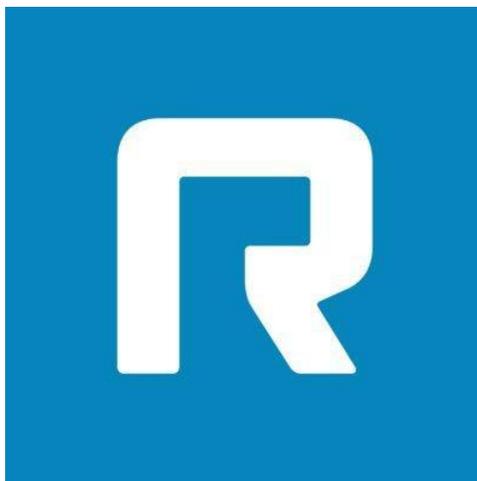


# RingCentral Audit Trail Notifications App User Guide

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App Version 0.6.3 (April 2025)  
Documentation Version 1.5 (April 2025)

This is a short guide on how to use the Audit Trail Notification app. It also covers its SMS and Team Messaging integration features.

## App Features Overview

This is an application that sends either or both SMS and Team Messenger notifications to registered users. The sent messages are based on audit trail events that occur within the RingCentral Service Web platform and the Team Messenger platform. These events are listed on the app for individual selection per registered user. Upon authenticated registration the application user can choose to have the audit trail notification(s) sent as SMS messages to a designated mobile number and/or sent as a message to a group chat area within their Team Messenger platform.

## Registering within the App

Upon accessing the URL for the application the registration process can be started by clicking on the Authorize / Login button. See Figure 1.

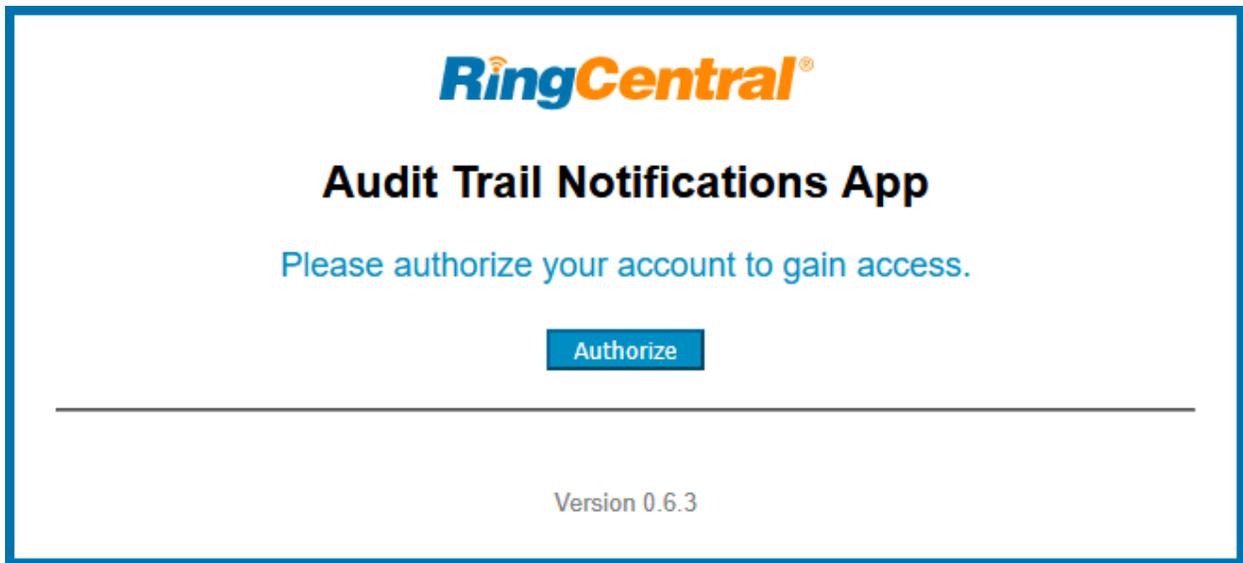


Figure 1 - Application landing page

If this is not the first time that the app is being accessed by the user then the login process is followed, which is almost identical to the initial authorization process.

Once this button is clicked the user is taken through the OAuth RingCentral account validation and authorization steps. The user will have to provide account credentials for a RingCentral account that has the adequate permissions to send out SMS messages. This is typically at least the Administrator level of a RingCentral user account. The authorization process first asks the user to sign in to their account. See figure 2.

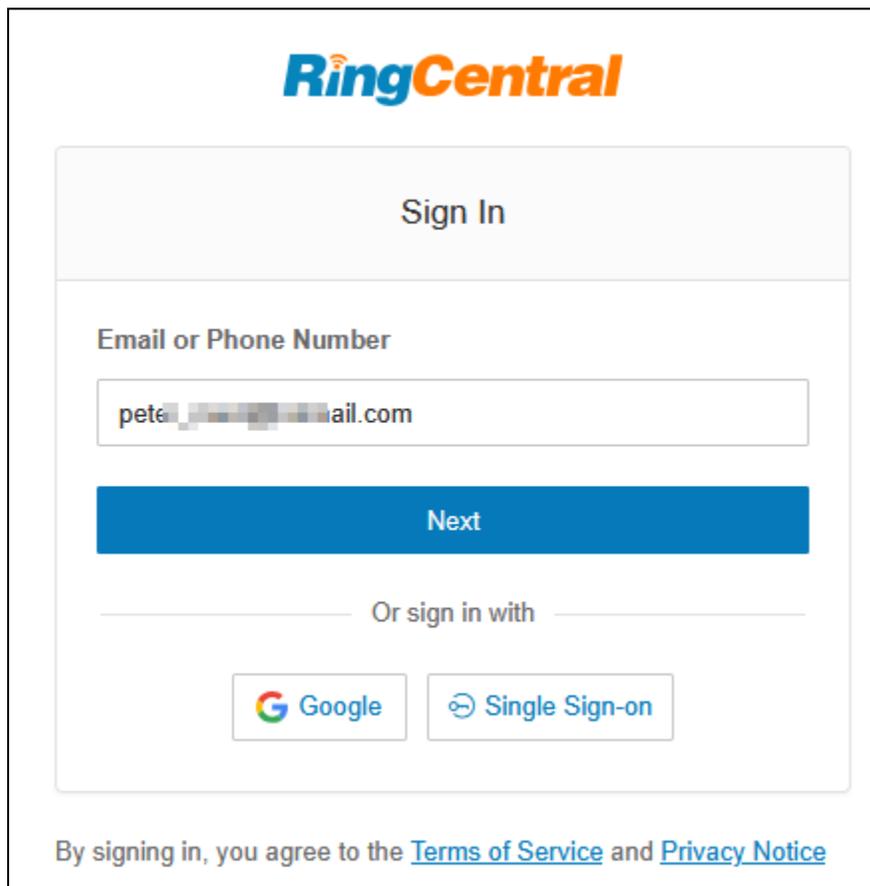
The image shows a screenshot of the RingCentral sign-in interface. At the top is the RingCentral logo. Below it is a light gray box with the text "Sign In". Underneath is a form with a label "Email or Phone Number" and a text input field containing "pete[redacted]ail.com". A blue "Next" button is positioned below the input field. Below the button is the text "Or sign in with" followed by two buttons: "Google" with the Google logo and "Single Sign-on" with a circular arrow icon. At the bottom of the form, there is a line of text: "By signing in, you agree to the [Terms of Service](#) and [Privacy Notice](#)".

Figure 2 - Account authorization step 1

With the proper credentials provided a display of what scope / actions will be accessed follows. This shows the user what actions are possible when access is granted to the provided account. See figure 3.

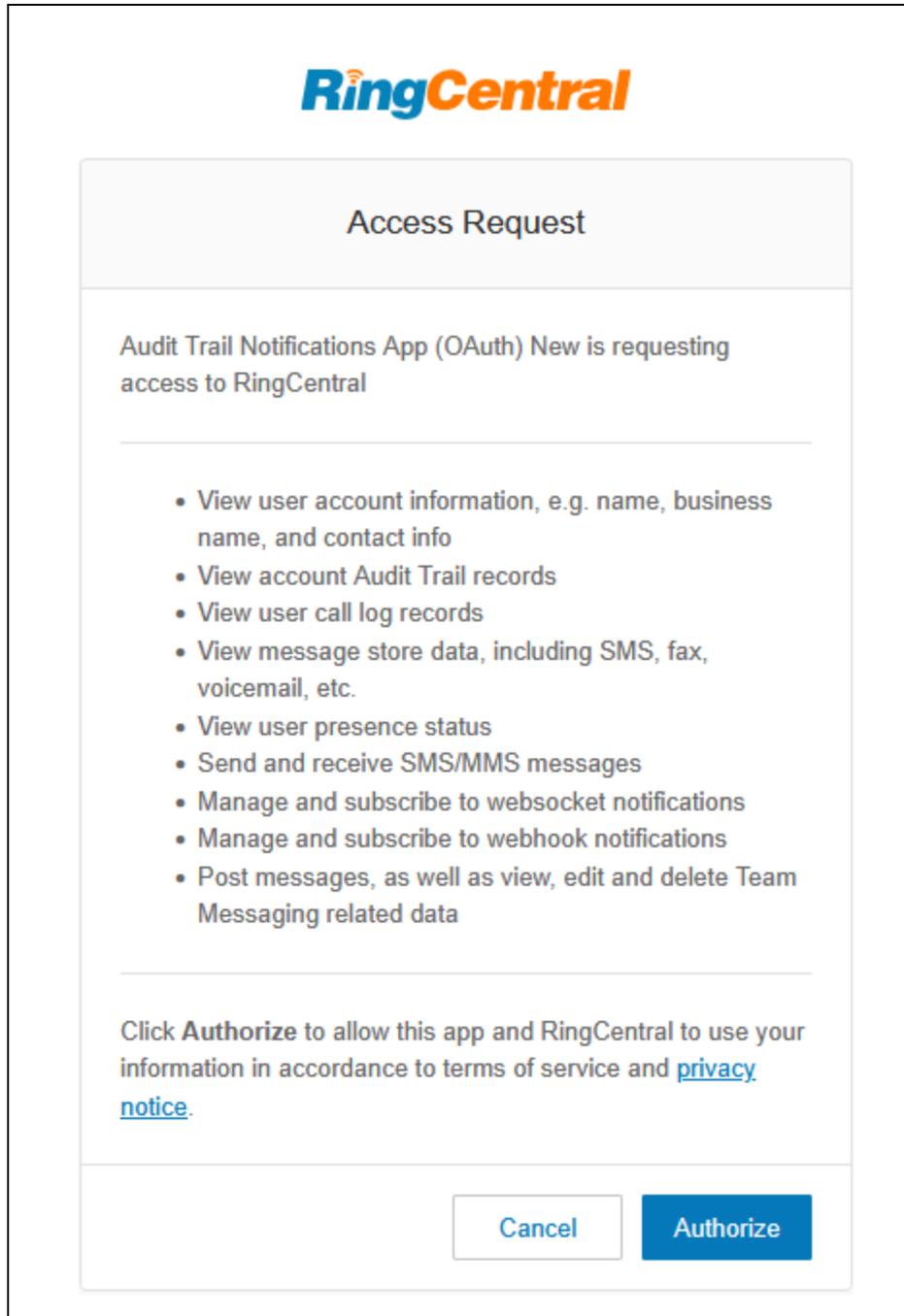


Figure 3 - Application scope information and authorization

The application then takes the provided account information and verifies that it is of the administration level and that it has the correct credentials that allow for the sending of SMS and Team Messenger messages. If the credentials are not adequate then the user is taken back to the login screen and a message

is displayed that the provided credentials do not have high enough permission levels.

### Selecting Notification Options

If the provided account information is adequate then the user is taken to the action selection screen where they can choose to set their account directives; SMS messages and/or Team Messages [1] or the selection of the events that they want to be notified about [2]. See figure 4.

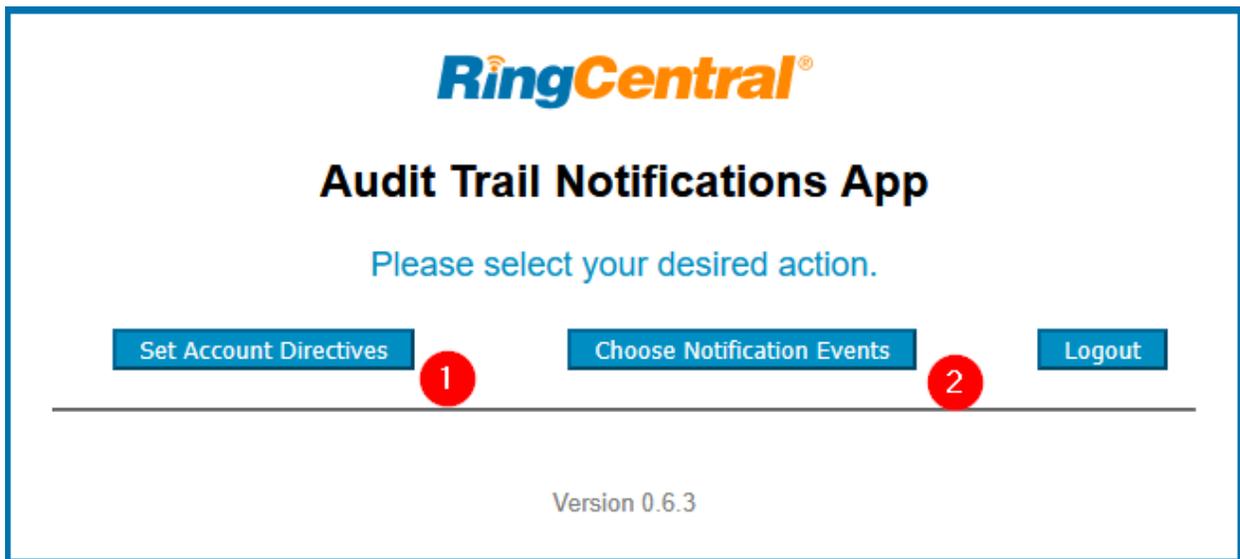


Figure 4 - Action selection screen

Typically the “Set Account Directives” option is selected first. Here, as mentioned, you can enable/disable one or both of the notification methods by toggling their respective check boxes.

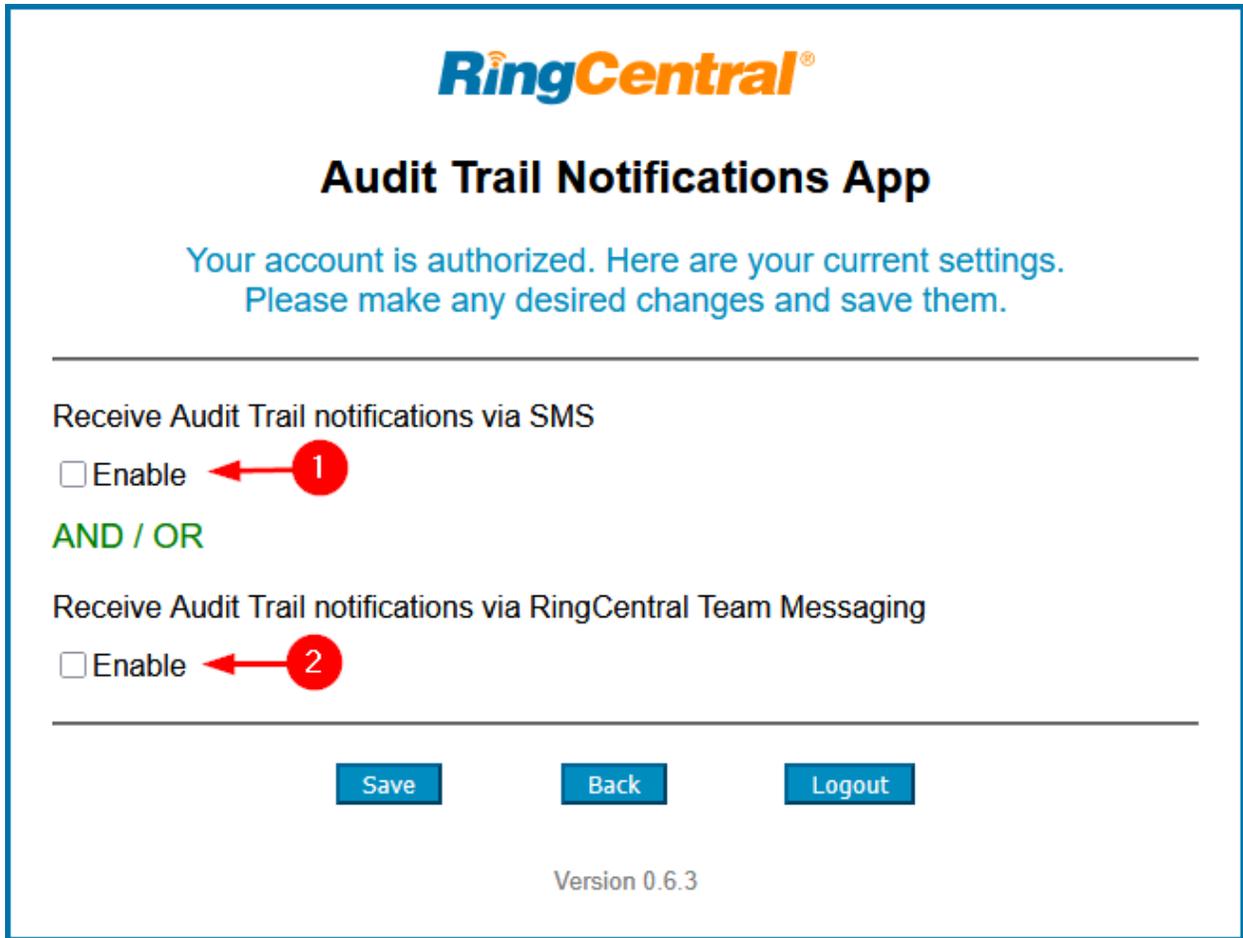


Figure 5 - toggle desired notification methods

If you want to enable the SMS notification then turn on the first check box. This will expand the screen and request the additional SMS specific information that is required. Figure 6 shows this. Here, by way of a drop-down list, you are offered any of the known account phone numbers that are enabled to send out SMS messages. These are numbers that are attached to your RingCentral account that can send out SMS messages.

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## Audit Trail Notifications App

Your account is authorized. Here are your current settings.  
Please make any desired changes and save them.

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Receive Audit Trail notifications via SMS

Enable **1**

From Number: \* **2** Phone number formats: +19991234567  
+19029154774 ▾  
+19029405827  
+18084652470

To Number: \* **3** Add Input

**AND / OR**

Receive Audit Trail notifications via RingCentral Team Messaging

Enable

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Save Back Logout

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Figure 6 - Options for sending SMS notifications

Once you select a sending mobile number you will then be asked to provide mobile numbers that will receive the audit trail action notification. You can provide up to 5 receiving SMS notification numbers.

## Audit Trail Notifications App – User Guide

If you are not wanting to also enable the Team Messaging notifications then you can click save at this point to record your information.

If you want to also enable the Team Messaging aspect of the app, then simply click on the Enable check box in that area and the screen will expand to show you via drop-down list, all the Group chat areas that are available based on the authorized logged in account. See figure 7.

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### Audit Trail Notifications App

Your account is authorized. Here are your current settings.  
Please make any desired changes and save them.

---

Receive Audit Trail notifications via SMS

Enable

**AND / OR**

Receive Audit Trail notifications via RingCentral Team Messaging

Enable

Team Chats: \*

Select a Team Chat in which to post notifications

- Select a Team Chat in which to post notifications
- Public team for AAE
- Admin Audit Messages
- New Audit Trail app test group

Save

Figure 7 - Selecting Group Chats on Team Messenger to receive notifications

You can select up to 5 separate Group chat areas and then click save to record your settings. Your information will be saved to the database and you will be taken back to the actions screen where you can then select the notification events that you want the app to monitor on your behalf.

## Notification Types

Selecting the “Choose Notifications Events” button on the selection screen will take you to the page where you will be shown all the events that the app is currently able to monitor. The screen looks like the following (figure 8):

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### Audit Trail Notifications App

Here are your current event notification settings.  
Please make any desired changes and save them.

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Select the Audit Trail notifications whose actions you want to be notified about.

<input type="checkbox"/> User account information changed - Email	<input type="checkbox"/> User account information changed - Contact Phone
<input type="checkbox"/> User account information changed - LastName	<input type="checkbox"/> User account information changed - FirstName
<input type="checkbox"/> User account information changed - JobTitle	<input type="checkbox"/> User account information changed - MobilePhone
<input type="checkbox"/> User account information changed - Department	<input type="checkbox"/> User account information changed - Record User Name
<input type="checkbox"/> MFA turned off for Company	<input type="checkbox"/> MFA turned on for Company
<input type="checkbox"/> 2FA turned off per user	<input type="checkbox"/> 2FA turned on per user
<input type="checkbox"/> Enabled Forward All Calls per user rule	<input type="checkbox"/> Disabled Forward All Calls per user rule
<input type="checkbox"/> Forward All Company Calls changed	<input type="checkbox"/> External guest communications toggle changed
<input type="checkbox"/> GLIP File Sharing changed	

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[Save](#) [Back](#) [Logout](#)

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Figure 8 - Event notifications selection page.

The recorded account information (SMS mobile numbers and Group Chats) will now be used when any of the account’s audit events occur. The list of events that are being watched for is currently the following:

- MFA (one-time PIN) 2FA Turned ON / OFF for company
- 2FA turned ON / OFF for a single user
- FAC (Forward all calls per user) rule ON / OFF
- Forwarding all company calls ON / OFF

- External guest communications in Team Messenger ON / OFF
- Team Messenger file sharing ON / OFF
  - Upload from computer / mobile
  - Google Drive
  - OneDrive/SharePoint
  - Box
  - Dropbox

and

- User account information changed, namely
  - Record user name
  - Email address
  - Contact phone
  - First name
  - Last name
  - Department
  - Job title
  - Mobile phone number

The audit trail is polled every 10 minutes to see if any of these events have occurred in relation to the authorized accounts that are recorded in the app. When this occurs the app will send out notifications to the recorded mobile phone number(s) and the designated group chat(s) in Team Messenger if they were enabled.

### Sample Notifications

A sample of the SMS notification is shown in figure 9, and a sample of multiple types of group chat notifications (for display purposes only) are shown in figure 10.

# Audit Trail Notifications App – User Guide

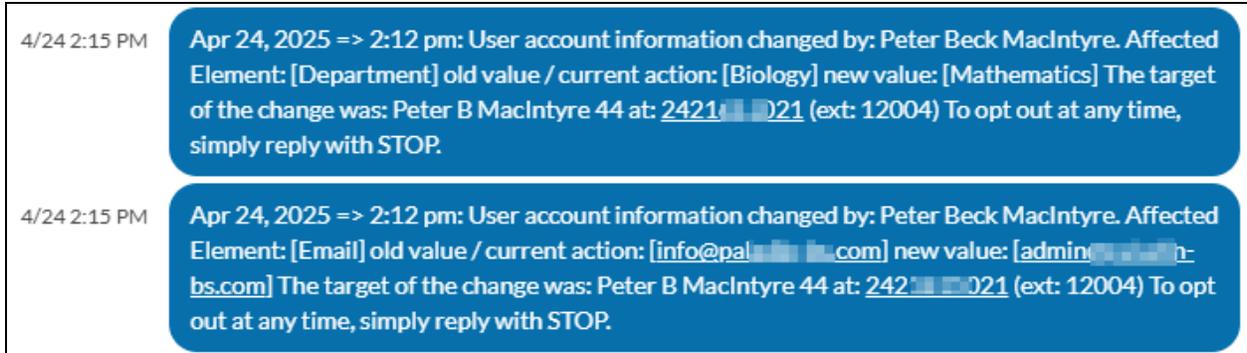


Figure 9 - Sample SMS notification messages

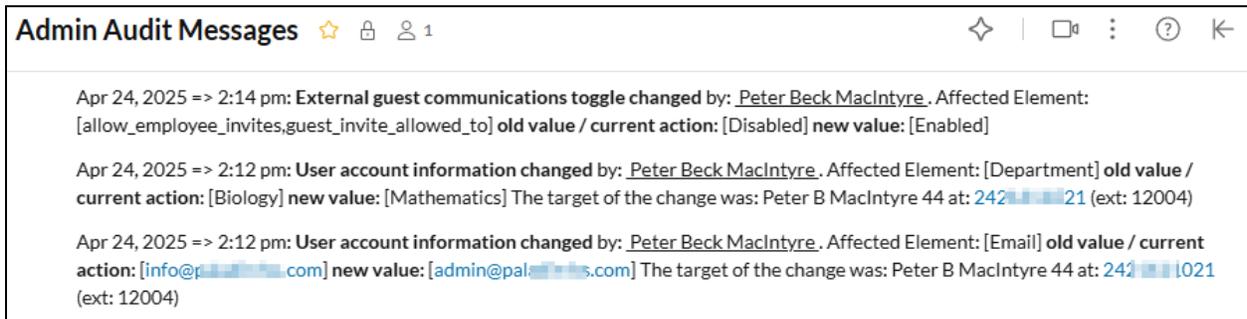


Figure 10 - Sample notifications sent to Group Chat on Team Messenger

## Ending Notifications

If you ever want to stop these notification messages you can easily log into the app and turn off the “Enable” button for either or both of the notification types. And if you want to adjust the notifications that you want to be reported to you then simply edit the selections on the “Choose Notifications Events” page.