

## RINGCENTRAL CLOUD PBX FOR MICROSOFT TEAMS: USER MANAGEMENT TIPS

### Adding Users

1. Add the user in **Microsoft Office 365**.
2. Create a user extension in the **RingCentral Admin Portal**.
  - a. Access your **RingCentral Admin Portal**.
  - b. Click **Users**.
  - c. Click **Unassigned Extensions** and choose an appropriate **Unassigned Extension** to activate.
    - If there are no available extensions under this section, click **Add User**.
  - d. Add an **Existing Device** and assign it to the user extension.
    - i. Click **Phone System**.
    - ii. Click **Phones & Devices**.
    - iii. Click **Unassigned** and choose an appropriate **Existing Phone** to assign to your user extension.
      - If there are no available phones under this section, go to the **User Phones** section and click **Add Device** to add an **Existing Phone**.
    - iv. Complete the process to assign the **Existing Phone** to the appropriate user extension.
3. Create the user in the **RingCentral Cloud PBX Portal**.
  - a. Access your **RingCentral Cloud PBX Portal**.
  - b. Click **Users**.
  - c. Click **Add User**.
  - d. Complete the required information. Gather the necessary user and SIP details from the **RingCentral Admin Portal**.
  - e. Click **Add**.

### Changing Users

#### Changing a User's Name

1. Change the user's name in the **RingCentral Admin Portal**.
  - a. Access your **RingCentral Admin Portal**.
  - b. Click **Users**.
  - c. Under the **User List** section, click **Users with Extensions**.
  - d. Select the preferred user extension.
  - e. Click **User Details**.
  - f. Change the user's First and Last Name.
  - g. Click **Save**.
2. Change the user's name in **Microsoft Office 365**.

#### Changing a User's Phone Number

1. You can change a user's assigned phone number by assigning a different **Existing Phone** to their user extension in the **RingCentral Admin Portal**.
  - For other phone number changes, contact **RingCentral Customer Support**.
2. Update the user's SIP details in the **RingCentral Cloud PBX Portal**.
  - a. Access your **RingCentral Cloud PBX Portal**.
  - b. Click **Users**.
  - c. Select the appropriate user.
  - d. Update the user's **SIP Username, Auth Username, and Password**.
  - e. Click **Save**.

You can get the user extension's SIP details from the **RingCentral Admin Portal**:

1. Click **Phone System**.
2. Click **Phones and Devices**.
3. Click **User Phones**.
4. Select the appropriate **Existing Phone** for the user.
5. Click **Setup and Provision**.
6. Click **Other Phones**.
7. Under **Existing Phone**, click **Select**.

### Deleting Users

1. Delete the user in the **RingCentral Cloud PBX Portal**.
  - a. Access your **RingCentral Cloud PBX Portal**.
  - b. Click **Users**.
  - c. Select the appropriate user.
  - d. Click **Delete** (🗑️).
  - e. Click **Delete User** to confirm.
2. Delete the user in the **RingCentral Admin Portal**.
  - a. Access your **RingCentral Admin Portal**.
  - b. Click **Users**.
  - c. Locate the appropriate User Extension and click **Actions** (⋮).
  - d. Click **Disable**.
  - e. Click **Delete**.
  - f. Click **Delete** to confirm.
3. Remember to delete the user in **Microsoft Office 365** if necessary.

#### Note:

- Access the **RingCentral Admin Portal** at <https://service.ringcentral.com>
- Access the **RingCentral Cloud PBX Portal** at <https://admin.cloudpbx.ringcentral.com>
- Call **RingCentral Customer Support** at:
  - **US** 1-888-898-4591
  - **CA** 1-800-591-6543
  - **UK** 0-800-014-8091
  - Or access <https://support.ringcentral.com/contact-numbers.html> for the full list of support numbers for all supported countries