

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, the RingCentral logo is on the left, and a user profile 'MW' is on the right. Below the logo is a navigation bar with links: Overview, Messages, Call log, Contacts, Settings (highlighted with a red box), and More. To the right of the Settings link is a dropdown menu for 'My extension' (highlighted with a red box), which contains 'Admin portal' and 'My extension' (highlighted with a black box). On the left side, a sidebar shows the user 'Matt Williams, Ext. 101' with links for Outbound calls/faxes, Meetings, and Notifications. The main content area has several expandable sections: 'User details', 'Devices & Numbers', 'Phone' (highlighted with a red box), and 'Personal Emergency Response Locations'. At the bottom, there is a section titled 'Incoming calls' with a sub-section 'Incoming call rules' (highlighted with a grey box) and a description: 'Set how incoming calls ring your apps and devices, and how missed calls are handled.' A right arrow is visible next to the 'Incoming call rules' title.

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 290 243.



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".

← **Name your rule** ×



Name your rule

Next

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 ⓘ

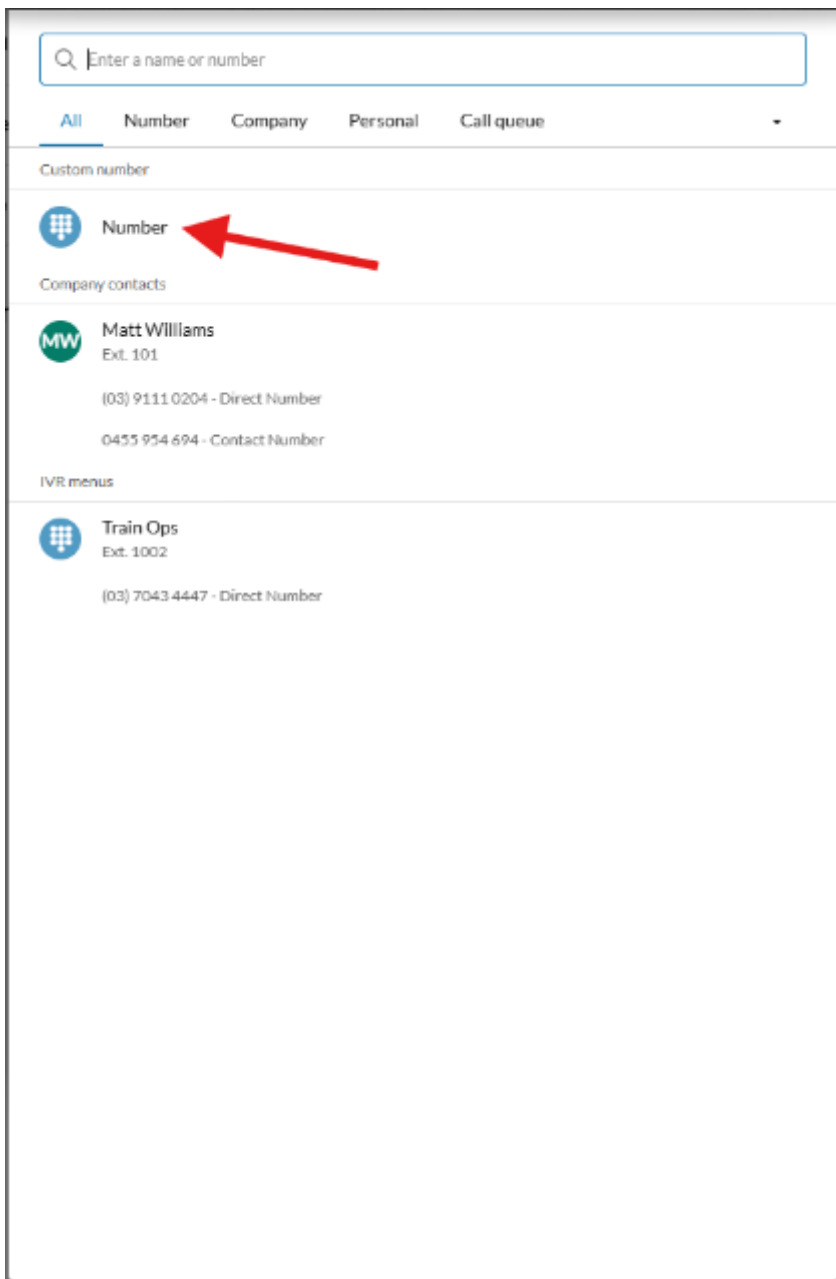
+ Add schedule

(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**?



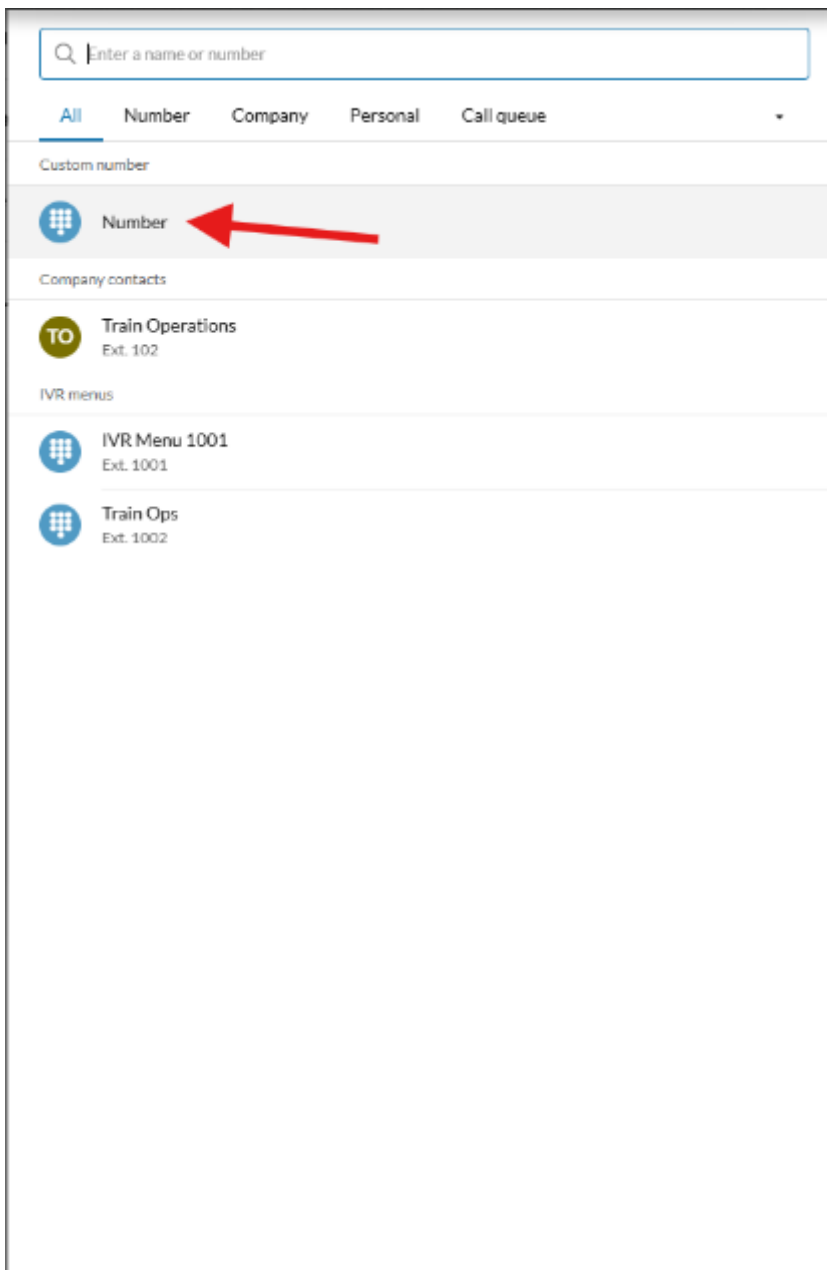
Incoming calls

Choose routing option ▼

Next



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 888 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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