



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

Note: 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.

Status	Name	Number	Ext.	Roles	Messages
✓	Bob Johnson	+44 (20) 12000004	104	Manager	0 / 0
✓	Charlie Wilson	(209) 736-0226	103	Phone System Admin	0 / 0
✓	David Richards (Super Admin)	(205) 406-0306 ...	101	Super Admin	4 / 4
✓	Emily Goldman	+44 (20) 10950004	202	Users with Call only	0 / 0
✓	Jen Williams	+44 (20) 22340001	102	Standard	1 / 1
✓	John Smith	+44 (20) 39900004	201	Users with Call only	0 / 0
✗	John Smith		204	Standard (Internation...	0 / 0
✓	Michael Whaley	+44 (20) 39540004	203	Users with Call only	0 / 0
✓	vasu krishnamurthy	(205) 267-0363	205	Phone System Admin	6 / 6

3. Under **User Details**, click **User Password**.



The screenshot shows the 'User Details' page for Charlie Wilson (Ext. 103). The left sidebar contains navigation options: User Details (highlighted), Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, and Outbound Fax Settings. The main content area is titled 'User Details' and contains the following fields:

- Extension Number: 103
- First Name: Charlie
- Last Name: Wilson
- Record User Name: [dropdown]
- Contact Phone: [input]
- Mobile Phone: [input]
- Email: Charlie@ringcentral.com
- Department: IT
- Roles: Standard (International) [Edit button]
- Yes, I would like to receive information on product education, training materials, etc.
- User Hours: Custom [dropdown]
- User Password: [input] (highlighted in orange)
- Regional Settings: [dropdown]
- Apply Template: [dropdown]
- Status: Enabled [Disable button]

At the bottom of the form are 'Cancel' and 'Save' buttons.

4. Enter your **Admin Password**.

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

Changing the Password



User Password

Current Admin Password: [Redacted]

Change Password
Used to login to your online account

New Password: [Redacted]
At least 8 characters, mix of letters, numbers, and symbols

Confirm Password: [Redacted]
Please enter the password again

Change PIN ⓘ
Used to access your account from a phone

New PIN: [Redacted]
6–10 numbers, non-repeating, non-sequential

Confirm PIN: [Redacted]
Please enter the PIN again

Security Question
Used to reset your password or to identify your account when contacting Customer Service

Security Question: [What is your pet's name?]

Answer: [Redacted]
Use 5 or more characters; not case sensitive.

Buttons: Cancel, Save

Additional Help

Password Criteria :

- ✓ One letter
- ✗ One number
- ✓ One special (!, @, \$, #) or upper case
- ✗ At least 8 characters
- ✓ Max 32 characters

Note: 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



User Password

Current Admin Password: [masked]

Change Password
Used to login to your online account

New Password: [masked]
At least 8 characters, mix of letters, numbers, and symbols

Confirm Password: [masked]
Please enter the password again

Change PIN ⓘ
Used to access your account from a phone

New PIN: [input field]
6-10 numbers, non-repeating, non-sequential

Confirm PIN: [input field]
Please enter the PIN again

Security Question
Used to reset your password or to identify your account when contacting Customer Service

Security Question: [dropdown menu: What is your pet's name?]

Answer: [masked]

Use 5 or more characters; not case sensitive.

Cancel Save >

PIN Criteria :

- ✗ At least 6 characters
- ✓ Max 10 characters
- ✗ Numbers only
- ✓ Non-sequential, non-repeating

> Additional Help

Changing the Security Question and Answer

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



User Password

Current Admin Password:

Change Password

Used to login to your online account

New Password:
At least 8 characters, mix of letters, numbers, and symbols

Confirm Password:
Please enter the password again

Change PIN ⓘ

Used to access your account from a phone

New PIN:

Confirm PIN:

6-10 numbers, non-repeating, non-sequential

What was your childhood nickname?
What is the middle name of your youngest child?
What is your oldest sibling's middle name?
What school did you attend for sixth grade?
What are the last 5 digits of your driver's license number?
What was your high school mascot?
What was your dream job as a child?

Security Question

Used to reset your password or

Security Question:

Answer:

Use 5 or more characters; not case sensitive.

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**.
Note: 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**.

The screenshot shows the 'User Details' page for John Smith. The 'User Password' option is highlighted with an orange box. The 'Save' button is also highlighted with an orange arrow.

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

Changing the Password



User Password

Current Password: [masked]

Change Password
Used to login to your online account

New Password: [masked]
At least 8 characters, mix of letters, numbers, and symbols

Confirm Password: [masked]
Please enter the password again

Change PIN ⓘ
Used to access your account from a phone

New PIN: [masked]
6–10 numbers, non-repeating, non-sequential

Confirm PIN: [masked]
Please enter the PIN again

Security Question
Used to reset your password or to identify your account when contacting Customer Service

Security Question: [What was your childhood nickname?]

Answer: [masked]
Use 5 or more characters; not case sensitive.

Cancel Save >

Password Criteria :

- ✔ One letter
- ✘ One number
- ✔ One special (!, @, \$, #) or upper case
- ✘ At least 8 characters
- ✔ Max 32 characters

> Additional Help

Note: 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



- Non-sequential and Non-repeating

The screenshot shows a 'User Password' dialog box with several sections. The 'Change PIN' section is highlighted with an orange border. It includes a 'New PIN' field with a placeholder and a note '6-10 numbers, non-repeating, non-sequential', and a 'Confirm PIN' field with a note 'Please enter the PIN again'. To the right, a yellow callout box titled 'PIN Criteria' lists four items: 'At least 6 characters' (marked with a red X), 'Max 10 characters' (marked with a green check), 'Numbers only' (marked with a red X), and 'Non-sequential, non-repeating' (marked with a green check). Below the dialog box, there are 'Cancel' and 'Save' buttons.

Changing the Security Question and Answer

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



User Password

Current Password:

Change Password

Used to login to your online account

New Password:

At least 8 characters, mix of letters, numbers, and symbols

Confirm Password:

Please enter the password again

Change PIN ⓘ

Used to access your account from a phone

New PIN:

Confirm PIN:

6-10 numbers, non-repeating, non-sequential

What was your childhood nickname?
What is the middle name of your youngest child?
What is your oldest sibling's middle name?
What school did you attend for sixth grade?
What are the last 5 digits of your driver's license number?
What was your high school mascot?
What was your dream job as a child?
What is the country of your ultimate dream vacation?
What is your pet's name?
In what city were you born?

Security Question:

Answer:

Use 5 or more characters; not case sensitive.

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

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