

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)

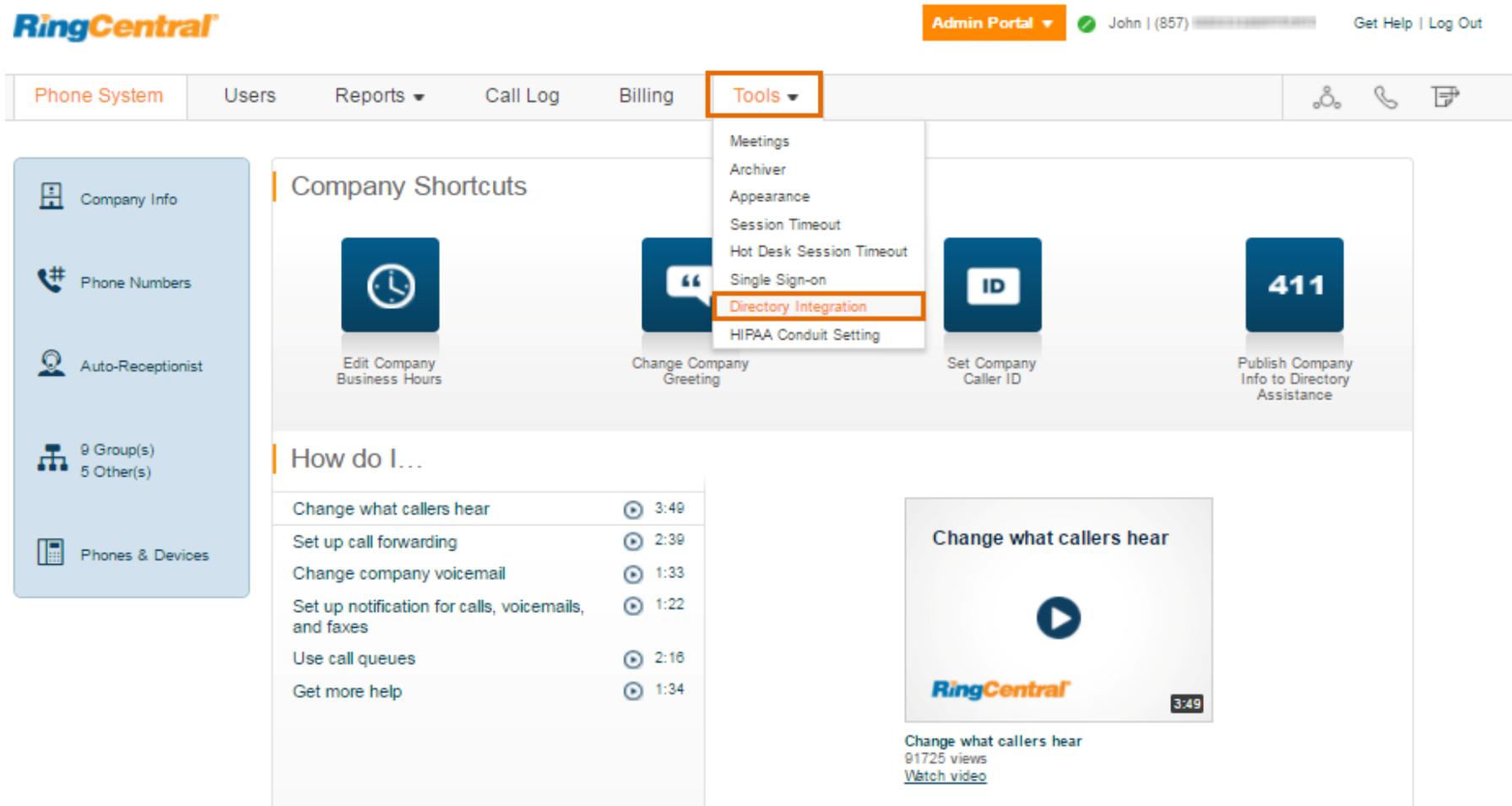


Figure 1

Step 3:

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

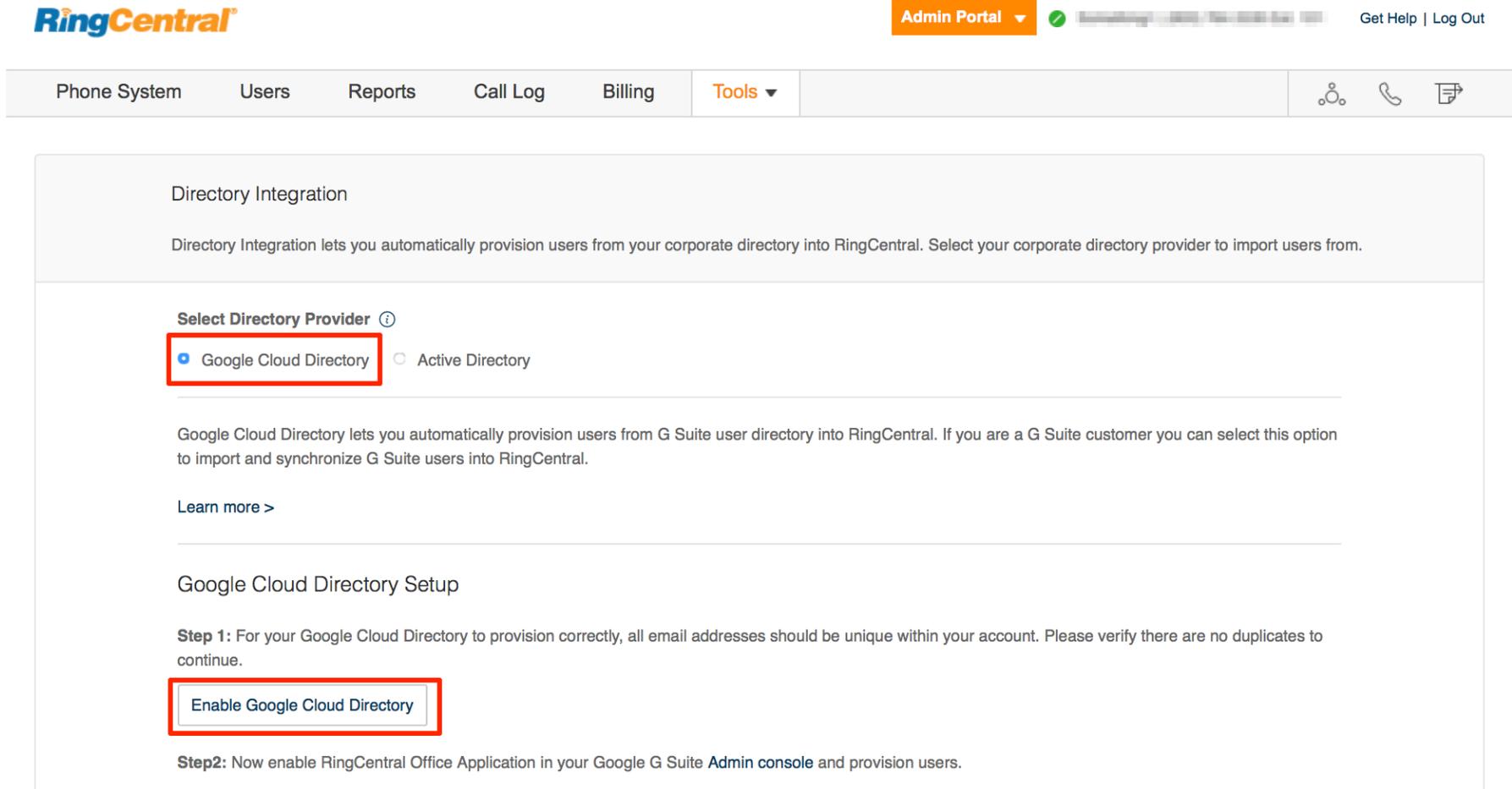


Figure 2

Step 4:

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

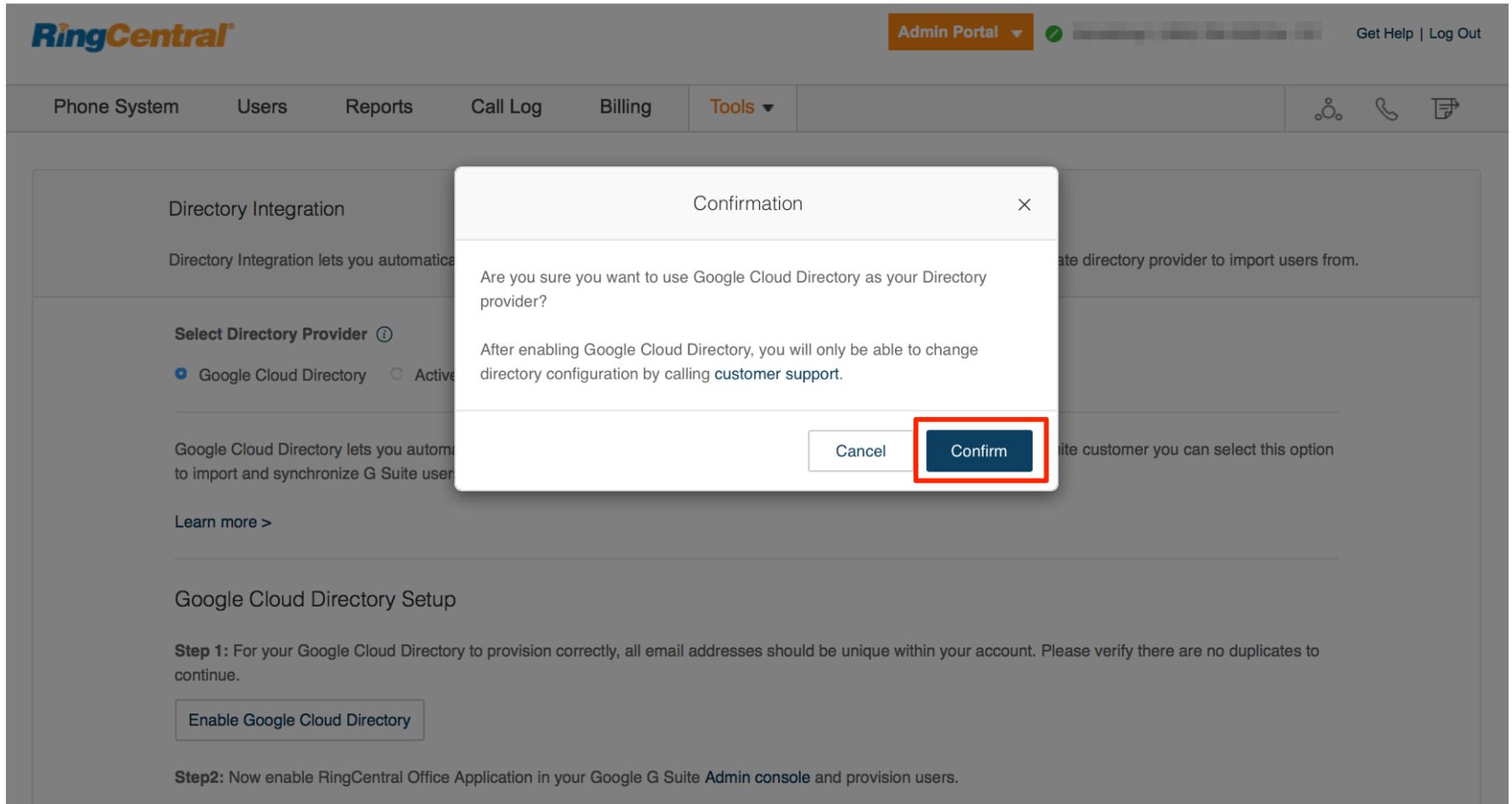


Figure 3

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:

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

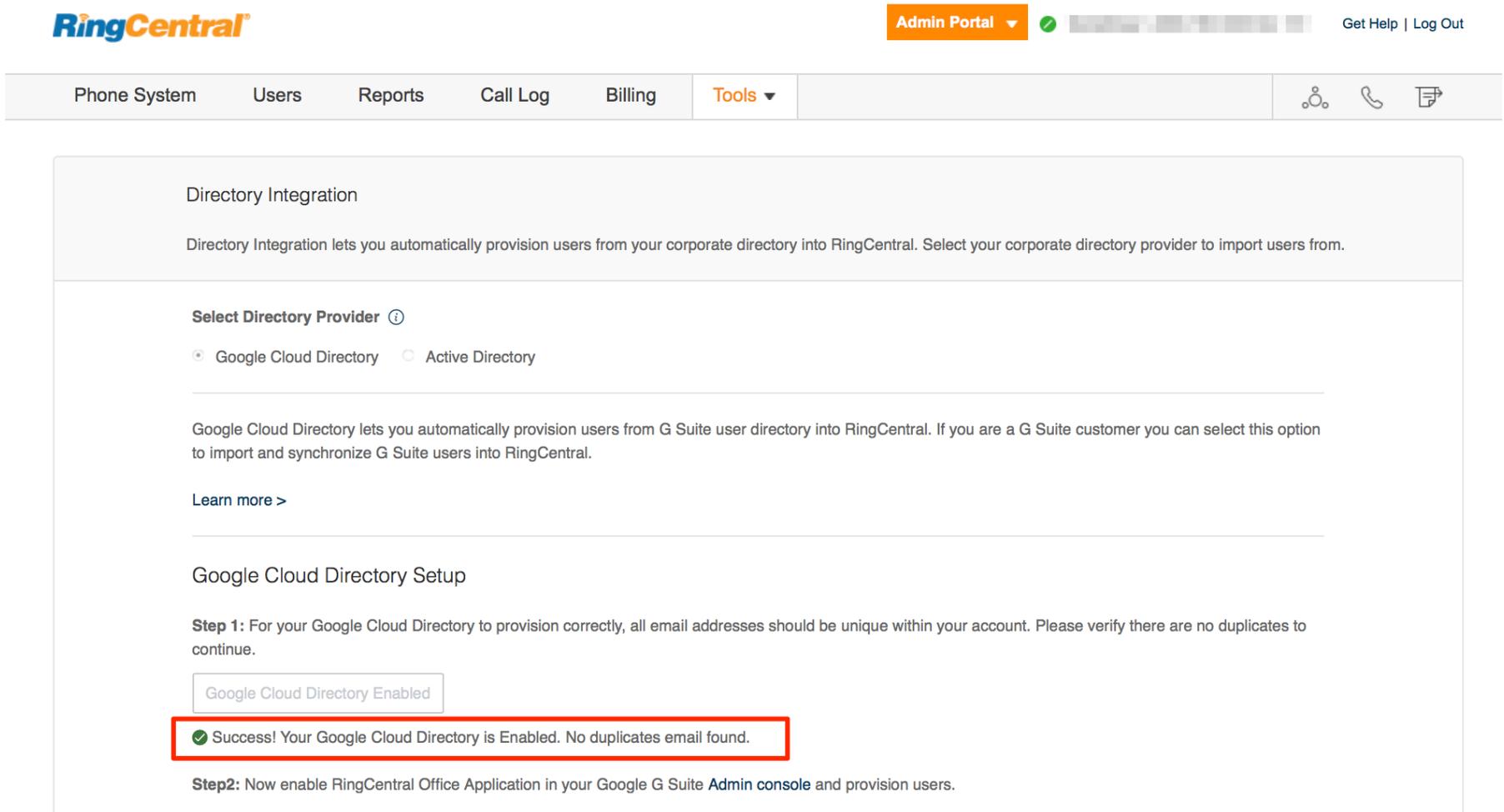


Figure 4

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)

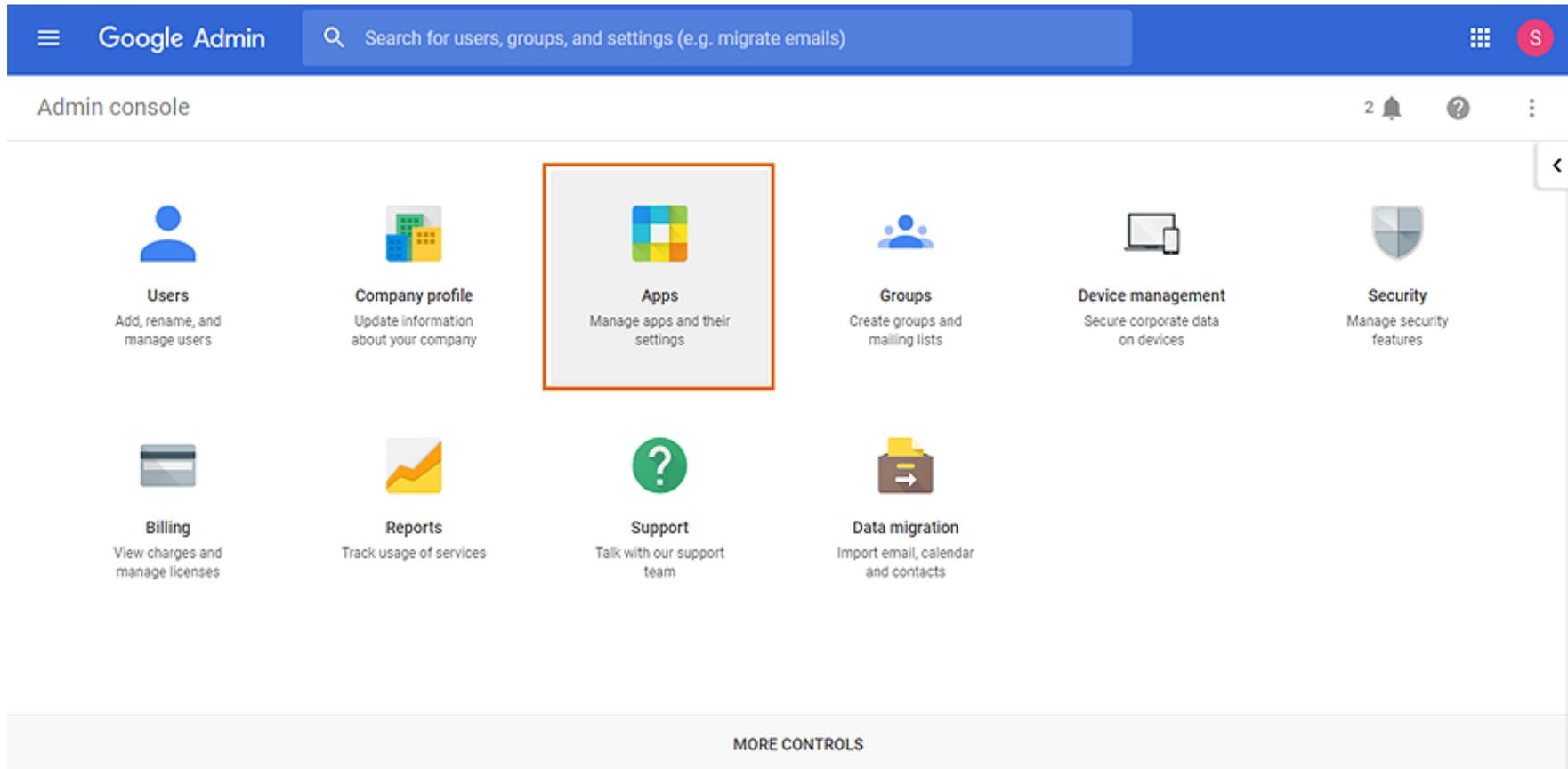


Figure 5

Step 3:

Select **SAML apps**. (Figure 6)

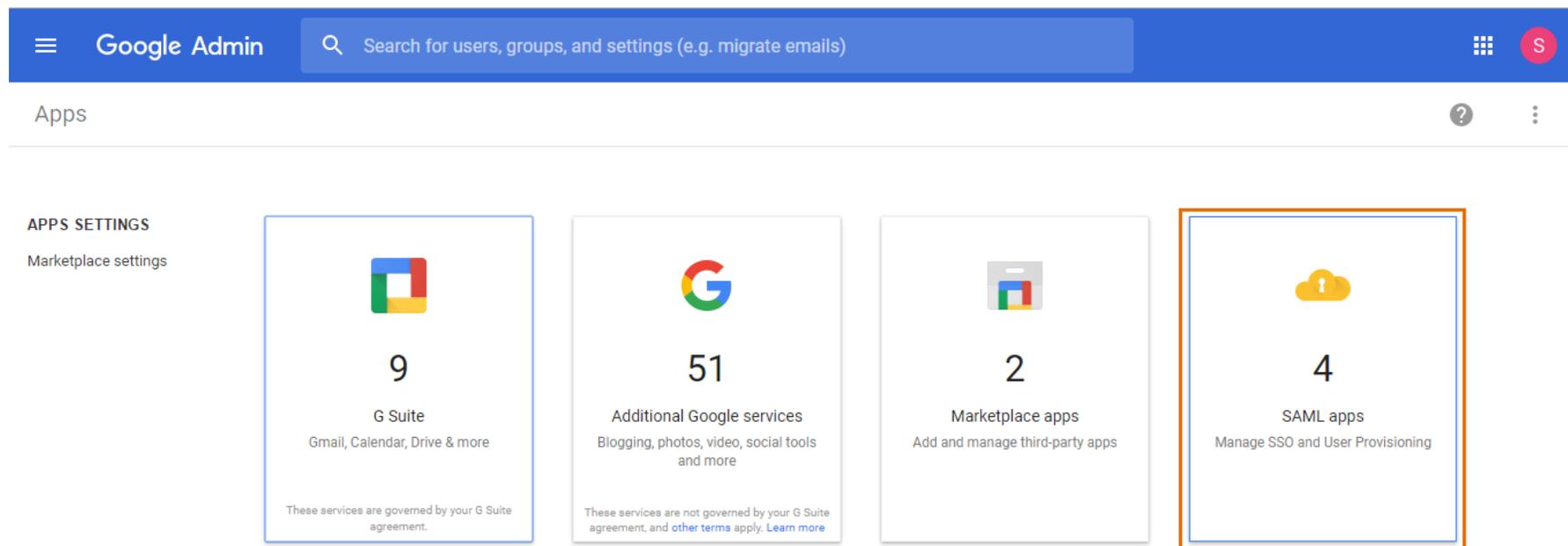


Figure 6

Step 4:

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

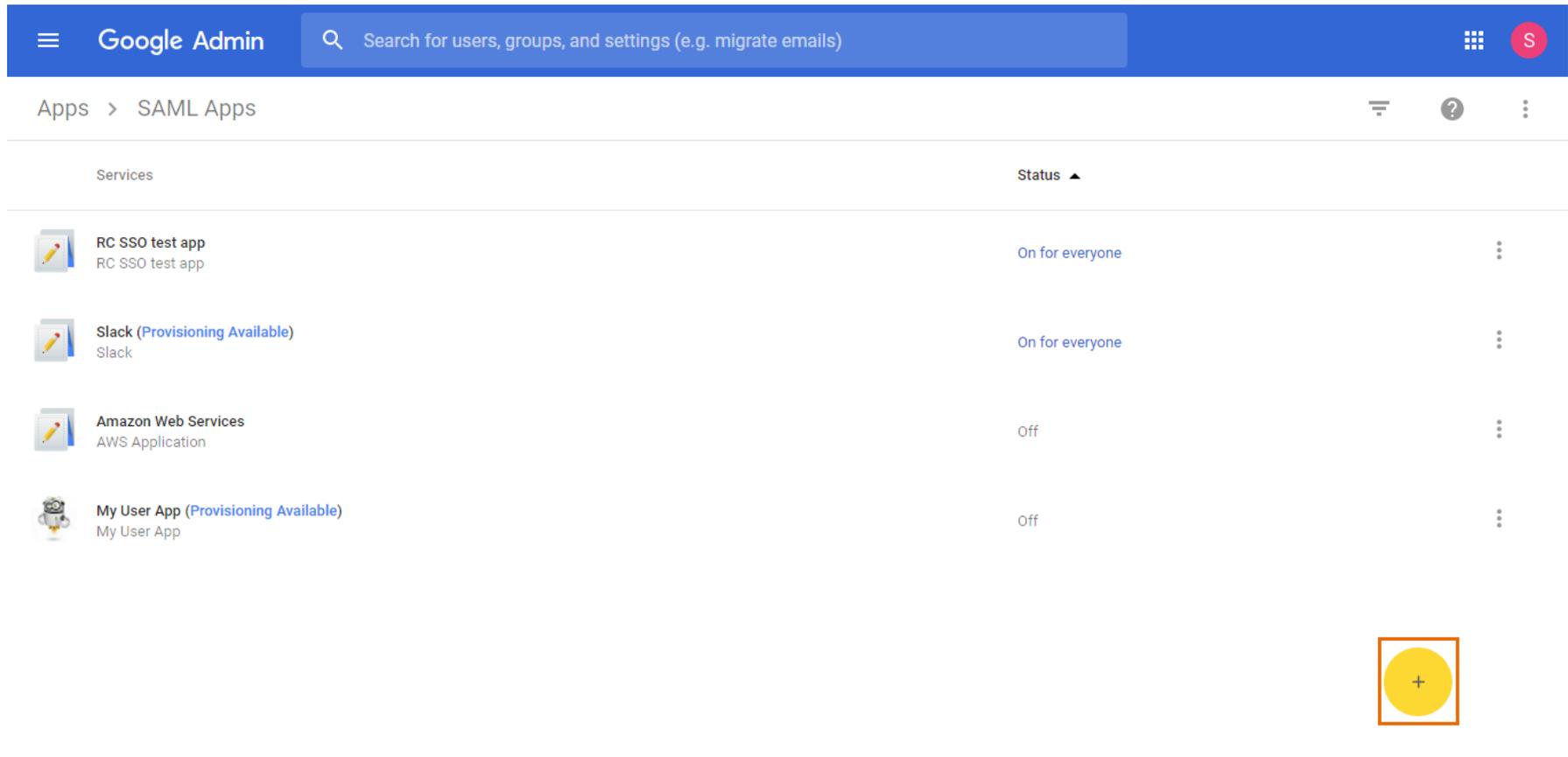


Figure 7

Step 5:

Select RingCentral under Services. (Figure 8)

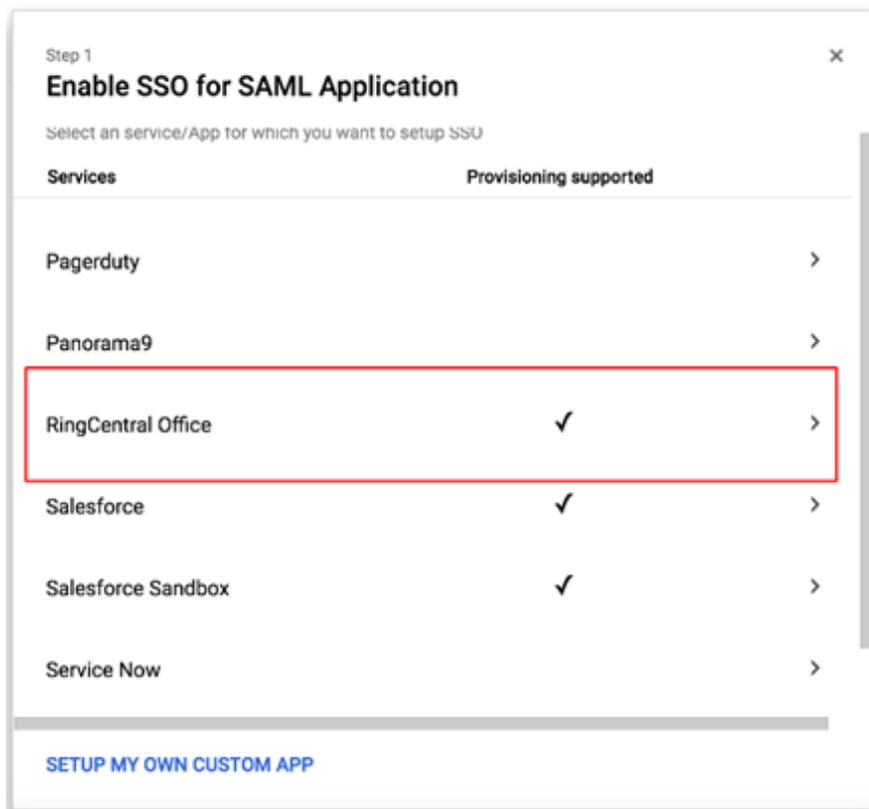


Figure 8

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)

Step 3 of 5

Basic information for RingCentral

Please provide the basic information needed to configure Box. This information will be viewed by end-users of the application. [Learn more](#)

Application Name * app-id: box

Description

Upload logo

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.

Figure 10

Step 8:

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

Step 4 of 5

Service Provider Details

Please provide service provider details to configure SSO for Box. The ACS url and Entity ID are mandatory. [Learn more](#)

ACS URL *	https://sso.services.box.net/sp/ACS.saml2
Entity ID *	box.net
Start URL	{your-box-subdomain}.box.com

Signed Response

Name ID Basic Information Primary Email

Name ID Format UNSPECIFIED

PREVIOUS CANCEL **NEXT**

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)

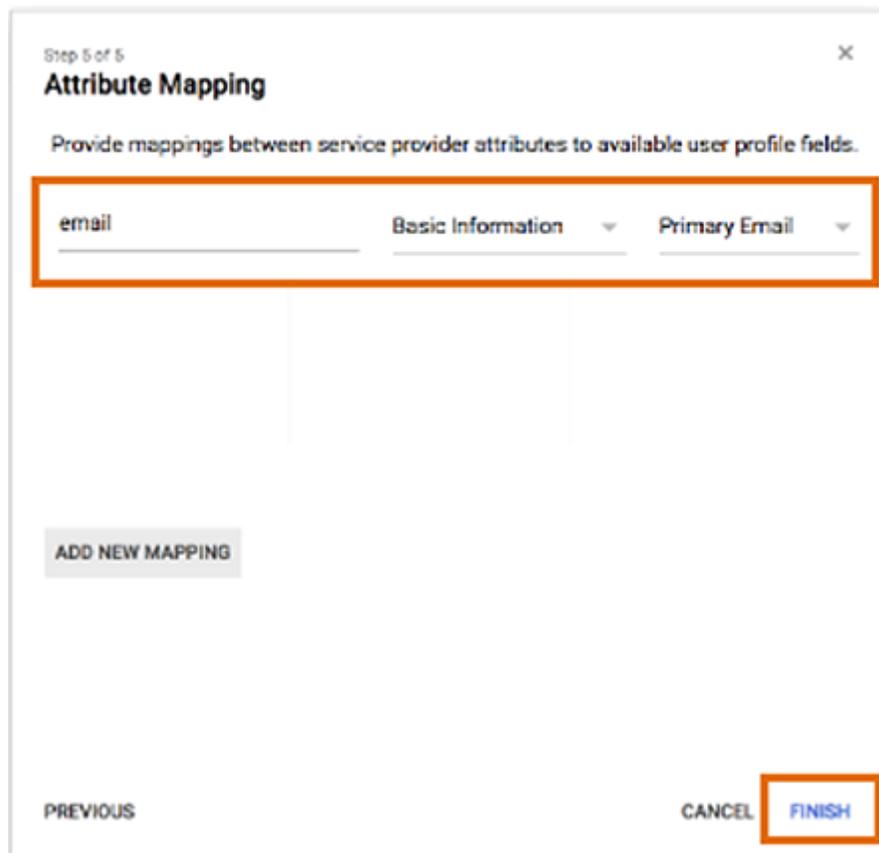


Figure 12

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)

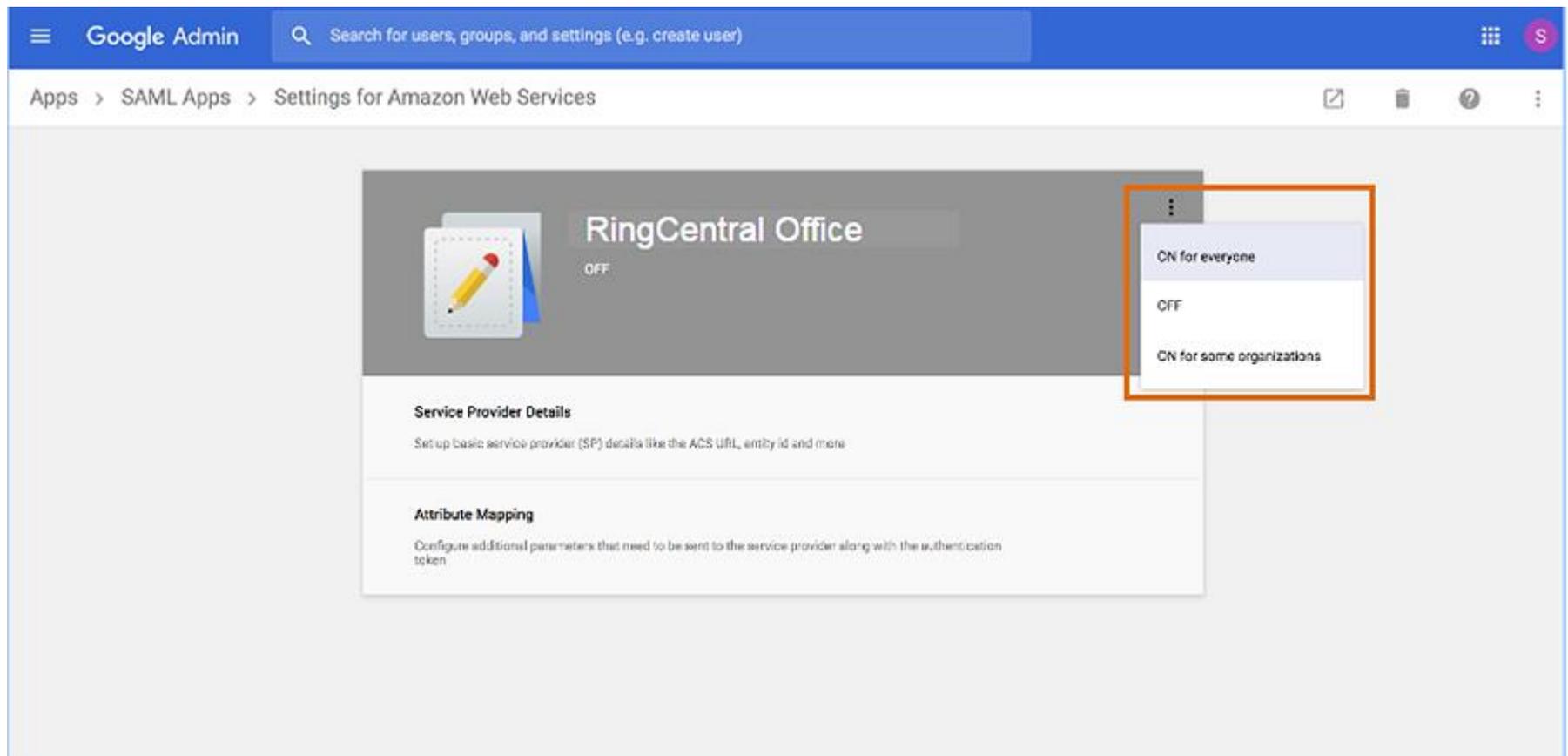


Figure 13

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)

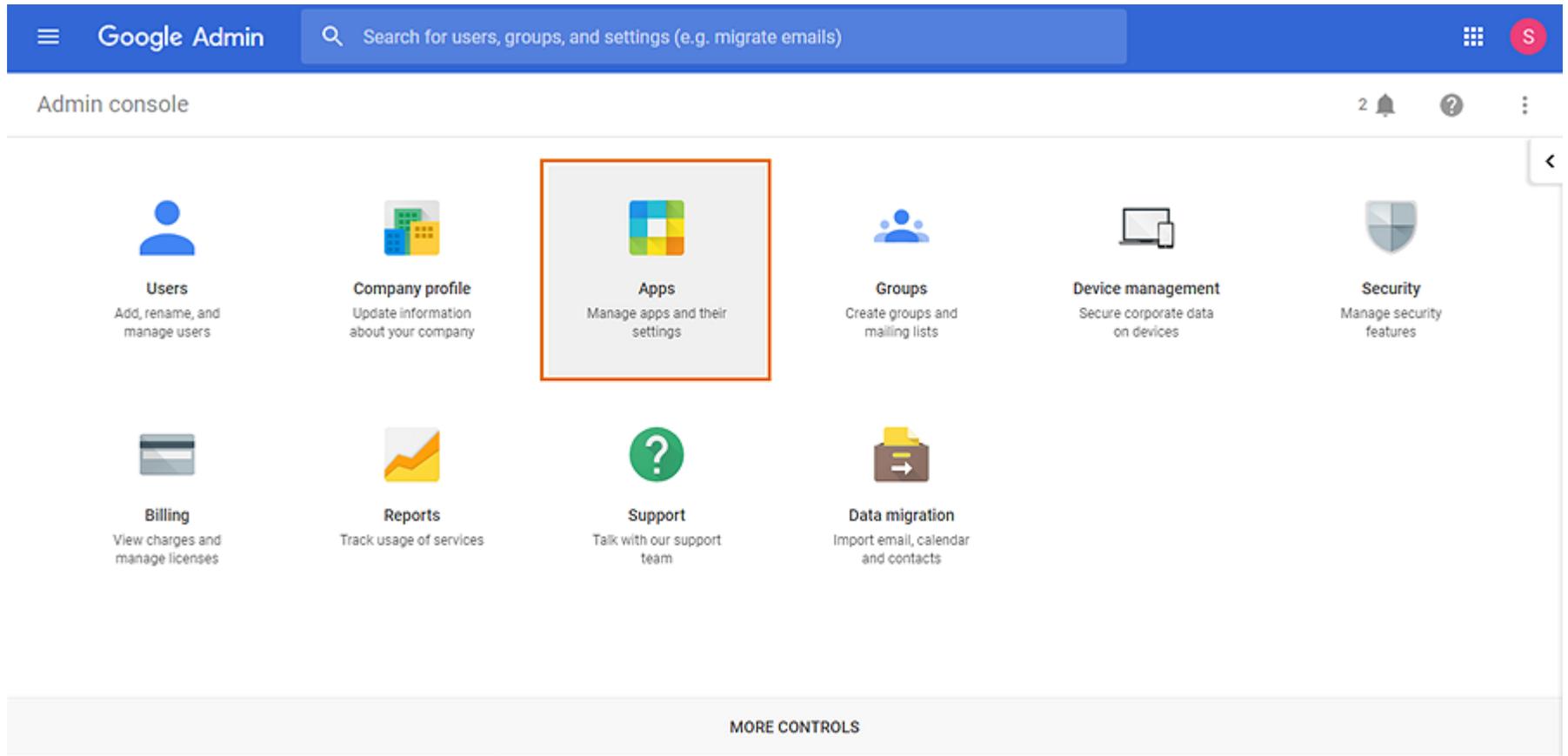


Figure 14

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)

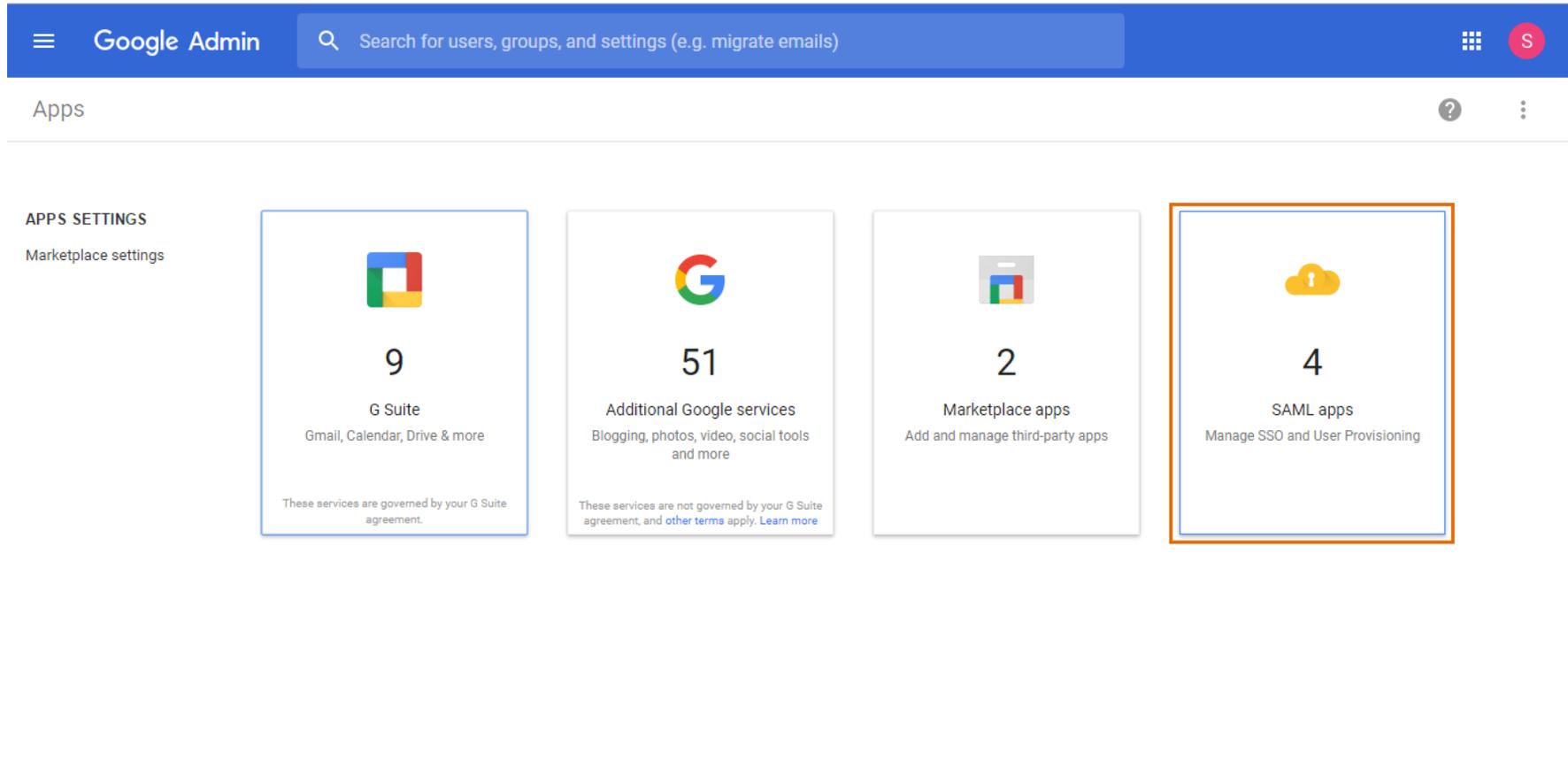


Figure 15

Step 3:

Select **RingCentral** under the list of **SAML apps**. (Figure 16)

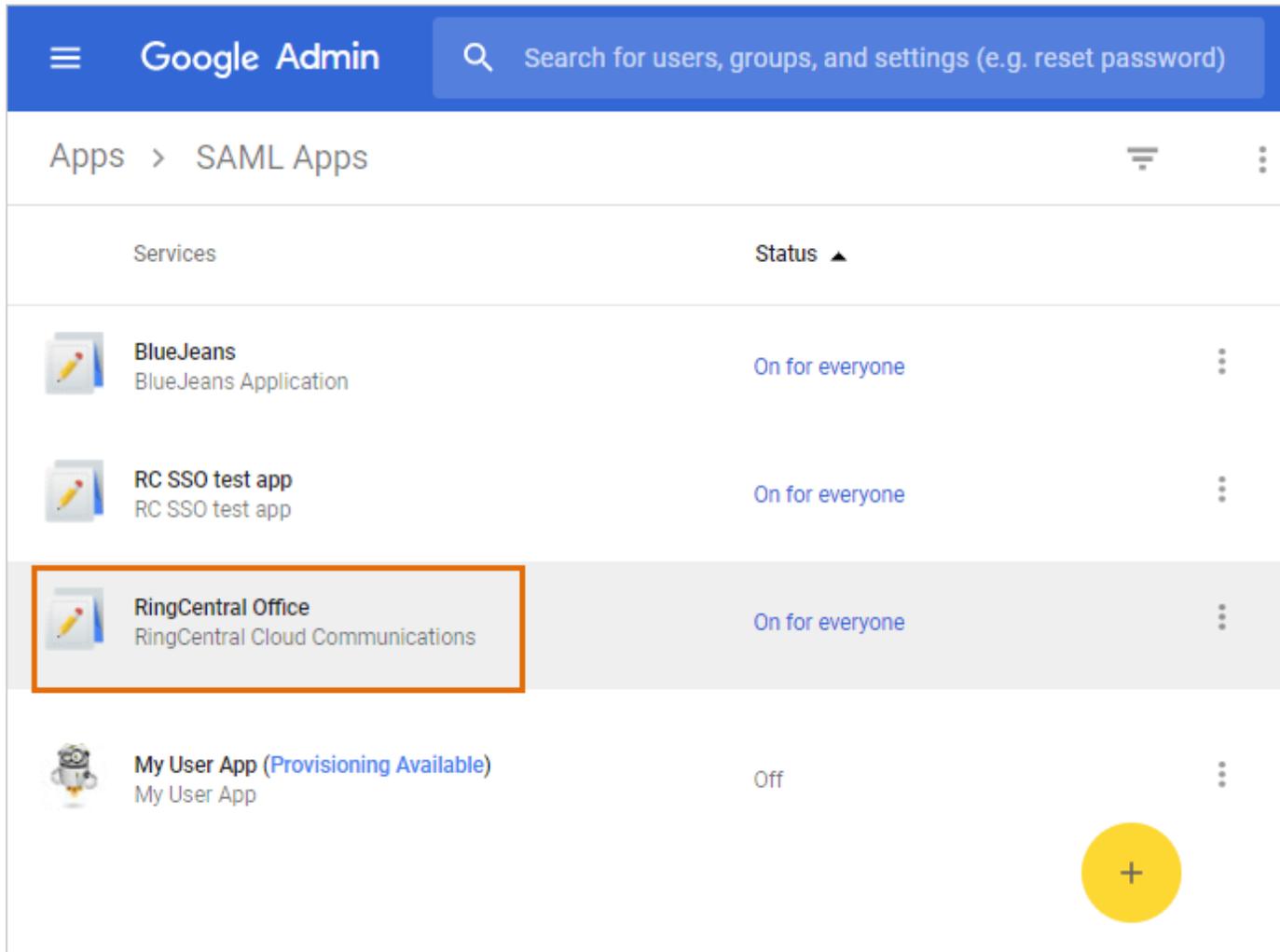


Figure 16

Step 4:

Click on **SET UP USER PROVISIONING**. (Figure 17)

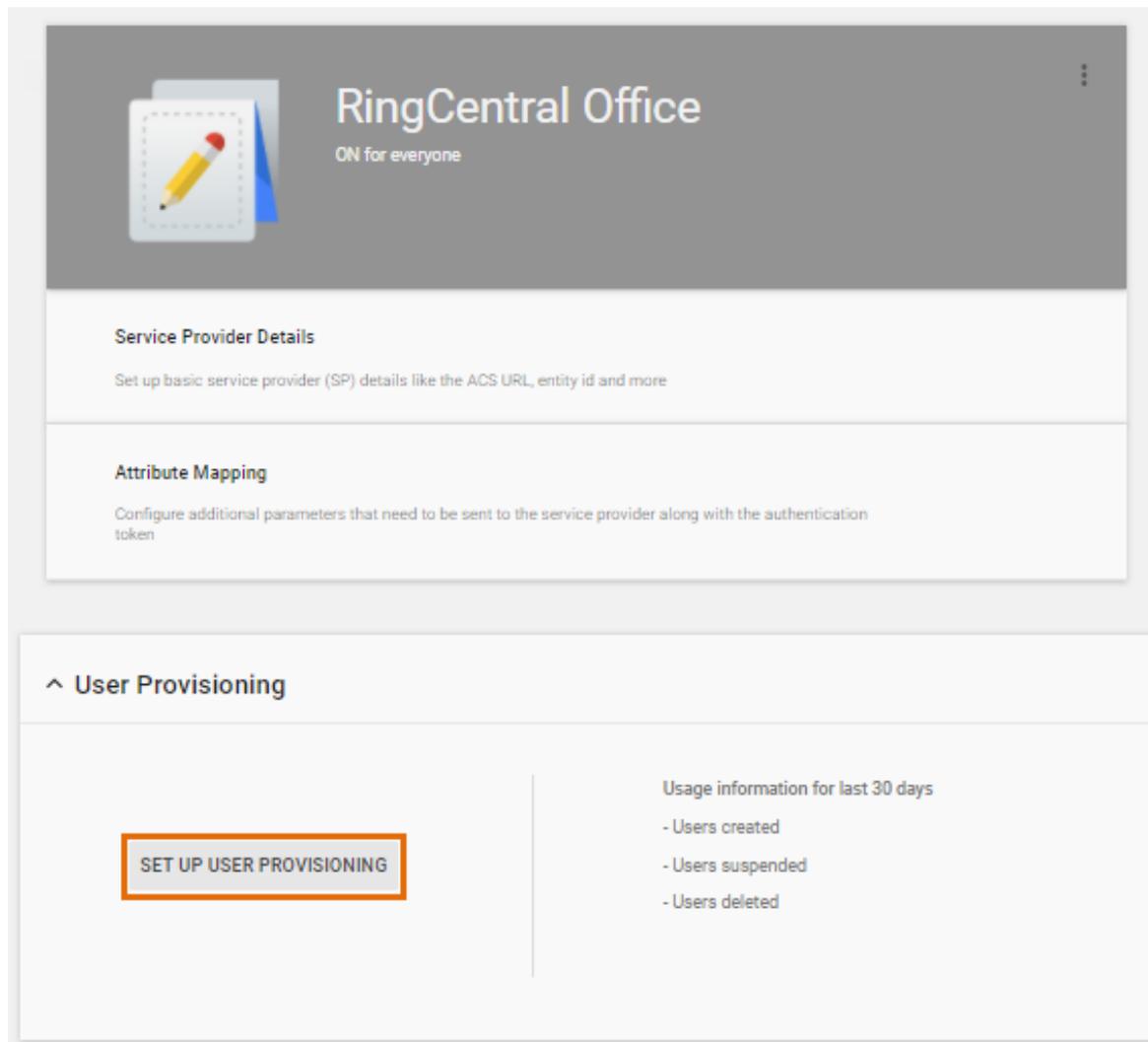


Figure 17

Step 5:

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

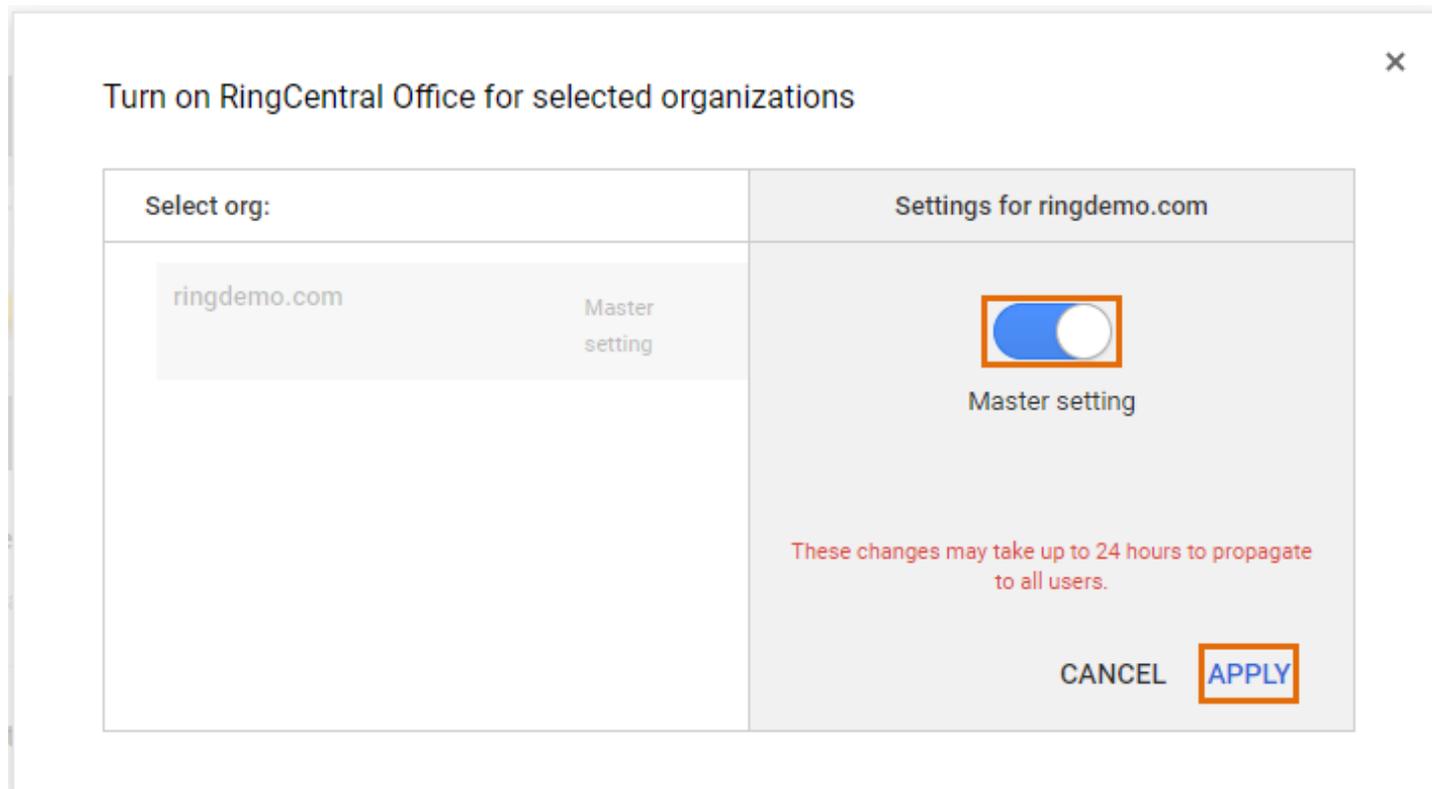


Figure 18

Step 6:

Click **Authorize**. (Figure 18)

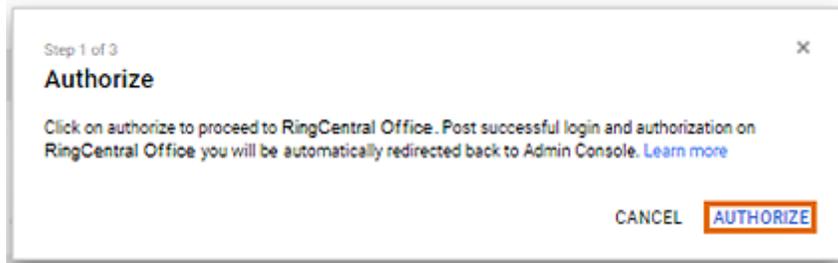


Figure 19

Step 8:

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

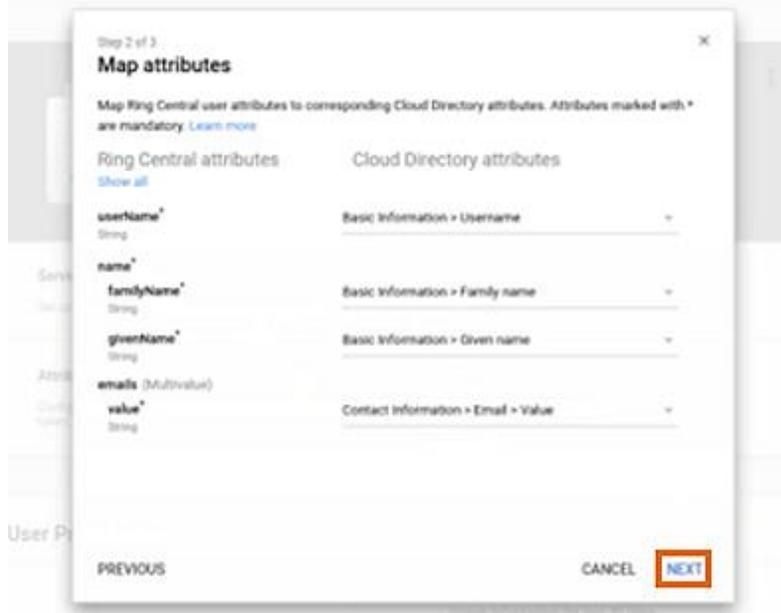


Figure 21

NOTE: Do not change the Map attributes settings.

Step 7:

Enter your RingCentral login credentials. (Figure 20)

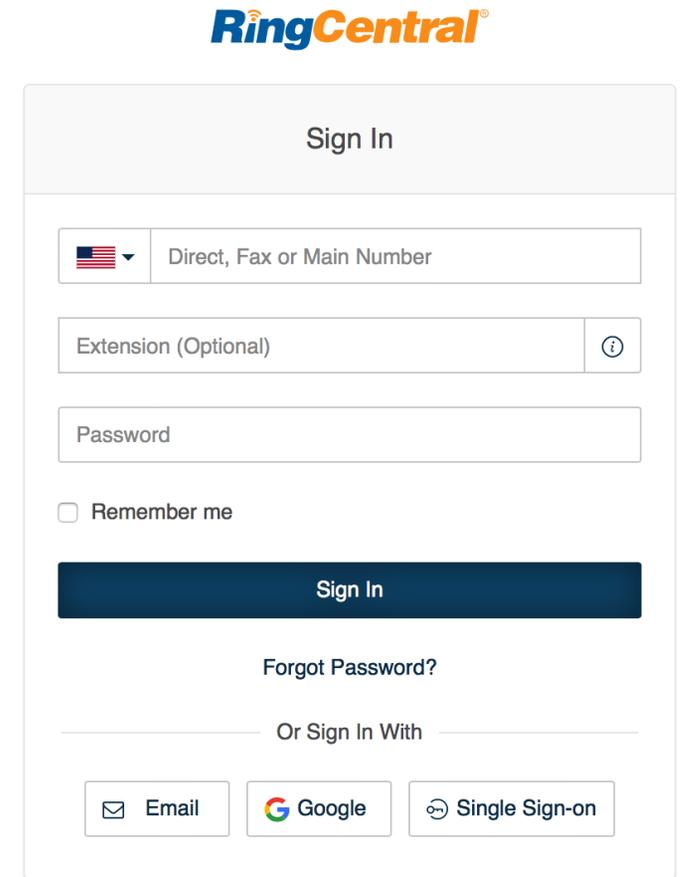


Figure 20

Step 9:

Click **Finish**.

Step 10:

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

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

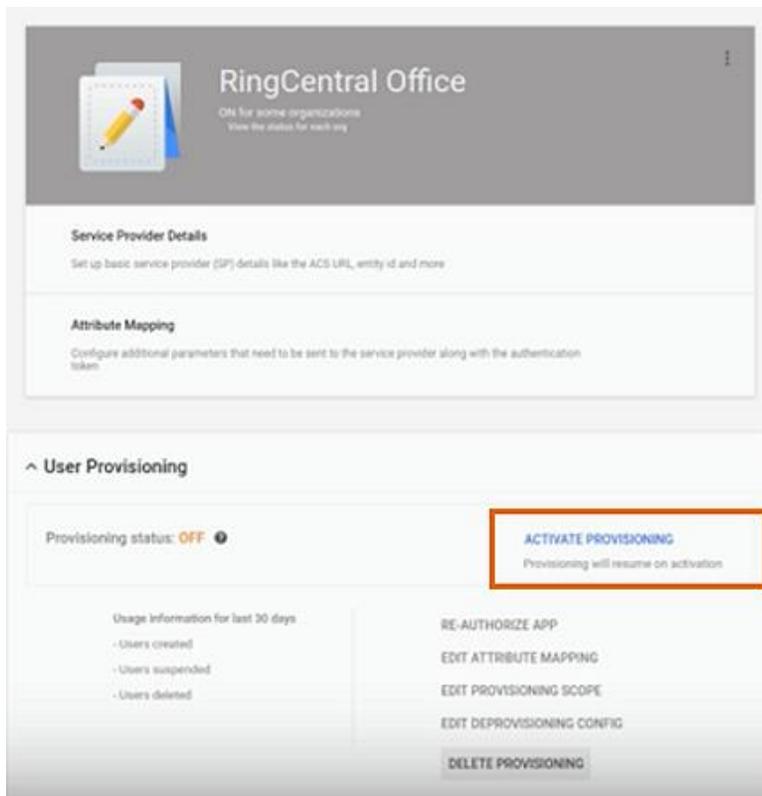


Figure 22

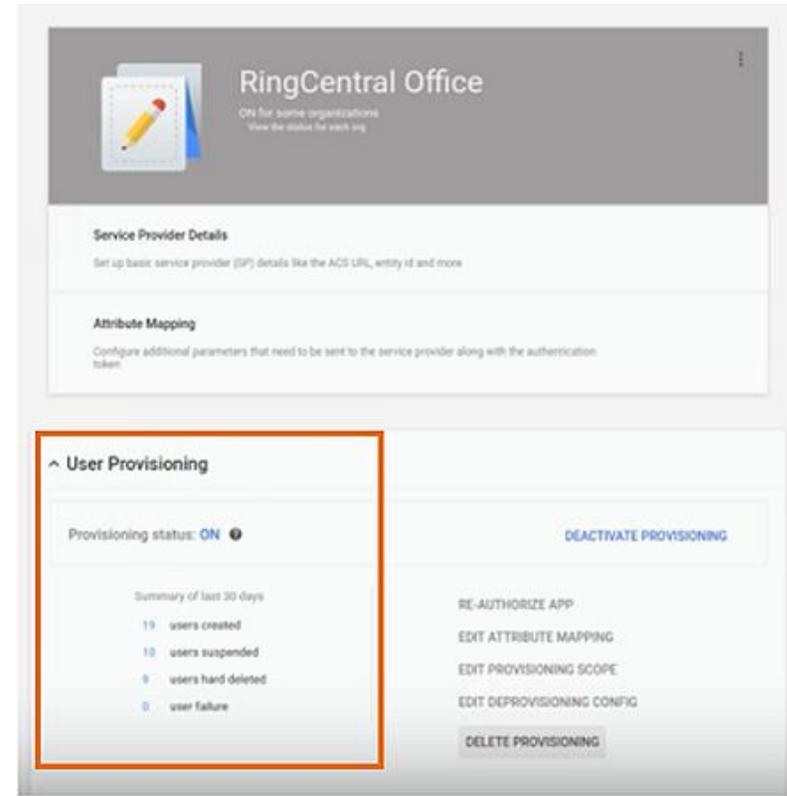


Figure 23

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.