

RingCentral Web App – Do Not Run RC App on VDI Anymore

RingCentral does not recommend we run the full RingCentral App on VDI desktops. So, we will be asking users on VDIs to run the web version instead. You should see a RingCentral icon on your desktop that is a shortcut to the app.

Launch the Web App of RingCentral

1. Look for the **RingCentral icon** on your VDI desktop and **double-click** on it.



In essence this opens your default web browser and accesses the <https://app.ringcentral.com/> web based application.

If you are missing the icon, please open a ticket with IT. In the meantime, you can launch the app using the url in the line above.

2. The first time you access, you will be asked to sign-in. Please note, this is your RingCentral credentials which may be different than your Windows, Email, or VDI credentials. We are looking into integrating those into a single-signon solution after the Kodiak/AIROS migration.
3. You may be prompted to confirm your emergency address. This is a safety requirement so that 911 services can locate you if you call 911 from your RingCentral phone. Click Confirm address now to set that. Enter your duty location when prompted for an address.

To enable outbound calls outside your organization, confirm your emergency address. [Confirm address now.](#) ✕

4. You may also be prompted or need to Enable Notifications:

RingCentral needs your permission to enable desktop notifications. [Enable notifications](#)

Click **Enable Notifications** and follow instructions to allow RC web app to send desktop notifications when you receive a call or message just like the desktop app.

The Web App

- The Web app and full client for Windows are basically identical.
- You can access more helpful information on navigating the application at: [Navigating the RingCentral app desktop and web | RingCentral app](#)
- Do not use the Web App to access video conferences on your VDI or make phone calls. You should use a standard physical laptop or your mobile phone for those services.