

# RingCentral app

Admin guide

V23.1

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## Introduction

### About administrators

Administrators, or admins, have the highest level of permissions within the app. When a user is given these permissions, they will have access to the **Administration** page via Settings, where they can add new admin users and configure their company account settings. When the initial setup has been completed, admins can return to the settings, by going to **Company settings** in the left navigation bar.

Users are assigned as an admin by other admin users. To be assigned as an admin, you must be a co-worker in the RingCentral app — that is, you must be an employee of your company and not added to the RingCentral app as a guest user. By default, the first person in your company to sign up for the RingCentral app becomes an admin, and they can then invite and assign other users as admins.

There are two types of admin users in the RingCentral app: Super Admins and regular RingCentral app admins.

### Super Admins

Initially, the account admin of a RingCentral RingEX account is the person who created the account for the company and is called the Super Admin. This person becomes the Super Admin in both the Admin Portal and RingCentral app.

However, if another user becomes a Super Admin in the RingCentral app, this doesn't automatically make them a Super Admin in the RingCentral online account, and vice versa. For more info about user roles and permissions in the RingCentral online account, visit [RingCentral Predefined User Roles and Permissions](#).

RingCentral app Super Admins can:

- Assign another co-worker as a Super Admin
- Access administration settings within the RingCentral app, where they can create other users and manage certain company app settings
- View all private and public teams from the Contacts menu, where they can join private teams, reassign team admins, modify team settings, and more
- Request company data export

RingCentral online account Super Admins can access the [RingCentral Admin Portal](#), where they can perform the following:

- Assign roles and permissions to other users
- Set meeting settings for all company users
- Change company appearance settings such as company name, physical street address, and more
- Unlock accounts that have been locked for too many failed login attempts
- Manage data retention for meeting recordings
- View company analytics related to messages and meetings
- Configure single sign-on
- Manage billing information

## Admin permissions

Standard RingCentral app admin users have the following permissions:

- Viewing all guests (i.e., people not on your company's private email domain) in the Contacts menu. Non-admins, on the other hand, can only see guests with which they are in a conversation with
- Removing your company guest users on the RingCentral app. Non-admins can only remove people who have been added but haven't actually signed up yet.
- Deleting posts made by other people. This includes system-generated posts, such as when a user is added to or joins the team. Note: Admins can't delete posts from conversations in which they aren't a participant
- Assigning admin privileges to other co-workers
- Managing message data retention
- Managing file sharing

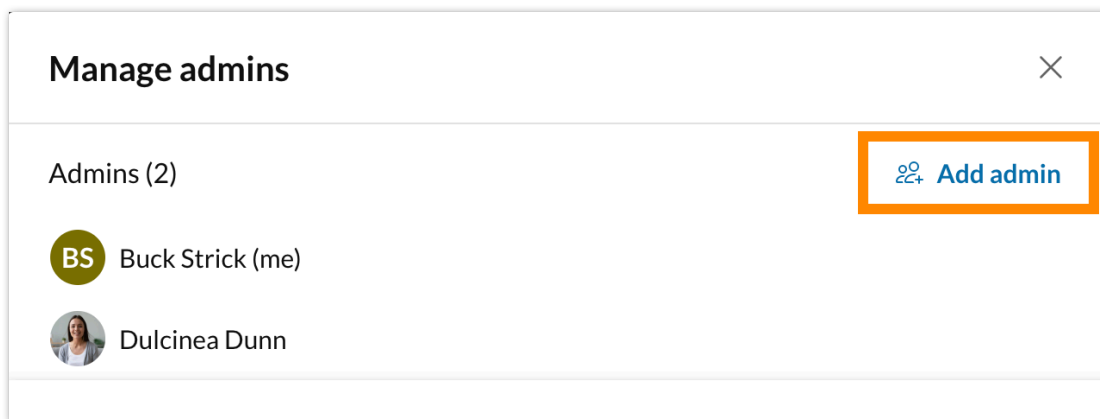
Note: You can give administrators access to the same [level of permissions](#) in the desktop app as super admins.

## Managing your admin users

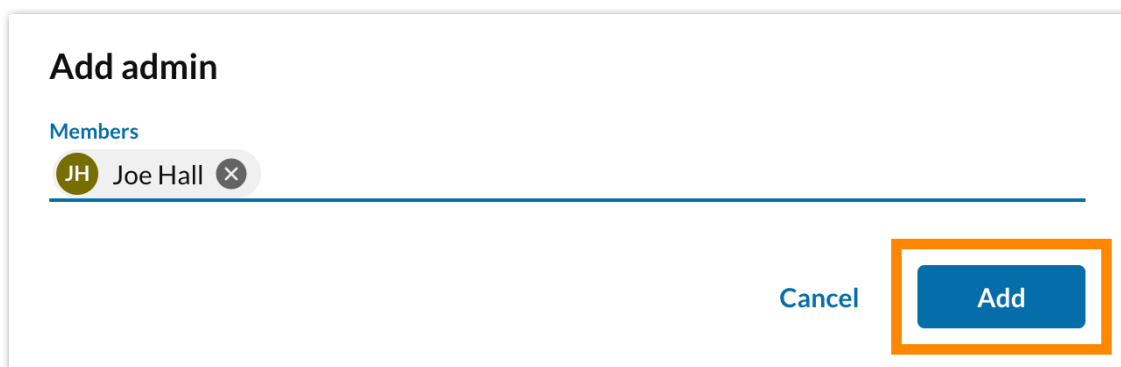
### Adding an admin user

To add an admin user, follow these steps:

1. Navigate to **Settings** via the side menu bar.
2. Select the **Administration** tab from the left pane.
3. Select the **Manage** button at the far right of the **Manage admins** setting.



4. Select **Add admin**.
5. Enter the name(s) or email address(es) of the existing app user(s) you'd like to add, separated by commas or semicolons.
6. Click **Add** to add those users as administrators.

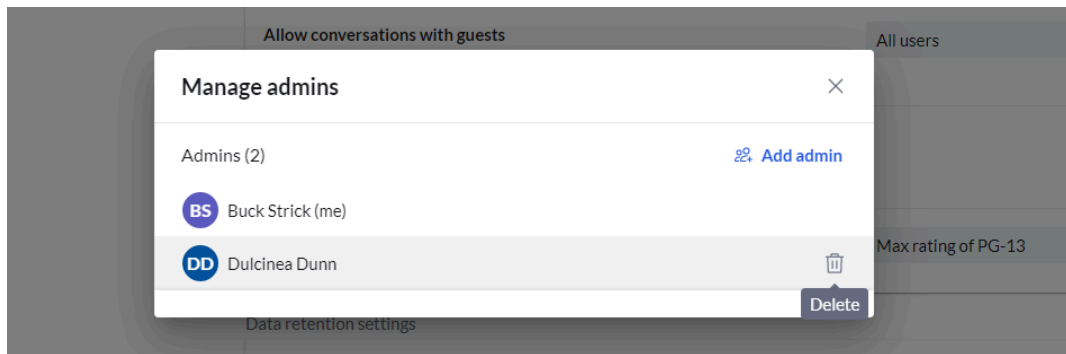


Please note that if you'd like to add an admin user, that person must already be an existing app user in your company account.

## Removing admin users

To remove an admin user that you have added, follow these steps:

1. Navigate to Settings via the side menu bar.
2. Select the **Administration** tab from the left pane.
3. Select the **Manage** button at the far right of the **Manage admins** setting.
4. Hover over the name of the administrator and select the **Delete** trash can icon that appears at the far right of the name.



5. Click the **Remove** button to confirm removing that user as an administrator.

## Configuring administration settings in the RingCentral app

If you're an administrator, you can make changes to your company account settings, including adding new users, managing file sharing, and more.

Select the **Settings** gear icon via the side menu bar and choose the **Administration** tab from the left pane to configure your company account settings. Here, you'll find a page of settings related to your account.

### Configuring your company account settings

The **Administrations** page is separated into the following categories:

- [Company settings](#)
- [Data retention settings](#)
- [Integration settings](#)
- [Message data export](#)

## Company settings

The **Company settings** section contains the following options related to your company account:

- **Manage admins:** Select the **Manage** button at the far right to open a modal window with a list of all administrators added to your company account. This is where you can add new administrators to your company account.
- **Manage app super admins:** This is where you can add new super administrators to your company account. Super admins can request data exports and manage teams.
- **Change company name:** This setting allows administrators to change the company's name on the RingCentral app for desktop and web (the name you see in the top left-hand corner of the app).
- **Manage what types of teams can be created:** Controls how users can create teams in the app. You can let users create teams as
  - *Public and private*
  - *Only private*
  - *No teams*
- **Allow users in your email domain to sign-up on their own:** Controls how your users sign up for or get added to your company's RingCentral account. You can enable this feature by contacting [Customer Support](#). Options include:
  - *Yes, if invited or via self sign-up:* Admins allow their users within the same domain to join as RingCentral Pro users in RingCentral RingEX upon signup or being invited.
  - *Yes, if invited to RingCentral:* This allows users to join if they were invited by an admin via the RingCentral app.
  - *No:* Only Admins can add users via the [Admin Portal](#).
- **Manage Giphy sharing:** Select the dropdown menu to choose whether users can share GIFs from Giphy and, if so, what maximum rating you'd like to allow. Select No to disable Giphy sharing or one of the ratings (ranging between Max rating of G to All, including unrated) to enable Giphy sharing.

## Data retention settings

- **Manage data retention policy:** Adjust settings to determine the duration of time before messages get deleted. By default, all messages and content on the RingCentral app are kept forever, but data retention policies allow you to automatically delete messages after a period of time.

## Integrations settings

- **Manage file sharing:** Select which file-sharing sources employees can use.

## External guest settings

- **External guest communications:** Allows new messages from all external guests, except domains on the block list. If you turn this feature off, new messages will be blocked from external guests, except those allowed.
- **Domain allow/block list:** Manage the external company domains and personal email addresses that you'd like to allow to initiate conversations with your users.

## Message data export

- **Enable message data export:** Toggle on to enable designated admins to export all of your company's data from the RingCentral app.
- **Access to exports:** Manages who can export and download data exports.
- **Request export:** Download data from the entire account or specific teams and users within a specified date range.
- **Export history:** Displays export history.

Note: Only app Super Admins can request data exports.



## Company call handling

If you're an account admin with Auto Receptionist permissions, you can manage how the calls that reach your company phone number are handled with a single-level IVR.

1. Open the RingCentral app on your desktop or web browser. Sign in as an admin.
2. Click **Company settings** > **Phone** from the left menu.
3. Next to **Company call handling**, click **Edit**.
4. By default, the call handling rules will apply 24/7. If you want to create different rules for Business hours and Closed hours, [update your company's business hours](#).
5. Under **Send call**, select where to send incoming calls:
  - [To company greeting](#): Send calls to a pre-recorded company greeting that can provide callers the option to connect to a specific extension or company operator.
  - [To specific team member/extension](#): Send calls to one specified user in your company.
  - [To multiple team members/extension](#): Send calls to multiple users in your company. You can choose to send calls to the users simultaneously, in a fixed order, or based on which user's been idle the longest.
  - [To voicemail](#): Send calls directly to a specific voicemail box.
  - [To announcement](#): Send calls to a pre-recorded announcement that will disconnect the call upon completing the announcement.
6. Configure the remaining settings that appear under the **Call routing** section. These settings will vary depending on which option you choose under **Send call**.
7. Click **Save**.

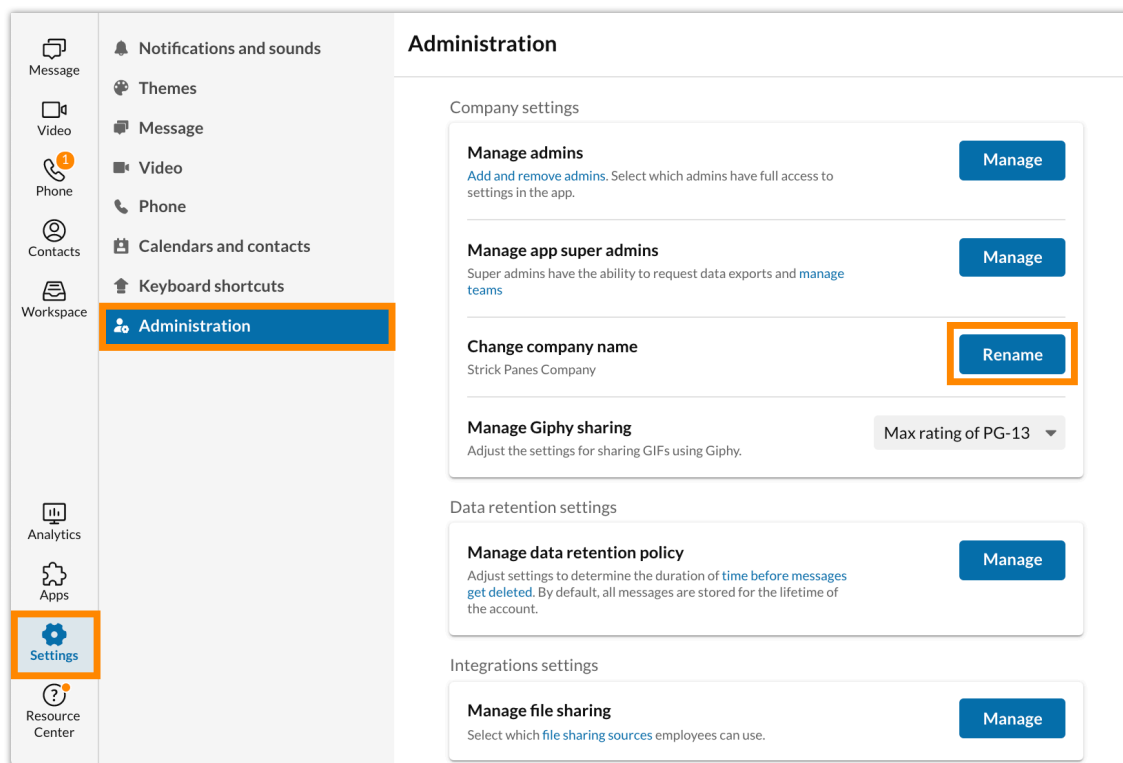
Note: If you set up a Business hours schedule, be sure to set your call handling rules for Closed hours too.

## Changing your company name in the RingCentral app

### Changing your company name

Your company name is always displayed in the top left corner of the RingCentral app. If you're a RingCentral app administrator, you will have the option to change your company name at any time in the desktop and web app. To change your company name, follow these steps:

1. Navigate to **Settings** via the side menu bar.



2. Select the **Administration** tab from the left pane.
3. Under the **Company settings** section, select the **Rename** button at the far right of the **Change company name** setting.
4. Make any necessary name changes via the **Company name** field.
5. Click the **Save** button to save your changes.

Once you've made those changes, this name change will reflect in the app for all your RingCentral company account users.

## Managing your external guest settings

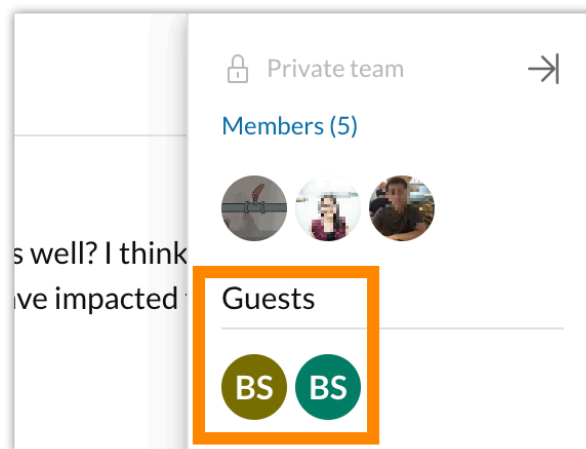
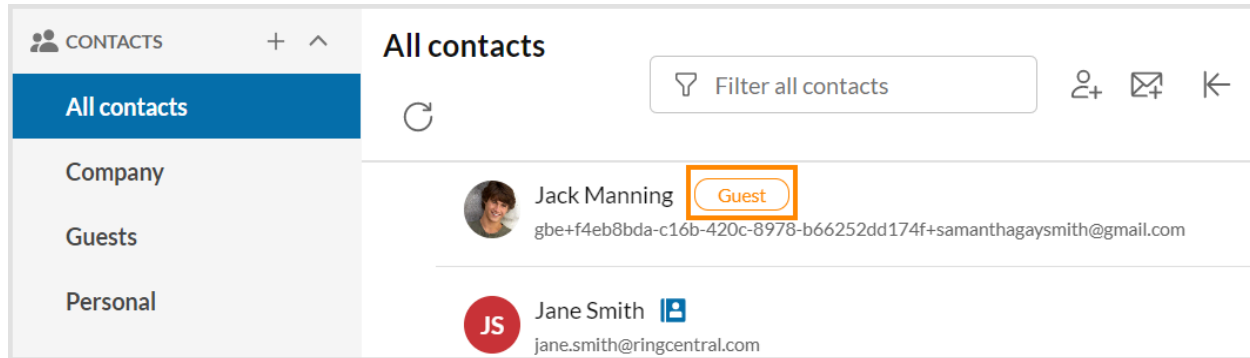
As an admin, the RingCentral app's external guest settings will enable you to decide who you want your users to communicate with externally. This is by enabling or disabling messages from external guests, and allowing or blocking external guest domain and webmail accounts.

### About external guests

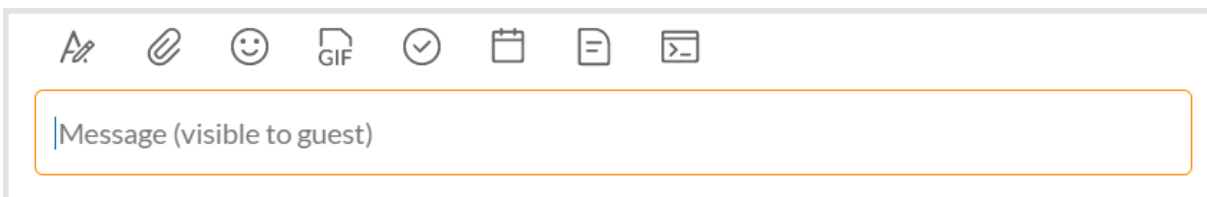
Guests are users who don't work at your company. The RingCentral app guest experience comes in two varieties:

- Guests whom you and your co-workers invite to a team conversation
- External users who invite you and your co-workers to a team on their company account

Guests are indicated with a guest pill in your Contacts list, and they're added once they're invited to create a RingCentral account. In a conversation, there's a guest section on the right pane where you can see members of that conversation who are invited as guests.

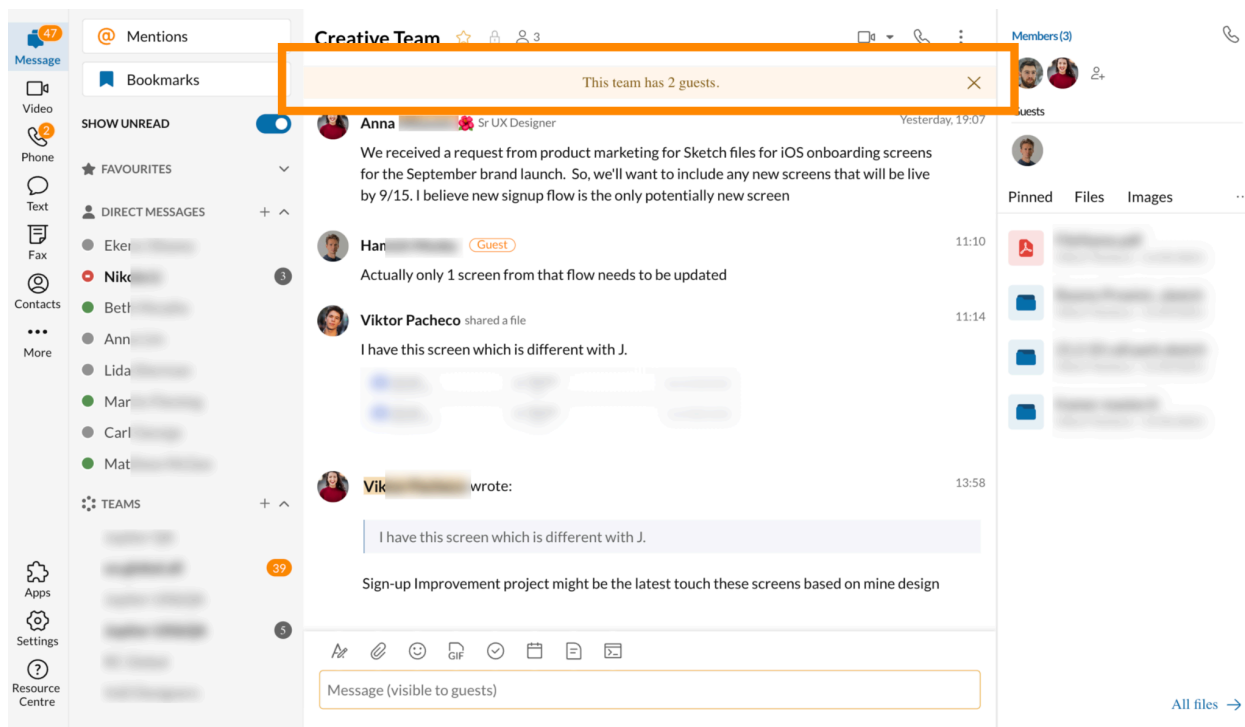


In a message thread with guests, you will see ghost text indicating that there are guests in the conversation. The ghost text disappears after you type in the field.



- In a direct message, group conversation, or teams with one guest, the ghost text is Message (visible to guest).
- In a group conversation or teams with more than one guest, the ghost text is Message (visible to guests).
- If you're a guest in a conversation, the ghost text says Message (visible to external user) or Message (visible external users).

When a guest or several guests are members of a conversation, it will be indicated by a guest banner at the top of the conversation or team. Note that clicking the x close button on the guest banner will close it permanently.



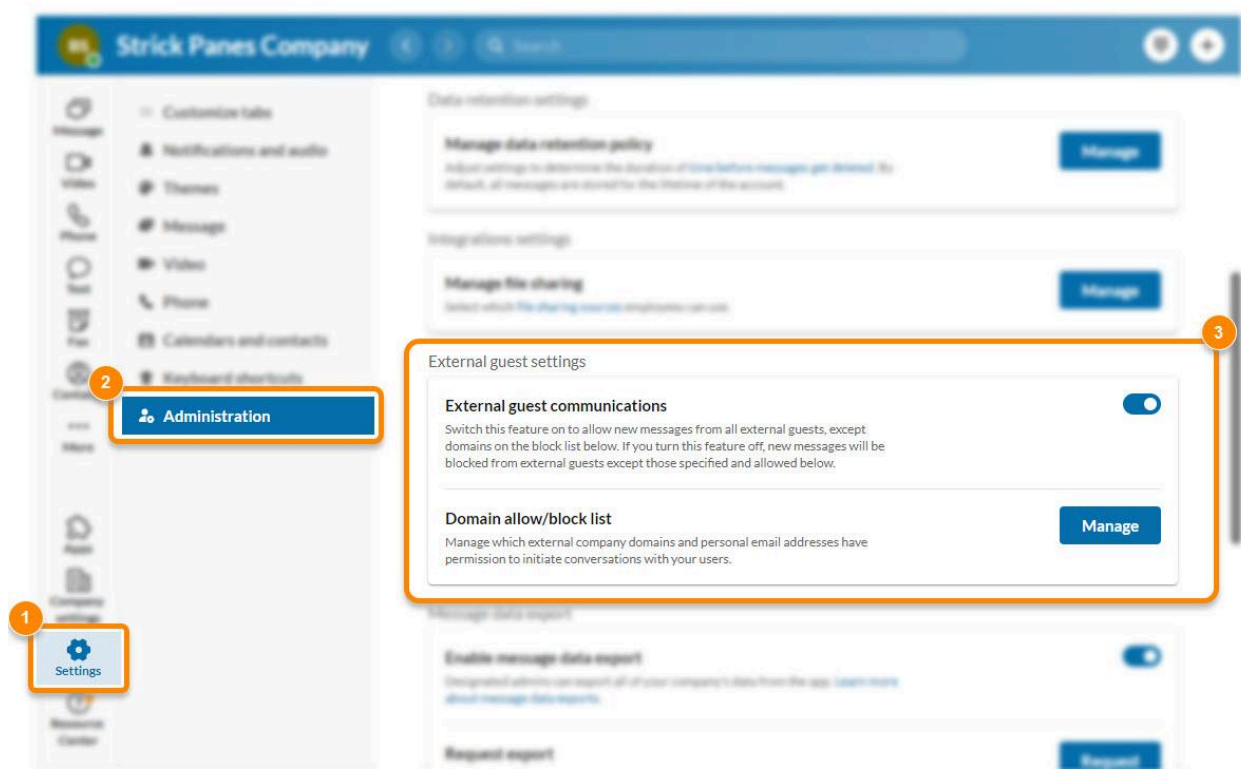
External guest settings allow RingCentral app admins to:

- allow or block new messages from external guests.
- manage the external company domains and personal email addresses that are allowed to initiate conversations with company users.

The **External guest communications** toggle lets you decide if you want to continue accepting external guests. Changing this toggle doesn't affect the allow or block status of domains and webmail accounts already on the list. This means that if you turn this toggle off, guests on the allow list can still communicate with your users.

Note: Admins can change the allow or block status of domains and webmail accounts added to the list even when the **External guest communications** toggle is turned off.

To manage your domain/allow block list, navigate to **Settings > Administration**, and then click **Manage** at the far right of **Domain allow/block list**.



## Configuring external guest communications

1. Go to **Settings** via the left navigation bar.
2. Click the **Administration** tab in the left pane.
3. Under **External guest settings**, toggle the **External guest communications** setting on or off to control whether guests are allowed to start conversations with their coworkers.

## Adding domain or email addresses to allow or block

1. Navigate to **Settings** via the left navigation bar.
2. Click the **Administration** tab in the left pane.
3. Under **External guest settings**, click **Manage** at the far right of **Domain allow/block list**.
4. Click **Add New**.

### Domain allow/block list

Add, allow, or block company domains and personal email addresses.

ddadas@qq.com	Allow ▼
di4ns.ru	Allow ▼
dins-ck-1124535468515555.ru	Block ▼
dsadsa@qq.com	Allow ▼
dsfsdf.sdfdsaf	Allow ▼
fghfnfdgdgf.sfg	Allow ▼
flora.tianfjdkfjksd@fsdfsd.com	Allow ▼

Add new

Done

5. Enter the domain or email address in the field provided.
6. Select whether to *Block* or *Allow* the domain or email address.

## Add new domain or email address

Domain or email

email@example123asdfghjkl@emailexamplezxcvb.com 

Status

Block

Allow

Cancel

Add

7. Click **Add**, then click **Done**.

The allow/block list displays external guest domains and email addresses in alphabetical order. An email address for webmail accounts (@gmail.com, @outlook.com, etc.) will show one account, but that account could have multiple users.

Domains and email addresses without RingCentral accounts can't be added.

## Allowing or blocking domain or email addresses

Once you've added a domain or email address to the list, you can opt to change whether you want to allow or block it.

1. Navigate to **Settings** via the left navigation bar.
2. Click the **Administration** tab in the left pane.
3. Under **External guest settings**, click **Manage** at the far right of **Domain allow/block list**.
4. Find the domain or email address by using the search function at the top or browsing the list.
5. Select *Block* or *Allow* at the far right of the domain or email address.
6. Click **Done**.

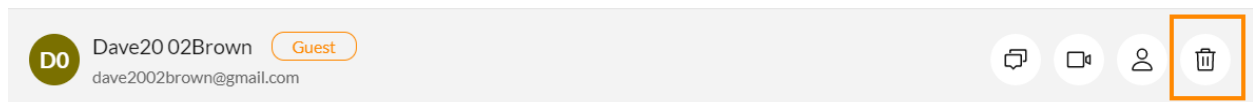
**Note:** Changing the allow or block status of a domain or webmail account is not instantaneous. Depending on the account, it may take a few minutes up to an hour. Once the admin changes the status, they can leave the Administration settings page and check back later.

## Blocking guests

Guests are users who do not work at your company but have been invited to collaborate in your RingCentral app company account. These users can also include those whose email addresses do not share your company's private domain.

You can block guest users from the Contacts page:

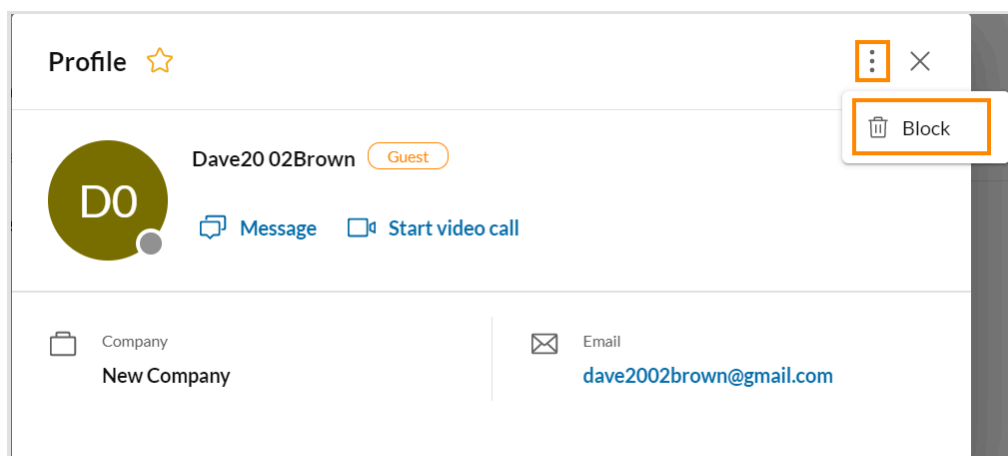
1. Go to **Contacts** from the left navigation bar.
2. Click **Guests** on the left pane.
3. Search for the guest that you'd like to block or browse through the list of your guest contacts.
4. Hover over the guest user and click on the **Block** trash can icon at far right. Note that you may have to click the **More** icon before clicking **Block**.



5. Click **Block**.

You can also block guest users from their profiles:

1. Click on the profile photo of the guest anywhere you see it within your RingCentral account, then click **Profile**.
2. Click the **More** icon on the upper right, then click **Block**.



3. Click **Block**.



## Managing file sharing in the RingCentral app

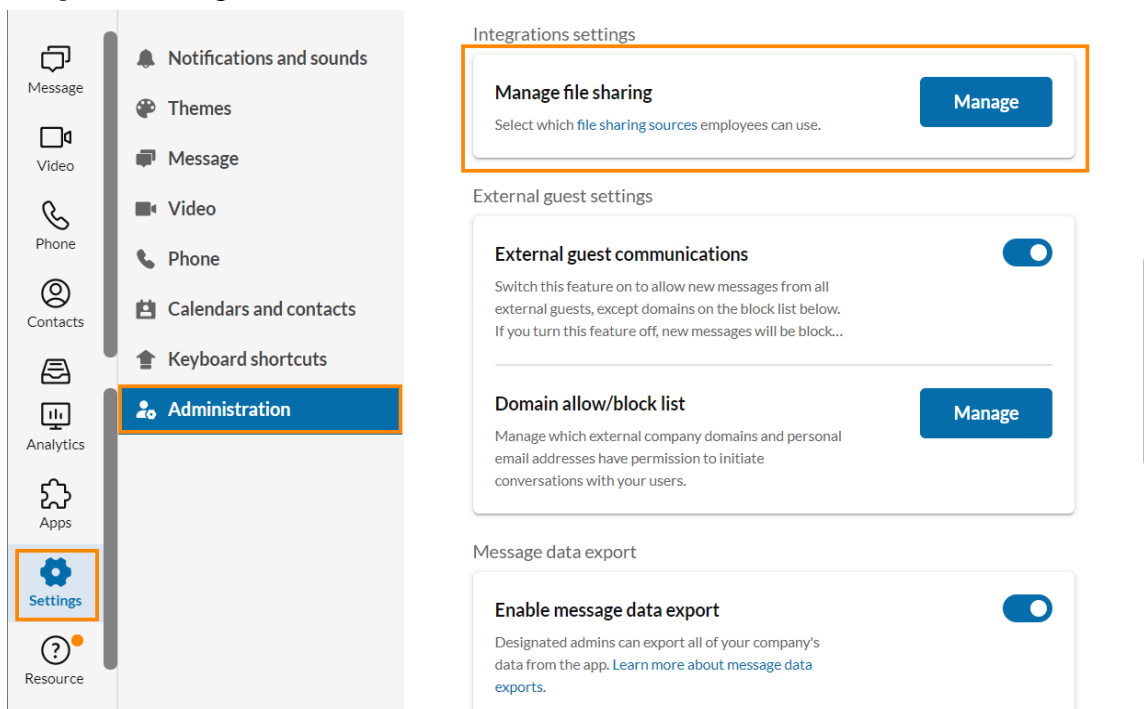
### About managing file sharing

Administrators in your RingCentral company account can manage the type of file sources they'd like all RingCentral app users to share, including whether they want to shut off file sharing entirely or only limit sharing to certain services. If file sharing is limited to certain services, only those sources will appear wherever file sharing is available in the RingCentral app.

### Managing file sharing

To manage file sharing, follow these steps:

1. Navigate to **Settings** via the side menu bar.



2. Select the **Administrations** tab from the left pane
3. Under the **Integrations settings** section, select the **Manage** button at the far right of the **Manage file sharing** setting.

## Manage file sharing

Adjust user access for different [file sharing sources](#). If the box is unchecked, users will no longer be able to see and share from the unchecked file sharing source.

Upload from computer/mobile	<input checked="" type="checkbox"/>
Google Drive	<input checked="" type="checkbox"/>
OneDrive/SharePoint	<input checked="" type="checkbox"/>
Dropbox	<input checked="" type="checkbox"/>

CancelSave

4. In the **Manage file sharing**, check or uncheck the box next to each service you'd like to enable or disable.
5. Click the **Save** button to finish saving your changes.

## File sharing sources

When you're managing file-sharing sources, you will have the option to enable or disable the following sources:

- **Upload from computer/mobile:** Check or uncheck this box to enable/disable file sharing via computer or mobile local files
- **Google Drive:** Check or uncheck this box to enable/disable file sharing via Google Drive
- **OneDrive/SharePoint:** Enable/disable file sharing via OneDrive and SharePoint.
- **Dropbox:** Enable/disable file sharing via Dropbox.