Ryngly User Guide

Version 2.4

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Joining Ryngly

You can join Ryngly by navigating to the Ryngly website located at https://www.ryngly.com and clicking on the Login button in the top right corner.
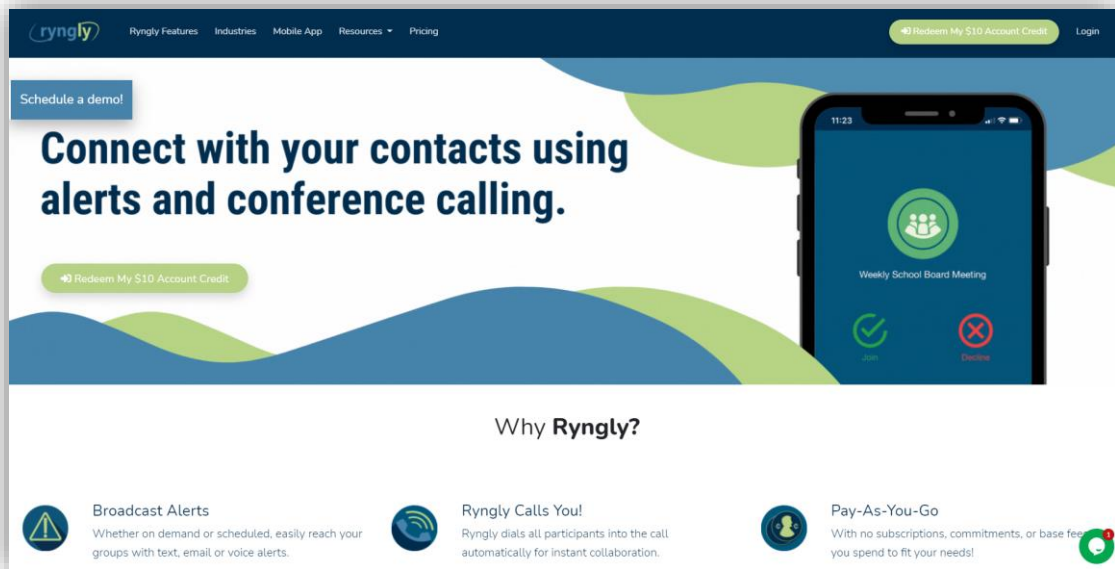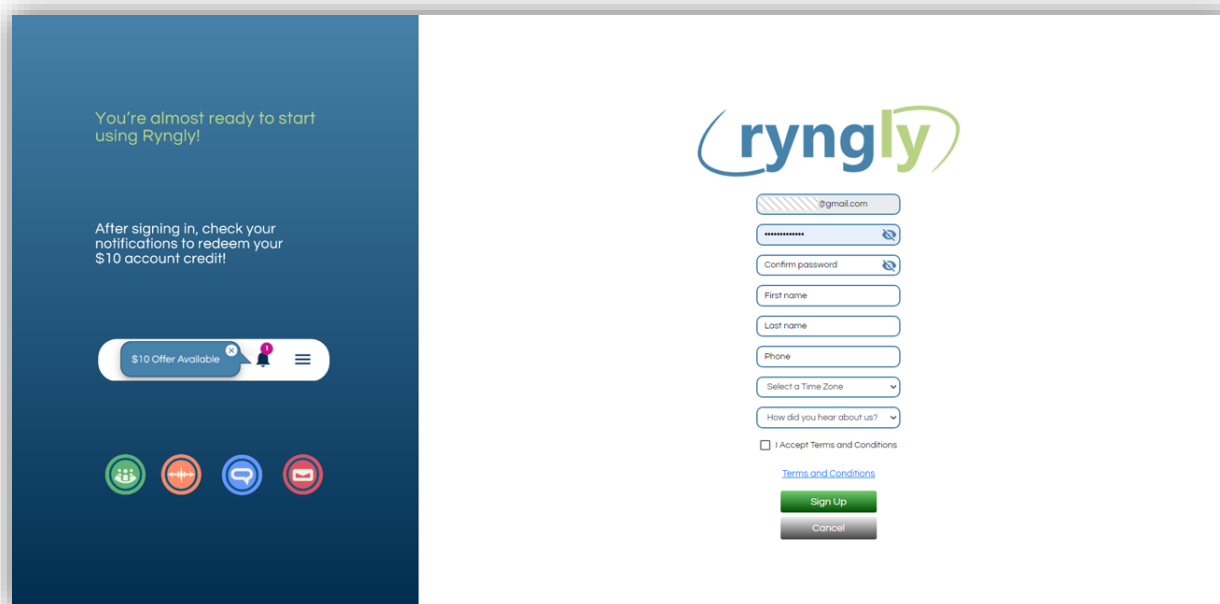

You will be redirected to the Ryngly login page. Click the Sign-Up button and then enter your email address to get the ball rolling!
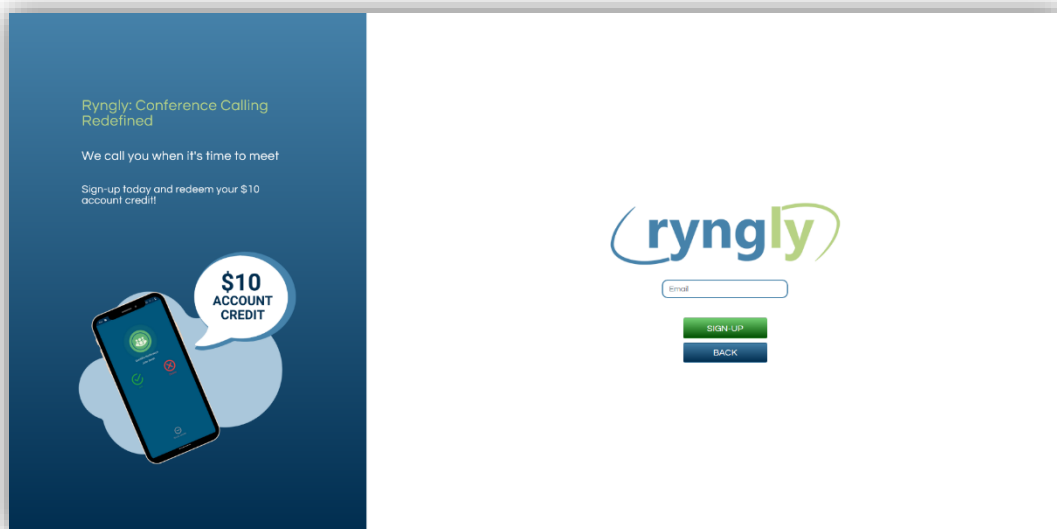
You will receive an email from Ryngly containing a confirmation link. Click the link to continue your registration.

You will land on a form page to complete registration. Enter your information, accept the Terms and Conditions and click the Sign-Up button to complete.

You will be re-directed to the main Ryngly login page. Enter your email and password to login.

Also check out the Ryngly mobile app available for iOS in the Apple App Store and for Android in the Google Play Store!

Welcome

You did it! You realized that your time should not be wasted time, and Ryngly is the answer to that. On behalf of the whole team here at Ryngly, we thank you! To make things a little easier for you, we made this guide to kickstart your experience and get you to your first Ryng at lightning speed. Let's start with one simple definition to help you understand our lingo:

Ryng
noun - /rɪŋ/
A carrier of information, by voice or text, used by Ryngly to collaborate with your Contacts on-command.

See, you learn something new every day! Okay, now that we're up to speed, what are the types of Ryngs that can exist? See below for the types of Ryngs you can send.

Armed with this knowledge, and now that you're logged into Ryngly, let's take a look at how it can be used!

Using Ryngly

Getting Started

On first login, you will be presented with a Welcome Steps popup to help get you started. These steps are meant to assist you with your first Ryng.

Once you complete each step, you will see a checkmark in the appropriate box. This popup will continue to appear on login until either the checklist is satisfied, or you click on "I'm done with these tips".
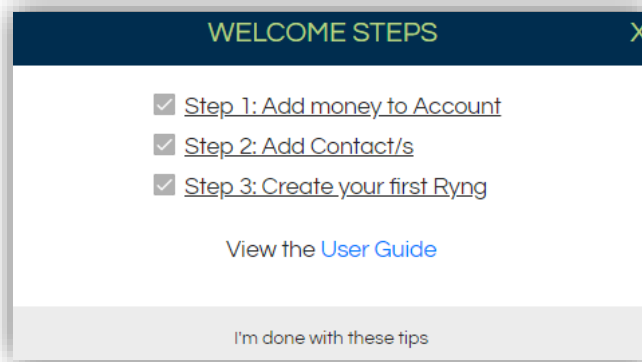
Also visit the Ryngly website for How-To videos! https://www.ryngly.com/videos.html
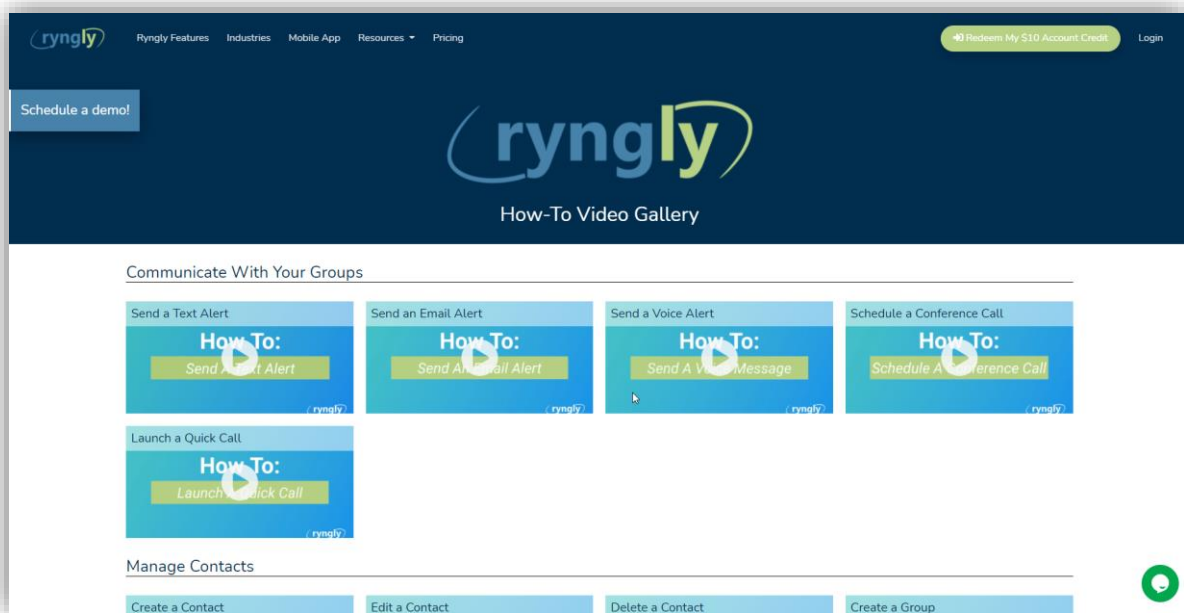
Dashboard

Logging in to your Ryngly account always takes you directly to your Dashboard. If you navigate away from it, you can get back to it by clicking either the Ryngly logo or the Dashboard tab on the top left.

Click on the notification bell next to your name to see any actions waiting (such as Share Account Requests, Contact Importing, etc.). Your account balance is on the left under the Contacts tab.
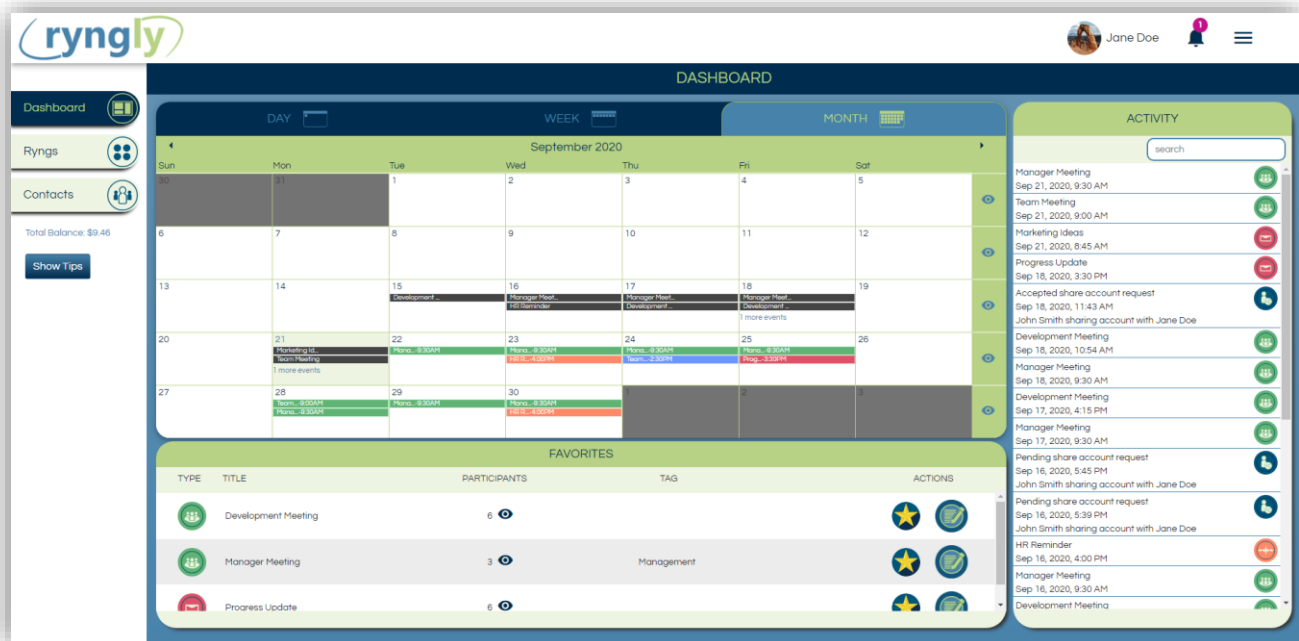
At any time, you can access this User Guide from the hamburger menu at the top right of Ryngly. The hamburger menu also contains links to My Account, My Billing, Feedback, Terms and Conditions and Logout.

Calendar

The calendar on your Ryngly Dashboard allows you to see and create scheduled Ryngs by day, week or month. Ryngs will appear in their scheduled time slot and are color coded by the type of Ryng:

Gray	Past Ryngs
Green	Upcoming conference calls
Orange	Upcoming voice messages
Light Blue	Upcoming text messages
Red	Upcoming emails
Dark Blue	Upcoming Ryngs set up using Free Account Features
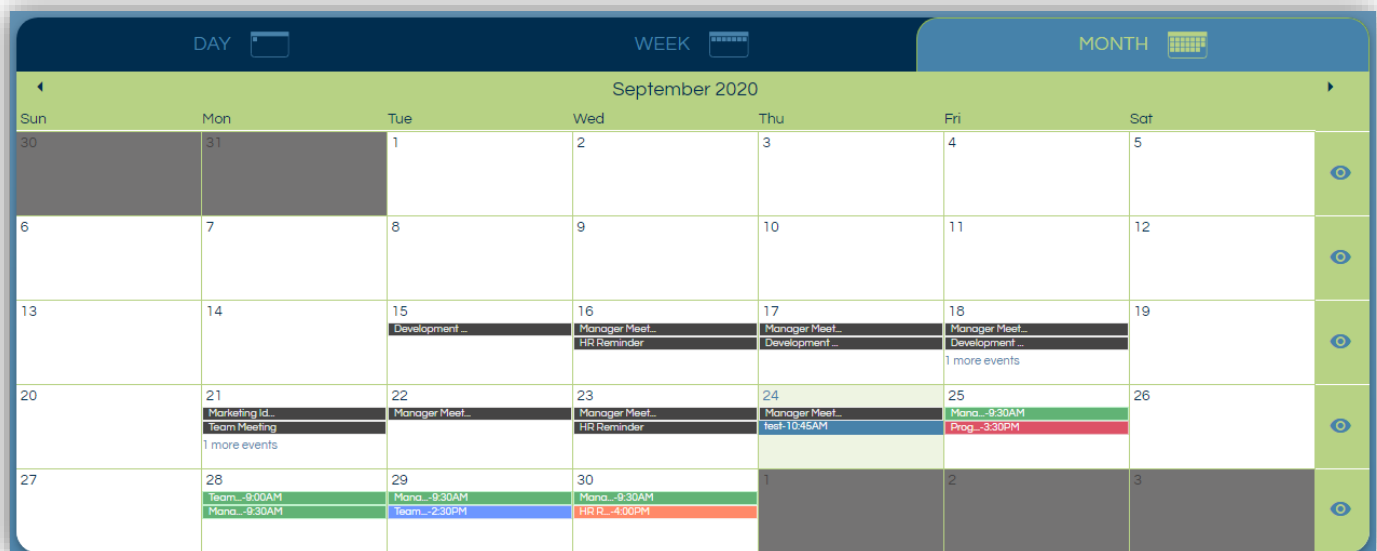
On the mobile app, the calendar allows you to see scheduled Ryngs by day and month. Here Ryngs also appear in their scheduled time slot and are color coded by type of Ryng.
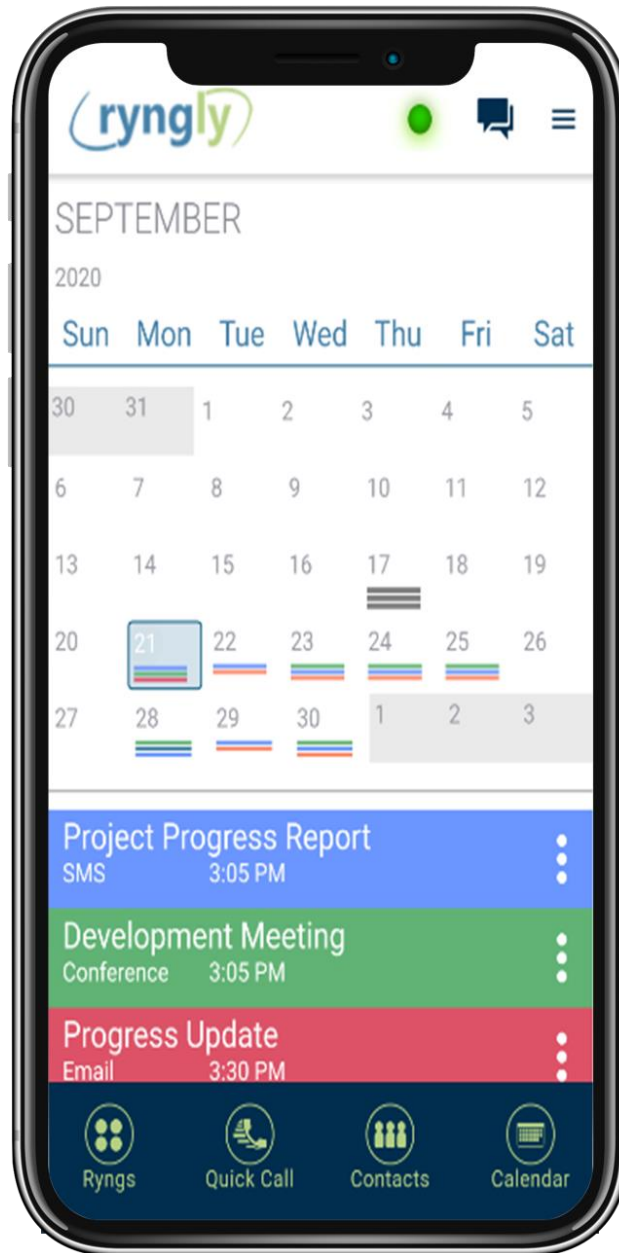
Favorites

Quickly access your most important or most frequently used Ryngs on the Dashboard, under Favorites.
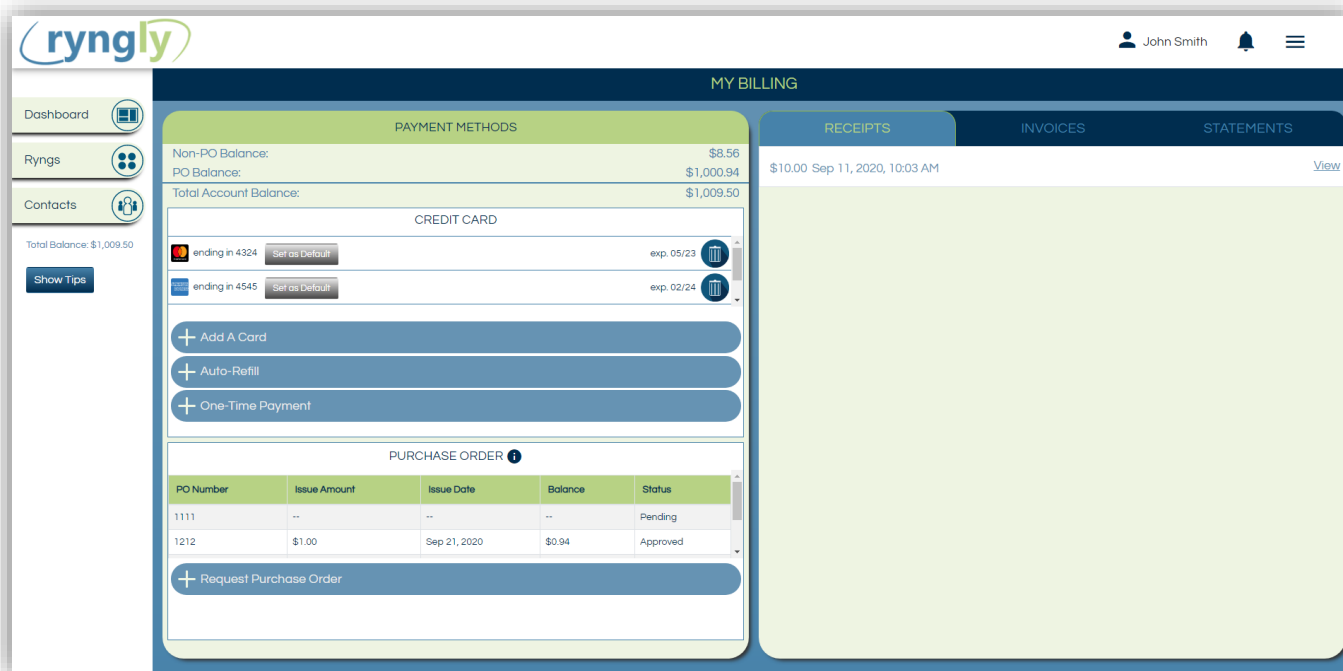
Activity

View your account activity; including Ryngs that have been sent and Share Account requests.

Now that we see how the Dashboard conveniently summarizes your Ryngly Account, let's work on what goes into getting your account Ryng ready and filling the Dashboard with content.

My Billing

My Billing has two main sections: Payment Methods on the left side of the page and Receipts, Invoices and Statements on the right.

Add to Your Account Balance

Before any Ryngs can be sent, there must be credit in your account balance. Under Payment Methods, you can add/manage payment methods (such as credit cards), set-up Auto-Refill, and add to your account balance with a One-Time Payment.

One-time Payment allows for a one-time addition of credits in your desired amount. Simply enter the amount, select the payment method, and click Save to credit your account.

You can also choose to set-up Auto-Refill. Once you click the Activate button, you may set a threshold that triggers the refill charge as well as how much that refill amount will be. Click the Save button to save your new settings.

Apply for a Purchase Order

If you would like to apply for a Purchase Order, click on the Request Purchase Order button under Payment Methods to apply for one in an amount up to $5000. Your application must be on your company letterhead and must include the company name, contact information and the requested Purchase Order amount.
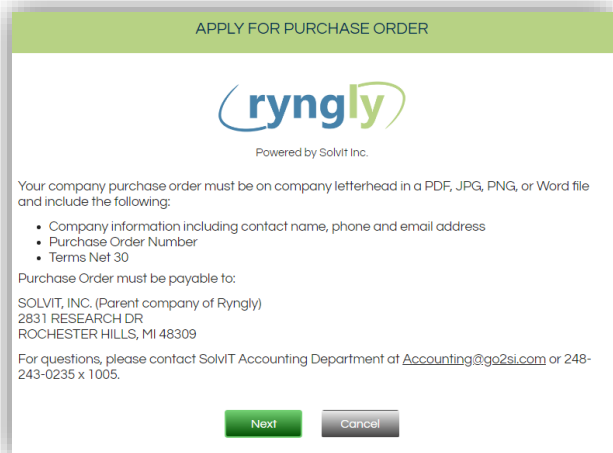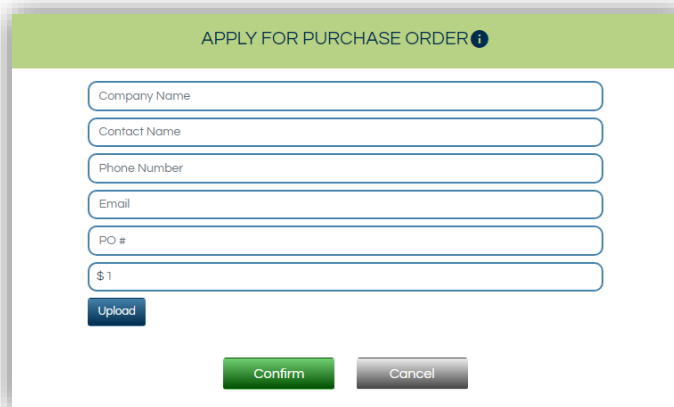
Your application will be reviewed and processed by the Accounting Department at Ryngly's parent company, SolvIT. Your application status will be updated under the Payment Methods
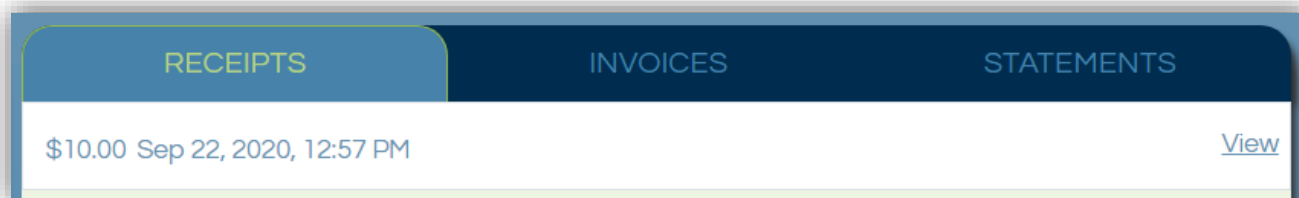
section in Ryngly. You'll also receive emails when it's been approved or if the Accounting Department has any questions.

Note that even after your Purchase Order is approved, there is always the option to add to your Ryngly account balance with a credit card.

Receipts, Invoices and Statements

The Receipts tab shows an itemized list of purchases, the Invoices tab shows billing related to Purchase Order and the Statements tab shows monthly statements. These statements show the details of your monthly usage, from a first page summary to individual call history and associated costs on following pages.

My Account

The My Account page is accessible from the hamburger menu next to your name at the top right of Ryngly. My Account is split into three sections: Profile, Account Sharing and Free Account Features. Let's take a look at Profile first.

Profile

The Profile section allows you to view and edit your profile information, such as your password and phone number. Personalize your account by adding a profile avatar or photo.

Your outgoing Ryngly phone number is also listed here and can be shared with contacts, so they recognize the number when receiving Ryngs.

Account Sharing

Account Sharing allows you to share the power of Ryngly with others from a single account. By clicking Add, you can choose which contact you would like to share your account with, as well as their role. The contact must already be created and have a Ryngly account set up to be sent an invite. Select a contact and their role, then click the Invite button to send them an email invite to join your Ryngly account.

Account Sharing in Ryngly currently has two roles: Admin and User. Admins have full access to the shared account, except for adding people to share the account with. Users have full productivity access but are not presented with My Account and My Billing in the hamburger menu.

Once an invite has been sent, it will show the status of the invite in My Account under Account Sharing. You can see who you've invited, which role you've selected for them (and change it if needed), as well as the status of their invite. You can choose to resend the invite, delete the invite, or add another invite.

As an added step of security, once a user has accepted the invite, you must approve the user's invite acceptance to allow them access. This allows for a final review of who you invited and the user role before allowing them access. Once approved, the user will have access to your account.
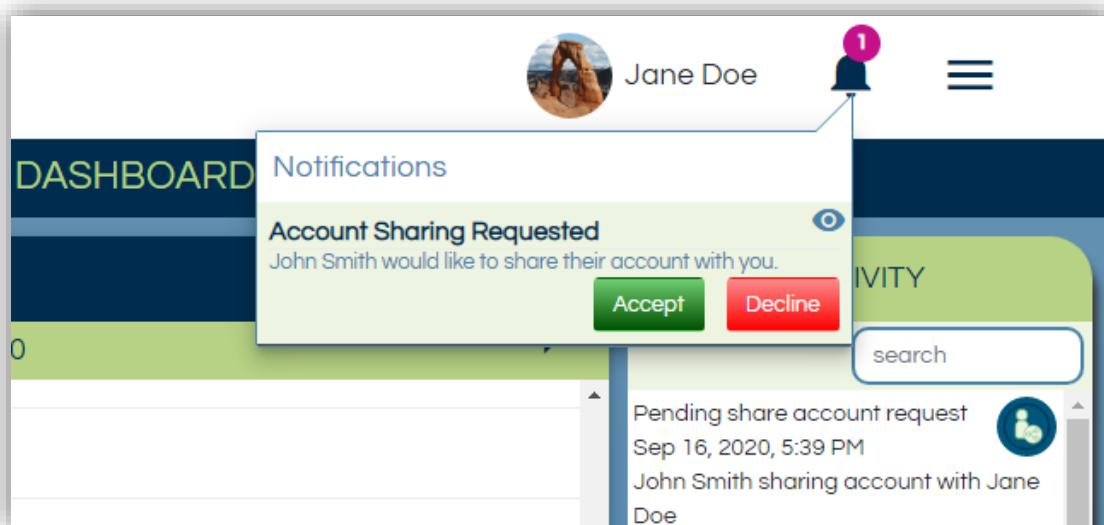
Once you approve the user to share your account, the status will show as Confirmed. You can edit or delete the shared users with the buttons to the right.
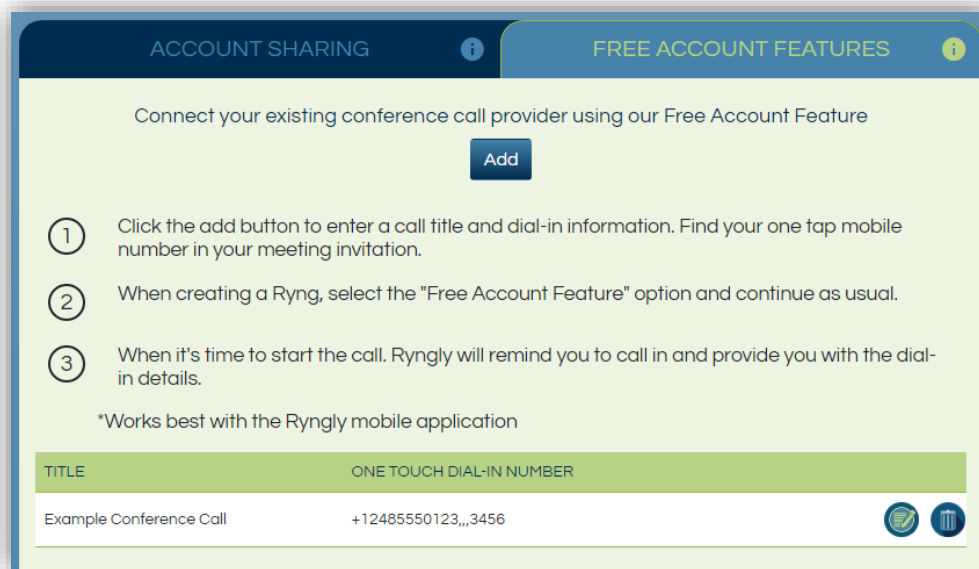
Free Account Features

Ryngly not only has its own calling functionality but can also act as a concierge for your existing conference calling solutions. Connect your existing conference call provider using our Free Account Features. When it's time to start the call, Ryngly will remind you to call in and will provide the dial-in details. Here's an example of how it works:

Let's say you were invited to a conference call with another company that doesn't use Ryngly.

To start, go to Free Account Features under My Account and enter the one touch dial in number for the conference call.

Then schedule a Ryng for yourself and anyone else you'd like to include on the call. Select Free Account Features as the Ryng type and then the template for this specific conference call under Ryng Info.

At the time of the call, you'll get an email, a text message, a push from the mobile app (if you have downloaded it), and a call, conveniently connecting you to the conference call.

Perfect! You now have the ability to manage your Ryngly account. The power of Ryngly is best witnessed when you have people to Ryng to, so let's create some Contacts.
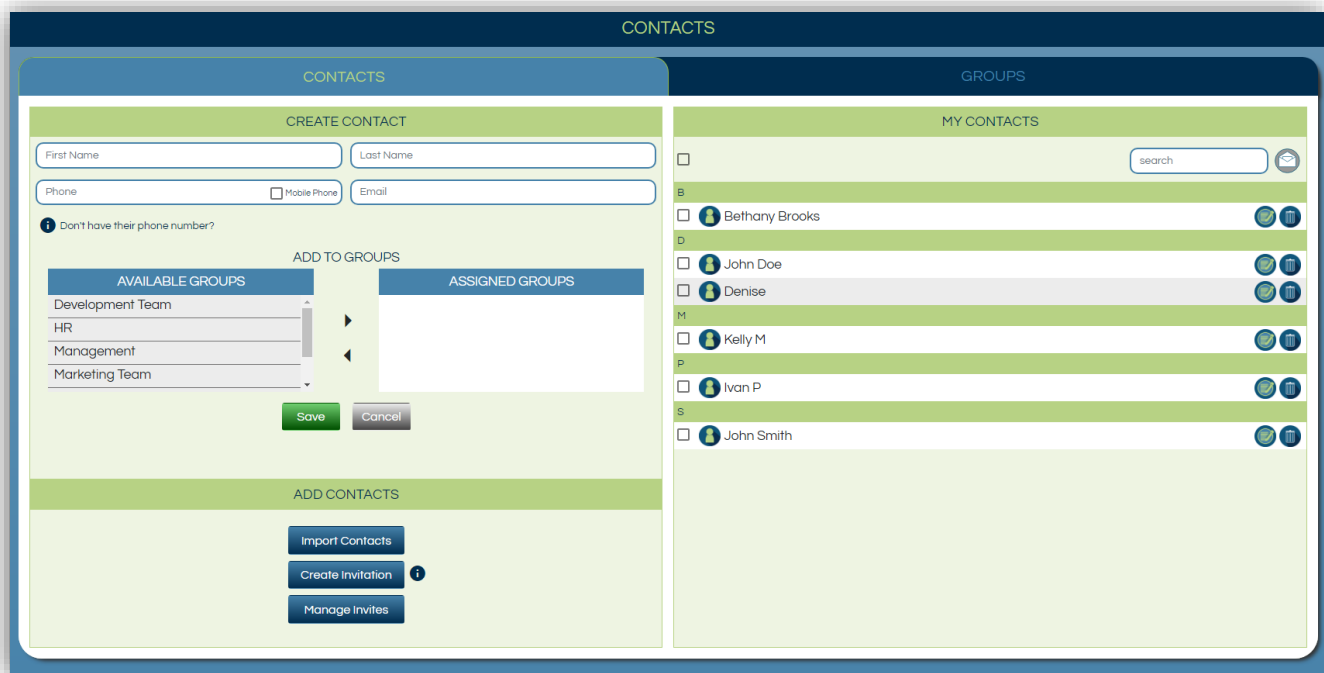
Contacts

Create Contacts

To create a contact, you simply need to enter at least a phone number and/or an email. After all, we can't Ryng for you without a contact method.

Once you have entered the correct information, click the Save button to add the contact to your Contacts list. If only an email is provided, the contact will receive an email requesting a phone number. Once they enter their phone number, your Ryngly account will automatically update that contact to include their phone number.

As you add contacts, they will populate on the right. To edit any contact, click on the Edit icon to update their information. To delete a contact, click on the Trash Can icon, or click on the checkbox next to the contact and then the Remove button.

Making things even easier, you can also add contacts to groups as you create them!

Import Contacts

Ryngly also makes it easy to add more than one contact at a time.

First, click on Import Contacts and then on Download CSV Form. Once downloaded, fill in the form with your contacts and save it to your computer. Type Yes or No under the Mobile column to indicate the kind of phone number you entered.

You can now import the CSV form that you filled out and see your contacts uploaded into your Ryngly Contacts.

	A	B	C	D	E
1	First Name	Last Name	Email	Phone	Mobile
2	Example	Contact	contact@exa	248-555-0X	Yes
3	John	Smith	johnsmith@e	248-555-01	Yes
4	Denise			248-555-01	No

Create an Invitation

Use the Create Invitation button to send an invitation to the participants of your next group call! This allows them to add themselves to your Ryngly Contacts and gives them the Ryngly phone number to look out for.

Groups

Create Group

Now that you've created some contacts, let's look at how to add your contacts to groups. This will come in handy later when setting up Ryngs.

To create a group, first click on Create. You can select your desired contacts using the checkboxes and then clicking Add at the top. You may also add them one by one using the Add button next to each contact, or simply drag and drop them into the new group on the right!

Enter a title for the group and then click Save to create it.
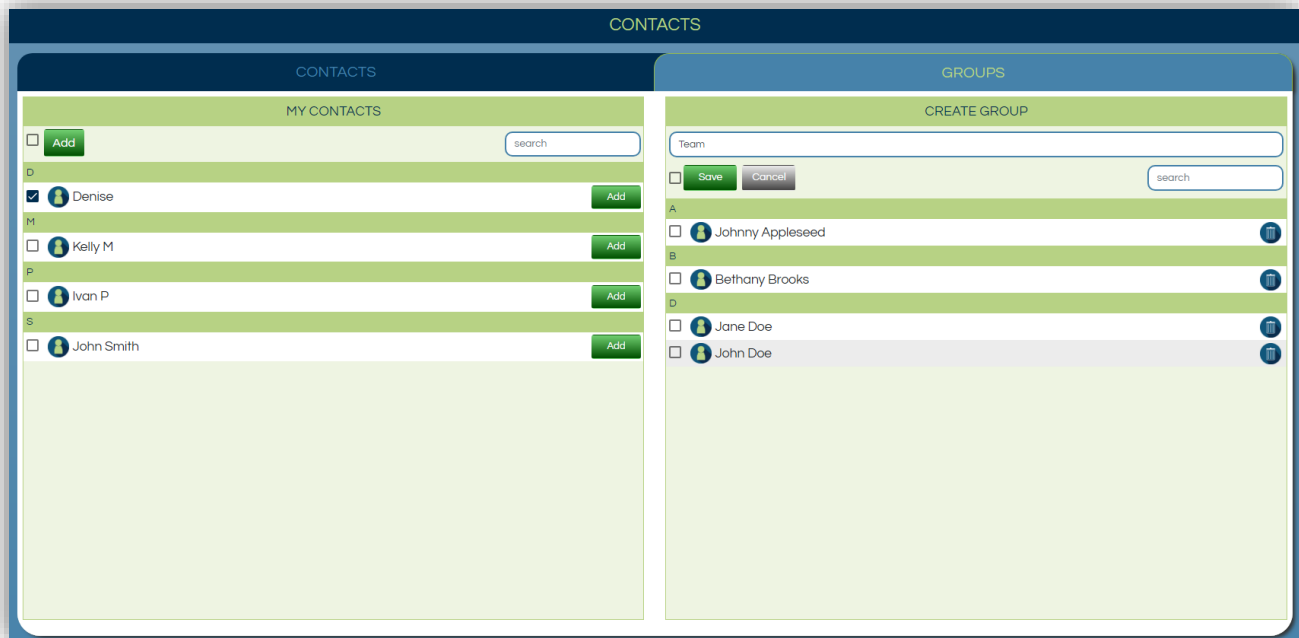
Manage Groups

As you create groups, they will appear on the main Groups page. You can always edit or delete groups as necessary by clicking on the Edit or Delete icons to the right. You can also search for groups by name if your list becomes lengthy.

When a group is edited/deleted, it is dynamically updated all across Ryngly. Have 100 Ryngs with the same group included? What happens when you remove a contact from a group? Well, by removing the contact from that group once, they will be removed from all instances of that group, including all 100 Ryngs.
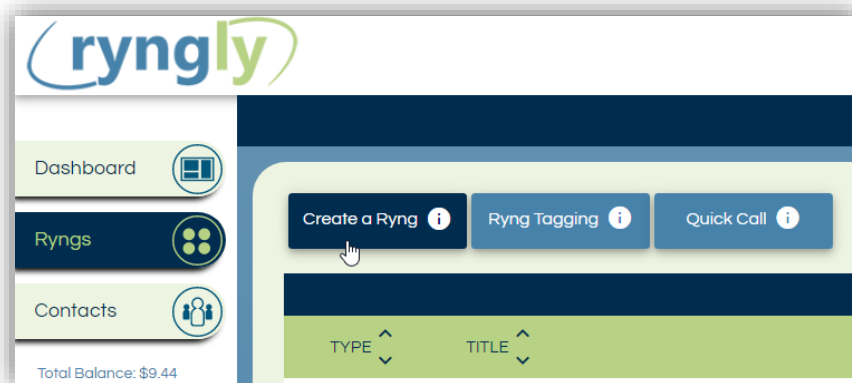
Groups make it easy to create a Ryng quickly without forgetting to include the right contacts.

Ryngs

Create A New Ryng

Now that contacts are created and groups exist, we can create Ryngs. To create a new Ryng, click on the Ryngs tab, then simply click the Create a Ryng button at the top.
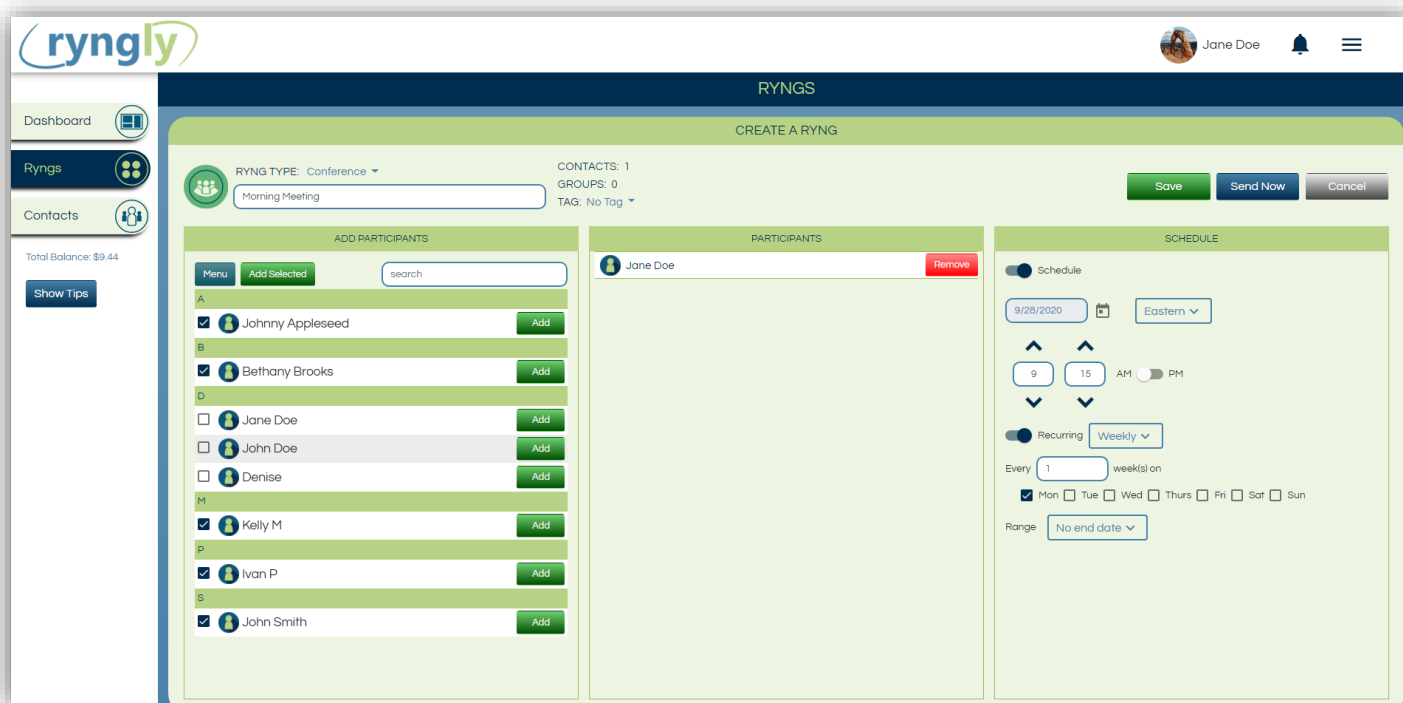

How to create a Ryng:

1. **Choose your Ryng's name and type.** Ryng types include conference call, email, text and voice message (and Free Account Features if you have set them up). Also note that you can make multiple Ryngs with the same name. You have free reign over your Ryngs!
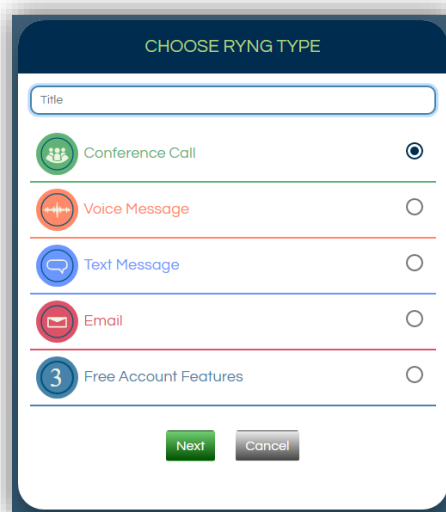
2. **Add Participants.** This can be done by contact, group or adding a new contact that will be added to the Ryng *and* to your Contacts at the same time. Or simply add a phone number or an email to this Ryng only. Whether you can add an email or a phone number depends on the type of Ryng.
3. **Schedule your Ryng.** You can schedule your Ryng by clicking the Schedule button.
4. **Click Save** to create your on-demand Ryng. **Or click Send Now** to send your Ryng immediately.

Scheduling A Ryng

If you choose to schedule your Ryng, you can do so easily. If this is a one-time Ryng, choose your date, start time, and time zone, then hit Save to create your scheduled Ryng.

Need the Ryng to happen more than once? Click on the recurring toggle in the Schedule to set your Ryng to recurring.

Ryngs can be set up to recur hourly, daily, weekly, monthly, or yearly. Once the frequency is selected, specify how often and then select an end date (if needed). Then click Save to create your recurring Ryng schedule.

Ryng Tagging

You can assign tags to Ryngs to categorize your Ryngs and to which group they belong. This allows you to easily split costs associated to each group for budget purposes.
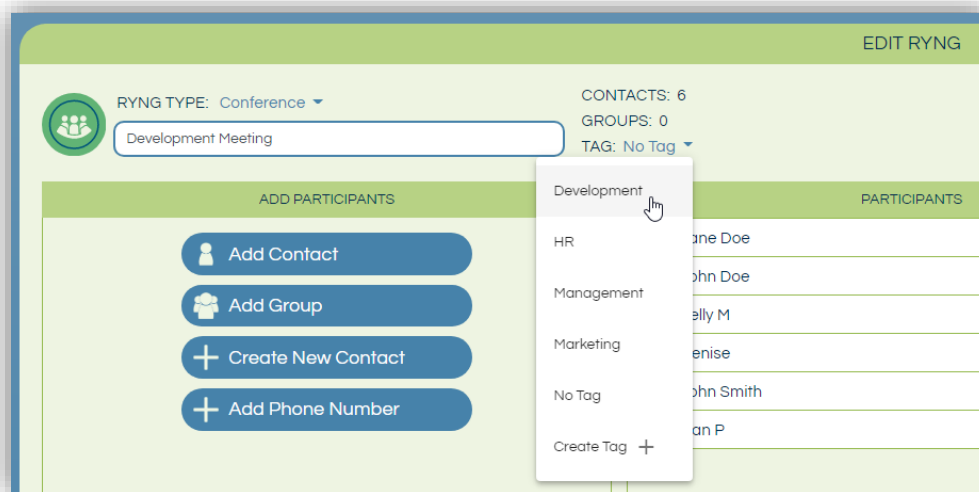
Saved Ryngs

As you create Ryngs, they will be listed on your Ryngs tab. You can edit or delete Ryngs by clicking on the Edit or Trash Can icons, or favorite a Ryng, denoted by a golden star. Ryngs can be searched by name and filtered by favorites by clicking on the Star icon.
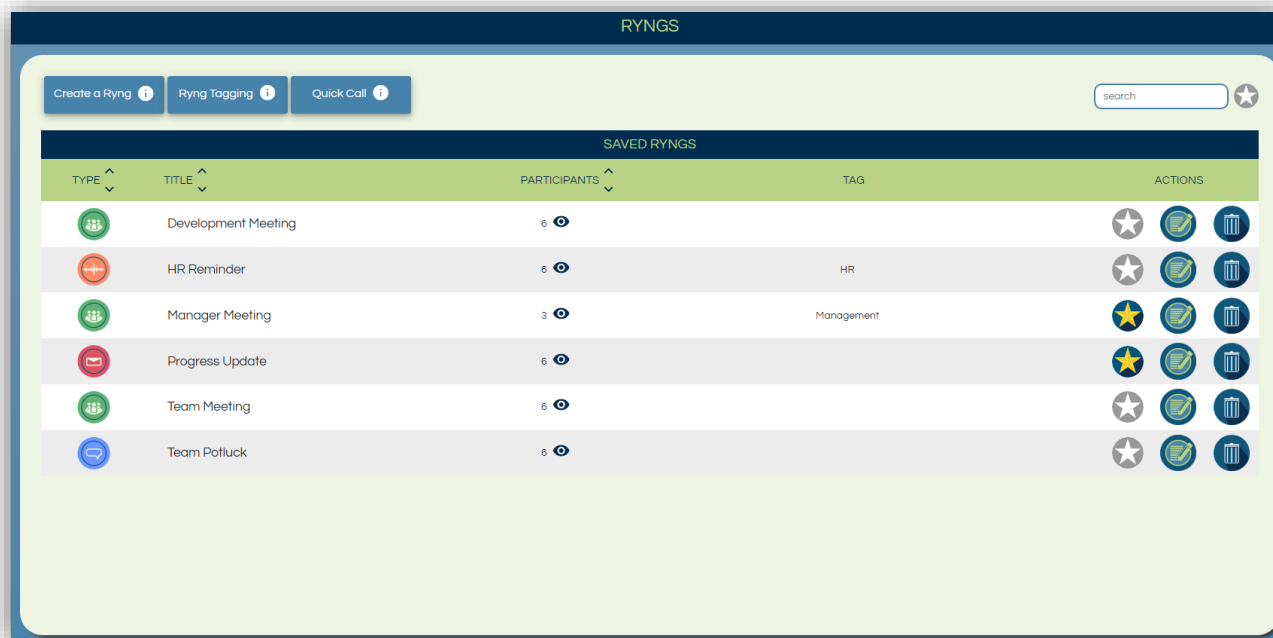
Ryngs can be sent from the Ryngs page by simply clicking on the icon under the Type column. This will prompt you with a preview box. Here you can make quick updates or edits to the Ryng, and then immediately send it by using the Send Now button.
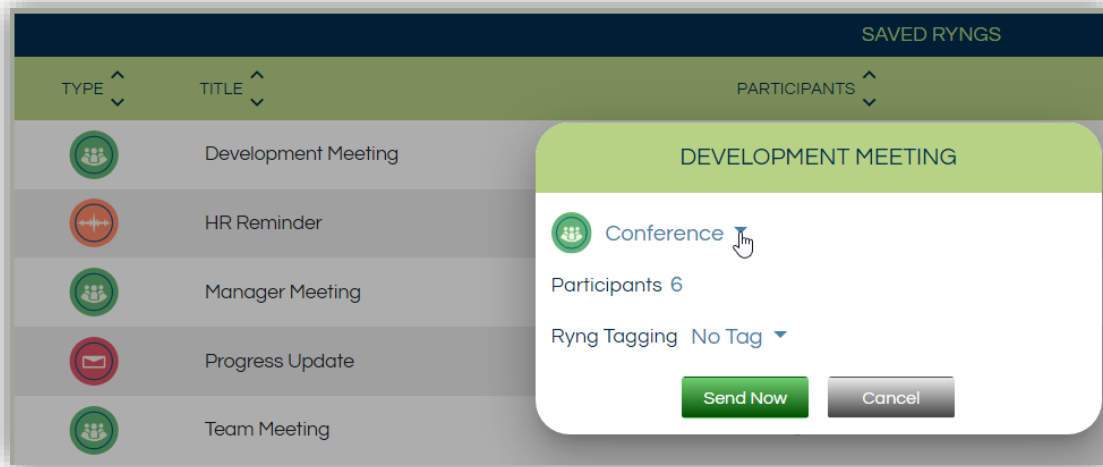
Quick Call

Quick Call allows for on-demand one-off conference calls. Pick your contacts or quickly add phone numbers and click Send Now to send it off at a moment's notice! There's no need to enter a title or message for Quick Calls.

Active Conference Call Ryngs

When a conference call Ryng begins, you will see a Conferences button appear on the top left of the screen. This shows your current active conferences, and the number of conference calls in red. Clicking on this button will open the Active Conference page.

Once you begin a conference call Ryng, the participants will also get a text message stating a conference call is in progress, with a reservation number and an access code. This is just in case someone misses the call and would like to join on their own.

When a participant has the mobile app, Ryngly also sends them push notifications.
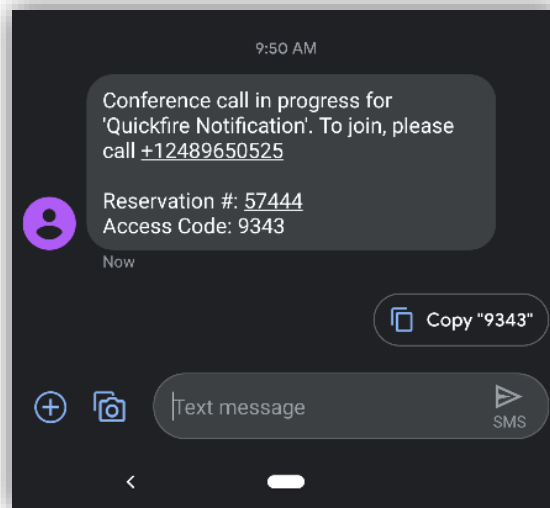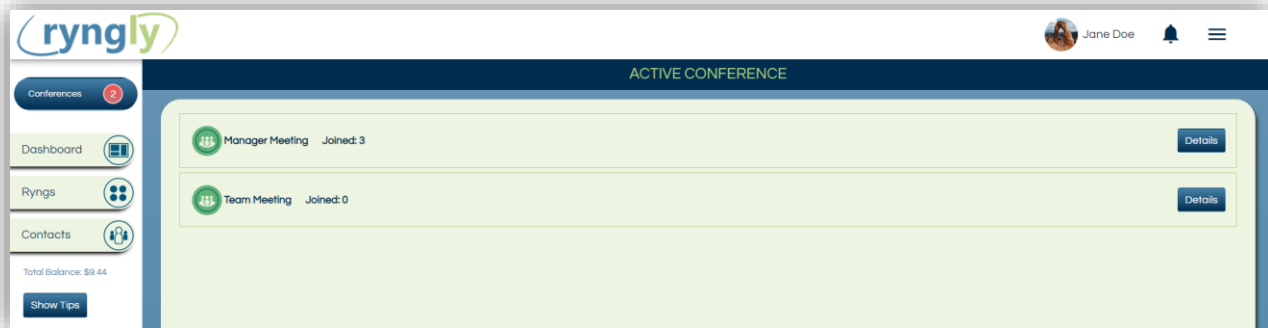
While in an active Ryng, you will be presented with an Active Conferences dashboard. This allows you to control the call(s) as you wish. All participants will show a colored dot next to their name signifying their status. Green is on call, yellow is attempting to connect, and red is not connected. Participants who received a push from their mobile app will have a Mobile App icon next to their name.
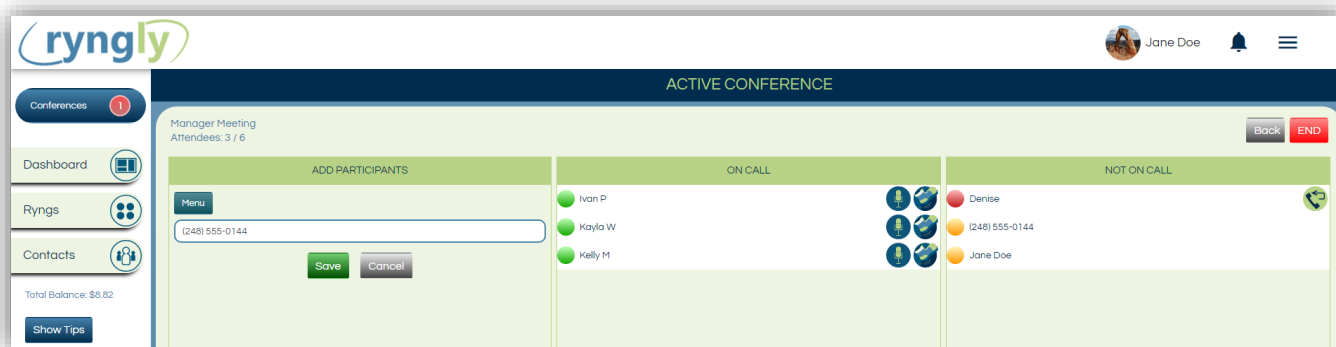
You can add additional participants mid-call, mute any participants with distracting background noise, or if they are no longer needed on the call, you can even boot them using the Boot icon! Don't worry; you can always invite the participant back with the Retry Call button if you need to. To end the call, simply click the End button on the top right.

Congratulations!

Now you have set-up your Ryngly account, entered your contacts, placed them in groups, created Ryngs and learned about Quick Calls. You are a Ryngly pro, a master of this craft, the envy of your fellow peers! With the power of Ryngly behind you, only one question remains…. what will you do with all the new free time Ryngly saves from traditional collaboration methods? We recommend telling your friends about it!