

# Changing your Office@Hand password Article #5176

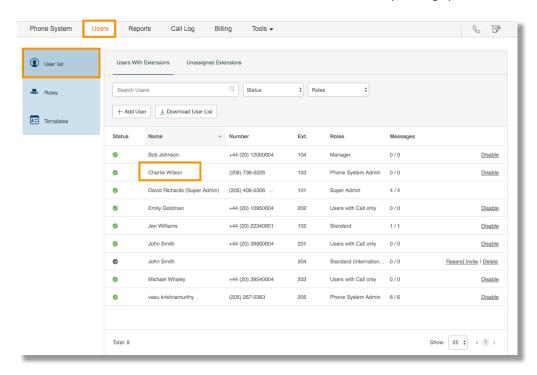
How do I change my Office@Hand password?

Passwords and Security Questions on your online account maintain your account's confidentiality and privacy. The steps below will guide in changing your security settings or another User's security settings.

#### Changing Another User's Password, PIN or Security Question

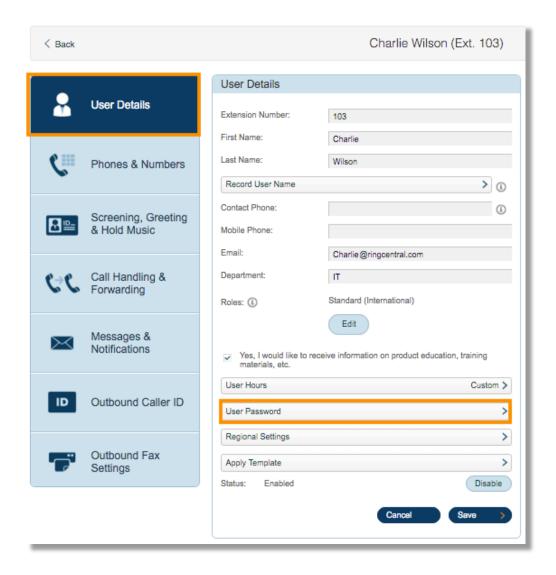
<u>Note</u>: You need to have **Administrator** access to change the Password, PIN or Security Question of another User in your RingCentral account.

- 1. Log in to your Office@Hand online account.
- 2. Click **Users**. Click the name of the user or extension whose security settings you want to change.



3. Under User Details, click User Password.



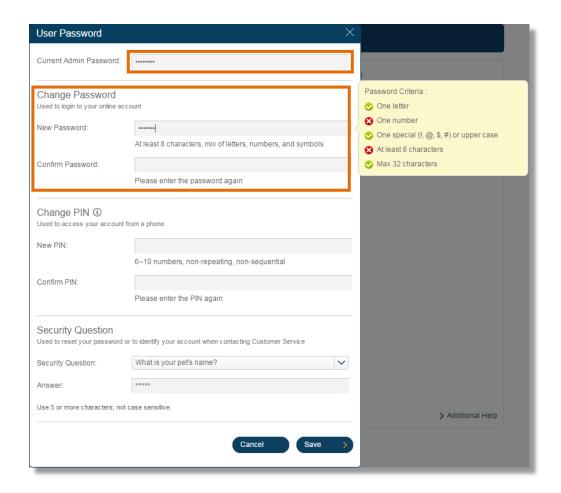


4. Enter your **Admin Password**.

Enter the **New Password**, **PIN** or **Security Question** that your wish to assign to the User.

# **Changing the Password**





<u>Note</u>: The New Password needs to follow the Password Criteria. The criteria allows the User's Password to be secure and less vulnerable to unauthorized access. It should at least contain:

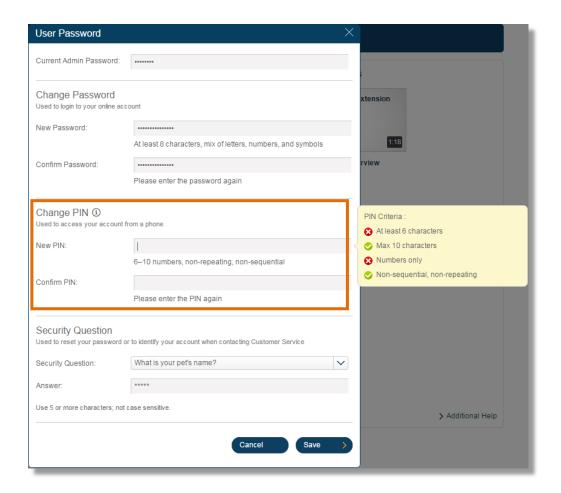
- One (1) letter
- One (1) number
- One (1) special character (!, @, #, \$, %, ^, &, \* , .) or One (1) uppercase letter
- At least eight (8) characters with a maximum of 32 characters.

### **Changing the PIN**

The **PIN** is used to verify the User's identity when checking their voicemail from a phone or in the automated attendant when contacting Customer Care. The new PIN must meet the following criteria:

- At least 6 numbers
- Maximum of 10 numbers
- No letters
- Non-sequential and Non-repeating

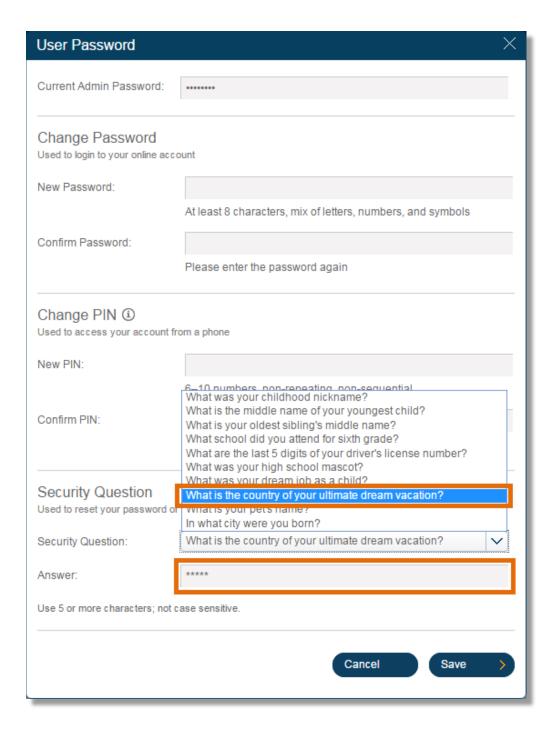




# **Changing the Security Question and Answer**

Click on the drop-down list to select the security question and fill in the answer field.





5. Confirm the changes and click **Save**.

#### **Changing your Password, PIN or Security Question**

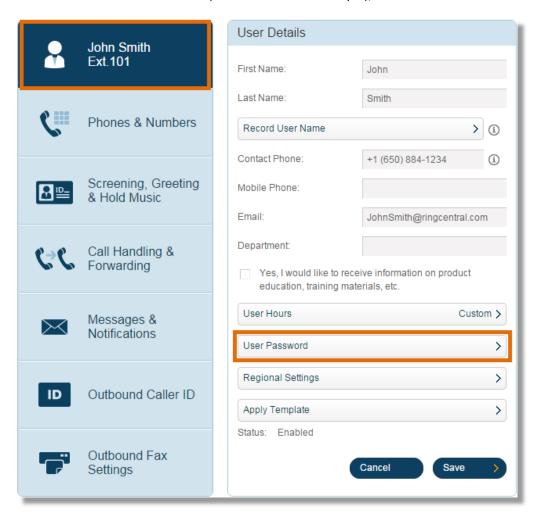
1. Log in to your Office@Hand online account.



2. Click Settings.

<u>Note</u>: If you are logged in as an **Administrator** and would like to change your Password, PIN or Security Question, you have to switch the view from the **Admin Portal** to **My Extension**, and then click **Settings**.

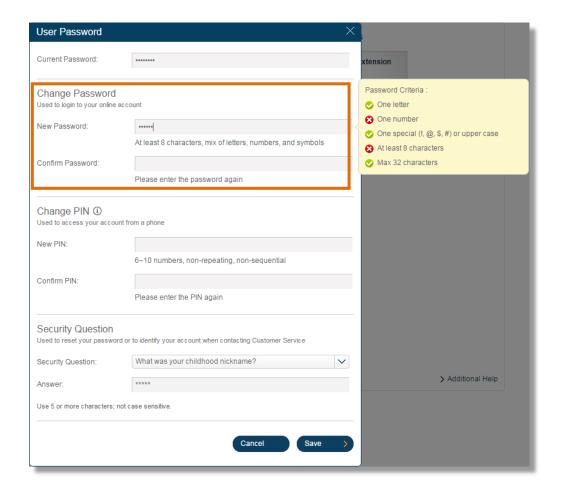
3. Click User Details on the left side (John Smith in this example), then click User Password.



4. Enter your Current Password, and then enter your New Password, PIN or Security Question.

#### **Changing the Password**





<u>Note</u>: The New Password needs to follow the Password Criteria. This criteria allows your Password to be secure and less vulnerable to unauthorized access. Password should at least contain:

- One (1) letter
- One (1) number
- One (1) special character (!, @, #, \$, %, ^, &, \* , .) or One (1) uppercase letter
- At least eight (8) characters with a maximum of 32 characters.

#### **Changing the PIN**

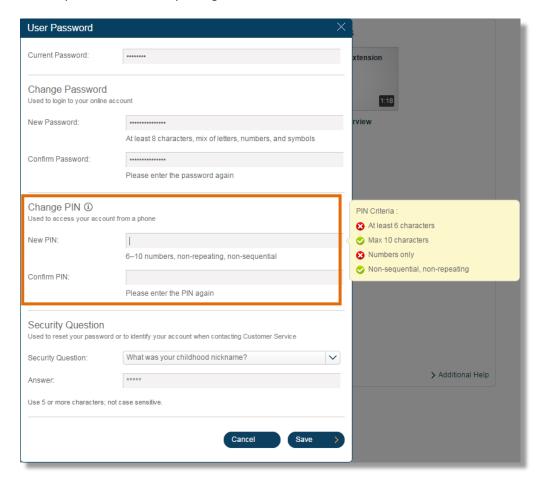
The PIN is used to verify your identity when checking your voicemail from a phone or in the automated attendant when contacting Customer Care. The new PIN must meet the following criteria:

- At least 6 numbers
- Maximum of 10 numbers
- No letters

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Non-sequential and Non-repeating

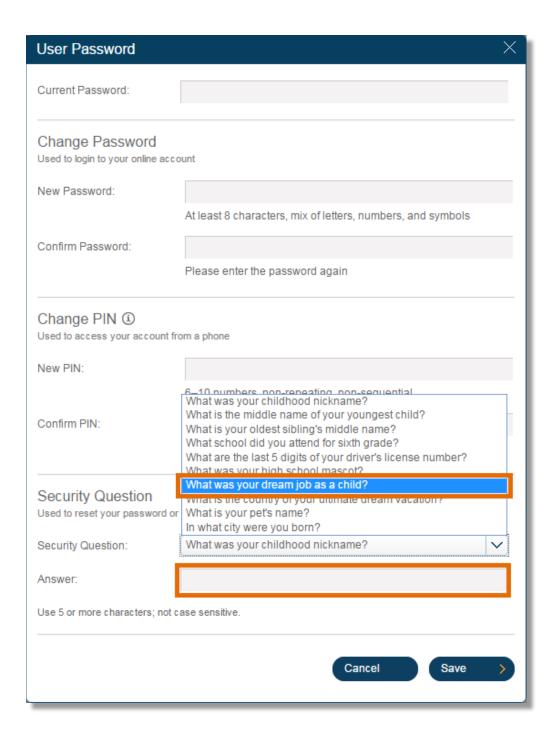


# **Changing the Security Question and Answer**

Click on the drop-down list to select the security question and fill in the answer field.

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#### 5. Confirm the changes and click **Save**.

**Keywords:** Resetting, reset, forgot password, forgot, lost, Office@Hand, password, fraud, login, log in, 5176, online account

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