

RINGCENTRAL APP: USING PERSONAL FOLDERS

The RingCentral app allows you to create personal folders to sort your messaging conversations, helping you easily access the right conversations by giving you the power to arrange them in folders that you label.

This quick guide covers how to use this feature.

CREATING A NEW PERSONAL FOLDER

Follow these steps to create a new Personal Folder:

1. Click New Folder.
2. Type your preferred **Folder name**.
3. Type the names of the individual, group, or team conversations you want to include in this folder.
4. Select a **Color tag** for this Personal Folder; this helps you easily identify it.
5. Click **Create** to finish.

The screenshot displays the RingCentral app interface. On the left, a sidebar contains navigation options: Mentions, Bookmarks, SHOW UNREAD, PRODUCT CONVERSATIONS, FAVORITES, DIRECT MESSAGES, and TEAMS. The 'New folder' button at the bottom of the sidebar is highlighted with a red circle and the number 1. The main chat area shows a conversation with 'Ringo RCU (me)'. A file titled 'Optimize your webinar experience' is shared. A dialog box titled 'Create new conversation folder' is open in the center. It has five numbered callouts: 2 points to the 'Folder name' field with the text 'Sales Associates'; 3 points to the 'Conversations' field with the text 'Reymar Syquico' and 'New Product Offering Kick-Off'; 4 points to the 'Color tag' selection area where an orange tag is selected; 5 points to the 'Create' button. The right sidebar shows 'Pinned', 'Files', and 'Images' tabs, with a 'No pins yet' message.

MOVING A CONVERSATION TO A PERSONAL FOLDER

You can freely move any of your individual, group, or team conversations to a new or existing Personal Folder. Follow these steps:

1. Select your preferred conversation.
2. Click **More**.
3. Select **Move conversation to**, then you can either:
 - a. Create a new Personal Folder.
 - b. Select an existing Personal Folder.

