

KB LEVEL: NOC	KB ARTICLE	KB NUMBER: KB-NOC-2019-03-13-01
	Add VPN user on DELL SonicWALL	

KB Category:	Network Operations		
Author:	Alvis Q. Bajal	Date:	March 26, 2019

Problem Description:	-
Symptoms and Cause of the issue:	-

#### Procedures:

##### I. RING CENTRAL USER REGISTRATION

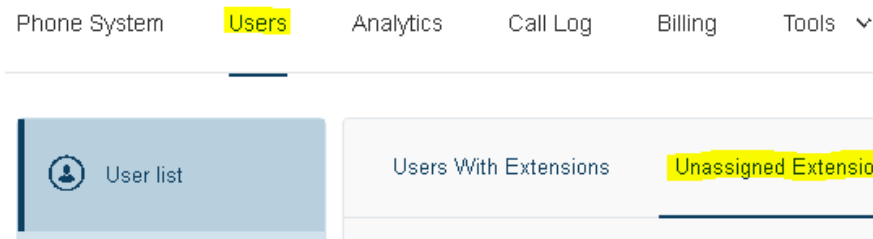
1. Login to Ring Central: <https://service.ringcentral.com/login/enter.html>
2. Check email of Ring Central user requestor:

Hi Team,

I would like to follow up on the Ring Central accounts for Wave 2 Uipath.

Mariano, Reuben
Urnos, Luke Emmanuel
Raquel, Sonny
Lu, Mikhail Henry
Koomprom, Natthaphol (Thai)

3. Go to Users > Unassigned Extensions > Click an unassigned extension



4. Input the following info: (ex. Reuben Mariano)

**First Name:** Reuben

**Last Name:** Mariano

**Job Title:** <blank>

**Department:** UI-English (language depends on what the agent represents, for this example, Reuben is an **English** Customer Support Representative.)

**Extension Number:** 110 (extension number depends on the language, for English, number 110-119 is allotted.)

**Email Address:** [rmariano@openaccessbpo.com](mailto:rmariano@openaccessbpo.com) (if email is unknown, coordinate with Systems team to lookup his/her gmail address)

**Roles:** Standard (Note: Standard is different from default Standard (International))

**Site:** UI Path

After inputting the data, click "Create User"

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**5. After the user is created, create a spreadsheet to be filled up with their info:**

First Name	Last Name	Email	Phone Number	Extention Number	Language
Reuben	Mariano	<a href="mailto:mareuben@openaccessbpo.com">mareuben@openaccessbpo.com</a>	(702) 720-1391	110	English

**6. Send the table to the requestors email.**



**Alvis Bajal** <abajal@openaccessbpo.com>  
to Kenneth, Timoteo, IT, Marc ▾

Hi Sir JR,

Here are the Ring Central accounts as requested.

First Name	Last Name	Email	Phone Number	Extention Number	Language
Reuben	Mariano	<a href="mailto:mareuben@openaccessbpo.com">mareuben@openaccessbpo.com</a>	(702) 720-1391	110	English

**Verification:**

**1. Navigate to Users With Extensions, then look for the created user**

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reuben...	(702) 720-...	110	Standard	English	UI Path	0 / 0	<a href="#">Disable</a>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reuben Mariano	Disa	107	Standard /	English	UI Path	0 / 0	<a href="#">Disable</a>