

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

RingCentral

Email or Phone Number

+15126177312#333

Next

Or sign in with

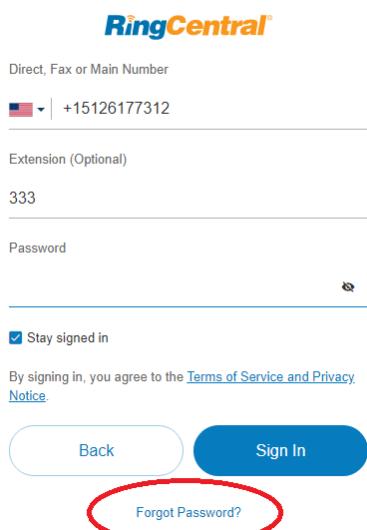
 Google

 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.

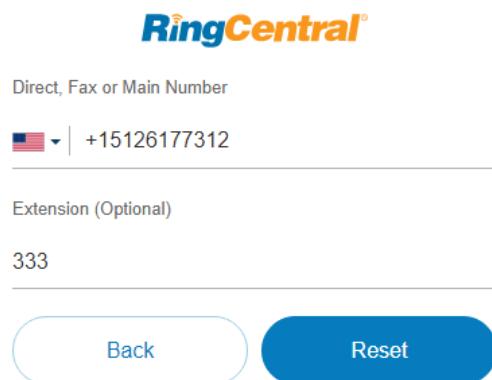
Sign In



The screenshot shows the RingCentral sign-in page. It has fields for "Direct, Fax or Main Number" (containing "+15126177312") and "Extension (Optional)" (containing "333"). Below these is a "Password" field with a visibility toggle. A checkbox for "Stay signed in" is checked. A note below the fields states: "By signing in, you agree to the [Terms of Service and Privacy Notice](#)". At the bottom are "Back" and "Sign In" buttons, with the "Forgot Password?" link circled in red.

5. Now hit the **Reset** button

Reset Password



The screenshot shows the RingCentral sign-in page again. The fields for number and extension are filled. Below them is a "Reset" button, which is highlighted with a blue oval.

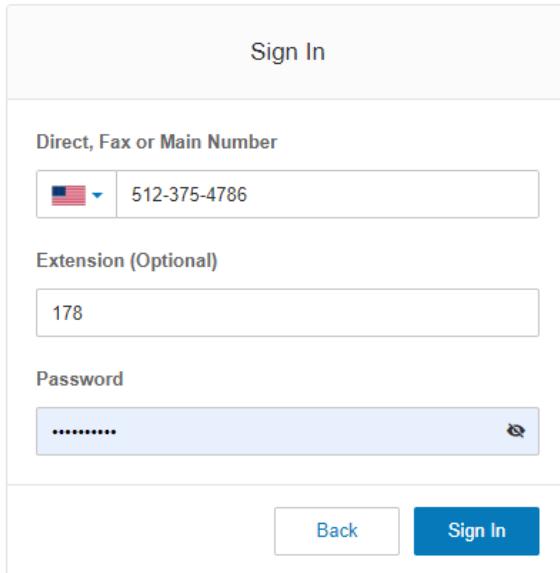
6. An email will be sent to the email associated with your RingCentral account with instructions on how to reset your password. If you don't know your email account, you will need to contact RingCentral support or the IT Helpdesk.

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



A screenshot of a web-based sign-in form. At the top center is a "Sign In" button. Below it is a field labeled "Direct, Fax or Main Number" containing a dropdown menu set to the United States flag and the number "512-375-4786". Below that is a field labeled "Extension (Optional)" containing the number "178". Below that is a field labeled "Password" containing several dots and a small eye icon to the right. At the bottom are two buttons: a white "Back" button and a blue "Sign In" button.

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](#)