

## RingCentral – Changing Password, PIN, and Security Question via Portal

You can access your RingCentral account in many ways, including on your computer, thru your desk phone, on a mobile device, or even thru their web portal. This document outlines how to use the web portal to change your password, pin, and security question via the portal.

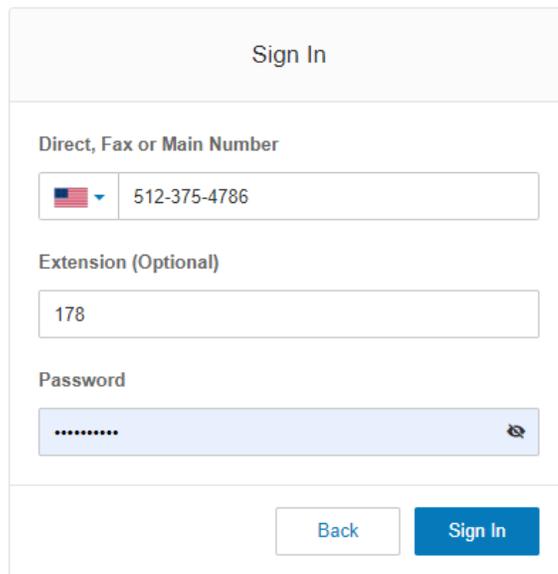
Your **Password** is used to access the RingCentral apps on your computer or mobile device

Your **PIN** is used to access things via desk phones

Your **Security Question** is necessary to validate your identity when changing passwords or contacting RingCentral support

We recommend you set all three to something only you know and something that can be easily remembered.

1. To access the RingCentral portal go to <http://service.ringcentral.com>
2. If you have a **Tarrytown email address** you can use that or your **RingCentral Phone Number**, then click **Next**
  - i. To use phone number, enter **512-375-4786** and click **Sign In**
  - ii. The screen will then change and allow you to enter your extension and password



The screenshot shows the RingCentral Sign In portal. At the top, it says "Sign In". Below that, there is a section for "Direct, Fax or Main Number" with a dropdown menu showing a US flag and the number "512-375-4786". Underneath is a section for "Extension (Optional)" with the number "178" entered. Below that is a "Password" field with a masked password "....." and a toggle icon. At the bottom, there are two buttons: "Back" and "Sign In".

**Note:** If you have trouble, you can click **Forgot Password?**

3. If this is the first time you have accessed the portal on this device, you may be prompted to enter a Security Code, which should have been emailed to your Tarrytown email. If you do not have a Tarrytown email, you may need to contact RingCentral support or the IT Helpdesk for assistance.

- If this is a new account and you are logging into the portal for the first time it should prompt you for your **Current Password**. If you setup your account via the Welcome Email, you should have set that password then. If you do not have an individual TarrytownExocare.com email address, you most likely did not setup this password, but it should be the generic password that was distributed by your Supervisor, likely **“Appl3s#84”**

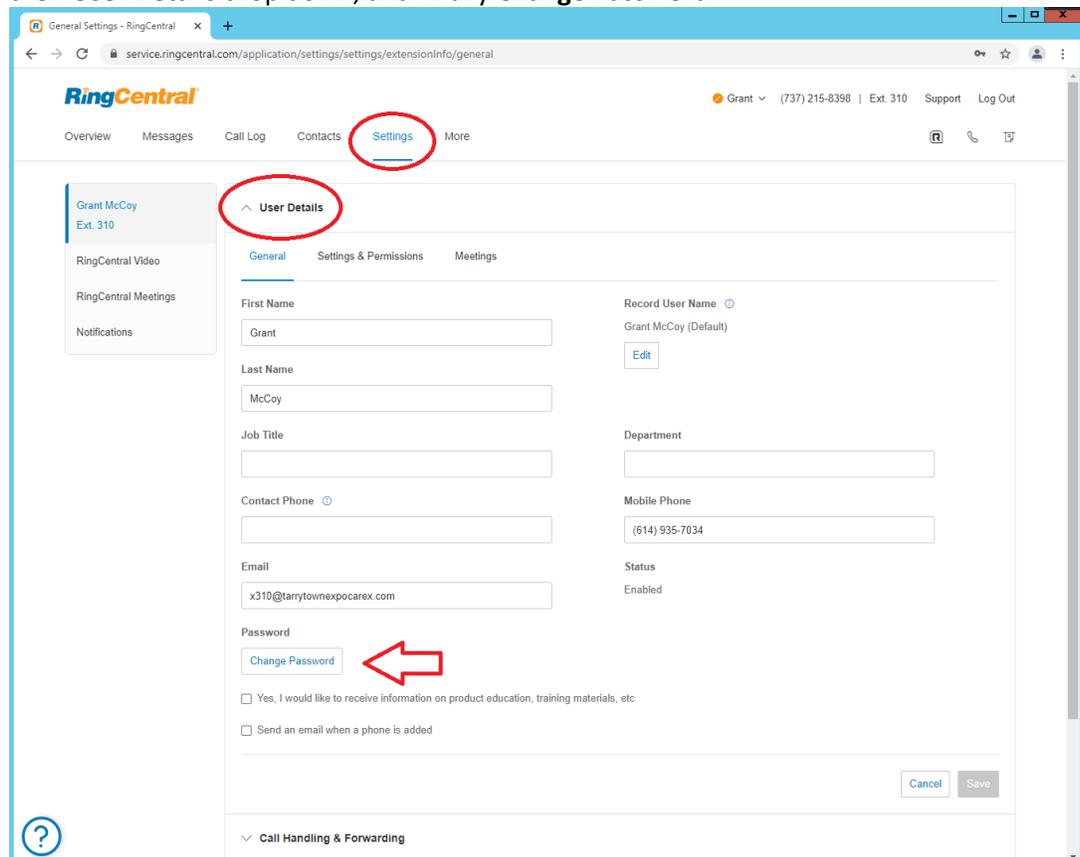
Current Password

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Current Password

[Next](#)

- This should take you immediately to a window to set your password, pin, and security question and you can skip to the next step. If it does not, click **Settings** in the top menu, then **User Details** drop down, and finally **Change Password**



The screenshot shows the RingCentral user settings interface. The browser address bar indicates the URL: `service.ringcentral.com/application/settings/settings/extensionInfo/general`. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (circled in red), and 'More'. On the left sidebar, the user profile 'Grant McCoy Ext. 310' is shown, with a 'User Details' dropdown menu (circled in red) expanded. The 'User Details' section has three tabs: 'General', 'Settings & Permissions', and 'Meetings'. The 'General' tab is active, showing fields for 'First Name' (Grant), 'Last Name' (McCoy), 'Job Title', 'Contact Phone', 'Email' (x310@tarrytownexocarex.com), 'Record User Name' (Grant McCoy (Default)), 'Department', 'Mobile Phone' ((614) 935-7034), and 'Status' (Enabled). A 'Change Password' button is highlighted with a red arrow. At the bottom right, there are 'Cancel' and 'Save' buttons. A 'Call Handling & Forwarding' section is partially visible at the bottom.

6. It should be in **Change Password** window. If not, click **Change** Password, then enter a **New Password** twice and hit **Save**.
7. To change your Security Question, click **Security Question**, then select a question you can remember and answer easily and hit **Save**.
8. Now click **Change PIN** at the top and enter a New PIN twice and then click **Save**. This needs to be a 6 digit number and should be something you can easily remember.
9. You can now close the RingCentral portal and go back to using the App. You may need to logout and back in with your new password.