RingCentral Office®

New User Setup

RingCentral®

2 **Welcome to RingCentral**
2 Activate Your Account
3 Your Account Security
6 Quickly Get Up and Running
6 Review Your User Profile
12 Voicemail Setup
12 Changing the Voicemail Greeting
13 Verify Settings
14 Use RingCentral Anywhere
15 Congratulations!
16 Overview Page
16 To Find Information About
16 Knowledgebase Articles
17 **While You are Using RingCentral Products**
17 Attend a Training Webinar
17 Post in the RingCentral Community
17 Download Applications

Welcome to RingCentral

Welcome to the RingCentral business phone system! If this is your first time logging in, you'll need to activate your RingCentral account.

It will take about 15 minutes to set up your account. You will be asked to verify your extension details, set your password, select a security question & answer, set or import your voicemail greeting, and confirm your emergency location.

Note: *If you leave the Express Setup without finishing, the changes you have made may not be saved.*

You can learn more about user features through Knowledgebase articles and the *RingCentral Office User Guide*.

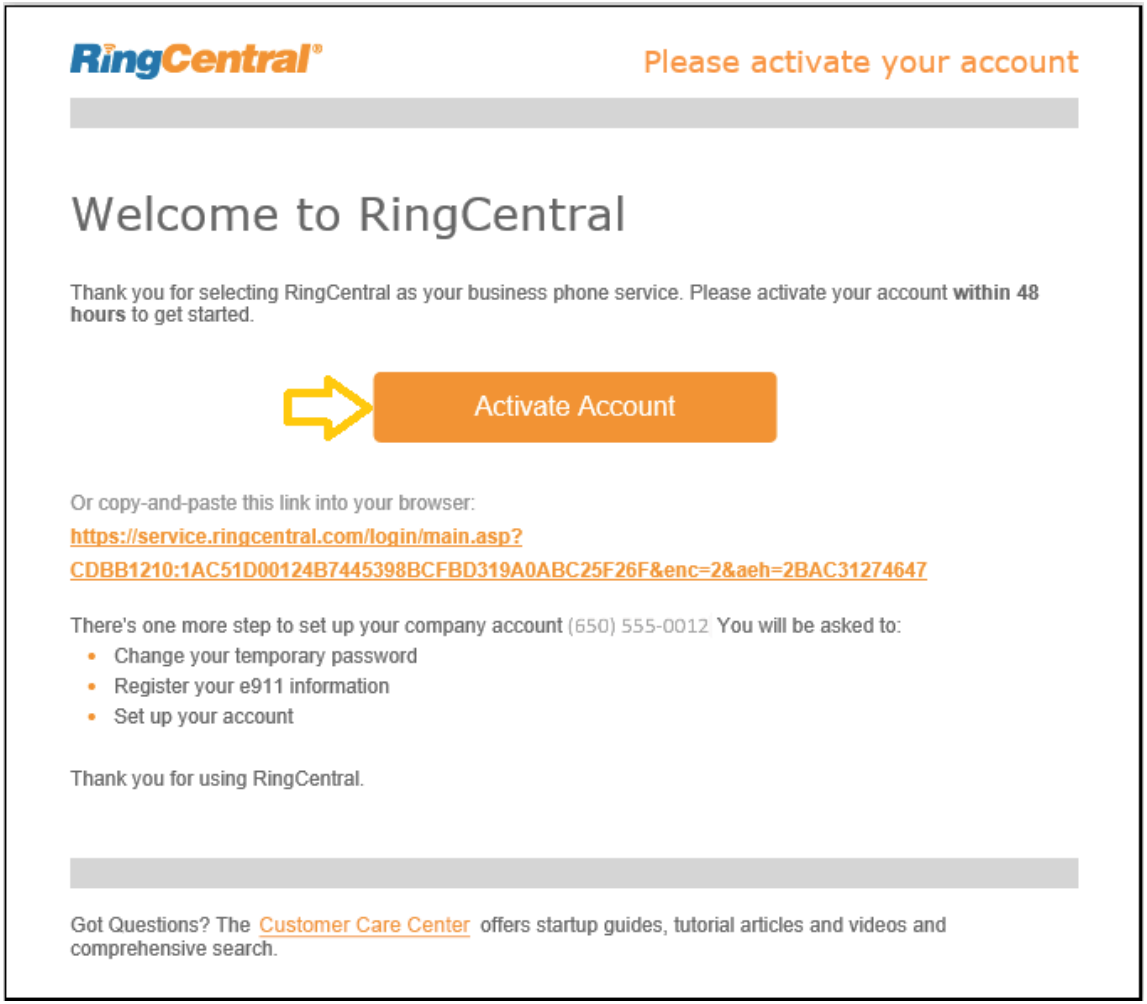
Activate Your Account

You will see this Welcome Email after your administrator has enabled your account for setup. In this email, you will receive your company phone number and extension (if applicable). The email also indicates whether your account is enabled for login using your Google credentials (if any).

To start your setup,

1. Open the email message.
   The Welcome message appears.
2. To begin your set up, do one of the following:
   - Click **Set up Account**
   - Copy the link into your browser

The setup instructions continue on the following page.



RingCentral

Please activate your account

Welcome to RingCentral

Thank you for selecting RingCentral as your business phone service. Please activate your account **within 48 hours** to get started.

Activate Account

Or copy-and-paste this link into your browser:
https://service.ringcentral.com/login/main.asp?CDBB1210:1AC51D00124B7445398BCFBD319A0ABC25F26F&enc=2&aeh=2BAC31274647

There's one more step to set up your company account (650) 555-0012 You will be asked to:

- Change your temporary password
- Register your e911 information
- Set up your account

Thank you for using RingCentral.

Got Questions? The Customer Care Center offers startup guides, tutorial articles and videos and comprehensive search.

Your Account Security

After clicking **Activate Account**, a window opens for you to enter three account security settings:

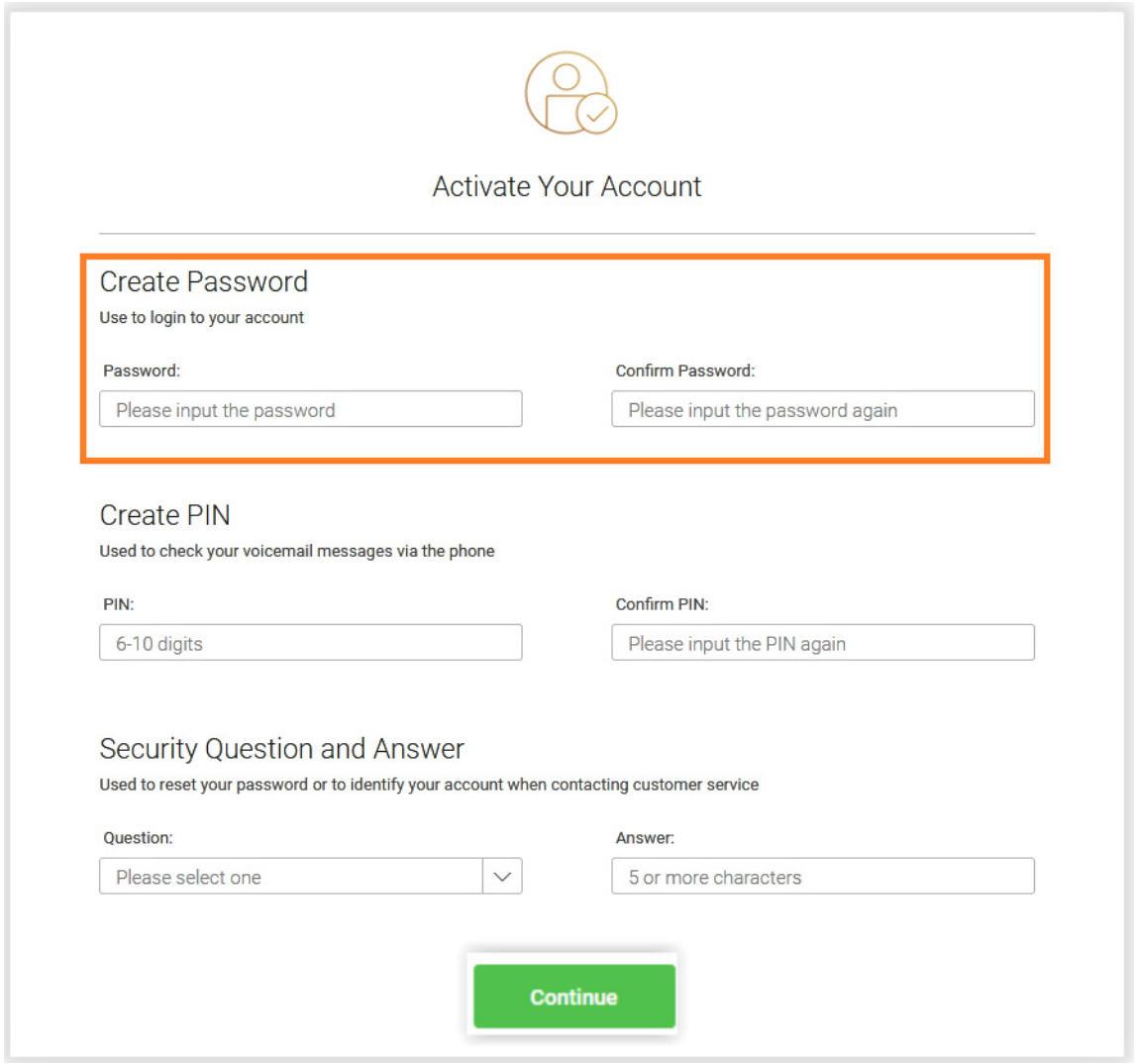
- Your password
- Your PIN
- Your security question & answer

Passwords and Security Questions on your online account maintain your account's confidentiality and privacy. The PIN is used to verify your identity when checking voicemail or is requested by the automated attendant when contacting Customer Care.

Follow the on-screen prompts. For each security setting, certain requirements must be met. For your convenience, these requirements are listed next to the setting as you enter the information.

Note: If your extension is configured as a Google tagged account by your administrator, your Express Setup will have different setup options.

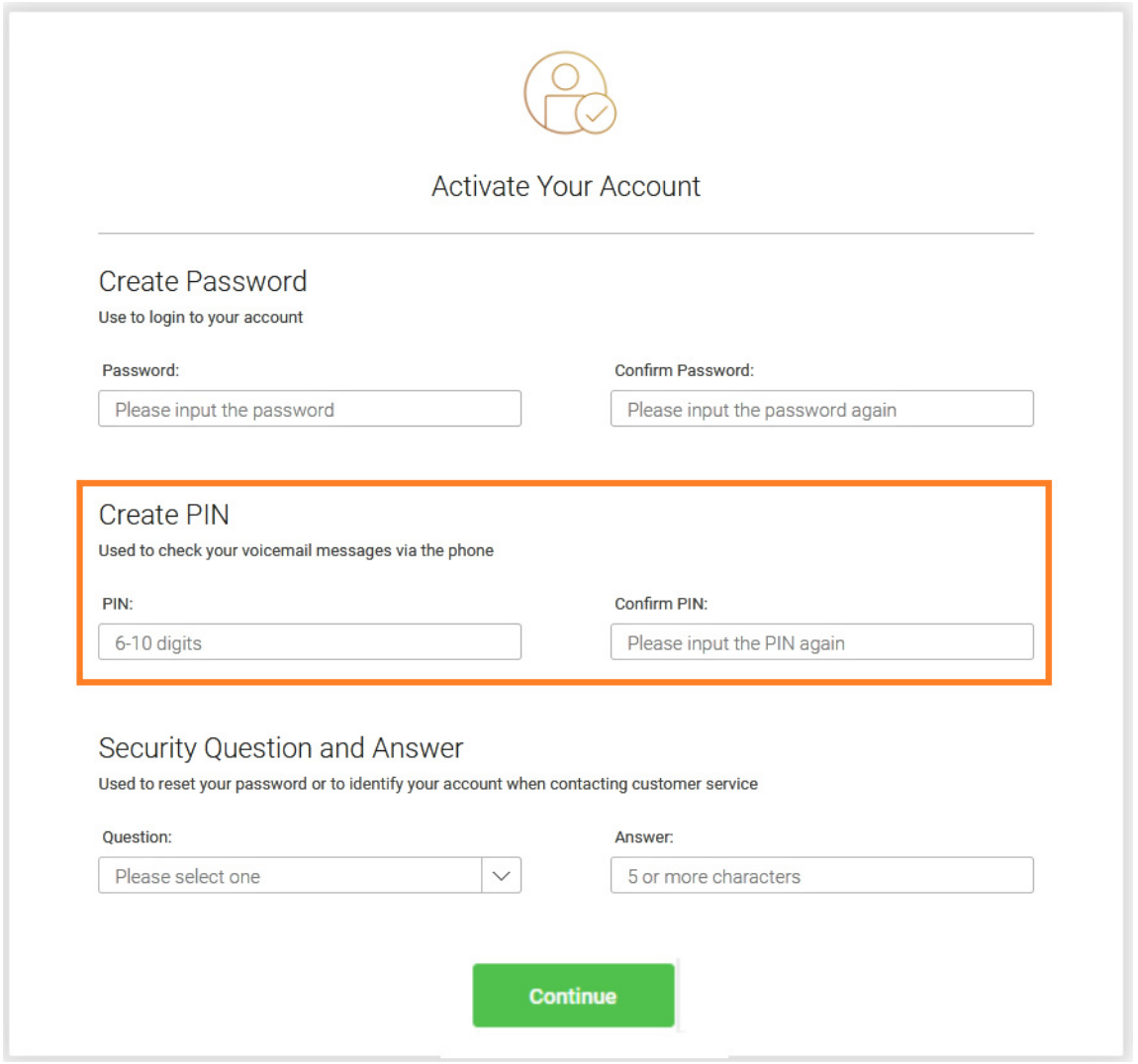
3. Create your **Password**.
   Follow the requirements that appear next to the **Password** field. A green check mark indicates when you have met a requirement.



4. The next step in **Your Account Security** is to set your PIN.
5. Create your **PIN**.

   Follow the requirements that appear next to the **PIN** field. A green check mark indicates when you have met a requirement.

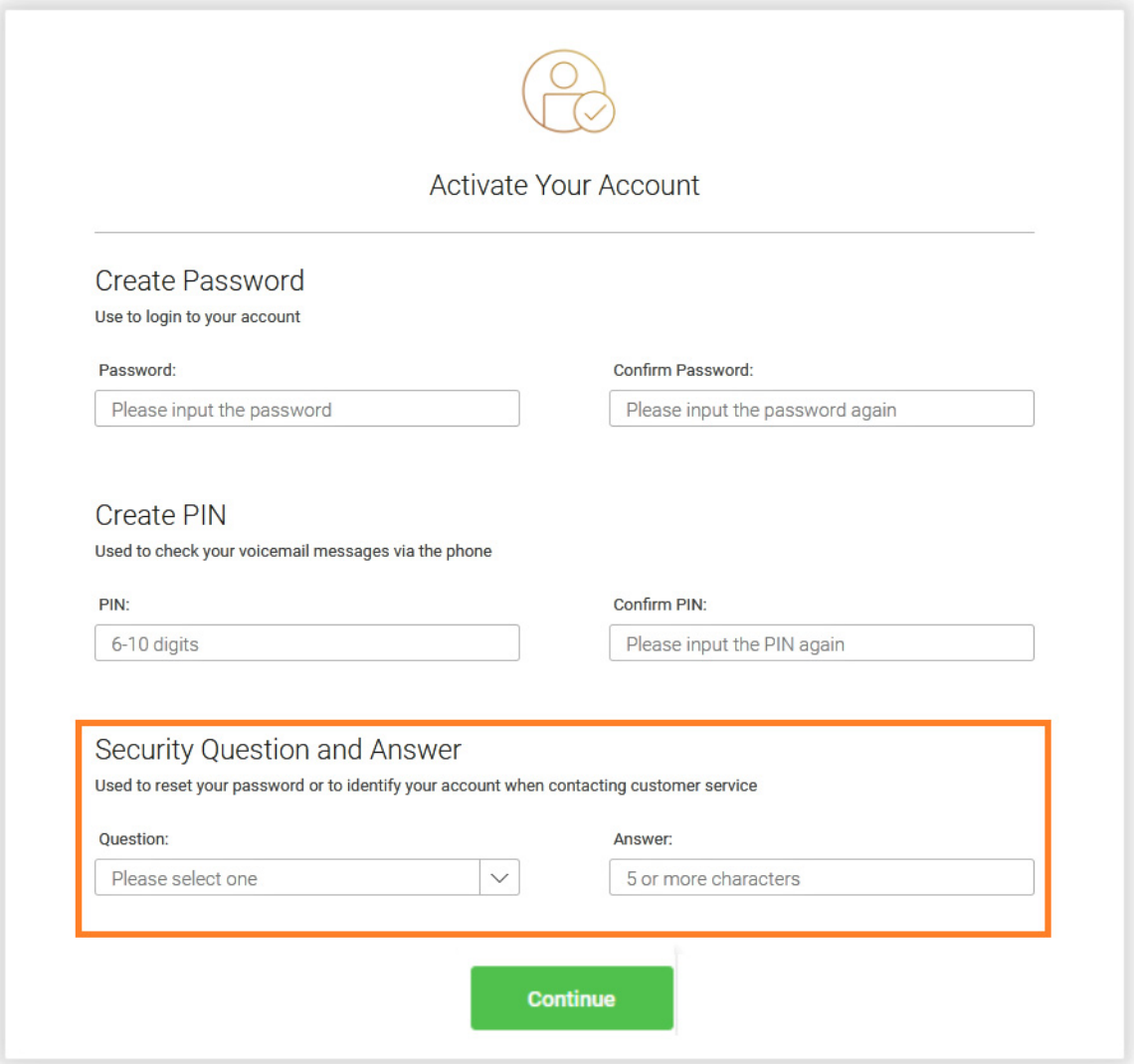
   You'll need this PIN when contacting Customer Care or when checking voicemail.



The last step in **Your Account Security** is to select a **Security Question and Answer**.

Note: *You will be asked for your **Security Question and Answer** each time you contact RingCentral Support. Keep a record of the question and answer for future reference.*

6. Select one of the questions listed in the **Security Question and Answer** menu.
7. Enter your answer to the security **Question** in the **Answer** field.
   Note: Your answer must be at least 5 characters.
8. Press **Continue**.

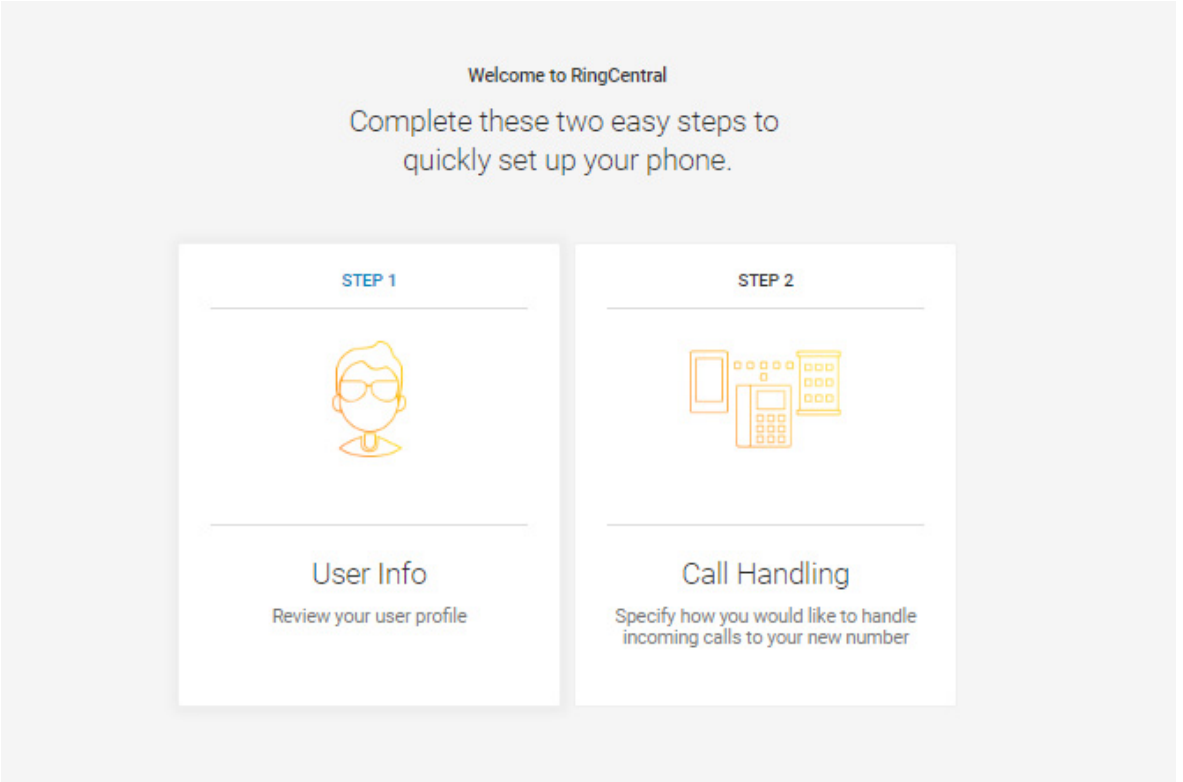


Quickly Get Up and Running

The next two steps include reviewing your **User Info** and specifying **Call Handling** for incoming calls to your new number.

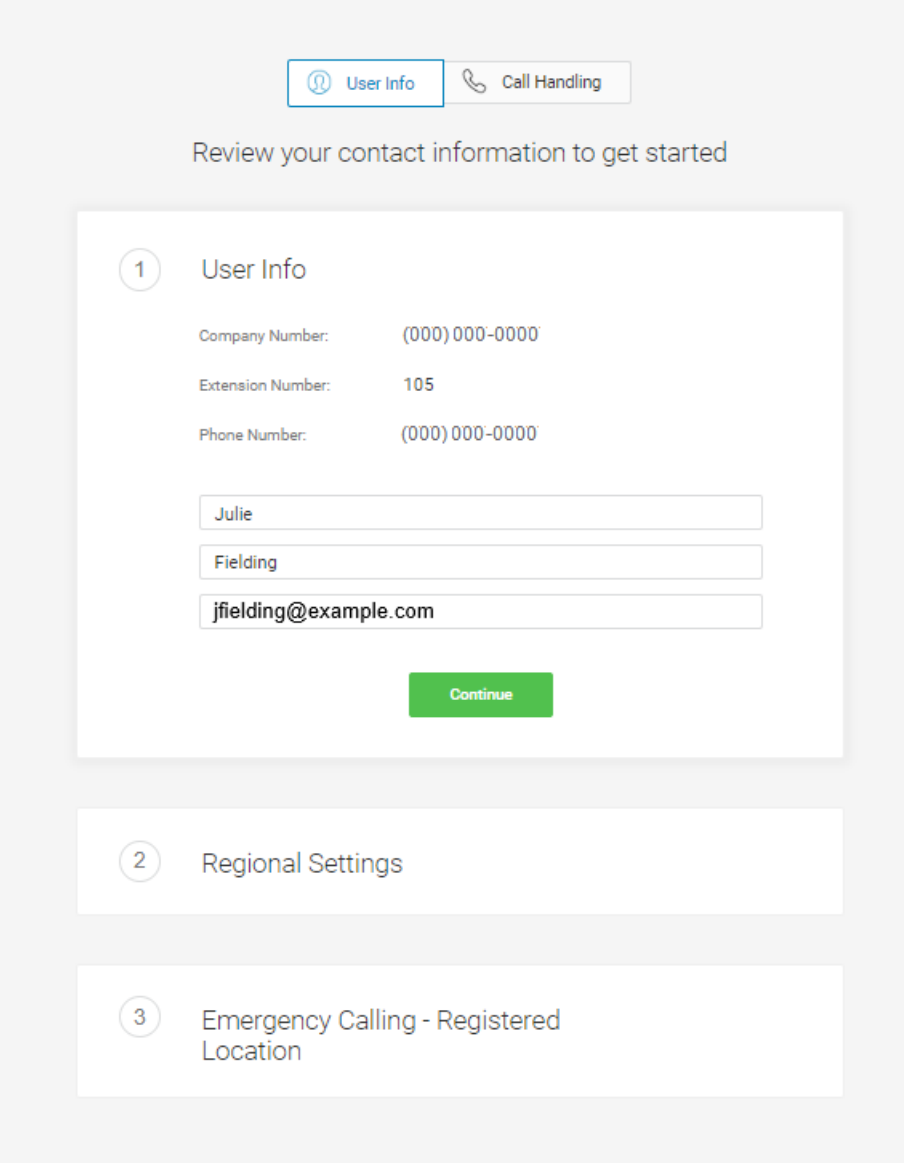
Review Your User Profile

1. Click **STEP 1**.
   Review your user profile.



Your **User Info** appears in a separate window.

2. Verify that your information is correct. If not, update your name or corporate email address.
   - The name shown in your **User Info** will appear in your corporate directory for others in your company to contact you
   - Select **Use email to log in** to enable login to your account using a unique corporate email address.
   - Email functions only if your email address is unique in all RingCentral accounts.
3. Click **Continue**.



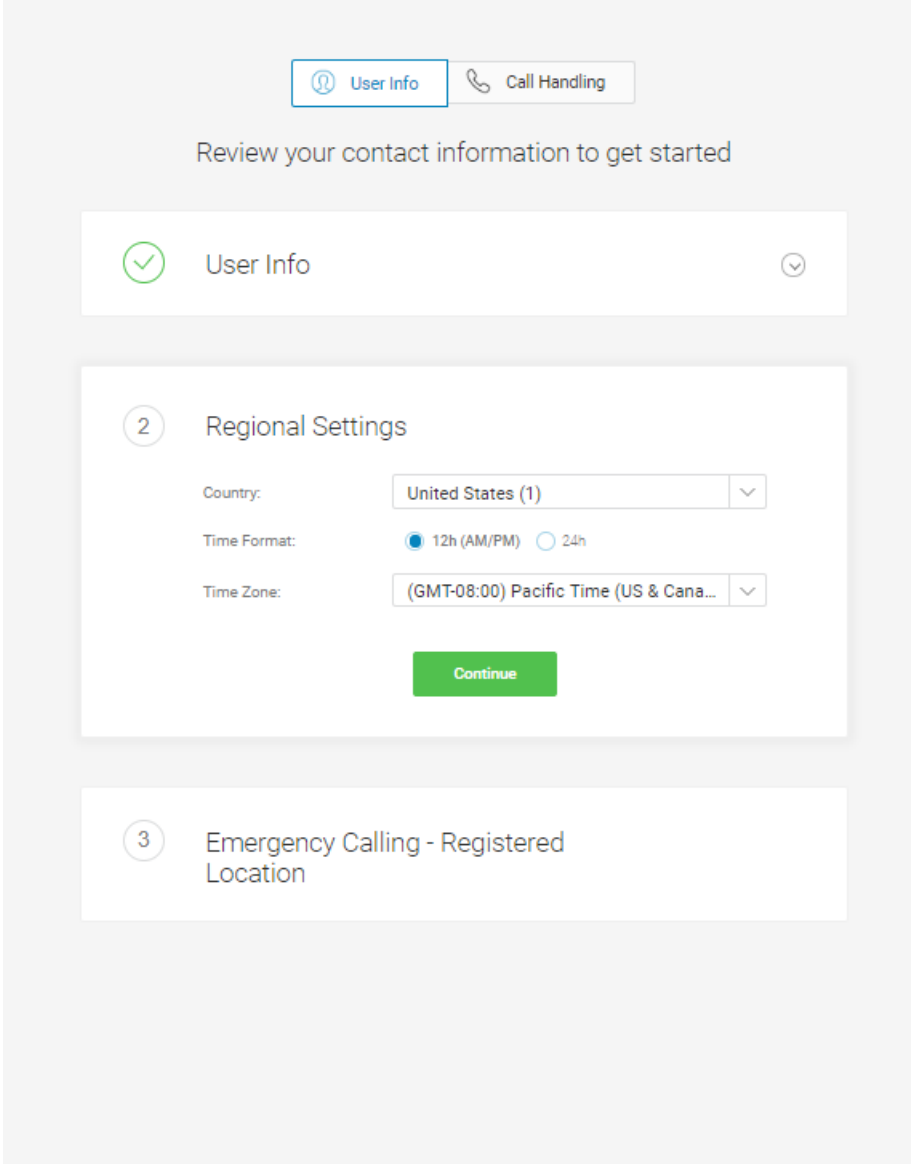
Now check or reset your **Regional Settings.**

1. Verify **Regional Settings** specified for your account. These are: **Country**, **Time Format**, and **Time Zone**.

   This step can include the **Emergency Calling - Registered Location** form if the admin has assigned it to the user.

   - The **Emergency Calling — Registered Location** is the physical location of your phone that is using the RingCentral Digital Line. Emergency dispatchers (Emergency Call Service) will send first responders to this exact location.
   - For more information, see the Knowledgebase article, "Updating the Emergency Address."
   - Fill in the **Emergency Calling — Registered Location** form.
     - Enter your name
     - Enter your country
     - Enter your address
     - Enter your state
     - Enter your postal zip code
   - Read the agreement describing Emergency Calling — Registered Location.
   - Click **Agree and Continue**.

2. When finished with **Regional Settings** or the **Emergency Calling — Registered Location** form, press **Continue**.

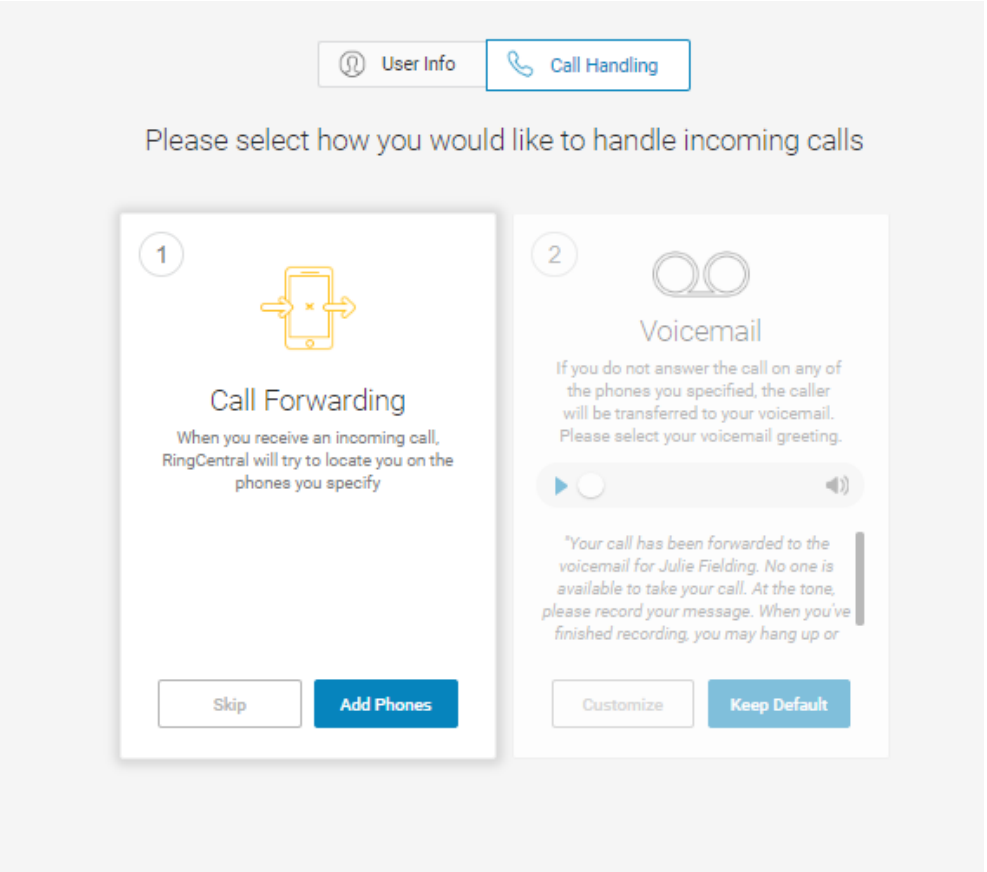


Call Handling

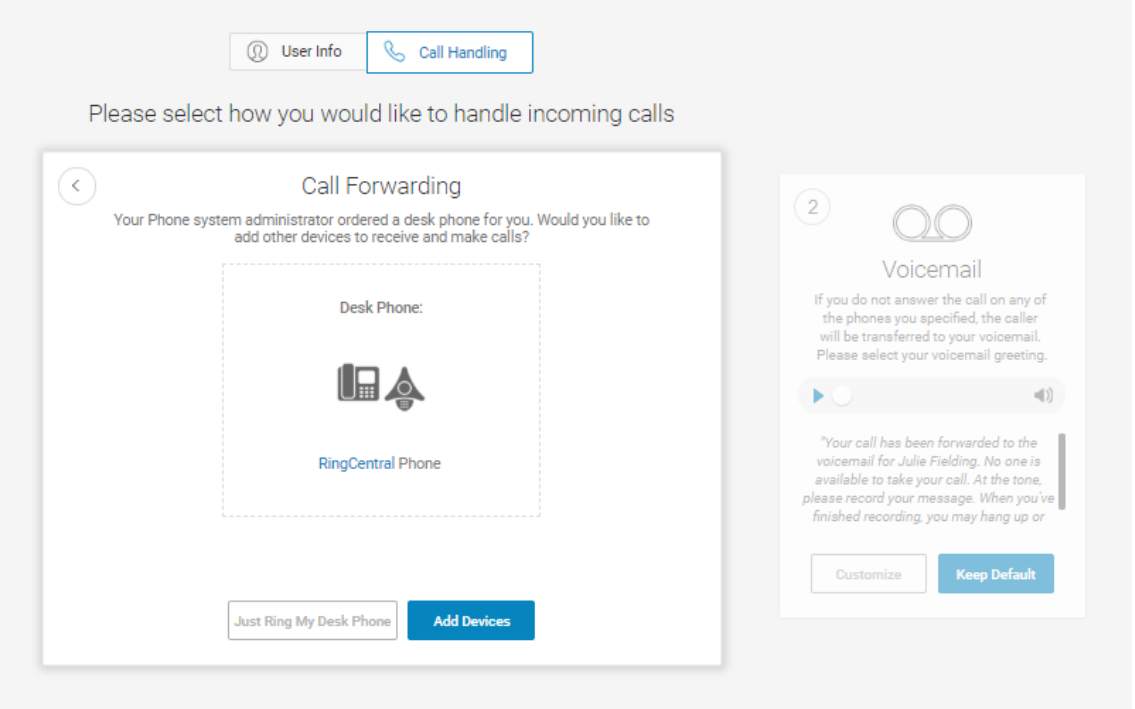
As a user, you can set up call forwarding rules for your extension. You can add up to 10 forwarding numbers for each extension assigned to you and set calls to ring sequentially or simultaneously.

In this step you'll enable call forwarding to another number. First, note the phone extensions to which you might want to forward your calls.

1. You can either skip this step or set your phone to route your calls to another phone. To omit this step, click **Skip**. Then go to "Voicemail Setup" on page 12.
   - To add a device for call forwarding, click **Add Phones**.



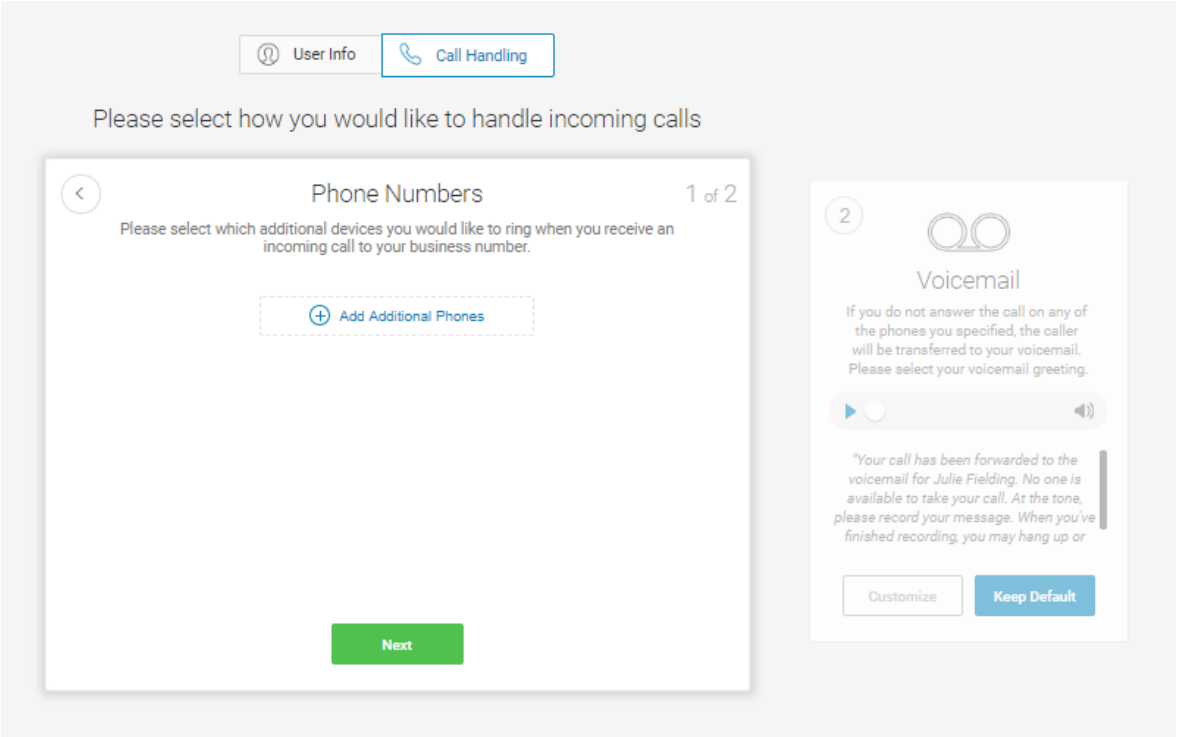
- To add desk phones to which you can forward calls, click **Add Devices**.



Select additional devices (if any) you would like to ring when you receive an incoming call to your business number.

2. Select the type of phone to which the forwarded call will be sent. You can select **Mobile**, **Home**, or **Other**.
3. Enter the number of the selected phone. Continue adding phones (up to 10), as needed.
4. Click **Next**.

The setup instructions continue on the following page.



Voicemail Setup

Now, set up the message your callers will hear when RingCentral forwards your calls to Voicemail.

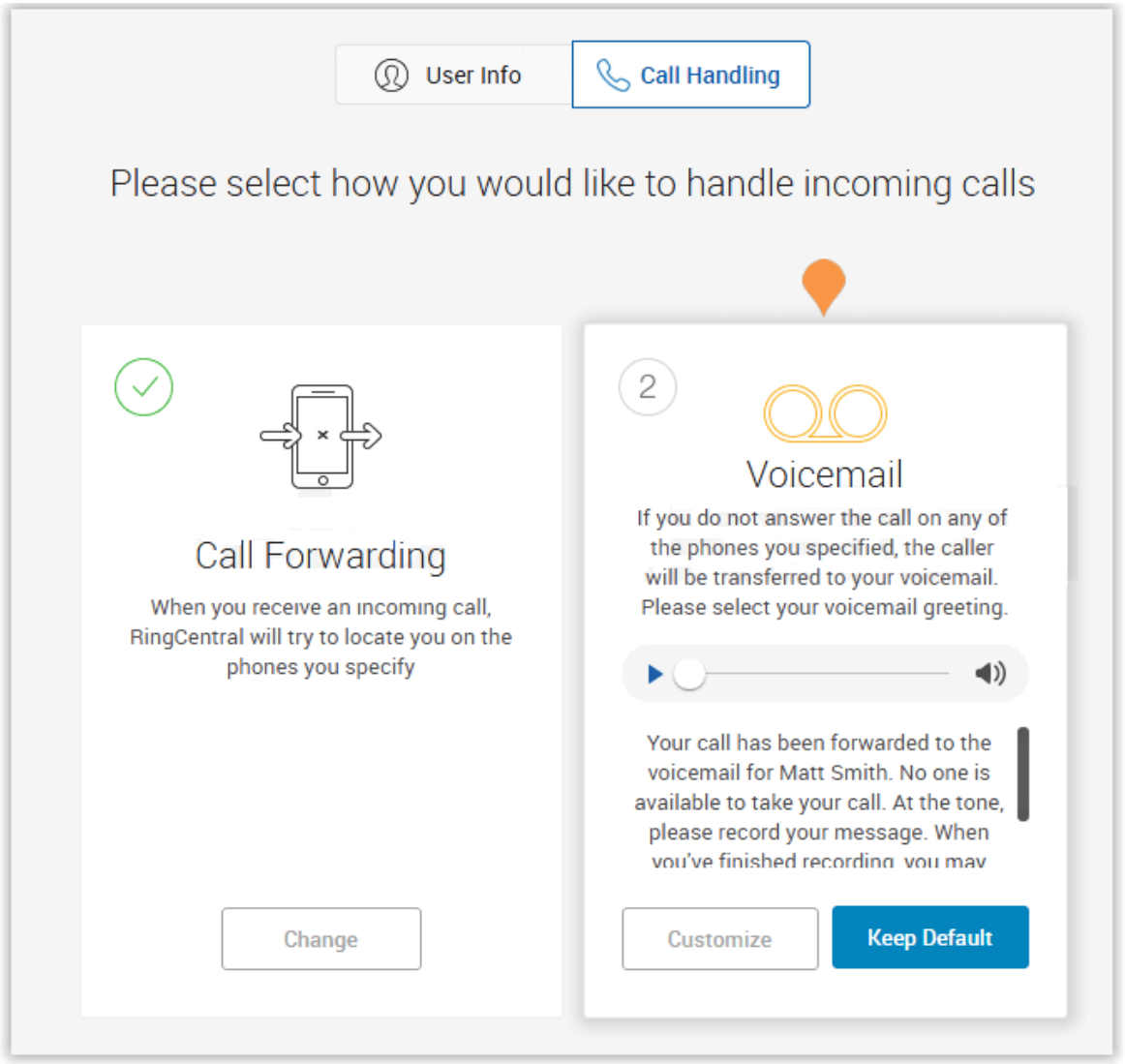
You can choose the default voicemail greeting "**Keep Defaults**" or you can select "**Customize**" to record or import your greeting. See the default greeting text shown below the playback button.

Changing the Voicemail Greeting

The next two pages explain how to keep the default voicemail greeting, or create a custom greeting by recording over the phone or importing a file.

To keep the default greeting, follow these steps:

5. Click **Keep Default**.



Verify Settings

Review the User Info, Call Forwarding, and Voicemail settings.

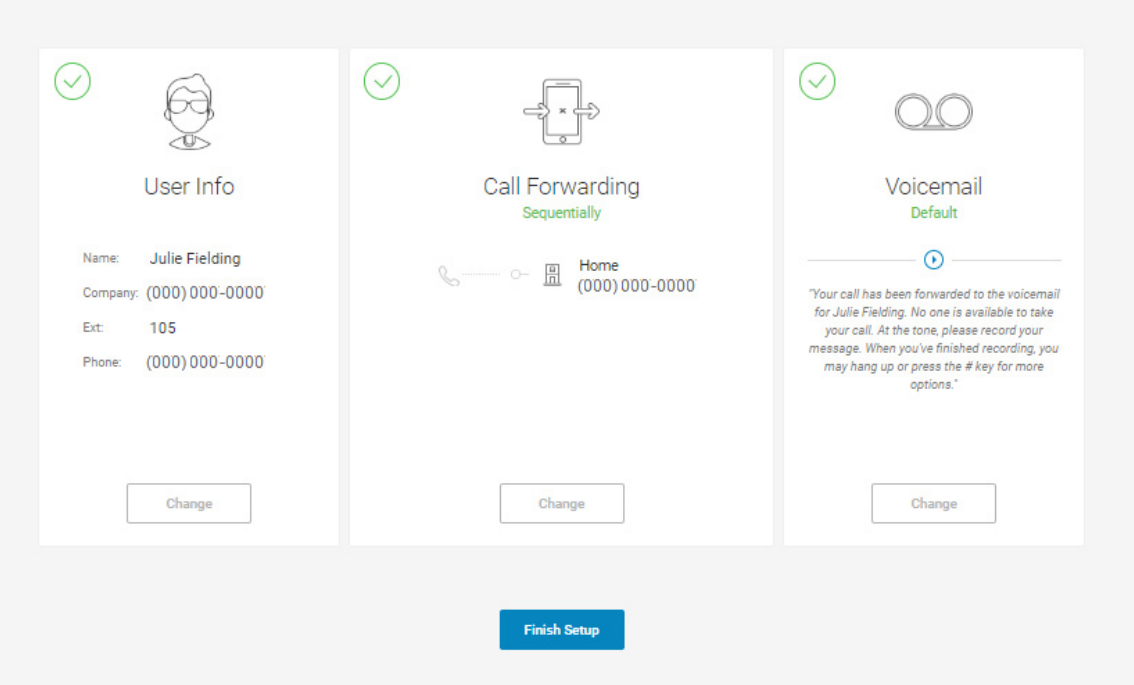
For User Info, review your account information. To make adjustments, click **Change** and reset them.

For Call Forwarding, click **Change** and reset them.select whether the forwarded phones ring **Simultaneously** or **Sequentially**.

- Select **Simultaneously** if you prefer the call to ring on all forwarded phones at the same time. Because of different networks, ringing to some devices, such as mobile devices may be delayed.
- Select **Sequentially** if you prefer the call to ring on forwarded phones in a sequential order. Arrange the forwarding order by dragging up or down.

For Voicemail, either keep the default recording or re-record a new announcement.

6. When you are finished with your review, click **Finish Setup**.



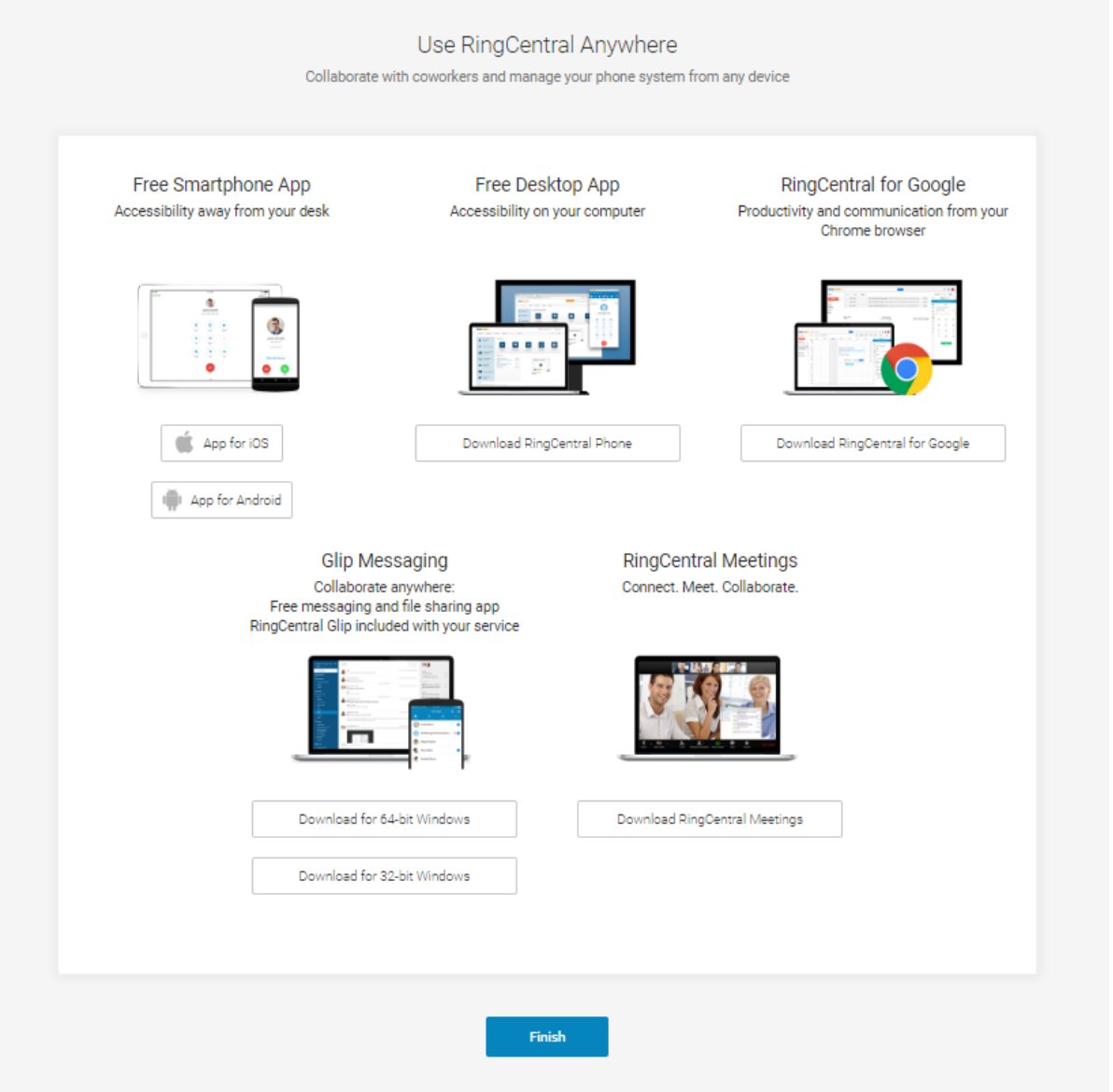
Use RingCentral Anywhere

Collaborate with co-workers and manage your phone system from any device. Apps are available for download that expand your ability to collaborate with others using the RingCentral applications.

- For more information about apps you can use with RingCentral Office, see the *RingCentral Office User Guide*.
- To download apps from the RingCentral website, see Downloads.

7. Click **Finish**.

Continue to the following page.

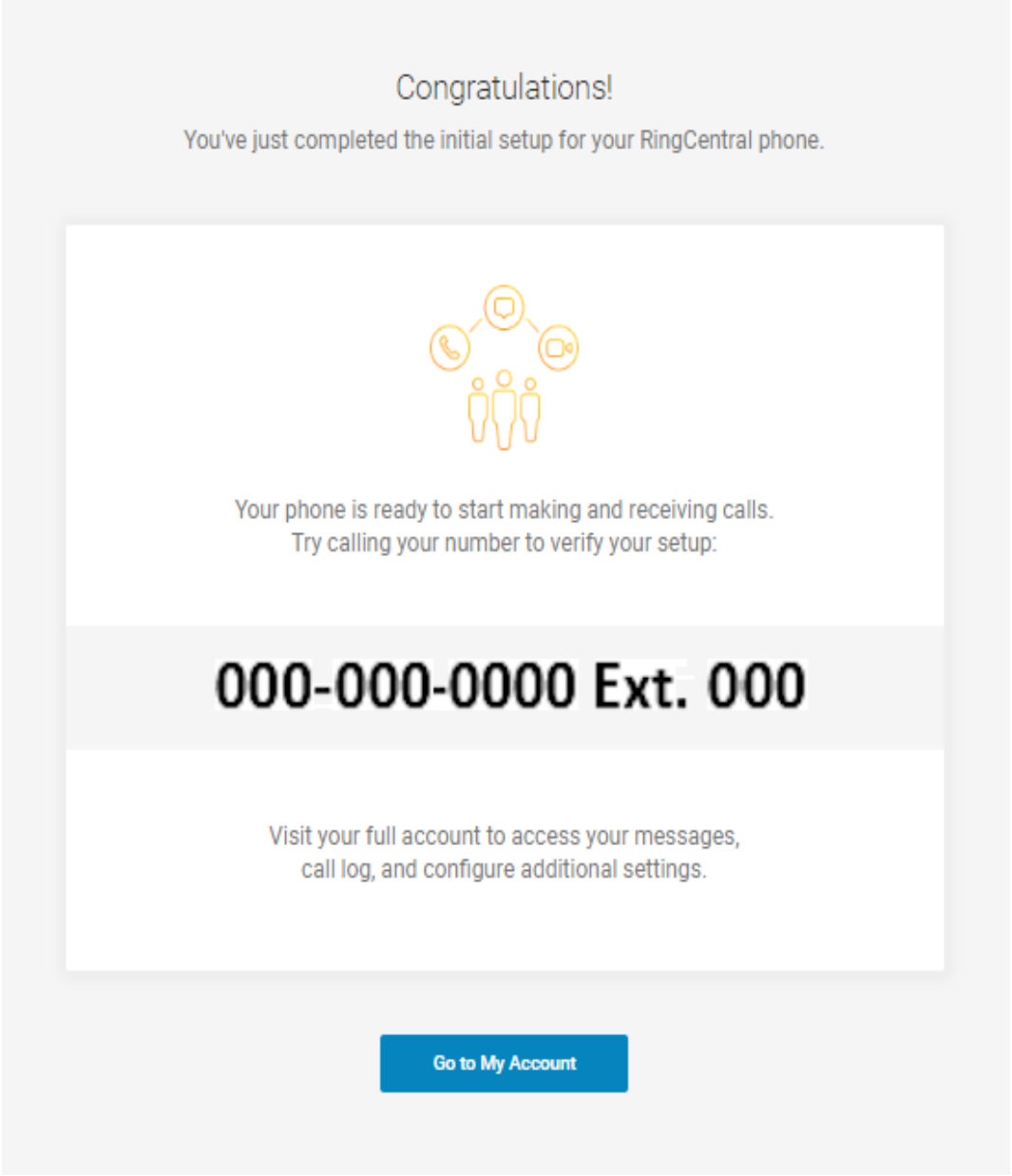


Congratulations!

You have completed the initial setup of your RingCentral business phone system.

8. Note the phone number shown on your **Congratulations** screen.
9. Click **Go to My Account**.

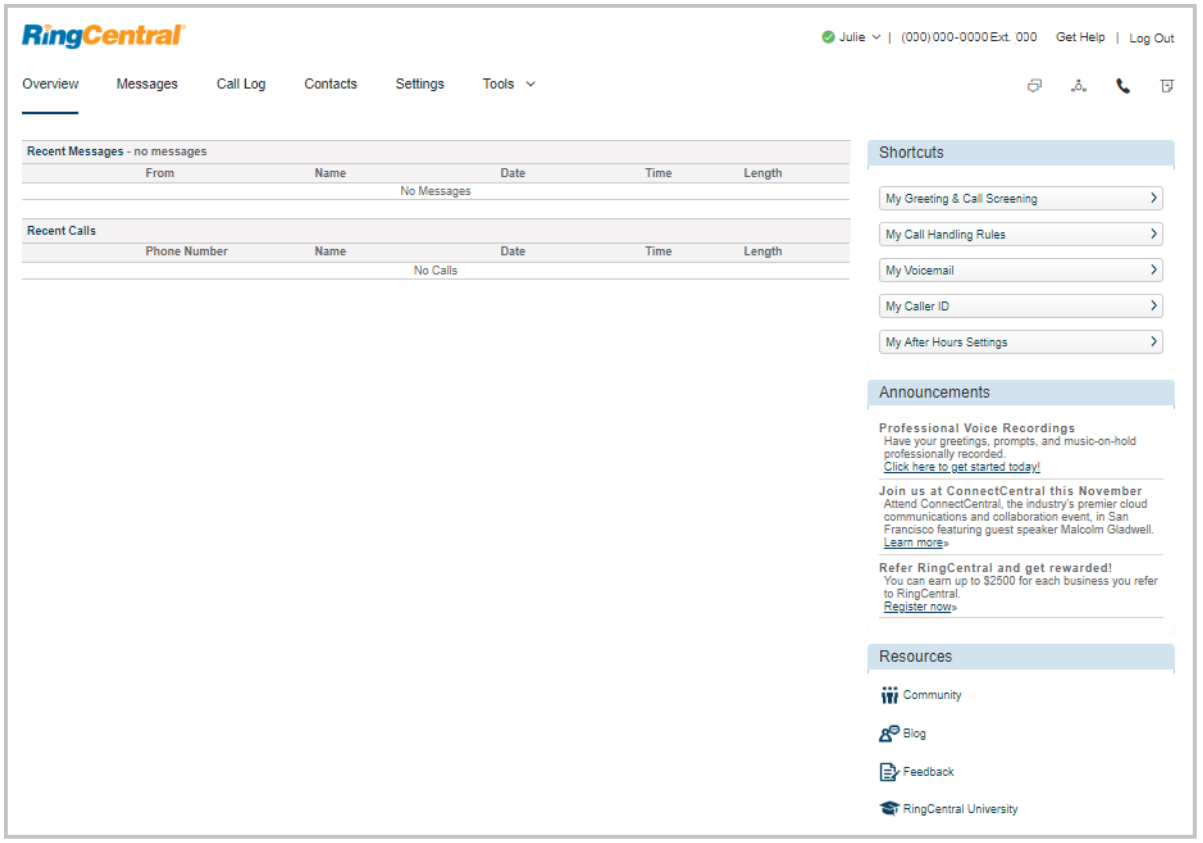
In the following pages, you'll log in to your RingCentral account.



Overview Page

Your RingCentral Office Overview page opens. Take a short tour of your Overview page.

1. **Overview** page is your dashboard to the RingCentral system.
2. **Recent Messages** and **Recent Calls** lists your recent incoming and outgoing messages and calls.
3. **Shortcuts** are menus to frequently accessed settings.
4. **Announcements** lists messages from RingCentral.
5. **Resources** provides quick access to Community, Blog, and Feedback. Go to Feedback to report an issue with RingCentral Customer Care.
6. **Get Help** lets you find answers to most of your questions, request Support, see service status messages, or toggle on/off feature tips.



To Find Information About

- Your **User Details**, click the **Settings** tab.
- The ***RingCentral Office User Guide***, click here.
- Support **Videos**, click here.

Knowledgebase Articles

For further instructions on these subjects:

- Sign in
- Changing your password
- Call Handling
- Emergency Calling — Registered Location
- Voicemail Greetings

Continue to the following page.

While You are Using RingCentral Products

We're happy you have selected RingCentral for your business communication needs. RingCentral provides a variety of ways for you to learn more about our service.

Attend a Training Webinar

Designed for both administrators and users, these sessions will give you the best practices, power-user tips, how to instructions and other valuable information on your RingCentral system View our upcoming scheduled Customer Training Webinars.

Post in the RingCentral Community

Share your ideas and feedback, get your problems solved, and give back by helping others! See RingCentral Community.

Download Applications

Wherever you go, RingCentral follows. Download our applications for your computer and smartphone to receive business calls on your mobile phone. Download Now.

©2018 RingCentral, Inc. All rights reserved. RingCentral, RingCentral Office, RingCentral Meetings, and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners. PDOC—12520 Rel. 10.2