

# Adding a new OIC User

This article will show you how to add a new person into ring central to receive OIC calls.

1. Navigate to the Ring Central web interface. (Creds found in 1pass.). Select myextension > settings > Phone > incoming call rules.

The screenshot displays the RingCentral web interface. At the top left is the RingCentral logo. Below it is a navigation bar with links for Overview, Messages, Call log, Contacts, Settings (highlighted with a red box), and More. In the top right corner, there is a user profile dropdown menu (highlighted with a red box) showing 'My extension' and 'Admin portal'. The main content area is divided into a left sidebar and a main panel. The sidebar shows the user's name 'Matt Williams' and extension 'Ext. 101', along with links for Outbound calls/faxes, Meetings, and Notifications. The main panel has several expandable sections: 'User details', 'Devices & Numbers', 'Phone' (highlighted with a red box), and 'Personal Emergency Response Locations'. At the bottom of the page, there is a section titled 'Incoming calls' with a card for 'Incoming call rules' (highlighted with a red box) that includes a description: 'Set how incoming calls ring your apps and devices, and how missed calls are handled.' and a right-pointing arrow.

2. Select "+ Add Rule".

Matt Williams  
Ext. 101

Outbound calls/faxes

Meetings

Notifications

▼ User details

▼ Devices & Numbers

^ Phone

### ← Incoming call rules

[Apply template](#) [+ Add rule](#)

 **Forward all calls**  >  
All calls forward to 0421 961 497.

 **Do not disturb**  >

My work day ⓘ

 **Incoming calls** >  
 **24 hours, every day**   
Apps and devices ring all together.  
If no one answers, calls are sent to voicemail.

Custom rules ⓘ [Validate rules](#)

 **OIC Andrew Nolte**  >  
All calls are sent to 0433 290 245.

 **OIC Daniel Gale**  >  
All calls are sent to 0428 566 621.

3. Select "Create Custom Rule".

## Add a new rule

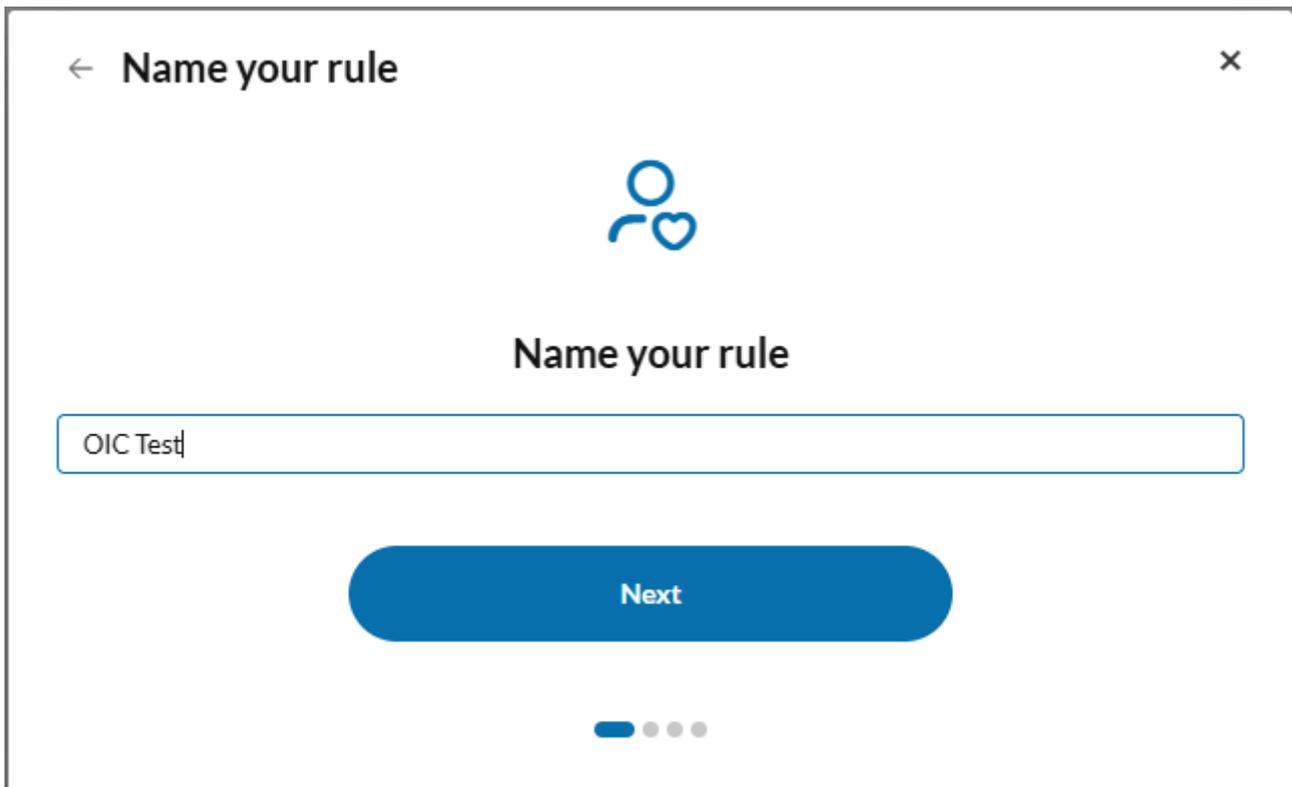
Set up your call handling rule using one of the suggested options or create a custom rule.

 [Create custom rule](#)

 **Working hours** >  
Set a work schedule to define regular hours when you want to accept calls.

 **After hours** >  
Don't get disturbed by calls outside your work hours.

4. Name the rule as "OIC \*person's name".



The screenshot shows a mobile application interface for naming a rule. At the top left, there is a back arrow and the text "Name your rule". At the top right, there is a close "x" icon. In the center, there is a blue icon of two people with a heart. Below the icon, the text "Name your rule" is displayed. A text input field contains the text "OIC Test". Below the input field is a large blue button labeled "Next". At the bottom center, there are four dots, with the first dot being filled blue and the others being grey, indicating the current step in a sequence.

5. Select "+ Add a contact or phone number".

← Who should be included in **OIC Test**?



Callers ⓘ

+ Add a contact or phone number

Calling me at ⓘ

+ Add a phone number

Schedule ⓘ

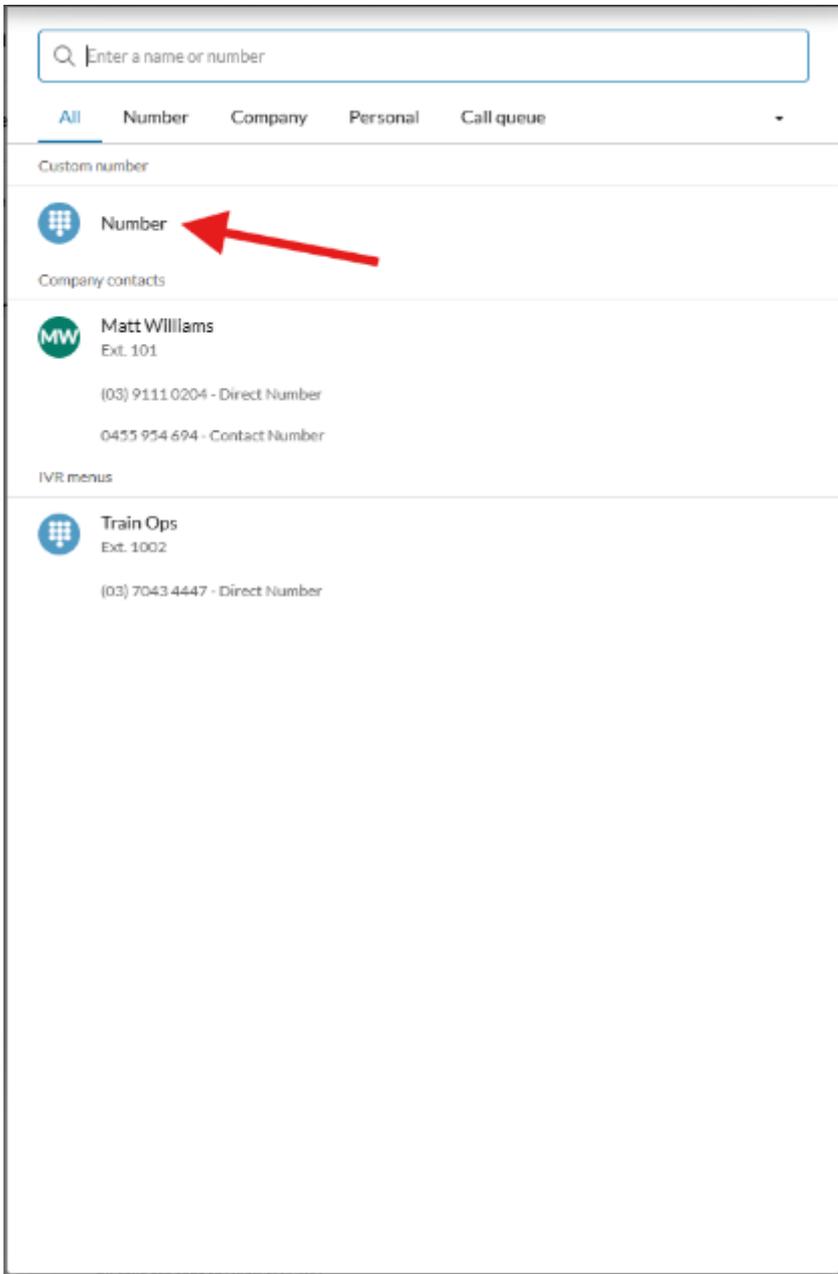
+ Add schedule

(GMT+11:00) Canberra, Melbourne, Sydney

Next



6. Add the mobile number of the new user.



7. Select "Next".

← Who should be included in OIC Test?



Callers ⓘ



+61413993023



+ Add a contact or phone number

Calling me at ⓘ

+ Add a phone number

Schedule ⓘ

+ Add schedule

(GMT+11:00) Canberra, Melbourne, Sydney

Next



8. Select the routing option as "Forward the call".

← How should incoming calls be routed during OIC Test?



Incoming calls

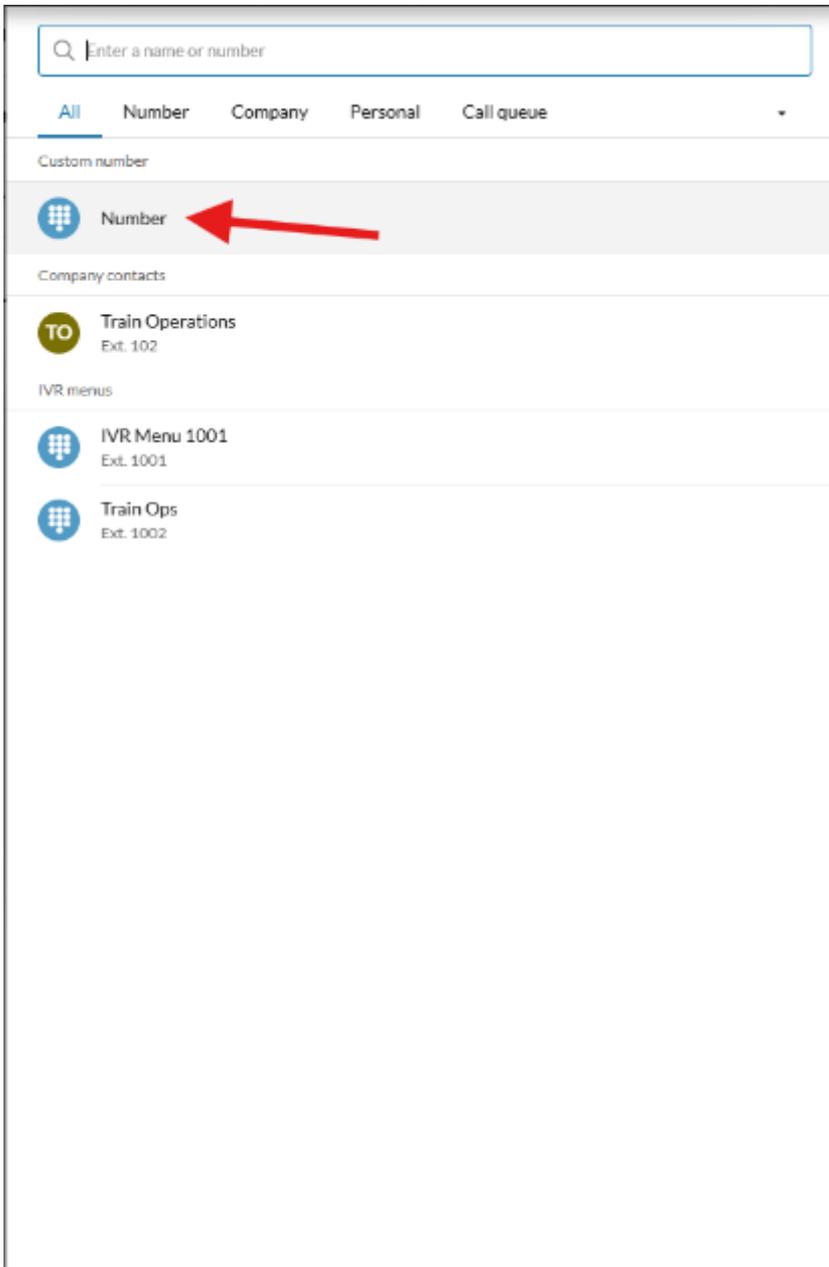
Choose routing option ▾

Next



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9. Add the mobile number of the new user again.



10. Select "Customise now".



## OIC Test

All calls are sent to 0413 993 023.

Calls from:

+61413993023

[Customise now](#)

Done



11. Delete the number in the "Callers" section.

RingCentral

My extension MW

Overview Messages Call log Contacts Settings More

Met Williams  
Ext. 101

Outbound calls/texts

Meetings

Notifications

▼ User details

▼ Devices & Numbers

▲ Phone

← OIC Test

Configure how incoming calls will be handled for specified callers or called numbers.

↓

Incoming calls Forward the call

Number  
0413 993 023

Callers

0413 993 023

+ Add a contact or phone number

Calling me at

+ Add a phone number

Schedule

+ Add schedule

[GMT+11:00] Canberra, Melbourne, Sydney

Disable rule Delete rule Save

12. You will have to add a schedule to be able to save.

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