

## RingCentral – Forgot My Password

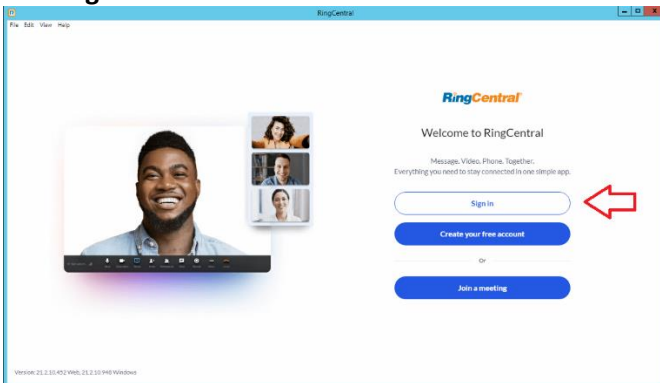
You can access your RingCentral account in many ways, including on your computer, thru your desk phone, on a mobile device, or even thru their web portal. This document outlines how to use the web portal to change your password and provides a few tips where the portal may be useful.

### To access via the RingCentral App on your desktop:

1. Click the **RingCentral Icon** on your VDI desktop



2. Click **Sign in** button



3. Enter your email or the main phone number and your extension # and hit **Next**

Sign In



Email or Phone Number

+15126177312#333

Next

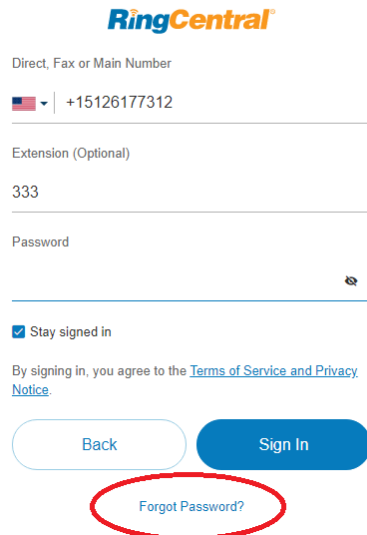
Or sign in with

 Google

 Single Sign-on

4. On next screen, click the **Forgot Password?** at the bottom of the page, even if you know your current password as this will walk you thru resetting your password to a new value.

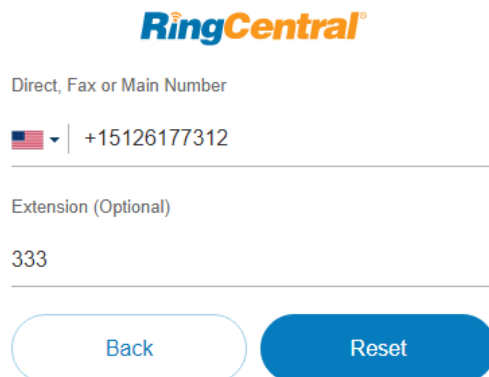
Sign In



The image shows the RingCentral Sign In page. At the top is the RingCentral logo. Below it is a form with the following fields: 'Direct, Fax or Main Number' with a dropdown menu showing a US flag and the number '+15126177312'; 'Extension (Optional)' with the number '333'; and 'Password' with a text input field and an eye icon. Below the password field is a checkbox labeled 'Stay signed in'. Underneath is a link: 'By signing in, you agree to the [Terms of Service and Privacy Notice](#)'. At the bottom are three buttons: 'Back', 'Sign In', and 'Forgot Password?'. The 'Forgot Password?' button is circled in red.

5. Now hit the **Reset** button

Reset Password



The image shows the RingCentral Reset Password page. At the top is the RingCentral logo. Below it is a form with the following fields: 'Direct, Fax or Main Number' with a dropdown menu showing a US flag and the number '+15126177312'; 'Extension (Optional)' with the number '333'; and a 'Reset' button. Below the extension field is a 'Back' button.

6. An email will be sent to the email associated with your RingCentral account with instructions on how to reset your password. If you don't know your email account, you will need to contact RingCentral support or the IT Helpdesk.


**To access the RingCentral portal:**

1. 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

Sign In

Direct, Fax or Main Number




512-375-4786

Extension (Optional)

178

Password

.....



Back

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 email account on file within RingCentral (generally your individual @tarrytownexpocare.com account). If you do not know your email on file, you may need to contact RingCentral support or the IT Helpdesk for assistance.
4. You can read more at: [How to Reset your Password | RingCentral](#)