RingCentral

Express Onboarding

Getting started is easier than ever with our express onboarding process for 1 to 19 digital lines



Before we go into what's what, we wanted to thank you for joining RingCentral. You're in good company with other like-minded people who are set on making their business communications simpler. Think of this document as your guide to get started as an account admin.

The onboarding process:



1. Account activation

First things first, we've got to set up your account! You'll receive an email with instructions to activate your account, which includes adding users, confirming billing details, creating a password and more.



4. Implementation training

For your implementation training, you can either contact our team at 1800 957 193 (9-6pm AEST) to get started with your onboarding sessions, or one of our specialists will reach out to you after you activate your account to start your first session.



2. Welcome emails

To get you familiar with the RingCentral app, we'll send you a series of emails with tips and tricks, how-to guides and video tutorials, and other helpful resources that are perfect to bookmark and share with your team.



5. Transition to account manager

After your implementation session is completed, your new phone system will be all set up and working properly. From here, your account manager is just a call away should you have any questions or need extra help.



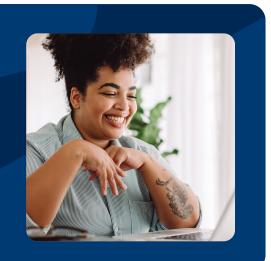
3. Pre-implementation workbook Next, you'll fill out the Pre-implementation workbook, which helps understand more about your business, so we can work with you to successfully migrate you over to your new cloud phone system.

People and resources

Sales	Enhanced implementation advisors		Account manager/support			ort
Activation	Tutorials	Getting started videos	;	Online porting		Reference guides

Post-training 45 days support:

Still have questions after your implementation session? We offer 45 days of complimentary support with our implementation advisor to help with anything related to setting up your new phone system.



RingCentral University

You also have access to a centralised resource centre with online training, how-to videos to manage your system and reference guides for both administrators and users.



Online number porting

Easily switch over your business' current phone number(s) with our online porting system and ensure a smooth transition.



Administrator and user training

Discover more ways to get things done with weekly webinars that highlight seamless transitions from desktop to mobile, message, video and phone productivity and more.



Instructional videos

Get a deeper understanding of RingCentral and its features with instructional videos to help navigate your questions and needs.



Reference guides

Get support to successfully transfer your current service over to your new RingCentral phone system with implementation guides.

Implementation training topics

A RingCentral Express Advisor will work with you to identify and recommend account setup and features that can be covered during your implementation sessions.

Foundational topics:

Offers an enhanced basic instruction and configuration. RingCentral app (Messaging, Video, Phone)

- Brief overview of the user interface
- Basic and advanced call handling and forwarding
- Screening, greeting and hold music
- Messages and notifications
- Outbound caller ID and caller name
- eFax
- User roles and permissions
- Email integration and open API
- Phone setup (provisioning)
- Number transfer walkthrough
- Enabling international calling
- Self-help options: <u>RingCentral University</u> and <u>support site</u>



For more information, please contact a sales representative. Visit ringcentral.com/au/en/ or call 1800 957 193.



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RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its Message Video PhoneTM (MVPTM) global platform. More flexible and cost effective than the onpremises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral VideoTM, along with its team messaging feature, enables Smart Video MeetingsTM. RingCentral Contact Centre gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.

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