# Change 8x8 AD Sync

***Contact 8x8 support to setup new user in 8x8 portal. User account details must align with O365 account. 8x8 user account needs to have the proper licensing and 8x8 number assigned.***

***For 8x8 contact center users, they will not have a Microsoft Calling Plan license or calling plan number assigned to them. They will be utilizing 8x8 PSTN via the Microsoft Teams 8x8 integration. This integration requires that the O365 account they’ll be using has Microsoft licensing assigned that includes “Phone System”.***

1. Once the 8x8 account has been setup, go to <https://portal.azure.com> and login with administrator account. Open Microsoft Entra ID (Azure AD) > Groups, search for the group called “8x8 Member Services” and add the new user to it. This will enable the account to login to 8x8 via SSO.
2. Go to <https://admin.msteams.8x8.com> and login with administrator account. You should see the new user populated here (if not then perform a manual sync via the “Sync Now” button). Drop the user down and confirm the correct user is selected in the Select a User section (if the correct O365 account isn’t selected, then do so and perform a manual sync). The 8x8 section should show the 8x8 user account and phone number.

A screenshot of a computer

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1. Go to <https://admin.teams.microsoft.com> and login with administrator account. Dropdown the Users menu > Manage Users. Search for the new user and click on them. In the General Information section you should see their 8x8 number defined. If not, click edit and select Direct Routing for the Phone number type and manually type in their 8x8 number. Click Apply and then perform another sync in the <https://admin.msteams.8x8.com> portal.

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