# Google Auto User Provisioning



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## Introduction

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 user perspective, they will see their auto-provisioned G Suite colleagues in RingCentral Apps and can call or message them. This document shows the steps required to enable Google Auto User Provisioning (Google Cloud Directory) in your RingCentral account.

**NOTE:** You will need to call **RingCentral Customer Support** first to enable this feature in your RingCentral account.

## Enabling the Google Cloud Directory

Step 1:

Login to Your RingCentral Online Account.

Step 2:

Go to Tools and select Directory Integration (Figure 1)

#### **RingCentral** Admin Portal 🔻 Ø John | (857) Get Help | Log Out S õ. F Phone System Users Reports -Call Log Billing Tools 👻 Meetings Archiver **Company Shortcuts** Company Info Appearance Session Timeout Hot Desk Session Timeout Phone Numbers Single Sign-on 411 " ID Directory Integration HIPAA Conduit Setting Q Edit Company Change Company Greeting Set Company Publish Company Info to Directory Auto-Receptionist Business Hours Caller ID Assistance Æ 9 Group(s) How do I... 5 Other(s) Change what callers hear 3:49 Change what callers hear Set up call forwarding 2:39 Phones & Devices Change company voicemail 1:33 Set up notification for calls, voicemails, 1:22 and faxes Use call queues 2:16 **RingCentral** Get more help 1:34 3:49 Change what callers hear 91725 views Watch video

#### Step 3:

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

<b>RingCentra</b>	ľ					Admin Portal 👻	<ul> <li>Installing* _000; 7m</li> </ul>	100 fat 10	Get He	ip   Log Out
Phone System	Users	Reports	Call Log	Billing	Tools 🔻			°°	. &	F

Directory Integration Directory Integration lets you automatically provision users from your corporate directory into RingCentral. Select your corporate directory provider to import users from.
Select Directory Provider ()         Google Cloud Directory         Active Directory
Google Cloud Directory lets you automatically provision users from G Suite user directory into RingCentral. If you are a G Suite customer you can select this option to import and synchronize G Suite users into RingCentral.
Google Cloud Directory Setup
Step 1: For your Google Cloud Directory to provision correctly, all email addresses should be unique within your account. Please verify there are no duplicates to continue.  Enable Google Cloud Directory
Step2: Now enable RingCentral Office Application in your Google G Suite Admin console and provision users.



#### Step 4:

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

<b>RingCentral</b>		Admin Portal V Get Help   Log Out
Phone System Users Reports	Call Log Billing Tools -	.°. 🕓 🗊
Directory Integration	Confirmation	×
Directory Integration lets you automatica	Are you sure you want to use Google Cloud Directory as provider?	your Directory
Select Directory Provider () Google Cloud Directory Active	After enabling Google Cloud Directory, you will only be al directory configuration by calling <b>customer support</b> .	ble to change
Google Cloud Directory lets you automato import and synchronize G Suite user	Cance	Confirm lite customer you can select this option
Learn more >		
Google Cloud Directory Setup		
Step 1: For your Google Cloud Directory continue.	to provision correctly, all email addresses should be unique	e within your account. Please verify there are no duplicates to
Enable Google Cloud Directory		
Step2: Now enable RingCentral Office A	pplication in your Google G Suite Admin console and provi	sion users.

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:

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

RingCentra	ľ					Admin	Portal 👻 🥑 🛛	100 M		Get Help   L	Log O
Phone System	Users	Reports	Call Log	Billing	Tools •				ංරී	S	F
Direc	ctory Integrat	tion lets you automatio	cally provision use	ers from your cor	porate directory	nto RingCentral. Sel	ect your corporate	directory provider to ir	mport users fron	n.	
Sele • G	ct Directory Pr	rovider (i) rectory Activ	ve Directory								
Goog to im Lear	gle Cloud Direct port and synchr	tory lets you autor ronize G Suite use	natically provision ers into RingCentr	users from G S al.	uite user director	y into RingCentral. If	you are a G Suite	customer you can sele	ect this option		
Goo	ogle Cloud [	Directory Setu	р								
Step conti	1: For your Go nue.	ogle Cloud Direct	ory to provision co	prrectly, all email	addresses shou	ld be unique within y	our account. Pleas	e verify there are no d	luplicates to		
Go St	ogle Cloud Dire	oogle Cloud Direc	tory is Enabled. N	o duplicates em	ail found.						
Step	2: Now enable	RingCentral Office	e Application in yo	our Google G Su	ite Admin consol	e and provision users	5.				
					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 Sute Account.

#### Step 2:

Go to Apps. (Figure 5)



#### Step 3:

Select SAML apps. (Figure 6)



Figure 6

#### Step 4:

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

	Google Admin Q Search for users, groups, and settings (e.g. migrate emails)				S
App	SAML Apps		Ŧ	?	0 0 0
	Services	Status 🔺			
1	RC SSO test app RC SSO test app	On for everyone			
1	Slack (Provisioning Available) Slack	On for everyone			0 0 0
1	Amazon Web Services AWS Application	Off			0 0 0
() ()	My User App My User App	Off			0 0 0
			_	_	
			-		



Step 5:

Select RingCentral under Services. (Figure 8)

Step 1 Enable SSO for SAML Ap Select an service/App for which you w	plication	×
Services	Provisioning supported	
Pagerduty		>
Panorama9		>
RingCentral Office	~	>
Salesforce	1	>
Salesforce Sandbox	~	>
Service Now		>
SETUP MY OWN CUSTOM APP		



Step 6:

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

Step 2 of 5 Google IdP Info Choose from either optic	x rmation
config for the service pro	wider. Learn more
Option 1	
SSO URL	https://accounts.google.com/o/saml2/idp?idpid=C03jjmeho
Entity ID	https://accounts.google.com/o/saml2?idpid=C03jjmeho
Certificate	1 DOWNLOAD
	OR
Option 2	
IDP metadata	4 DOWNLOAD
PREVIOUS	CANCEL NEXT

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)





#### Step 8:

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

ACS URL *	https://sso.services.box.	net/sp/ACS	S.saml2	
Entity ID *	box.net			
Start URL	(your-box-subdomain).bo	x.com		
Signed Response	U.			
Name ID	Basic Information	-	Primary Email	12
Name ID Format	UNSPECIFIED	*		

#### 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?

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.

Step 9:

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

Step 5 of 5 × Attribute Mapping Provide mappings between service provider attributes to available user profile fields.				
email	Basic Information v	Primary Email 👻		
ADD NEW MAPPING				
PREVIOUS		CANCEL FINISH		

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)

≡ Google Admin	Q Search for users, groups, and settings (e.g. create user)				s
Apps > SAML Apps >	Settings for Amazon Web Services	Z	Û.	0	:
	<image/> <section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	CN for everyone CFF CN for some organizations			

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.



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# G Suite Auto User Provisioning



## G Suite Auto User Provisioning

Step 1:

Select Apps. (Figure 14)

	Google Admin	Q Search for users, grou	ups, and settings (e.g. migrate	emails)			S
Adr	nin console					2 🏚 🕜	:
	Users Add, rename, and manage users Billing View charges and manage licenses	Company profileUpdate information about your companyUpdate information about your companyUpdate information bout your companyUpdate information 	Apps Manage apps and their settings	Groups         Groups and mailing lists         Oracle groups and mailing lists         Data migration         Data migration         Import email, calendar and contacts	Device management Secure corporate data on devices	Security Manage security features	<
			MORE	CONTROLS			

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. (Figure 16)

≡	Google Admin Q	Search for users, groups, and settings (e.g. reset password	d)
Apps	S > SAML Apps		
	Services	Status 🔺	
1	BlueJeans BlueJeans Application	On for everyone	0 0 0
1	RC SSO test app RC SSO test app	On for everyone	0 0
2	RingCentral Office RingCentral Cloud Communications	On for everyone	0 0 0
ĝ.	<b>My User App (Provisioning Available)</b> My User App	Off	0 0 0
		+	



Step 4:

Click on SET UP USER PROVISIONING. (Figure 17)

CN for everyone	tral Office				
Service Provider Details Set up basic service provider (SP) details like the ACS U	Service Provider Details Set up basic service provider (SP) details like the ACS URL, entity id and more				
Attribute Mapping Configure additional parameters that need to be sent to the service provider along with the authentication token					
∧ User Provisioning					
SET UP USER PROVISIONING	Usage information for last 30 days - Users created - Users suspended - Users deleted				



Step 5:

Toggle the switch and select the group that you would like to turn the RingCentral SAML app for. Click **Apply**. (Figure 18)

elect org:		Settings for ringdemo.com
ringdemo.com	Master setting	
		Master setting
		These changes may take up to 24 hours to propagate to all users.
		CANCEL APPLY



Step 6:

Click Authorize. (Figure 18)

Step 1 of 3 Authorize		×
Click on authorize to proceed to RingCentral Office. Po RingCentral Office you will be automatically redirected	st successful login and authorization on back to Admin Console. Learn more	
	CANCEL	ORIZE



#### Step 8:

Click Authorize. Review the Map attributes details and click Next. (Figure 21)

	Map attributes		÷
	Map King Central user attributes to o are mandatory. Learn more	corresponding Cloud Directory attributes. Attribute	rs marked with *
1	Ring Central attributes show all	Cloud Directory attributes	
I.	userName* Simp	Basic Information > Username	
-	name" familyName" brog givenName"	Basic Information - Family name Basic Information - Diven name	•
11.12	trong enails (Multivator) value* Imag	Contact Information + Email + Value	4
1			
9	PREVIOUS	CA	NCEL NEXT

Figure 21

NOTE: Do not change the Map attributes settings.

#### Step 7:

Enter your RingCentral login credentials. (Figure 20)

## **RingCentral**°

Sign In				
Direct, Fax or Main Number				
Extension (Optional)	i			
Password				
Remember me				
Sign In				
Forgot Password?				
Or Sign In With				
☑ Email G Google Single Sign-on				

Figure 20

Step 9:

Click Finish.

Step 10:

#### Click ACTIVATE PROVISIONING. (Figure 22)

RingCentra Other source organizations View the statist for each org	I Office	RingCent Color for some organization Version of the solution o	tral Office
Service Provider Details Set up basic service provider (SP) details like the ACS URL, en	tty d and more	Service Provider Details ther up basic service provider (DP) details like the ACS O	R <sub>1</sub> , with id and trons
Attribute Mapping Configure additional parameters that need to be sent to the o token	rvice provider along with the authentication	Attribute Mapping Configure additional parameters that need to be sent to token	the service provider along with the authentication
∧ User Provisioning		∽ User Provisioning	
Provisioning status: OFF	ACTIVATE PROVISIONING Provisioning will resurse on activation	Provisioning status: ON O	DEACTIVATE PROVISIONING
Usage information for last 30 days - Usars created - Users suspended - Users deleted	RE-AUTHORIZE APP EDIT ATTRIBUTE MAPPING EDIT PROVISIONING SCOPE EDIT DEPROVISIONING CONFIG	Summary of last 30 days 19 users created 10 users supended 9 users hand deleted 0 user failure	RE-AUTHORIZE APP EDIT ATTRIBUTE MAPPING EDIT PROVISIONING SCOPE EDIT OEPROVISIONING CONFIG
	DELETE PROVISIONING		DELETE PROVISIONING

Figure 22

Figure 23

You have successfully set up and activated the G Suite Auto Provisioning.

Changes may take up to 24 hours to propagate to all Users.

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.

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