

RingCentral for G Suite

Installation & User Guide

Contents

Introduction	4
About RingCentral for G Suite.	5
About this Guide	5
Basics.	5
Installation	6
Enabling the Google Cloud Directory	7
Installing the RingCentral SAML App	11
G Suite Auto User Provisioning	20

Introduction

About RingCentral for G Suite

RingCentral for Google G Suite provides seamless integration between your Google G Suite and your RingCentral services.

G Suite offers these features and benefits:

- Make decisions faster, face-to-face.
- Use shared calendars to see when others are available and schedule meetings with automatic email invites.
- With one click, turn your meeting into a video conference from any camera-enabled computer, phone, or tablet.
- Share your screen to review your work as a team, and make decisions on the spot.
- Collaborate in real-time.
- Store and share files in the cloud.
- Quickly invite others to view, download, and collaborate on any file – no email attachment needed.
- File updates are automatically saved and stored in Drive, so everyone can always have access to the latest version.
- Archive email messages and on-the-record chats, and control how long they are retained.
- Easily configure security settings from a centralized administration console, and call or email Google support for help 24/7.

About this Guide

This guide is designed for users of RingCentral for Google G Suite. It will guide you through the steps required to enable Google Auto User Provisioning (Google Cloud Directory) in your RingCentral account.

Basics

Google Auto User Provisioning enables IT admins to automatically provision G Suite users into RingCentral. This simplifies user management between G Suite and RingCentral. When an IT admin creates/modifies/deletes users in G Suite they are correspondingly updated in their RingCentral service. Additionally from the user perspective, they will see their auto-provisioned G Suite colleagues in RingCentral Apps and can call or message them.

IMPORTANT: You will need to contact [RingCentral Customer Support](#) first to enable this feature in your RingCentral account.

Installation

Enabling the Google Cloud Directory

Step 1:

[Login to Your RingCentral Online Account.](#)

Step 2:

Go to **Tools** and select **Directory Integration** (Figure 1)

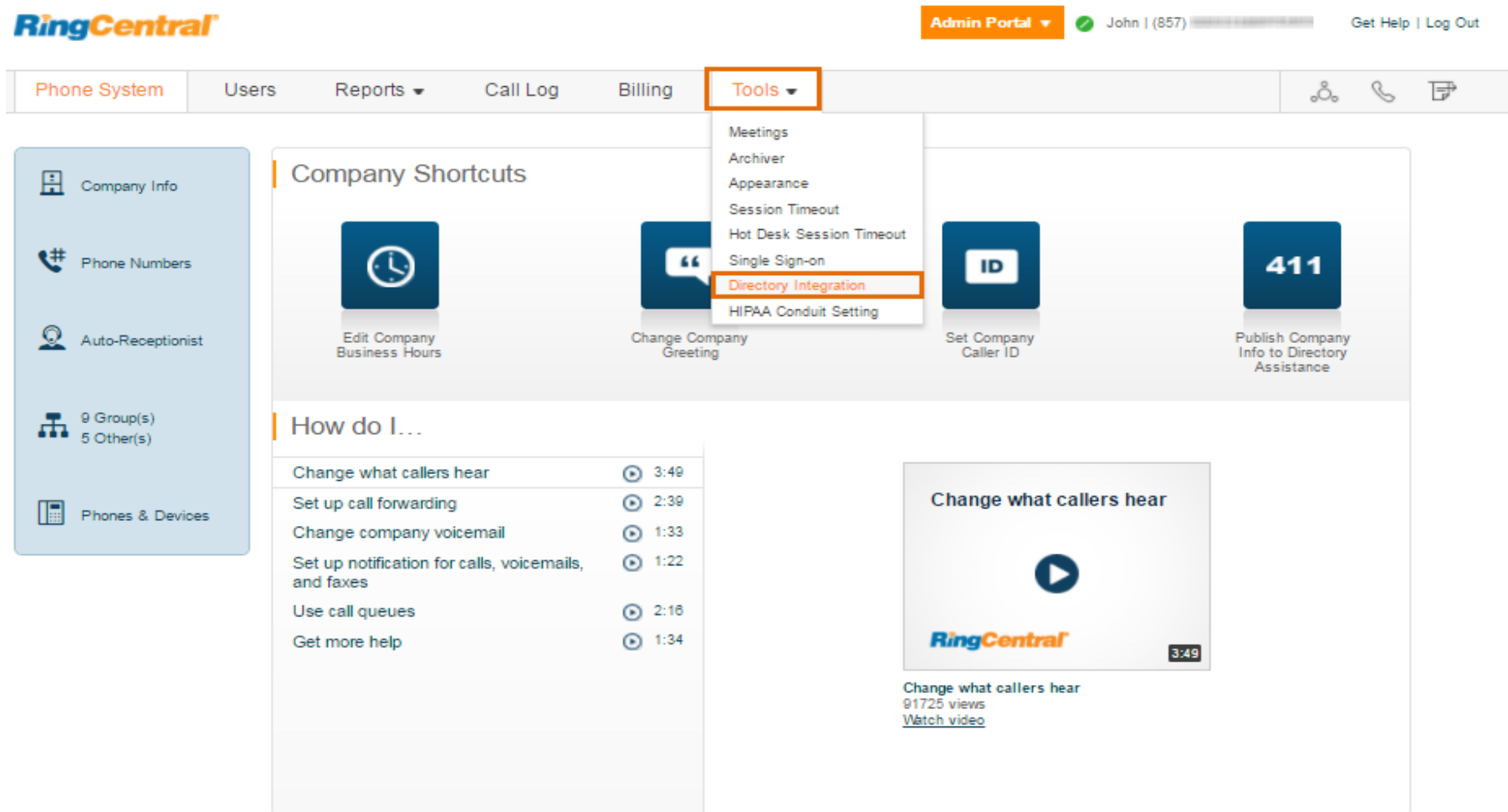


Figure 1

Step 3:

Select Google Cloud Directory and click Enable Google Cloud Directory. (Figure 2)

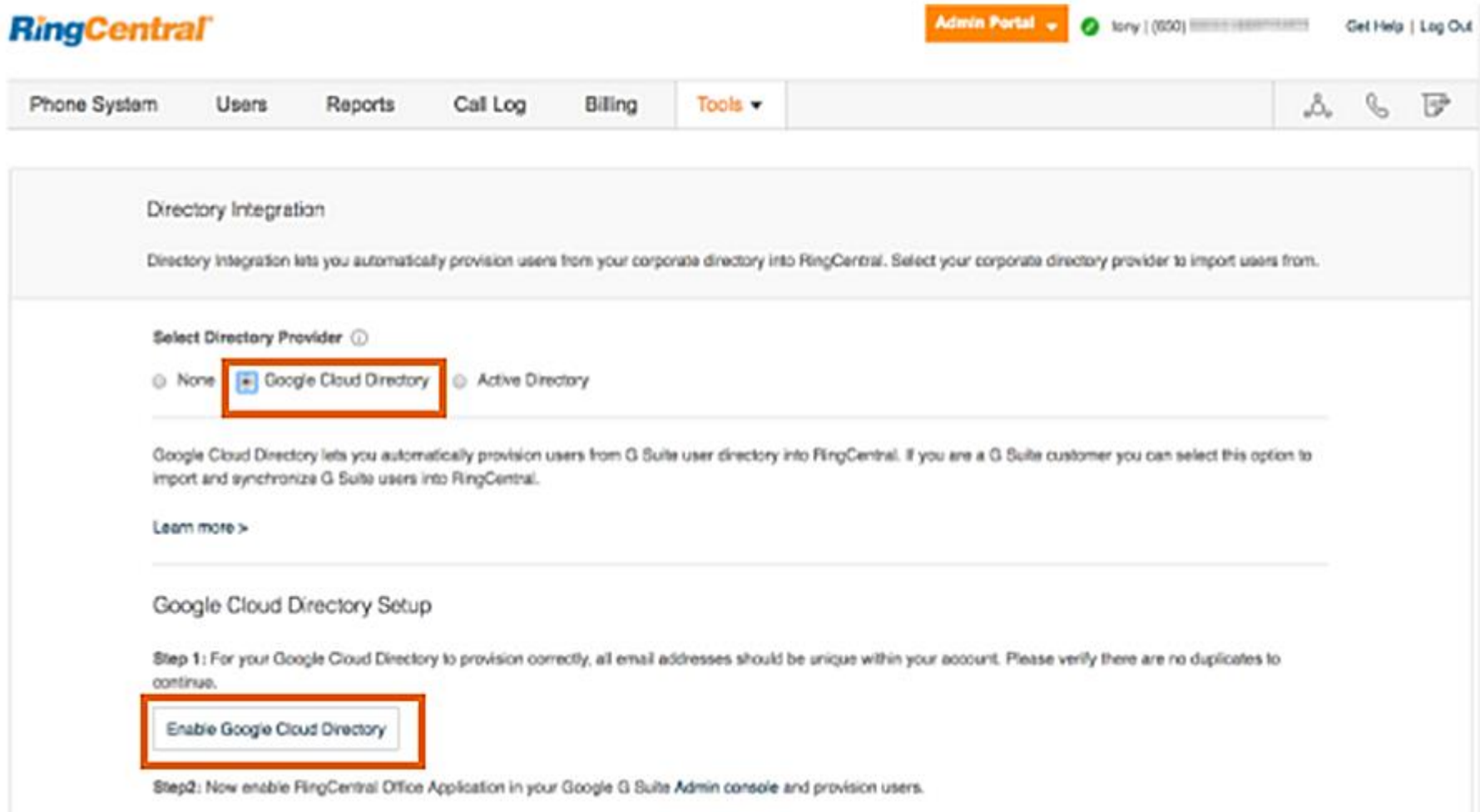


Figure 2

Step 4:

You may now login into your G suite account and finish the G Suite Auto Provisioning setup. (Figure 4)

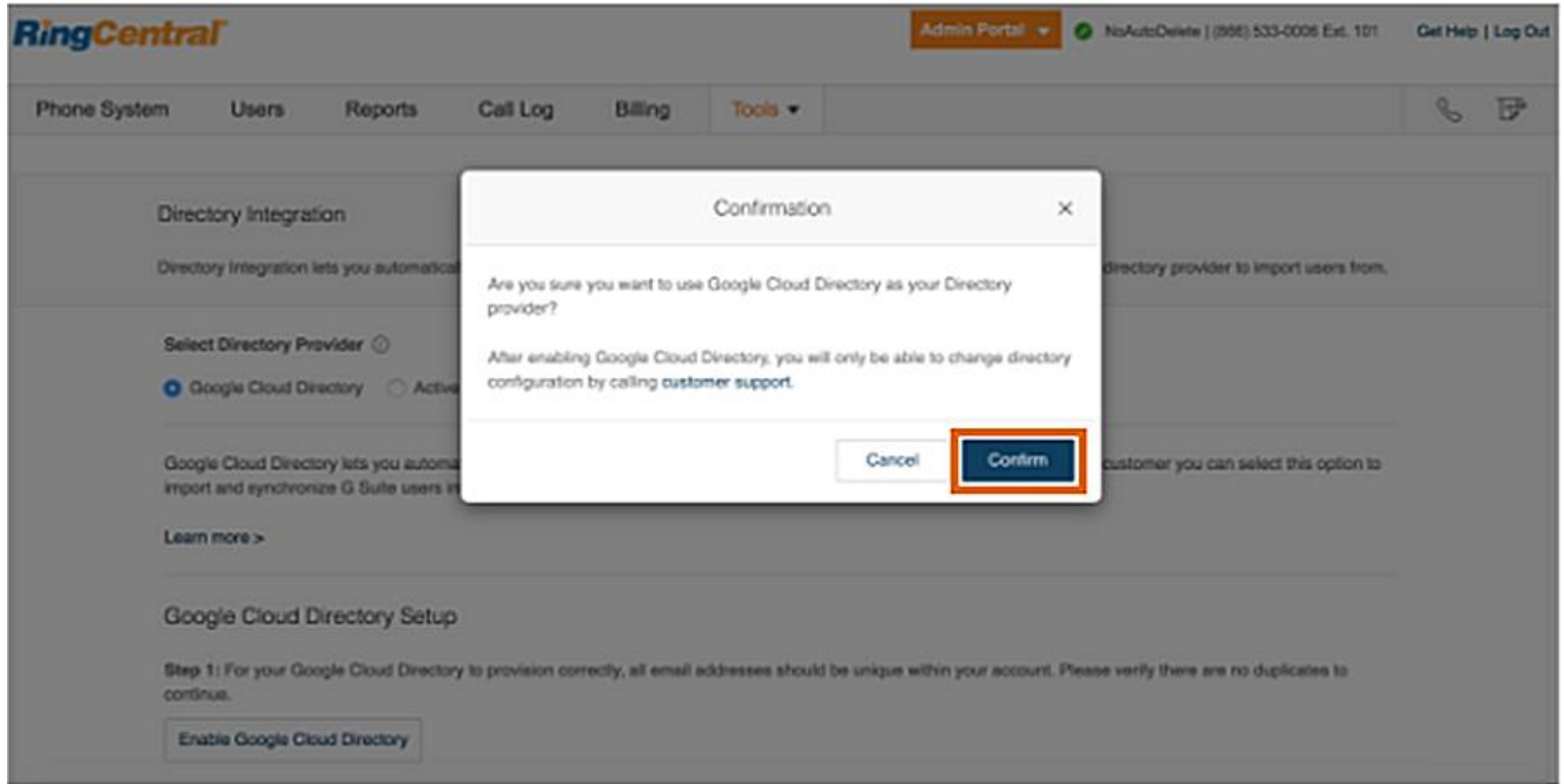


Figure 3

NOTE: The system will check for any duplicate emails. You will be prompted to update any duplicate email before proceeding with the setup.

Step 5:

Click **Confirm** on the Confirmation prompt. (Figure 4)

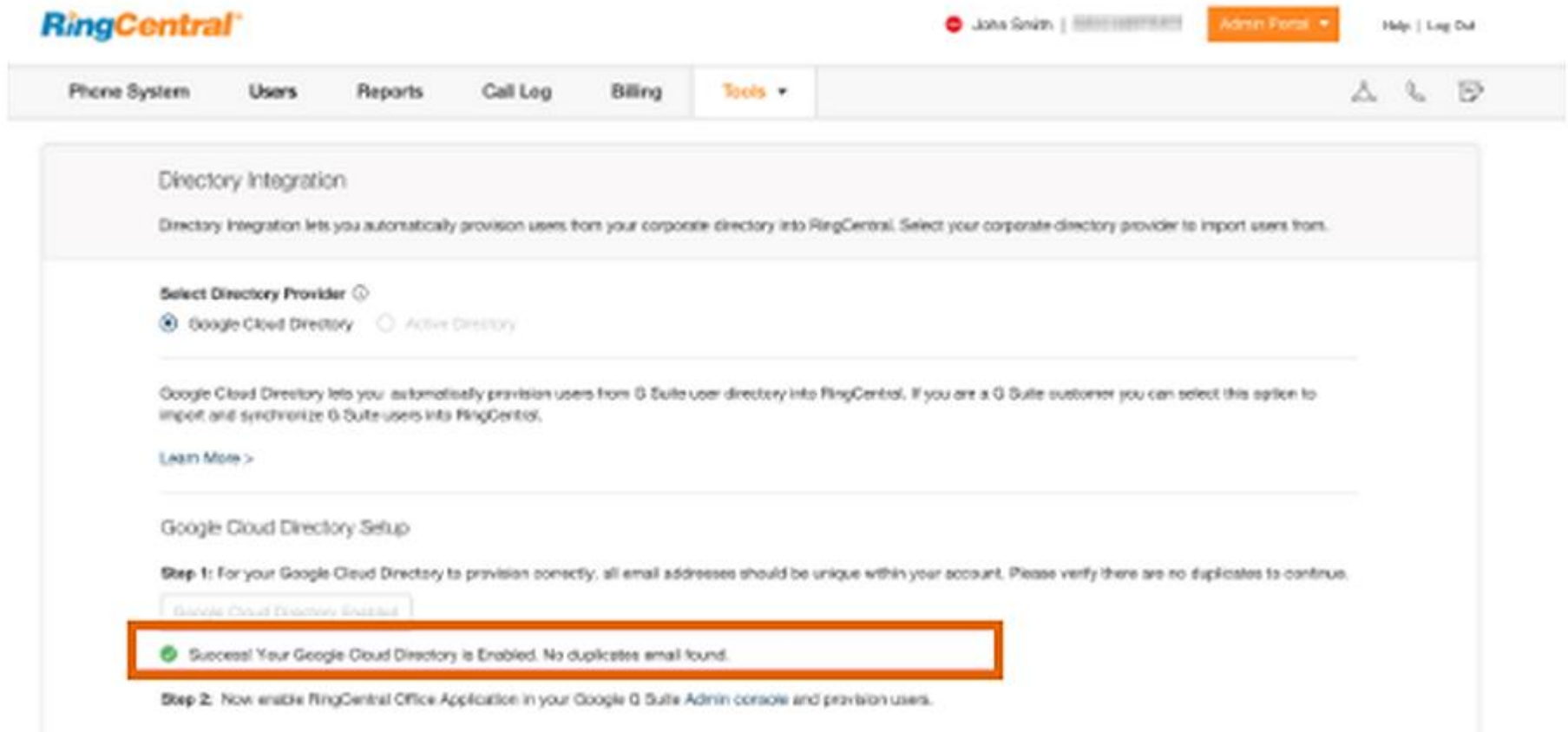


Figure 4

NOTE: Once enabled, you'll need to contact the RingCentral Customer Support team if you'd like to change the Directory configuration.

Installing the RingCentral SAML App

Step 1:

Login to Your G Suite Account.

Step 2:

Go to Apps. (Figure 5)

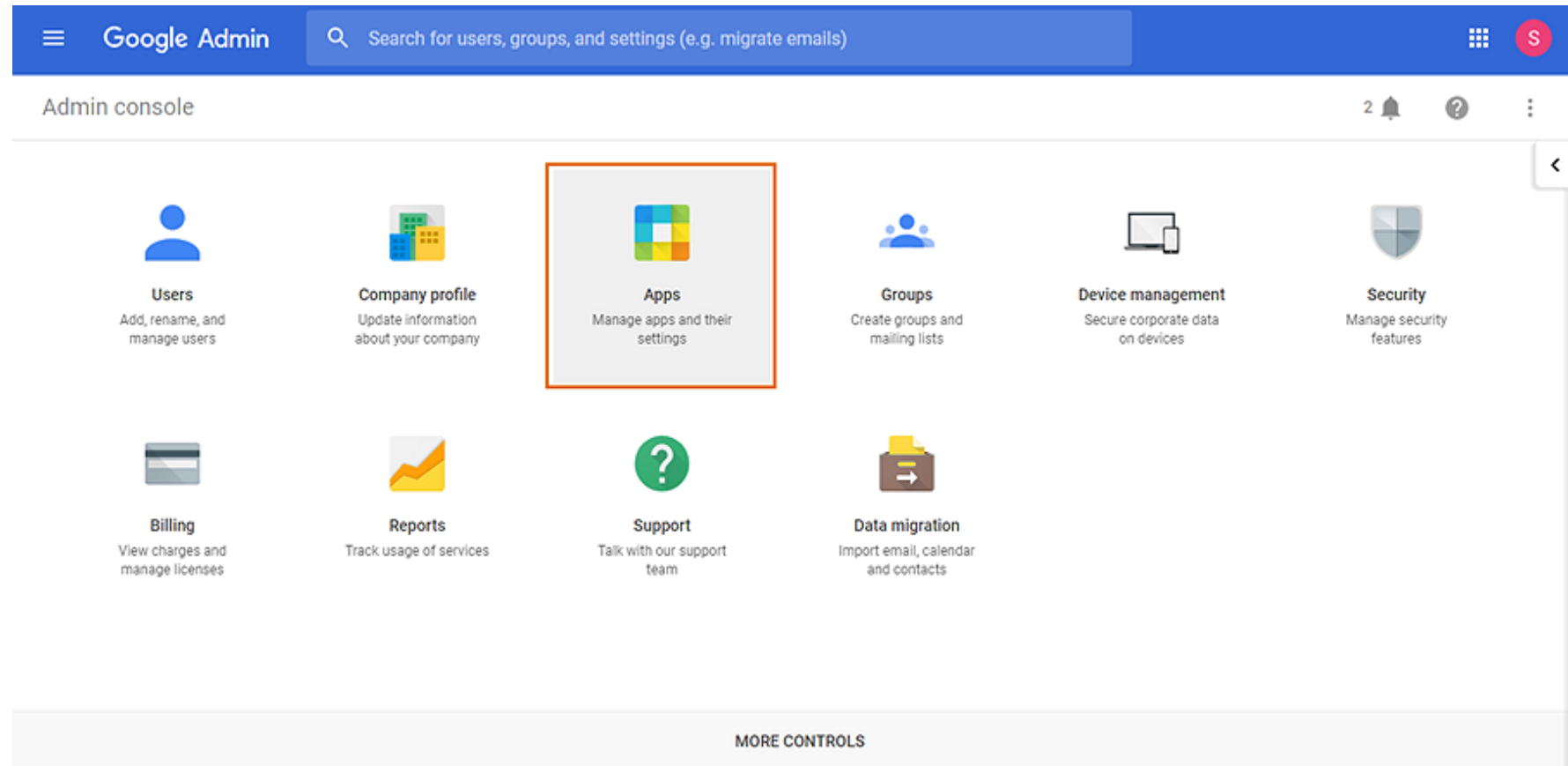


Figure 5

Step 3:

Go to Apps. (Figure 6)

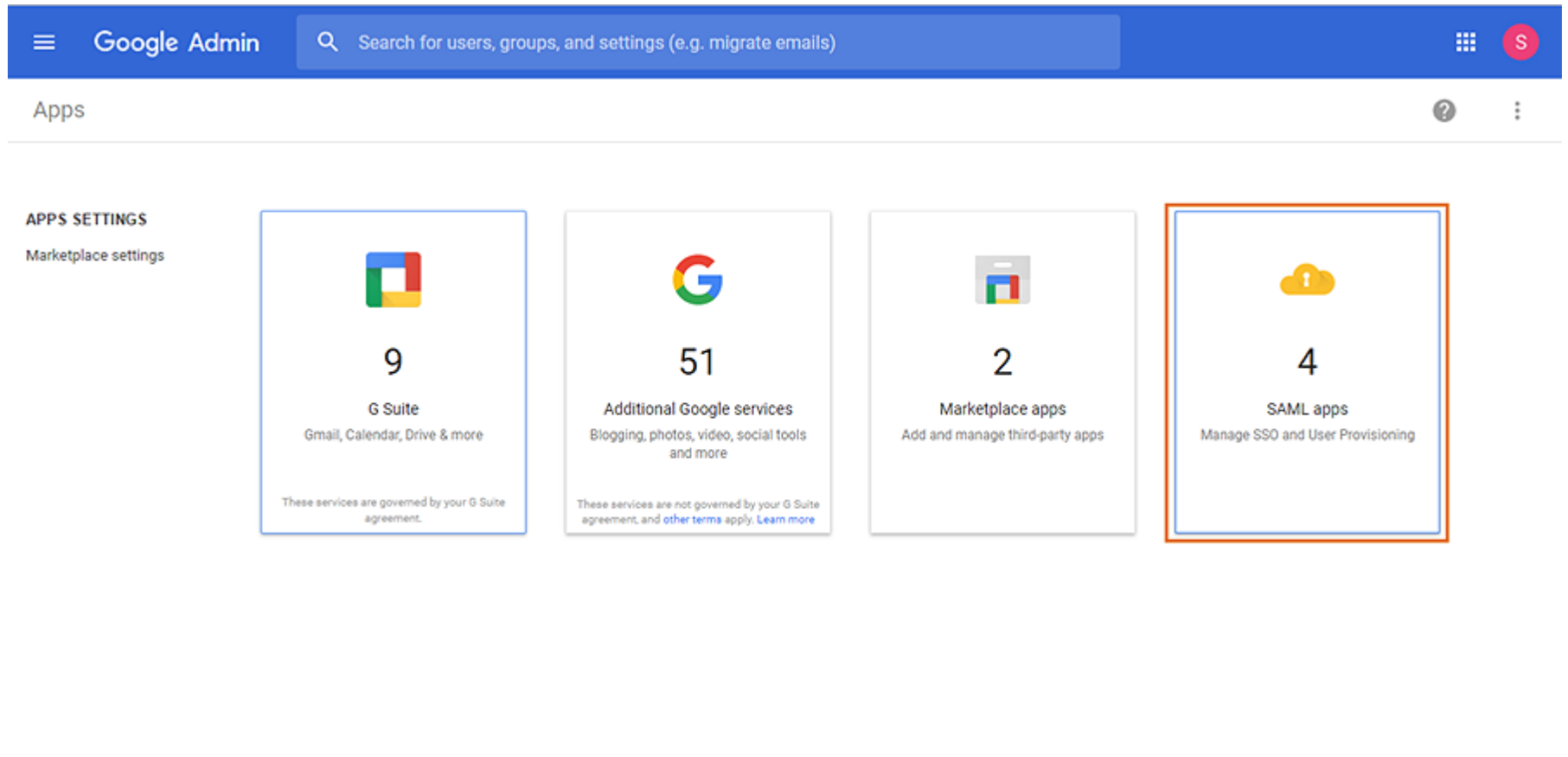


Figure 6

Step 4:

Click on the **Enable SSO for a SAML application** button. (Figure 7)

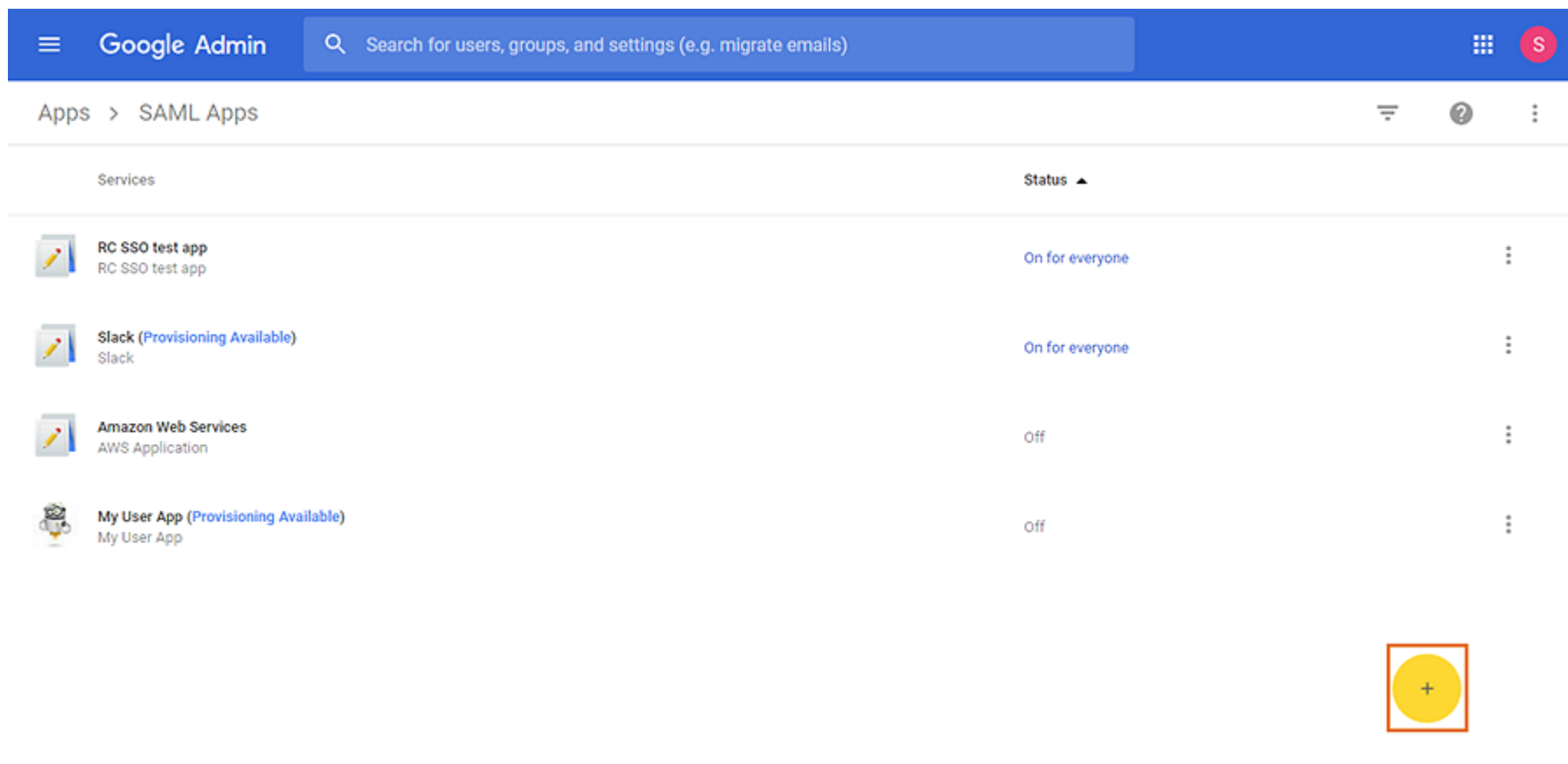


Figure 7

Step 5:

Select RingCentral under Services. (Figure 8)

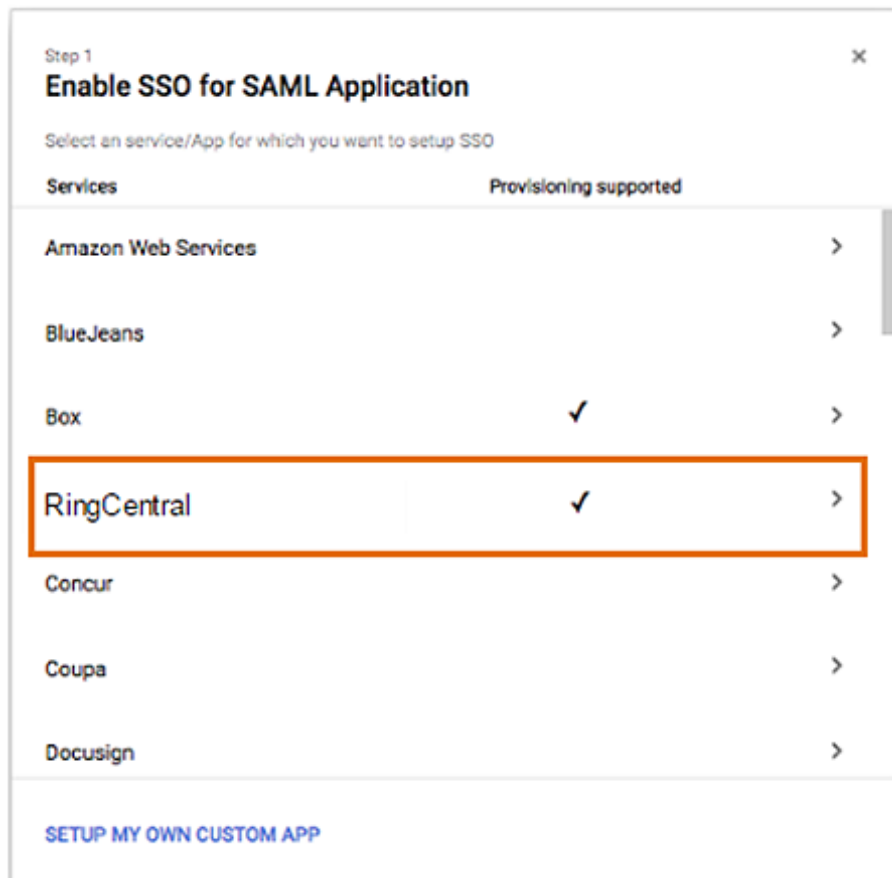


Figure 8

Step 6:

Click on **Download** for the IDP metadata. (Figure 9)

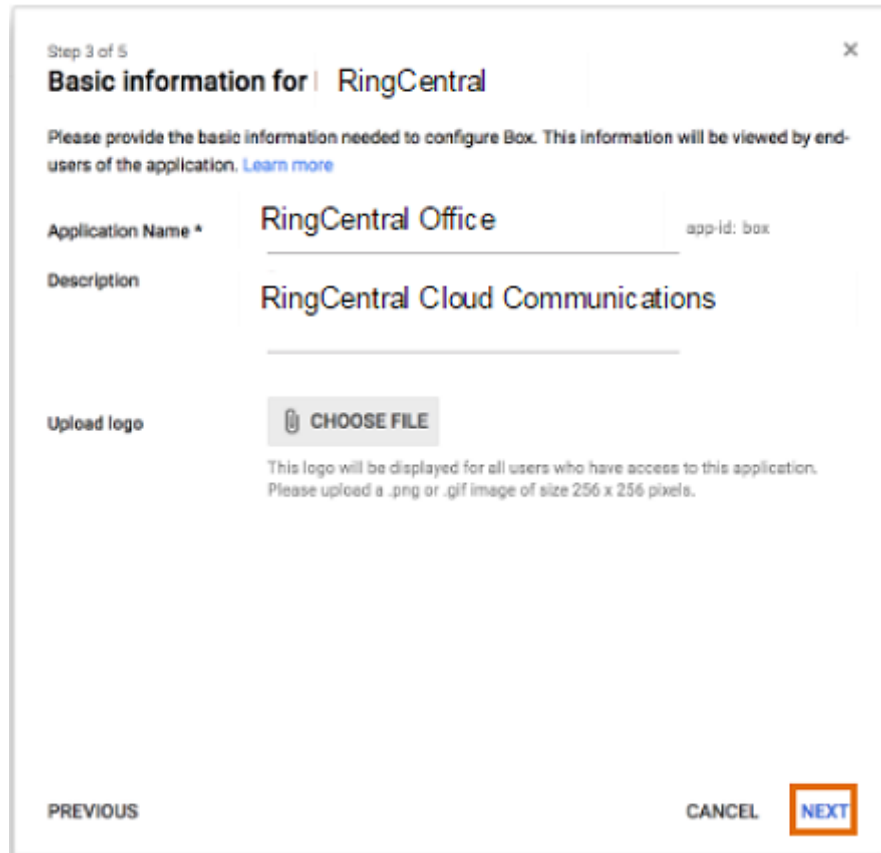


Figure 9

NOTE: Download IDP metadata only if you want to use Google as your SSO ID provider (IDP). This is optional for setting up Auto provisioning.

Step 7:

Enter the Application Name, Description and Upload a logo. Click Next. (Figure 10)



The screenshot shows a configuration window titled "Step 3 of 5 Basic information for RingCentral". The window contains the following fields and instructions:

- Application Name ***: A text input field containing "RingCentral Office" with a small "app-id: box" label to its right.
- Description**: A text input field containing "RingCentral Cloud Communications".
- Upload logo**: A button labeled "CHOOSE FILE" with a file icon.
- Instructions**: Below the logo upload button, it states: "This logo will be displayed for all users who have access to this application. Please upload a .png or .gif image of size 256 x 256 pixels."
- Navigation**: At the bottom, there are three buttons: "PREVIOUS", "CANCEL", and "NEXT". The "NEXT" button is highlighted with a red border.

Figure 10

Step 8:

Enter the **Service Provider Details** and click **Next**. (Figure 11)

Figure 11

NOTE: Your Service Provider Details depends on your region. Check the table at right for the information for your region. For US Clients you don't need to change the Service Provider Details.

For US:

ACS URL	https://sso.ringcentral.com/sp/ACS.saml2
Entity ID	saml2:ringcentral:prod
Start URL	https://service.ringcentral.com/mobile/ssoLogin?

For UK:

ACS URL	https://ssoeuro.ringcentral.com/sp/ACS.saml2
Entity ID	saml2:ringcentral:prodeuro
Start URL	https://service.ringcentral.co.uk/mobile/ssoLogin?

For EU:

ACS URL	https://ssoeuro.ringcentral.com/sp/ACS.saml2
Entity ID	saml2:ringcentral:prodeuro
Start URL	https://service.ringcentral.eu/mobile/ssoLogin?

Step 9:

Review the **Attribute Mapping** settings and click **Finish**. (Figure 12)

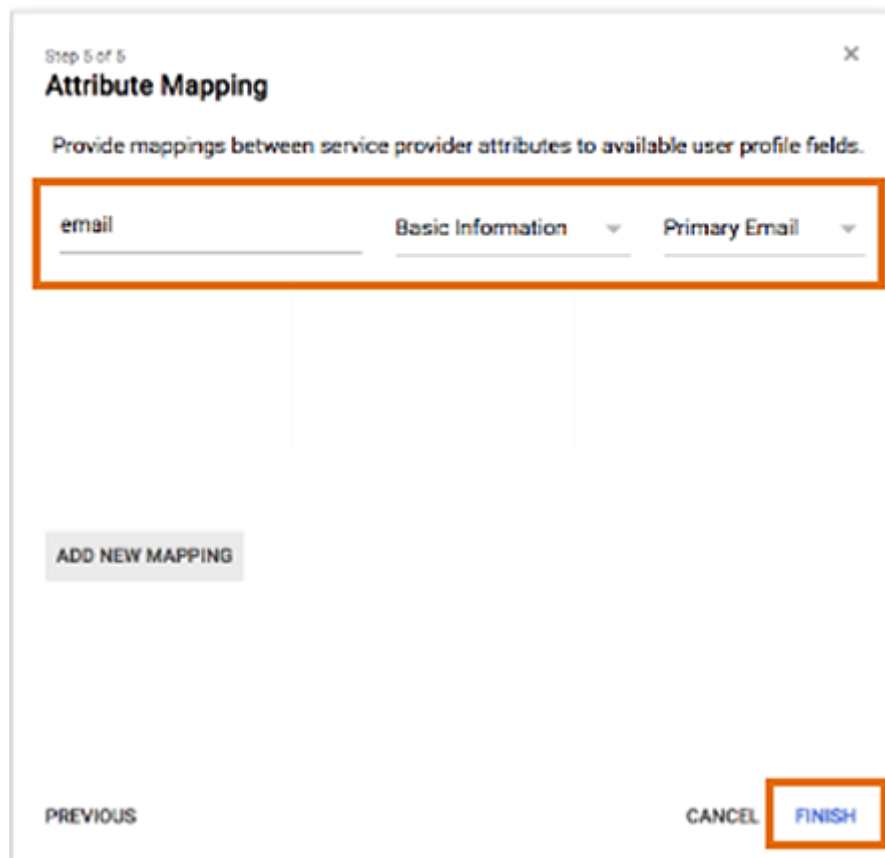


Figure 12

QUICK TIP: The Attribute Mapping is already pre-populated, you may however update the location. Verify that you have the correct attributes set such as the email (RingCentral email) and Primary Email (Google email)

Step 10:

Click **Ok** on the confirmation prompt.

Step 11:

Click on the **kebab menu** and select **ON for everyone**. (Figure 13)

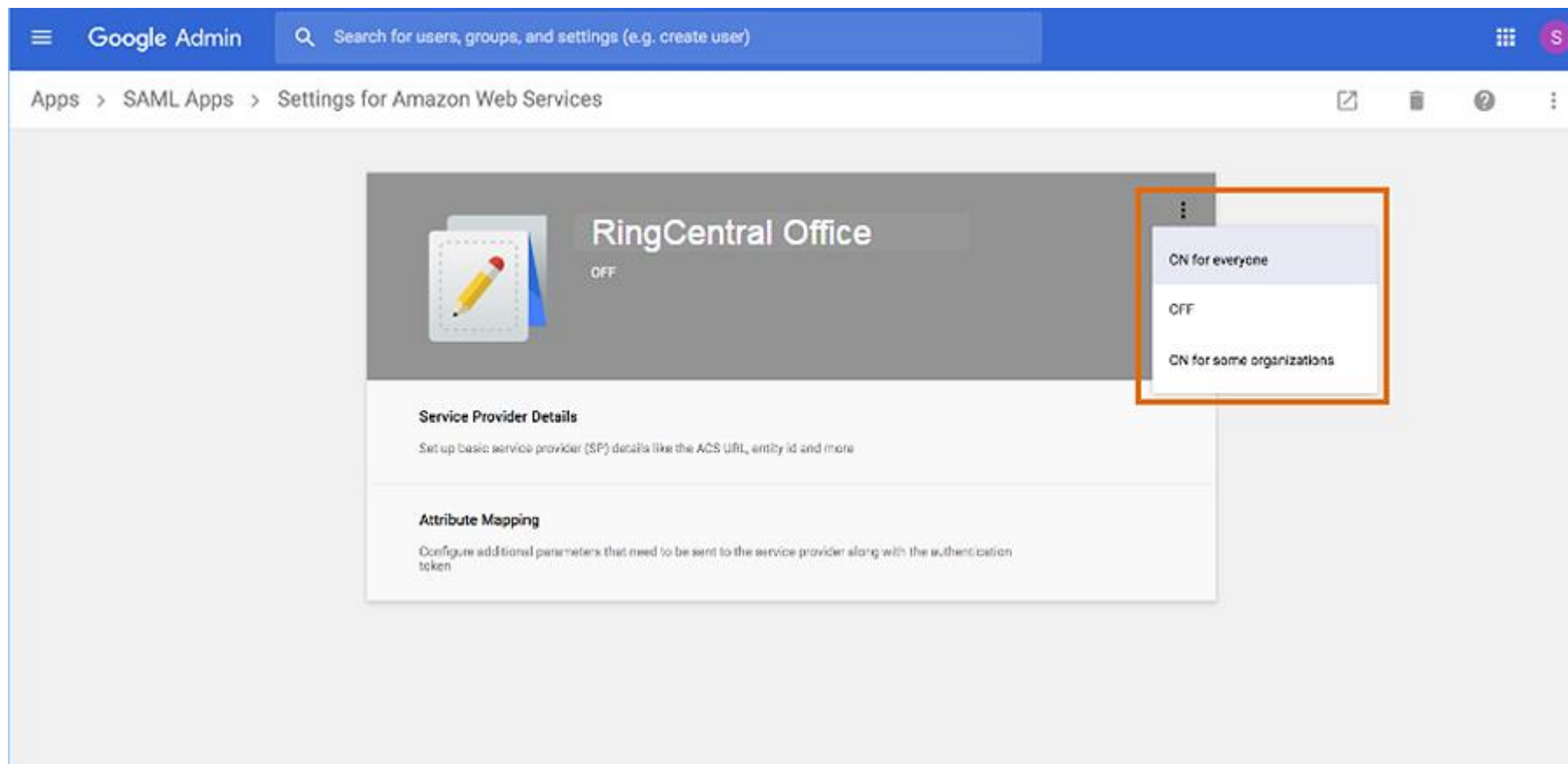


Figure 13

The G Suite RingCentral SAML app is now enabled for your company. You may now begin setup of G Suite Auto User Provisioning.

G Suite Auto User Provisioning

G Suite Auto User Provisioning

Step 1:

Select Apps. (Figure 14)

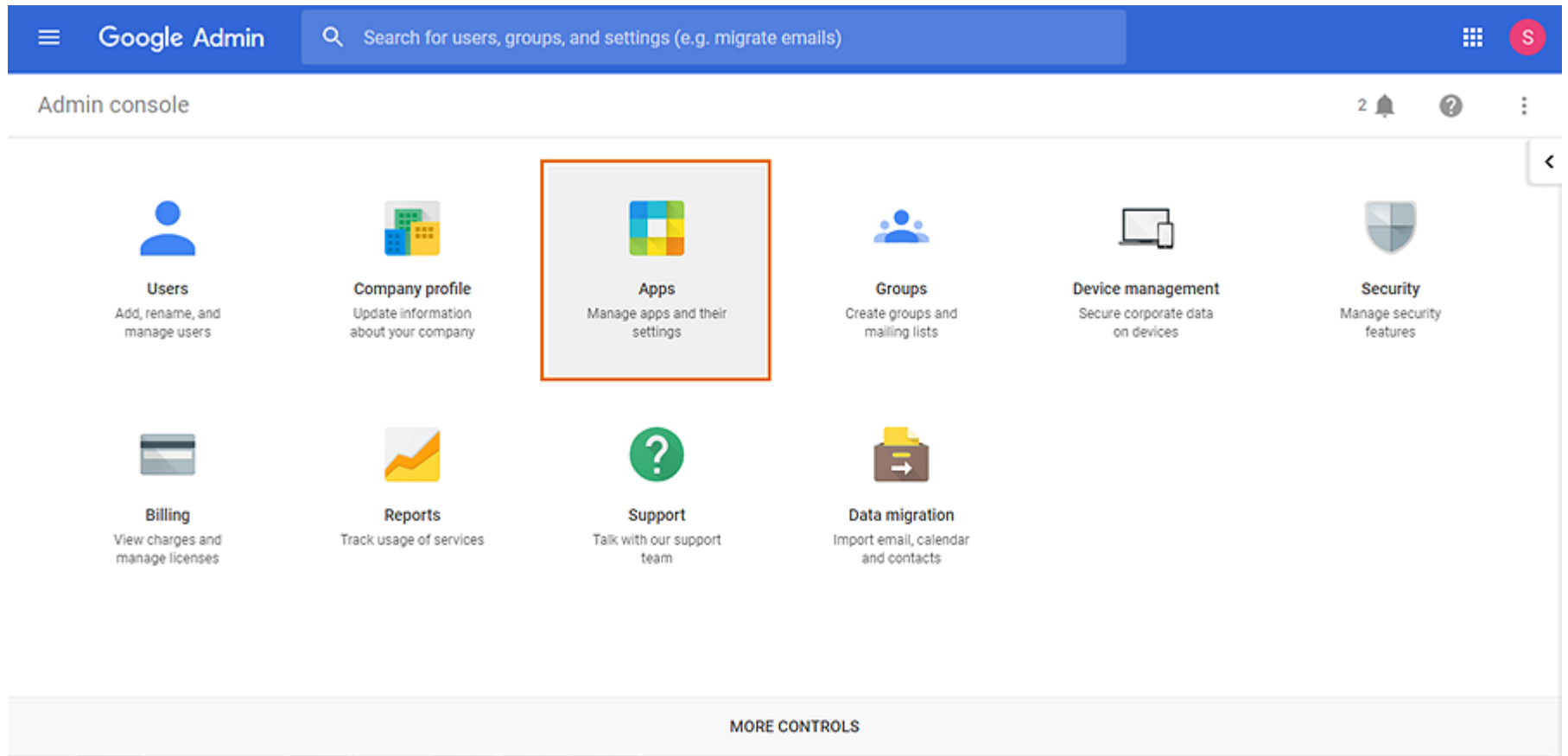


Figure 14

NOTE: Make sure that you are currently logged in into your G Suite account and have already installed the RingCentral SAML app.

Step 2:

Go to **SAML apps**. (Figure 15)

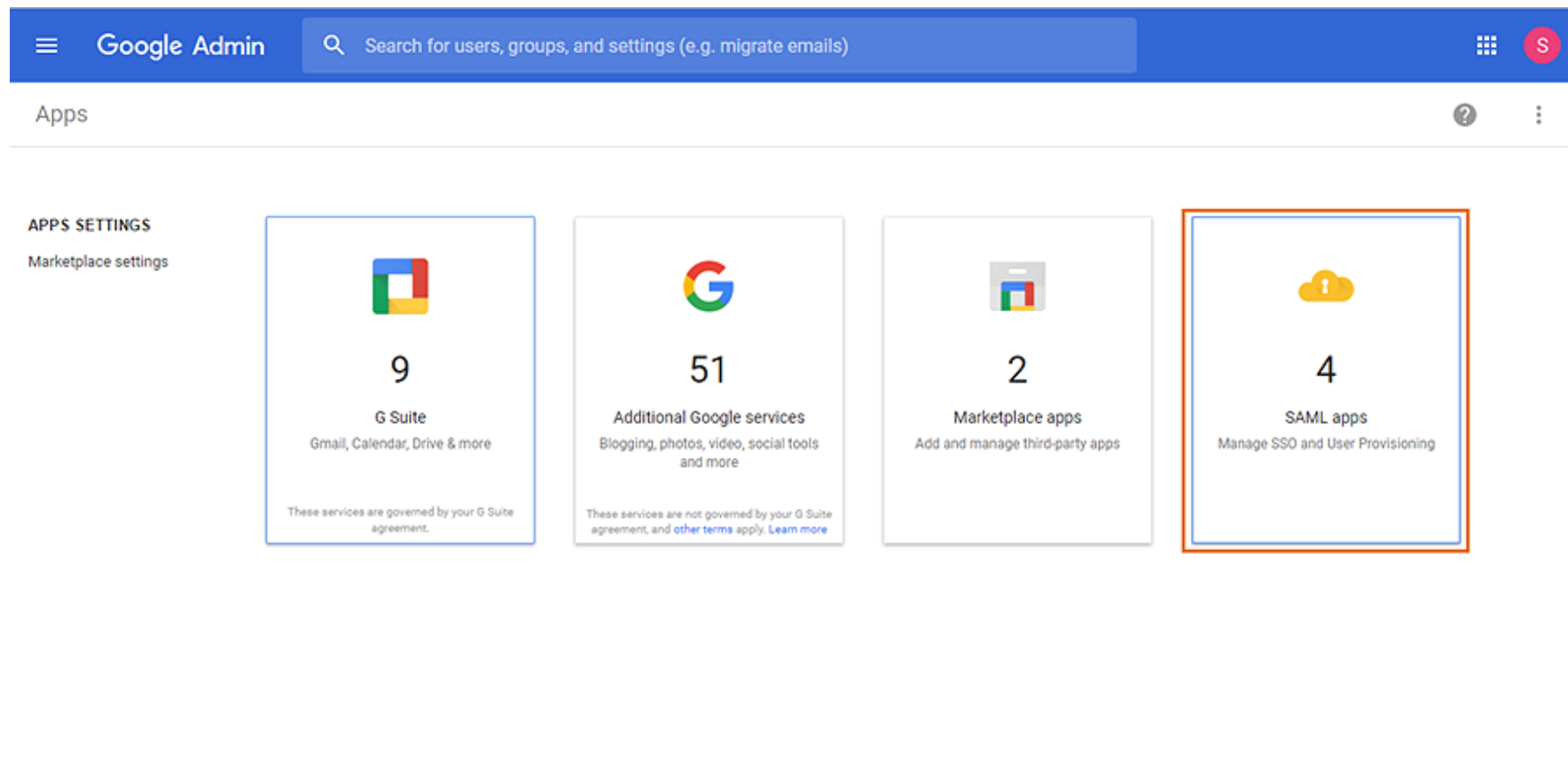


Figure 15

Step 3:

Select **RingCentral** under the list of **SAML apps**.

Step 4:

Click on **SET UP USER PROVISIONING**. (Figure 16)

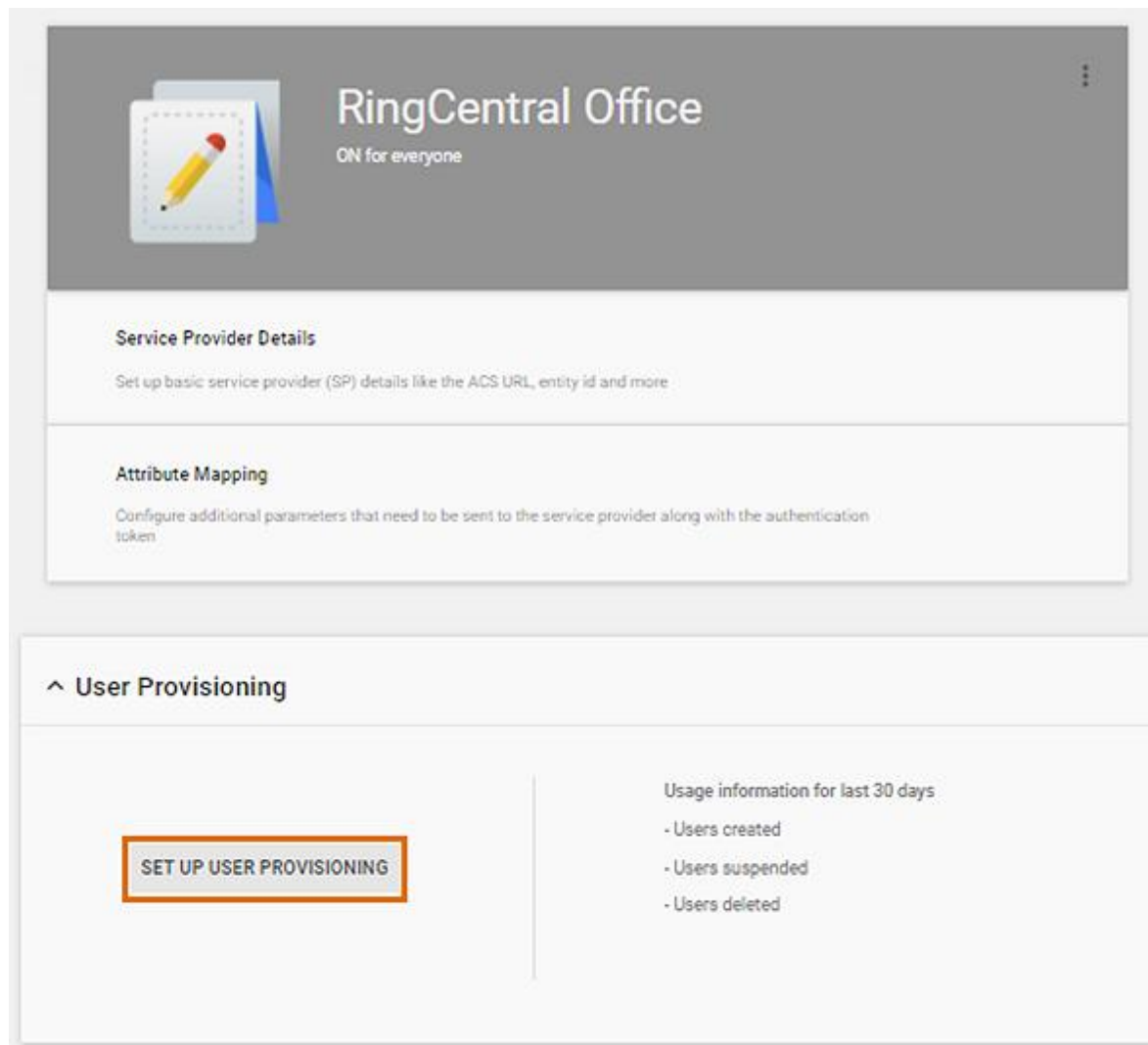


Figure 16

Step 5:

Toggle the switch and select the group that you would like to turn the RingCentral SAML app for. Click **Apply**. (Figure 17)

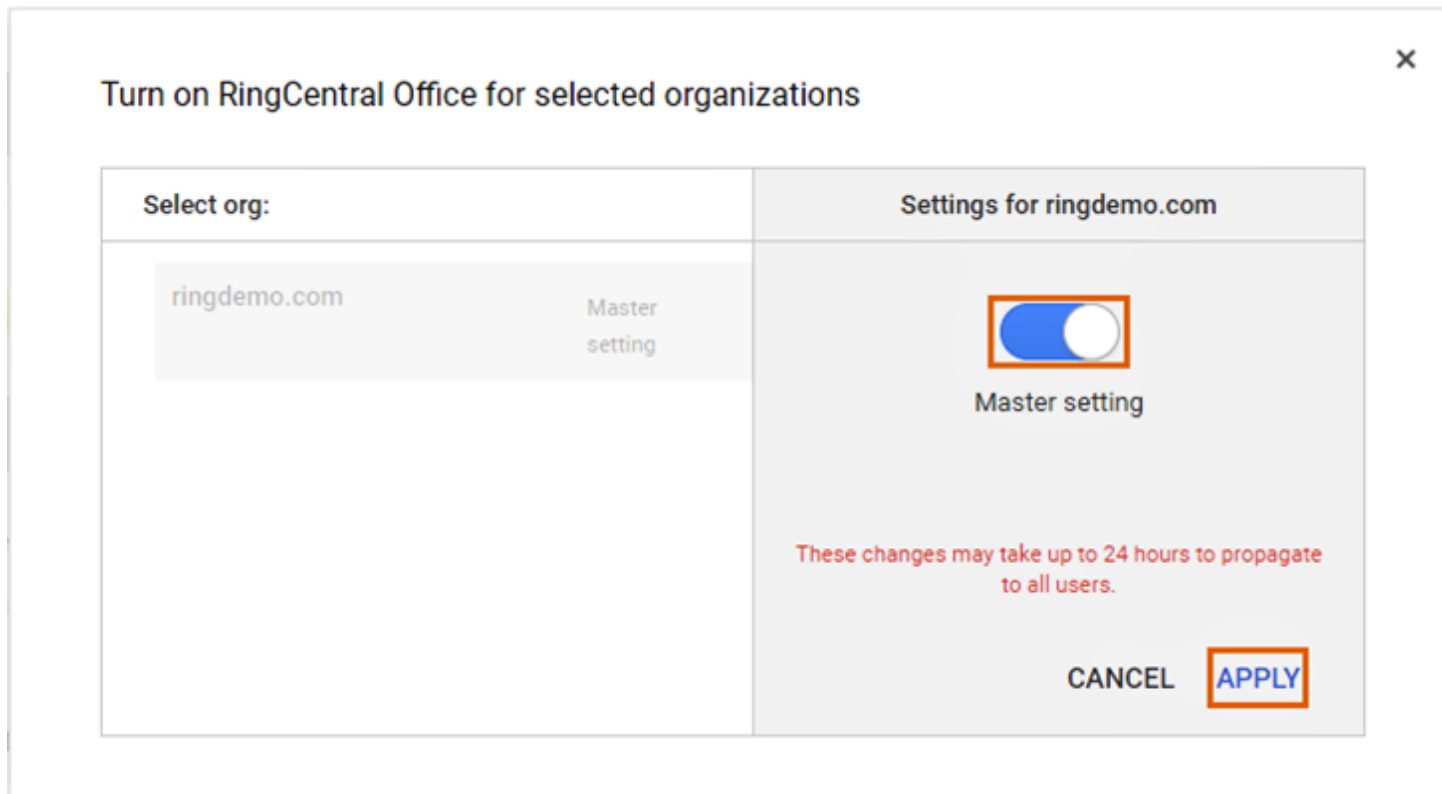


Figure 17

Step 6:

Click **Authorize**. (Figure 18)

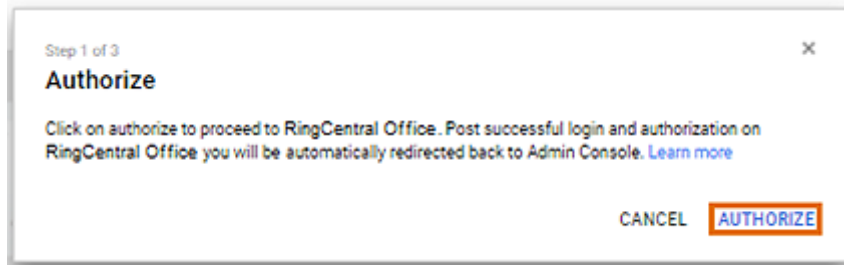


Figure 18

Step 8:

Click **Authorize**. Review the Map attributes details and click **Next**. (Figure 20)

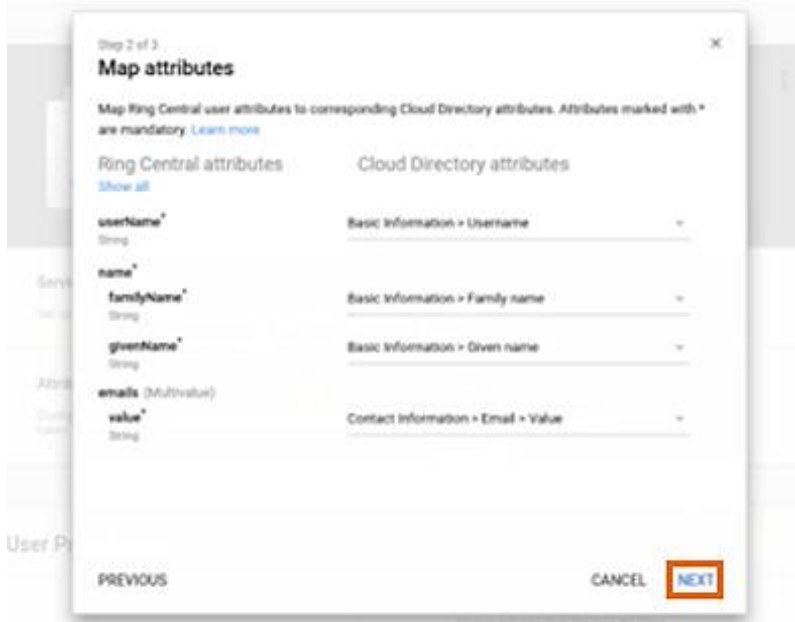


Figure 20

NOTE: Do not change the Map attributes settings.

Step 7:

Enter your RingCentral login credentials. (Figure 19)

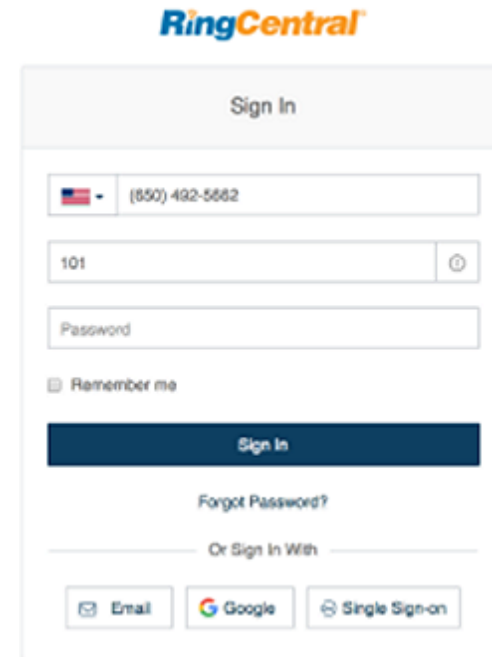


Figure 19

Step 9:

Click **Finish**.

Step 10:

Click **ACTIVATE PROVISIONING**. (Figure 21)

You have successfully set up and activated the G Suite Auto Provisioning. Changes may take up to 24 hours to propagate to all Users.

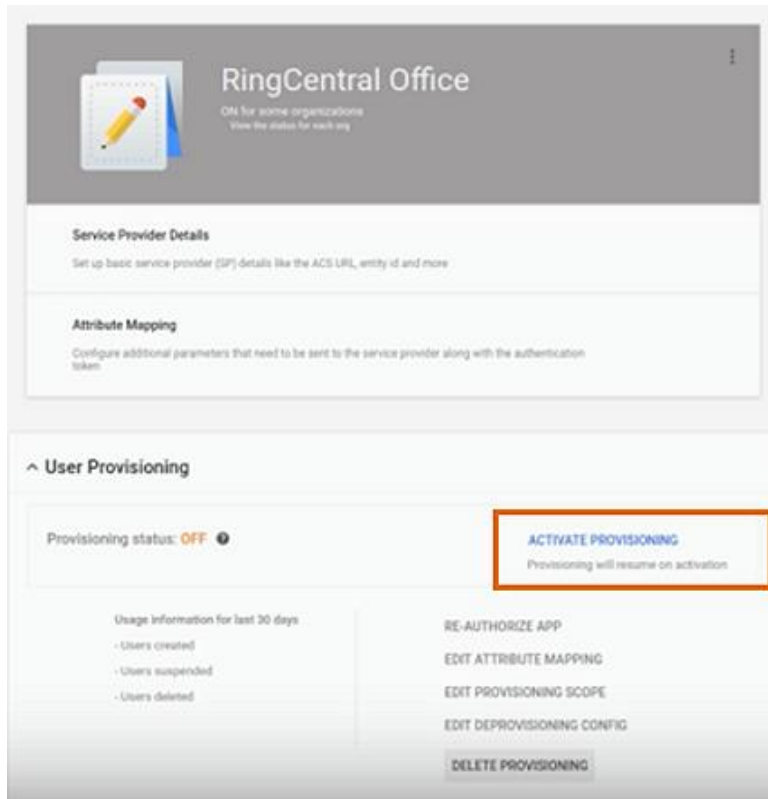


Figure 21

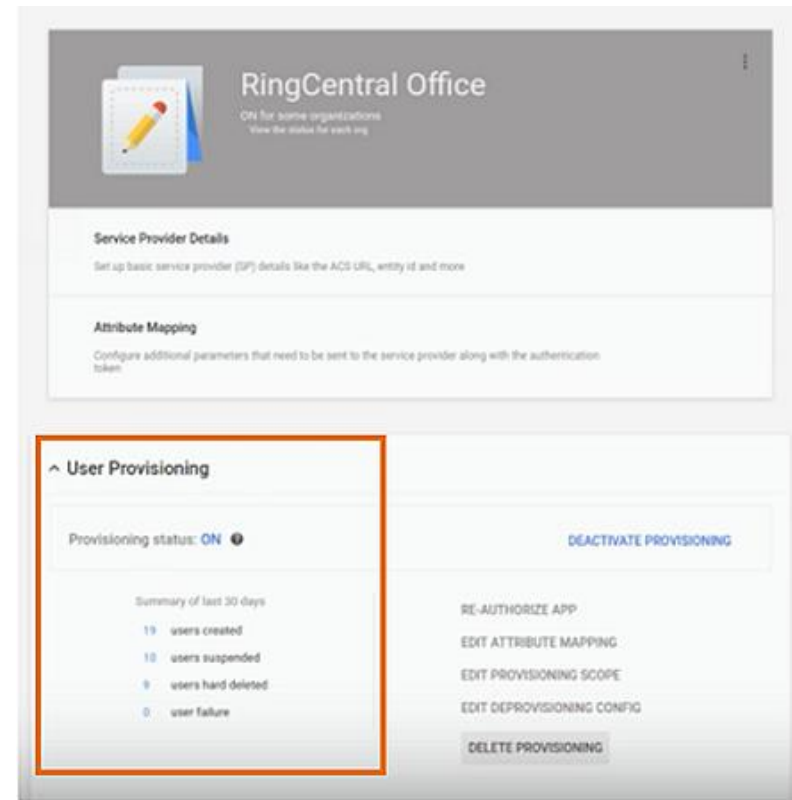


Figure 22

NOTE: If users exceed the admin authorized account seat limit, users will not be assigned. An Error prompt will be shown in G Suite, until the admin adds more users in the RingCentral account. The users auto created in RingCentral will be capped by the number of seats/users purchased in RingCentral. Attempting to auto provision more users into RingCentral than the number of seats/users purchased will be flagged as an error in G Suite provisioning dashboard. Admin will need to purchase the appropriate number of seats/users in RingCentral to match the estimated number of provisioned users from G Suite.

