

RingCentral Office®

New User Setup



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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.

Your Account Security

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

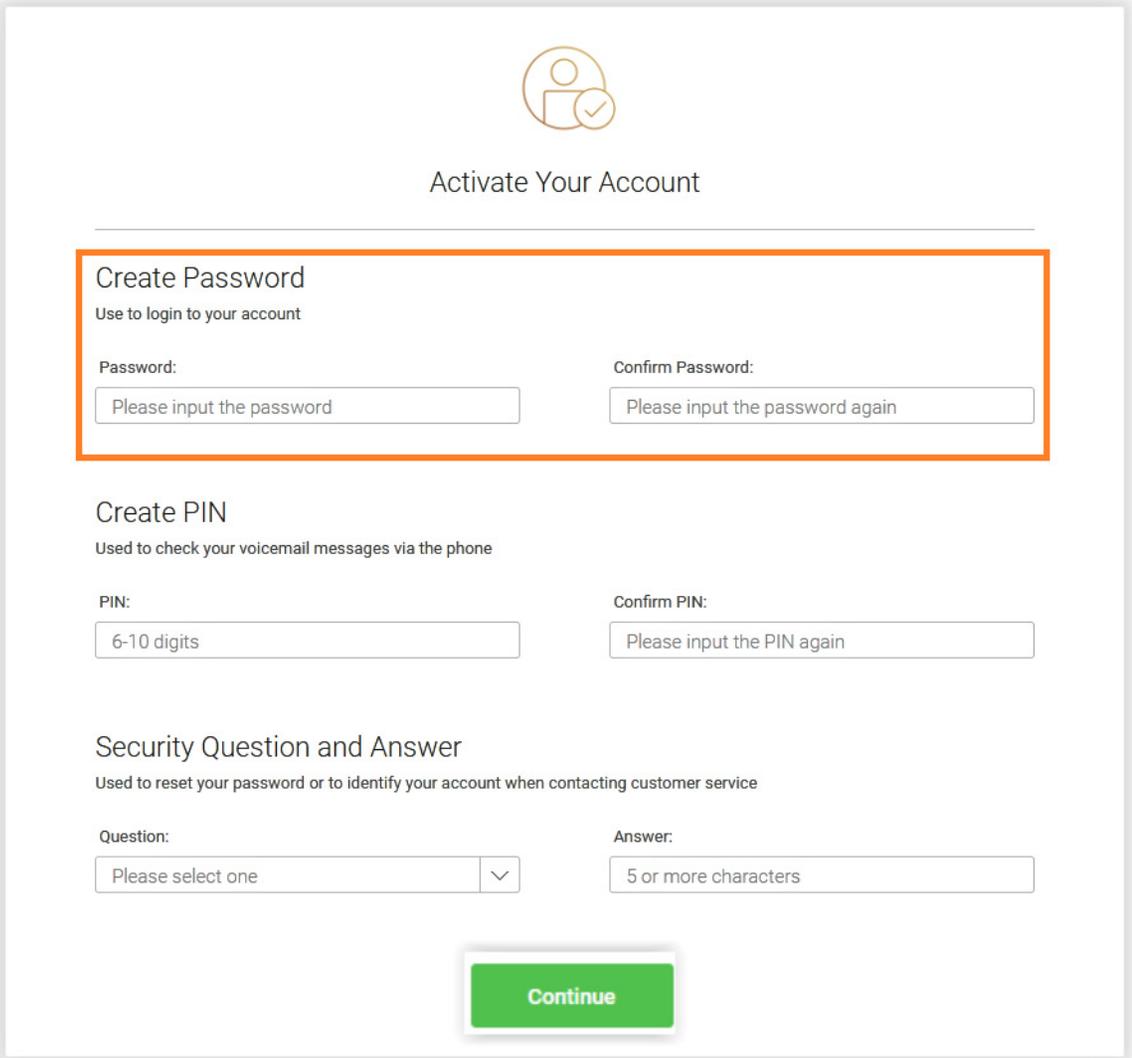
- Your password
- Your PIN
- Your security question & answer

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.





Activate Your Account

Create Password

Use to login to your account

Password:

Confirm Password:

Create PIN

Used to check your voicemail messages via the phone

PIN:

Confirm PIN:

Security Question and Answer

Used to reset your password or to identify your account when contacting customer service

Question: 

Answer:

- 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.


Activate Your Account

Create Password
Use to login to your account

Password: Confirm Password:

Create PIN
Used to check your voicemail messages via the phone

PIN: Confirm PIN:

Security Question and Answer
Used to reset your password or to identify your account when contacting customer service

Question: Answer:

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**.


Activate Your Account

Create Password
Use to login to your account

Password: Confirm Password:

Create PIN
Used to check your voicemail messages via the phone

PIN: Confirm PIN:

Security Question and Answer
Used to reset your password or to identify your account when contacting customer service

Question: Answer:

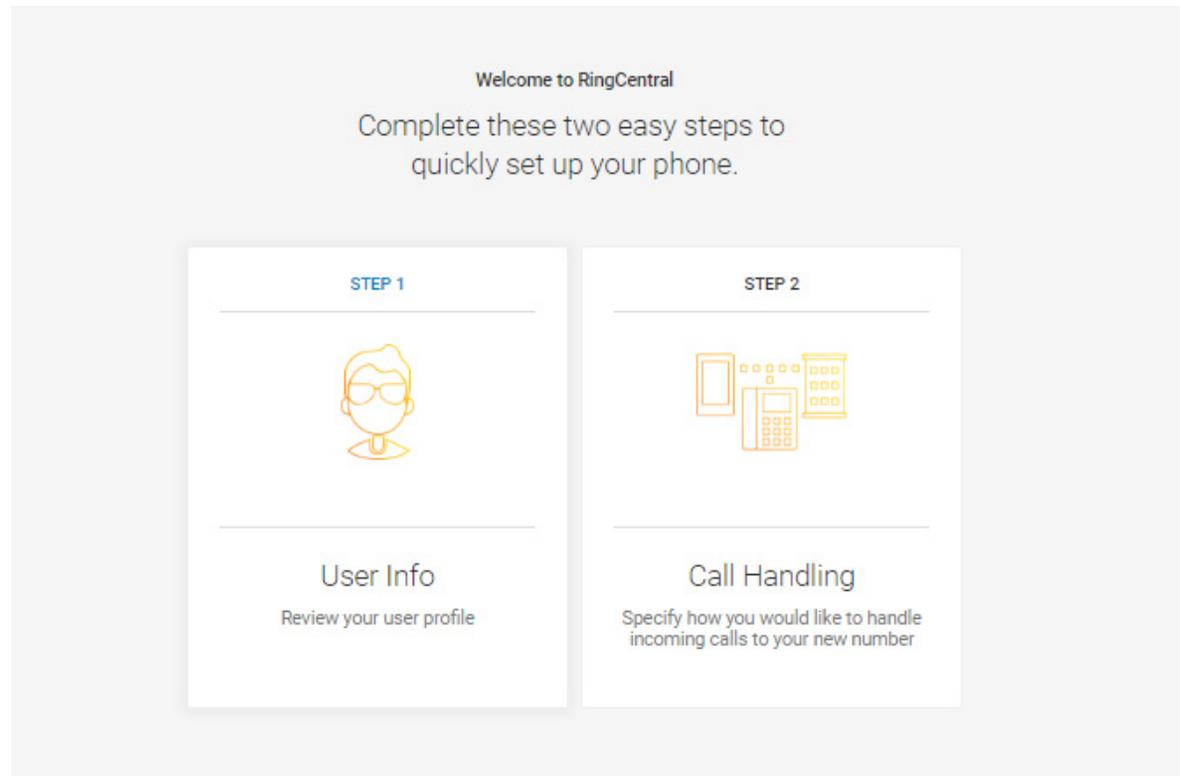
Continue

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**.

The screenshot shows a web interface for setting up a new user. At the top, there are two tabs: "User Info" (which is selected and highlighted with a blue border) and "Call Handling". Below the tabs, the text "Review your contact information to get started" is displayed. The main content area is a white box with a light gray border, containing a numbered list of steps. Step 1, "User Info", is expanded and shows the following fields: "Company Number" with the value "(000) 000-0000", "Extension Number" with the value "105", and "Phone Number" with the value "(000) 000-0000". Below these are three text input fields: the first contains "Julie", the second contains "Fielding", and the third contains "jfielding@example.com". A green "Continue" button is positioned below the email field. Below the "User Info" section, there are two more sections, each with a numbered circle and a title: "2 Regional Settings" and "3 Emergency Calling - Registered Location".

Review your contact information to get started

1 User Info

Company Number: (000) 000-0000

Extension Number: 105

Phone Number: (000) 000-0000

Julie

Fielding

jfielding@example.com

Continue

2 Regional Settings

3 Emergency Calling - Registered Location

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.**

The screenshot displays the RingCentral user setup interface. At the top, there are two tabs: "User Info" (active) and "Call Handling". Below the tabs, the text reads "Review your contact information to get started". A progress indicator shows three steps: "User Info" (completed with a green checkmark), "Regional Settings" (current step, indicated by a circled '2'), and "Emergency Calling - Registered Location" (indicated by a circled '3'). The "Regional Settings" section contains three fields: "Country" with a dropdown menu set to "United States (1)", "Time Format" with radio buttons for "12h (AM/PM)" (selected) and "24h", and "Time Zone" with a dropdown menu set to "(GMT-08:00) Pacific Time (US & Cana...". A green "Continue" button is located below these fields.

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**.

User Info Call Handling

Please select how you would like to handle incoming calls

1

Call Forwarding

When you receive an incoming call, RingCentral will try to locate you on the phones you specify

Skip Add Phones

2

Voicemail

If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.

*Your call has been forwarded to the voicemail for Julie Fielding. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or

Customize Keep Default

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

The screenshot displays the 'Call Handling' section of the RingCentral user setup interface. At the top, there are two tabs: 'User Info' and 'Call Handling', with 'Call Handling' being the active tab. Below the tabs, a prompt asks the user to select how they would like to handle incoming calls. The main content area is divided into two panels. The left panel, titled 'Call Forwarding', contains a sub-header 'Desk Phone:' and an icon representing a desk phone and a RingCentral phone. Below this, there are two buttons: 'Just Ring My Desk Phone' and 'Add Devices'. The right panel, titled 'Voicemail', contains a sub-header 'Voicemail' and a text block explaining that calls not answered will be forwarded to the user's voicemail. Below this, there is a play button icon and a text block with a sample voicemail message: 'Your call has been forwarded to the voicemail for Julie Fielding. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or'. At the bottom of the right panel, there are two buttons: 'Customize' and 'Keep Default'.

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.

The screenshot displays the 'Call Handling' section of the RingCentral setup process. At the top, there are two tabs: 'User Info' and 'Call Handling', with 'Call Handling' being the active tab. Below the tabs, the instruction reads: 'Please select how you would like to handle incoming calls'. The main content area is divided into two panels. The left panel, titled 'Phone Numbers' (1 of 2), contains the instruction: 'Please select which additional devices you would like to ring when you receive an incoming call to your business number.' Below this instruction is a dashed box containing a plus sign and the text 'Add Additional Phones'. At the bottom of this panel is a green 'Next' button. The right panel, titled 'Voicemail' (2), features a voicemail icon and the text: 'If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.' Below this text is a play button icon and a volume slider. A sample voicemail message is displayed in a scrollable area: '*Your call has been forwarded to the voicemail for Julie Fielding. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or'. At the bottom of the right panel are two buttons: 'Customize' and 'Keep Default'.

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**.

The screenshot displays three settings panels for a new user setup, each with a green checkmark in the top left corner and a 'Change' button at the bottom.

- User Info:** Features a profile icon of a man with glasses. The details listed are: Name: Julie Fielding, Company: (000) 000-0000, Ext: 105, and Phone: (000) 000-0000.
- Call Forwarding:** Features a mobile phone icon with arrows. The setting is 'Sequentially'. Below, it shows a call icon, a key icon, and a building icon, with the text 'Home (000) 000-0000'.
- Voicemail:** Features a voicemail icon (two circles). The setting is 'Default'. Below, there is a play button icon and a text box containing the message: "Your call has been forwarded to the voicemail for Julie Fielding. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options."

A blue 'Finish Setup' button is positioned at the bottom center of the interface.

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.

Use RingCentral Anywhere

Collaborate with coworkers and manage your phone system from any device

Free Smartphone App
Accessibility away from your desk



 App for iOS

 App for Android

Free Desktop App
Accessibility on your computer



Download RingCentral Phone

RingCentral for Google
Productivity and communication from your Chrome browser



Download RingCentral for Google

Glip Messaging
Collaborate anywhere:
Free messaging and file sharing app
RingCentral Glip included with your service



Download for 64-bit Windows

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RingCentral Meetings
Connect. Meet. Collaborate.



Download RingCentral Meetings

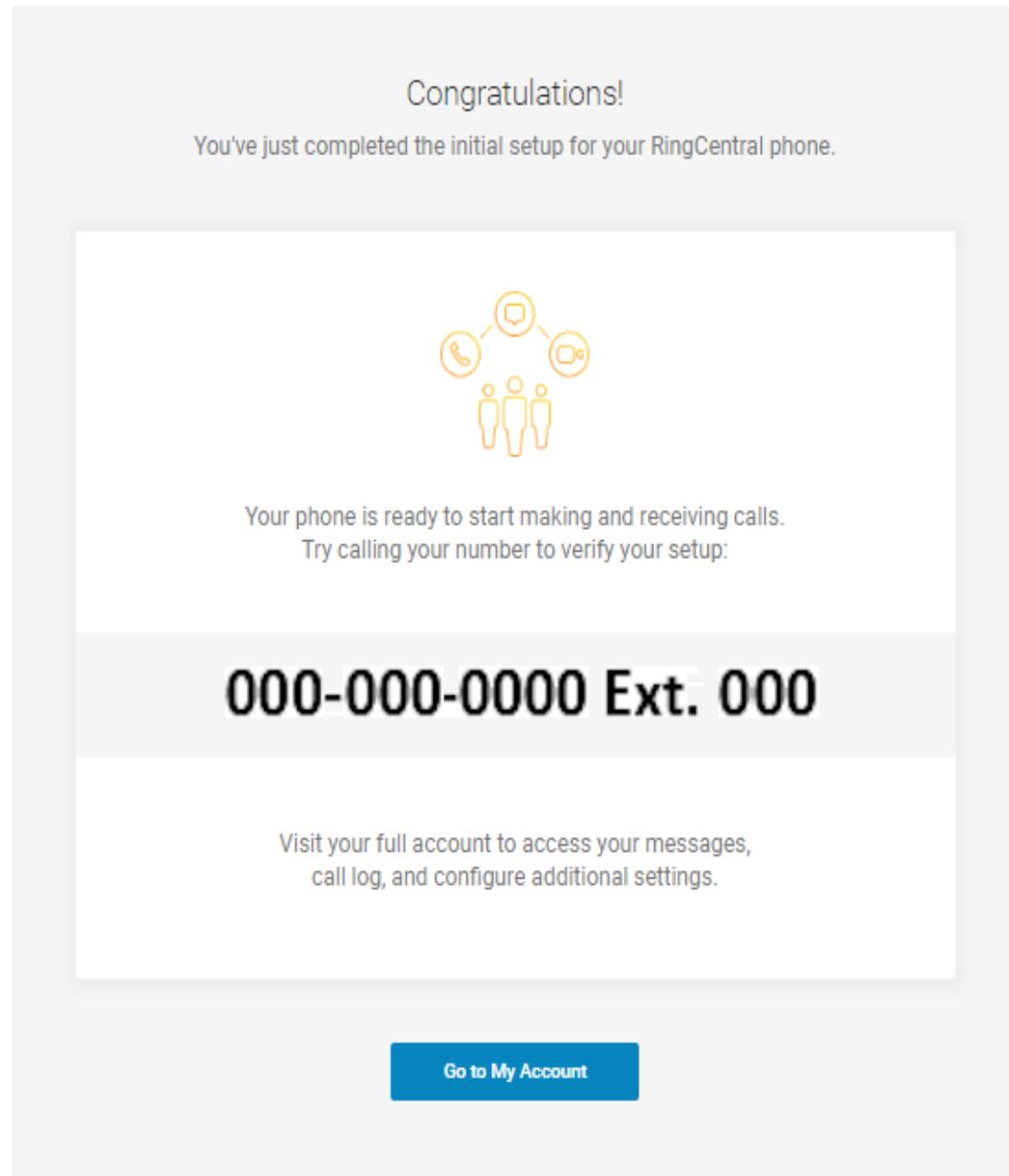
Finish

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

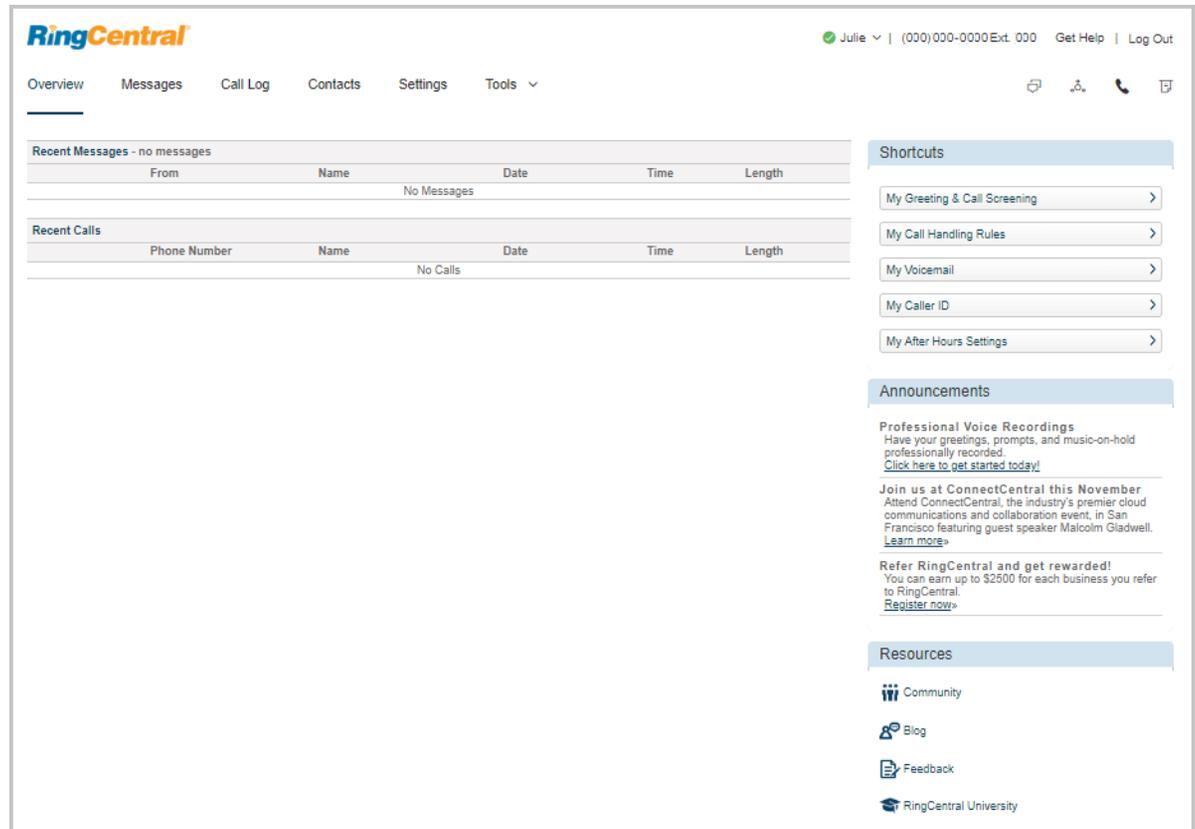
- Your **User Details**, click the **Settings** tab.
- The **RingCentral Office User Guide**, click [here](#).
- Support **Videos**, click [here](#).

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](#).