Support

Remio

Simple reminders that stay out of your way.

Need help with Remio? This page explains the quickest ways to solve common issues and how to contact us when you need assistance.

Contact Support

For questions or problems with Remio, contact us at:

Email: info@language.onllyons.com

When contacting support, please include a short description of the issue and, if useful, your device model and iOS or Android version. Please do not send passwords, authentication codes, payment card details, private keys, or other sensitive credentials.

Reminders and Notifications

If a reminder does not appear as expected, first check that notifications are allowed for Remio in your device settings. Also verify that the reminder date, time, and repeat settings are correct. Operating-system settings such as Focus modes, notification summaries, battery restrictions, or device-level notification controls may affect how notifications are presented.

Account and Sign-In

Remio can be used locally without an account for core reminder functionality. If you choose to sign in, supported sign-in methods may include Apple and Google. If sign-in fails, confirm that you have an internet connection and try again. You can continue using local Remio functionality as a guest where available.

Remio Pro and Purchases

Remio Pro purchases are processed by the applicable app store. On Apple devices, subscriptions are billed and managed through your Apple ID. Remio does not receive your full payment card details.

If you previously purchased Remio Pro but the app does not recognize it, use the Restore Purchases option in Remio while signed in with the store account used for the purchase. If the problem continues, contact support.

Cancelling or managing a subscription is handled through your app-store account. Deleting a Remio account does not automatically cancel an active store subscription.

Cloud Sync

Eligible Remio Pro users can use cloud backup and synchronization when signed in. Remio is designed to remain usable offline for local reminder operations. Changes made while offline may synchronize after connectivity returns.

If synchronization appears delayed, confirm that you are signed in, your Remio Pro entitlement is active, and the device has an internet connection.

Delete Account

Authenticated users can permanently delete their Remio account from within the app. Account deletion removes the Remio account and associated cloud data under our control. Local reminders may remain on the device in local-only/guest mode, depending on the app's current deletion flow.

Deleting a Remio account does not cancel an App Store or Google Play subscription. Store subscriptions must be managed separately through the relevant store account.

If you cannot access the app and need assistance with an account-deletion or privacy request, contact info@language.onllyons.com.

Privacy

Information about how Remio handles personal data, cloud synchronization, authentication, subscriptions, retention, and privacy rights is available in the Remio Privacy Policy.

Before Contacting Support

- Make sure you are using the latest available version of Remio.
- Restart Remio and, if appropriate, restart your device.
- Check notification permission if the issue concerns reminder delivery.
- Check your internet connection if the issue concerns sign-in, cloud sync, purchases, or restore purchases.
- For purchase issues, confirm that you are using the same app-store account that made the purchase.

What to Include in a Support Request

To help us understand an issue, you may include the Remio app version, device model, operating-system version, a brief description of what happened, and the steps that led to the issue. Screenshots can be helpful when they do not contain sensitive information.

Do not send passwords, one-time authentication codes, private keys, full payment card numbers, or other secrets.

Availability and Response

Support is provided by email. We review support requests as reasonably possible, but we do not promise a specific response time or 24/7 availability.

Contact

Remio Support
Email: info@language.onllyons.com