RingCentral

The new RingCentral desktop app

This is a migration guide for IT admins to move users to the new RingCentral desktop app.

TRANSITION PLAN

01

Test and review the new RingCentral app

a. Download the app.

b. Learn how to navigate the app.

02

Confirm settings and permissions

a. Sign in to the Admin Portal.

b. Confirm roles and permissions.

03

Roll out the new app

a. Push the new desktop app to your organization or ask users to manually download the app on their computers.

b. Instruct users to delete the old desktop app (RingCentral Classic) once the new app is downloaded.

c. Use these email templates to inform your management team and end users.

TRANSITION RESOURCES

Account manager
Reach out to your account manager to find out more details on the transition and any product-related questions.

Support
Visit RingCentral Support to access resources or get help via online chat or by phone. Share training videos from RingCentral University with users.

Webinar
Register for free webinar training to learn more about the app.

Getting started guide
Learn how to use the new RingCentral desktop app using this quick reference guide.

Community
Visit the RingCentral Community to get your questions answered or share feedback.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of unified communications (message, video, phone), customer engagement, and contact center solutions for businesses worldwide. More flexible and cost-effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

571537936 08/2021

© 2021 RingCentral, Inc. All rights reserved. RingCentral and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.