

RingCentral App

Admin Guide

Table of contents

Introduction	3
About administrators	3
Admin permissions	3
Managing your admin users	4
Adding an admin user	4
Removing admin users	4
Configuring administration settings in the RingCentral app	5
About configuring your company account settings	5
Configuring your company account settings	5
Company settings	5
Data retention settings	6
Integrations settings	6
Changing your company name in the RingCentral app	7
Changing your company name	7
Enabling phone features in the RingCentral app	7
Enabling phone features	7
Managing file sharing in the RingCentral app	8
About managing file sharing	8
Managing file sharing	8
File sharing sources	8

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.

Users are assigned as an admin by other admin users. In order 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.

Let's learn a bit more about the types of permissions an administrator can have in the RingCentral app.

Admin permissions

Administrators will 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 that they are in a conversation with
- Deleting posts made by other people. Note that admins can't delete posts from conversations in which they aren't a participant
- Assigning admin privileges to other co-workers

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 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 far right of the **Manage admins** setting
4. Hover your mouse over the name of the administrator and select the **Delete** trash can icon that appears at 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

About configuring your company account settings

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

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

Configuring your company account settings

The **Administrations** page is separated by the following categories: **Company settings**, **Data retention settings**, and **Integration settings**. Let's discuss each category of settings below.

Company settings

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

- **Manage admins:** Select the **Manage** button at far right to open a modal window with a list of all administrators added to your company account. This is also where you can add new administrators to your company account
- **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). Visit **Change Your Company Name in the RingCentral App** to learn more
- **Enable phone features:** Toggle this setting on to allow users in your RingCentral Office account to use the RingCentral app for calls, voicemails, and text messages. When enabled for the account, all users in the account will be able to use the telephony functionality. To learn more, visit **Enable Phone Features in the RingCentral App**
- **Control invites:** Toggle this setting on to allow employees in your company account to invite other users and guests. Toggle this setting off to allow only admin users to invite new members
- **Allow employees to set up a RingCentral account without an invite:** Toggle this setting on to allow people to set up a RingCentral app account by signing up with their email address instead of requiring an invite to sign up

- **Manage Giphy sharing:** Select the dropdown menu to determine whether or not 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

You can configure the following settings under the **Data retention settings** section:

- **Manage data retention policy:** Select the **Manage** button at far right to manage your data retention settings. By default, all messages and content on RingCentral app is kept forever, but data retention policies allow you to have messages automatically deleted after a certain period of time

Integrations settings

Under the **Integrations settings** section, you can configure the following:

- **Manage file sharing:** This setting controls which services may be used to share a file. Select **Manage** to manage the services from which you wish to allow users to share files. You can allow file sharing by checking the box next to each source. If you disable specific services, they are no longer available for selection in the various places you can upload files

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 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.

Enabling phone features in the RingCentral app

Enabling phone features

The phone features in the RingCentral app allow users to use the app for calls, voicemails, and text messages. If you're a company account administrator, you can enable this feature at any time in the desktop or web RingCentral app. To enable phone features on your company account, 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, toggle the **Enable phone features** setting on

Once you enable phone features, all RingCentral app users in your company account must restart the app or sign out and back in for those changes to take effect. They will also need to activate this phone feature by updating and confirming their emergency address. This will enable them to perform outbound calls.

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 far right of the **Manage file sharing** setting
4. In the **Manage file sharing**, check or uncheck the box next to each service of which 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