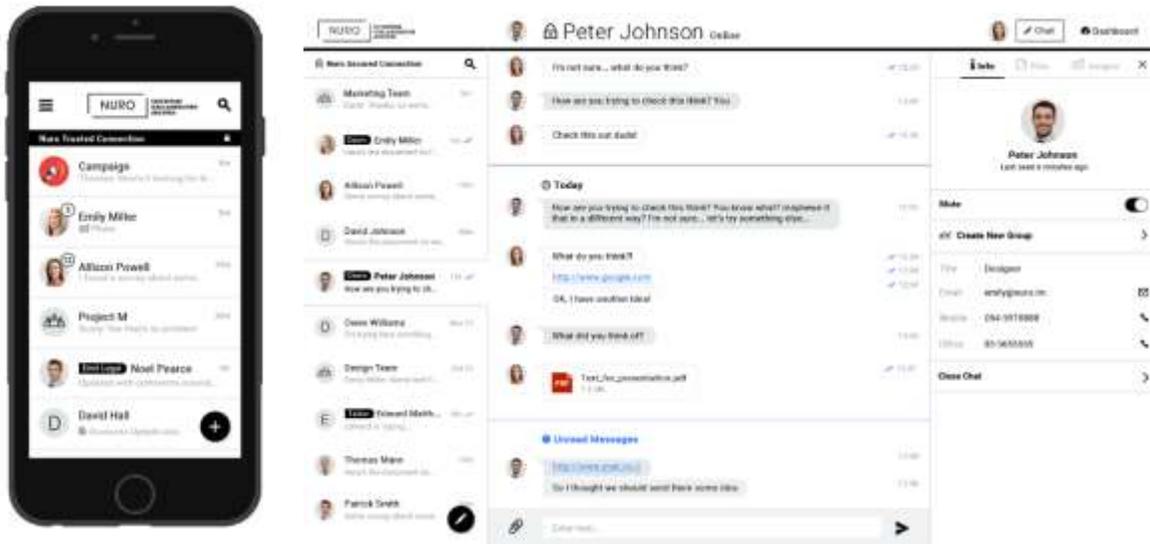
External Users

With NURO you can communicate not only with co-workers from your own organization but with people outside your organization as well.

You can communicate securely with your suppliers, business partners, customers etc. All you need is to send them invitation from NURO system and the user will automatically be added to your contacts list.

How can I see who 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).

How can I send files via the app?

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 (currently available on the Web/Desktop version). 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.

Section 2 - NURO Admin Management

NURO Admin provides you with management and settings around users in your instance of NURO. The Admin console can be accessed by accounts with Admin rights from Desktop and Browser versions of NURO. The first account set up in NURO is automatically set as an Admin. This account can then assign admin rights to other users.

Enter Admin Console

The Admin console can be accessed from both Desktop and Browser versions of NURO via the Admin button on the top right of the screen.

Company Overview

In the Admin console main screen you can see an overview of all your organization usage within your instance of NURO

Company Settings

NURO system includes a set of customized features, to support the organizations needs and policies. This feature can be defined and managed by the organization NURO administrator.

✉ Invitation Settings

Ability to invite new members

- ⦿ All members
- ○ Organization Admin Only

👥 Automatic Addition of all the Organization Members to Group

Specify groups to which all the organization members will be automatically added:

Enter group name

🔒 Messaging and Groups Restrictions

Who can create a group?

- ⦿ All members
- ○ Organization Admin Only

Who can delete a group?

- ⦿ All members
- ○ Organization Admin Only

🔔 Show New Message Preview

Preview message text inside new message notifications?

- ⦿ Yes
- ○ No

👤 Hide User Exploration

Allow employees to initiate session with new users?

- ⦿ Yes
- ○ No

👤⁺ External Users

Allow employees to invite external users?

- ⦿ Yes
- ○ No

Allow employees to accept invitations from external users?

- ⦿ Yes
- ○ No

Custom Branding

NURO system allow each and every organization to apply its own branding in the system.

Organization Logo can be used along with the branding colors.

Using these two powerful options the system Administrator can easily align NURO applications look&feel experience, to your organization brand.
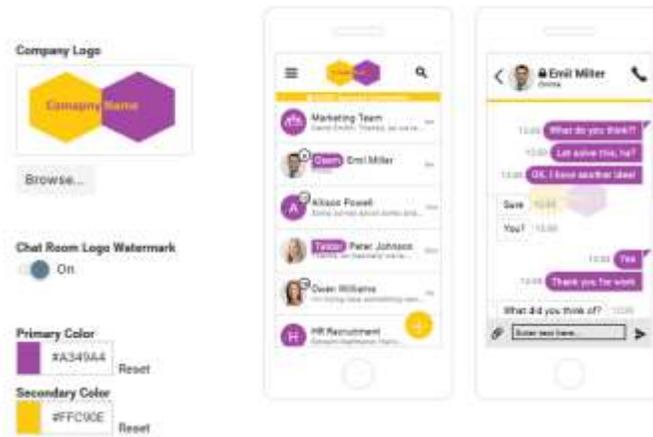
User Settings

Here you will see an overview and status of all user accounts in your instance of NURO.

Search for specific accounts or select a name directly to open their account details (as shown).

Current Status: Deactivate a user if no longer needed Permissions
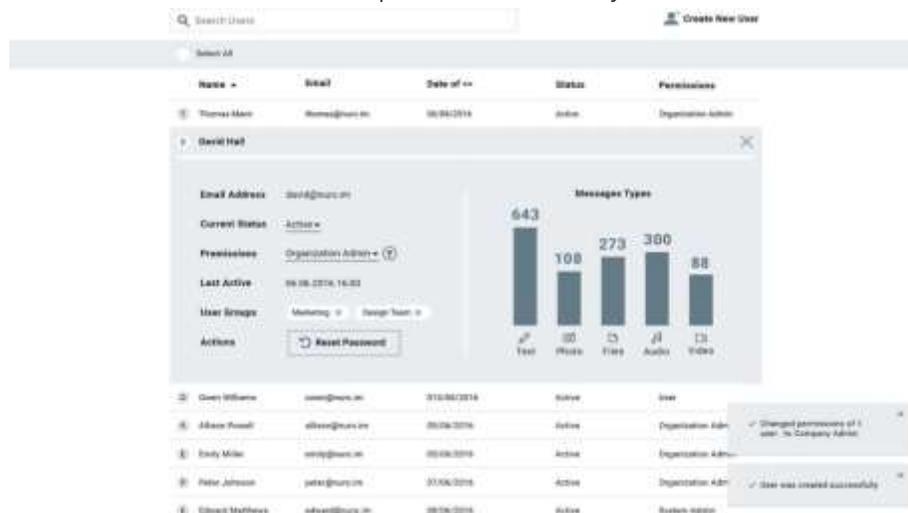
Permissions: Change user privileges to admin level if needed

User Groups: Overview of groups your users are members of.

Easily remove access if needed.

Actions: Sends a reset password request to the user, or set his password

Create new user: Add new users and their permissions directly from the Admin console
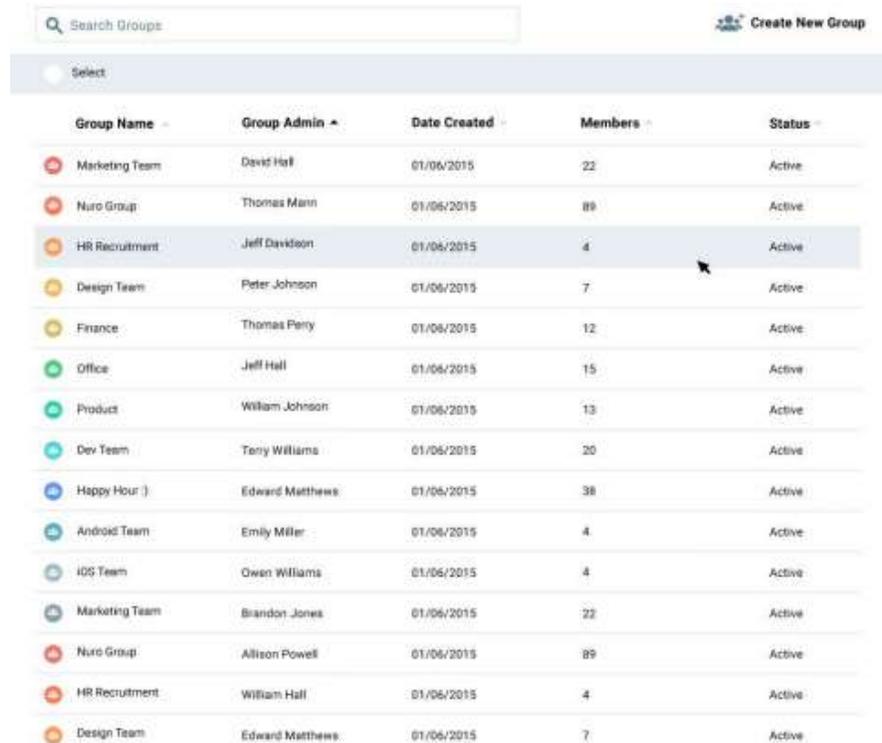
Group Settings

Here you will see an overview and status of all groups in your instance of NURO.
Search for specific groups or select a group directly to open the group detail.

Group Name	Group Admin ▲	Date Created	Members	Status
Marketing Team	David Hall	01/06/2015	22	Active
Nuro Group	Thomas Mann	01/06/2015	89	Active
HR Recruitment	Jeff Davidson	01/06/2015	4	Active
Design Team	Peter Johnson	01/06/2015	7	Active
Finance	Thomas Perry	01/06/2015	12	Active
Office	Jeff Hall	01/06/2015	15	Active
Product	William Johnson	01/06/2015	13	Active
Dev Team	Terry Williams	01/06/2015	20	Active
Happy Hour :)	Edward Matthews	01/06/2015	38	Active
Android Team	Emily Miller	01/06/2015	4	Active
iOS Team	Owen Williams	01/06/2015	4	Active
Marketing Team	Brandon Jones	01/06/2015	22	Active
Nuro Group	Allison Powell	01/06/2015	89	Active
HR Recruitment	William Hall	01/06/2015	4	Active
Design Team	Edward Matthews	01/06/2015	7	Active

Section 3 - FAQ and Troubleshooting

Can't log in

In case you failed to login -

1. First of all, make sure that your device has an internet connection (3G,4G,Wifi)
2. Check that you have entered the correct username and password
3. Check that the Capslock button is disabled
4. If the problem remains, try to switch off the app, and turn it back on

How can I change my password?

In order to change your password –

1. From the main menu screen chose -> Settings -> Login Settings.
2. Always save any changes you made.

How can I change my username?

NURO username is your organizational email address, and can't be changed.

Can I log in 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.

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 log in to the app from your mobile device and from your computer at the same time. Your activity/conversations and history will be synced across all devices and platforms.

Can I log in to NURO from two different mobile devices at the same time?

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

## 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 have a very similar interface but there are some design differences adequate to each platform. For example, you may download files on the web browser, while on mobile for control and security purposes you can only view files.

I forgot my password. How can I reset it?

In order to reset your password click on "Forgot Password" from the login screen, enter your email address and click on "Reset Password" and check your email. Once received, click on "Reset My Password" > Enter new password, confirm and click on "Set Password & Start Using NURO"
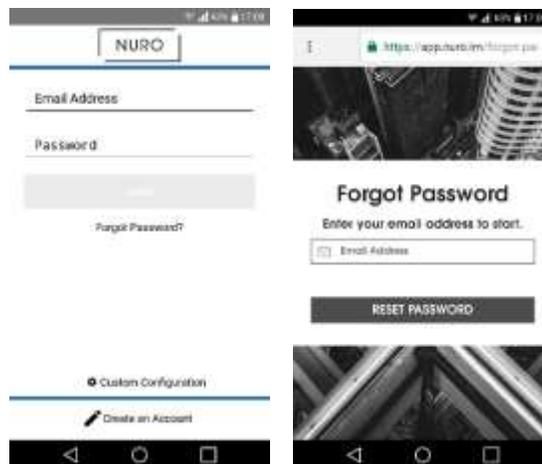
I didn't receive an email with the instructions

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

How can I Sign out from the app?

In order to sign-out -
1. Android - Open the side menu drawer > click Sign Out.
2. iOS - Open the side menu drawer > Settings > Sign Out.
3. Web - From the top right, hover over the username > Sign Out.

How can I Edit my profile?

Click on the "Settings". At the profile page you can edit the necessary details, click on "Save Settings"

How can I create or change my Avatar?

In order to change your Avatar –
1. From the main menu chose -> Settings
2. Click on the camera o upload your personal Avatar
3. Set the size and position of the picture you've uploaded
4. Don't forget to save your changes.

Which operation system version does NURO support?

1. iOS devices: You'll need iOS 7.1 or later.
2. Android devices: You'll need Android 4.0 or a later.

Which browsers OS's does NURO support?

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

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.

Update to a newer version

In order to update you app to the latest version -

1. Android - You can check for updates using the [Google Play store](#).
2. iOS - You can check for updates using the [App Store](#) application installed on your device.
3. Web - The version is updated automatically.
4. Desktop - Click the Help button from the top left corner -> Check for update.

I don't see an Admin tab, how do I access Admin?

The Admin tab is only accessible to users with admin account privileges.

The first user account created has admin privileges by default. This user account can then delegate admin permissions to other user accounts as needed.