

Accepting the XDR Terms and Conditions

<https://campus.barracuda.com/doc/100369057/>

To accept the XDR terms and conditions, do the following procedures, below:

- To Start the Process
- Specify Alternate User
- Alternate User Email
- Alternate User Flow
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- Alternate user does not accept
- Alternate user (no account) confirmation after acceptance
- Still waiting on T&C acceptance
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- Partner: designate representative for new end customer
- Partner: designate new representative for new end customer
- Partner/Direct Customer who have access to Dashboard: designate new representative
- UI Flow

To start the process

When an account is still waiting to be confirmed and a new user logged in, they are greeted with a questionnaire. The user won't be able to access the dashboard until they confirm the T&Cs.

Job Title:

Enter your job title

Do you work at Paia Test?

☐ Yes ☒ No

Can you agree to Terms & Conditions on behalf of Paia Test?

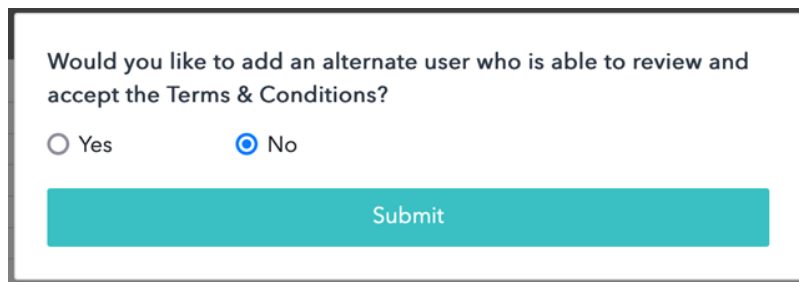
☐ Yes ☒ No

Submit

If the user can agree to the Terms & Conditions on behalf of the Company, they will then be able to access the dashboard.

Specify Alternate User

If the user chooses "no" to either of the questions in the initial prompt, then they'll get this prompt:



Would you like to add an alternate user who is able to review and accept the Terms & Conditions?

☐ Yes ☒ No

Submit

Answering "no" leads to the **Can't accept T&Cs** state (see below). Answering "yes" leads to the following form.

Would you like to add an alternate user who is able to review and accept the Terms & Conditions?

☒ Yes ☐ No

First Name

Enter first name

Last Name

Enter last name

Email

Enter email address

Job Title

Enter job title

Business Name

Enter business name

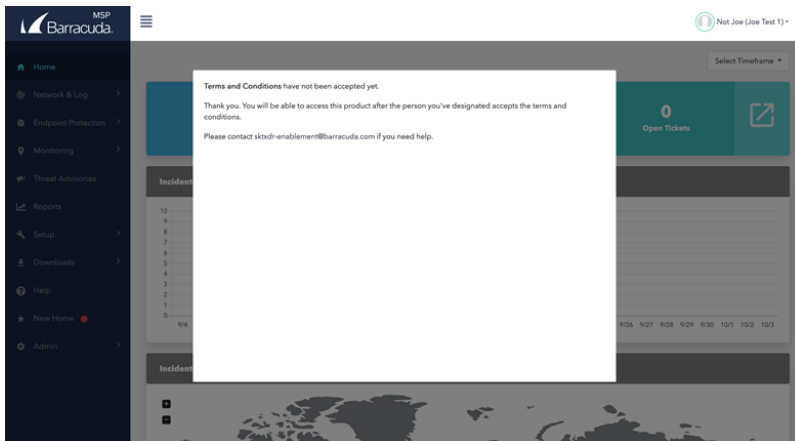
Should this user be able to create a dashboard account?

☐ Yes ☒ No

Submit

If the user answers **Yes** to **Should this user be able to create a dashboard account?**, then an additional field appears: **Phone number**.

After filling in that form, they'll get the below confirmation message.



Alternate User Email

An email is sent to the alternate user. The link is unique to them. Clicking the link starts the alternate user flow.

[EXTERNAL] Barracuda SKOUT XDR: review Terms & Conditions



SKOUT CYBERSECURITY <dashboard@skoutsecure.com>
To: Joe Cullin

Hello Alternate User,

Not Joe has asked you to accept the Terms and Conditions for Barracuda SKOUT XDR.

Please click the link below to review them.

<https://dashboard.skoutsecure.com/react-confirm-terms/c8f41d54-f60a-4f8d-97d4-26342bdaa99b>

Alternate User Flow

When the alternate user clicks the emailed link, they'll get this form:



Please confirm your information

First Name

Jane

Last Name

Doe

Email

jane.doe@matcha.com

Job Title

CEO

Business Name

Matcha LLC

Cell Phone (2-Factor Authentication)

+1222333444

Do you want an account?

☐ Yes ☒ No

Confirm

The user can make corrections as needed.

The following two fields are only shown if the original user answers **Yes** to **Should this user be able to create a CSD account?**

- **Cell Phone**
- **Do you want an account?**

After clicking **Confirm**, the user is shown the T&Cs:

Software License Agreement

Read carefully before continuing.

Paia Test

Of this Agreement will constitute a waiver of any other breach of this Agreement.

22.3. Assignment. Customer may not assign or transfer any of its rights or obligations under this Agreement without Barracuda's prior written consent. Barracuda may freely assign its rights and obligations under this Agreement. Any attempted assignment or transfer in violation of the foregoing will be void. Except to the extent forbidden in this section, this Agreement will be binding upon and inure to the benefit of the parties' respective successors and assigns.

Revised: September 22, 2020

Cancel

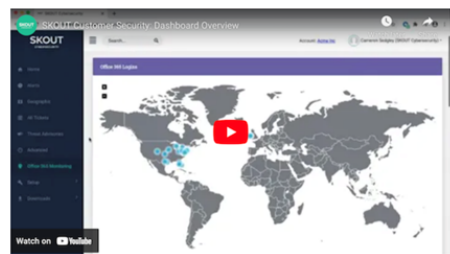
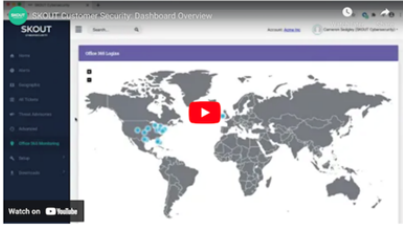
Agree

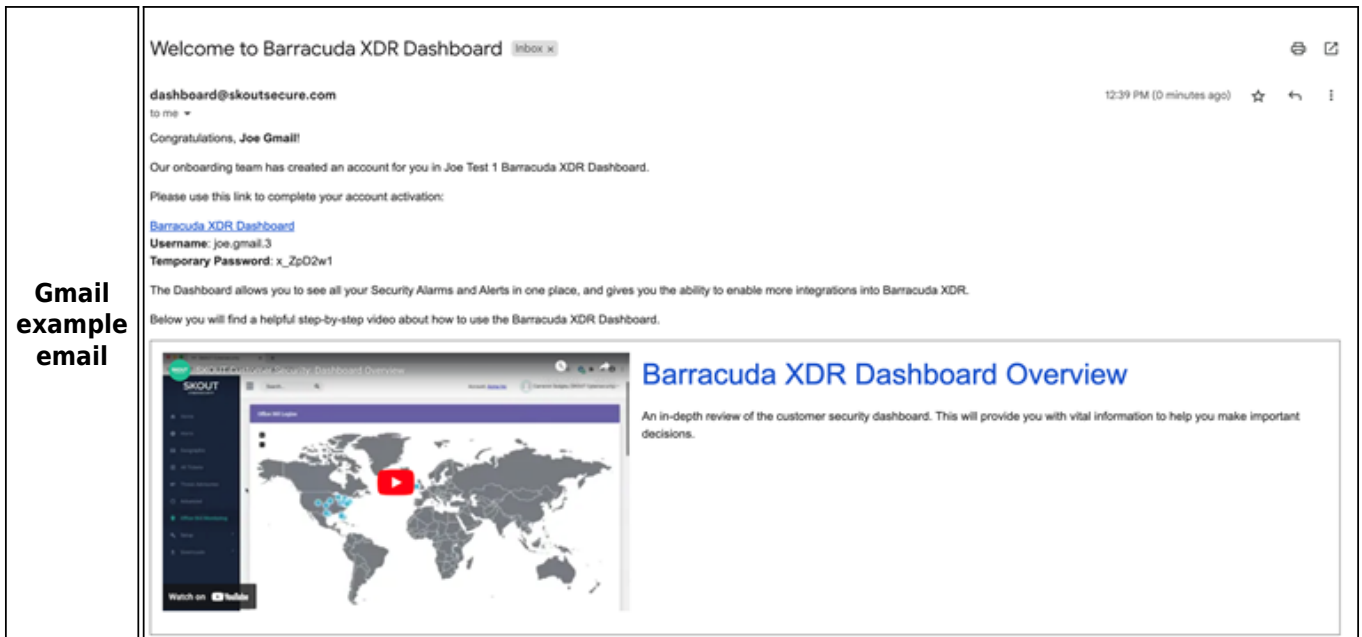
Alternate user accepts (and creates account)

The below message is displayed, and the user gets normal **New User Registration** email.

Thank you for agreeing to the Terms and Conditions. A dashboard login has been created for you. You'll get a confirmation email in a minute. Please click the link in that mail to complete your registration.

Email samples

<p>Microsoft 365 (Web) example email</p>	<div><p>[EXTERNAL] Welcome to Barracuda XDR Dashboard</p><div><div><div><div></div><div>dashboard@skoutsecure.com</div></div><div><div>To: Joe Cullin</div><div>Thu 10/20/2022 12:29 PM</div></div></div><div><p>Congratulations, Joe Test20221018d!</p><p>Our onboarding team has created an account for you in Joe Test 1 Barracuda XDR Dashboard.</p><p>Please use this link to complete your account activation:</p><p>Barracuda XDR Dashboard</p><p>Username: joe.testd.77</p><p>Temporary Password: vGF&fw16</p><p>The Dashboard allows you to see all your Security Alarms and Alerts in one place, and gives you the ability to enable more integrations into Barracuda XDR.</p><p>Below you will find a helpful step-by-step video about how to use the Barracuda XDR Dashboard.</p><div><p>Barracuda XDR Dashboard Overview</p><p>An in-depth review of the customer security dashboard. This will provide you with vital information to help you make important decisions.</p></div></div></div></div>
<p>Outlook (macOS) example email</p>	<div><p>[EXTERNAL] Welcome to Barracuda XDR Dashboard</p><div><div><div><div></div><div>dashboard@skoutsecure.com <dashboard@skoutsecure.com></div></div><div><div>To: Joe Cullin</div><div>Today at 12:29 PM</div></div></div><div><p>Congratulations, Joe Test20221018d!</p><p>Our onboarding team has created an account for you in Joe Test 1 Barracuda XDR Dashboard.</p><p>Please use this link to complete your account activation:</p><p>Barracuda XDR Dashboard</p><p>Username: joe.testd.77</p><p>Temporary Password: vGF&fw16</p><p>The Dashboard allows you to see all your Security Alarms and Alerts in one place, and gives you the ability to enable more integrations into Barracuda XDR.</p><p>Below you will find a helpful step-by-step video about how to use the Barracuda XDR Dashboard.</p><div><div><div><p>Barracuda XDR Dashboard Overview</p><p>An in-depth review of the customer security dashboard. This will provide you with vital information to help you make important decisions.</p></div></div></div></div></div></div>



Alternate user does not accept

If the alternate user declines by clicking Cancel after reading the T&C document, they see the following message:

Please let Not Joe know that you were unable to accept the Terms & Conditions at this time.

They can start the alternate user flow again by refreshing the screen or clicking the emailed link again.

Alternate user (no account) confirmation after acceptance

After the alternate user accepts the T&Cs, they see this message.

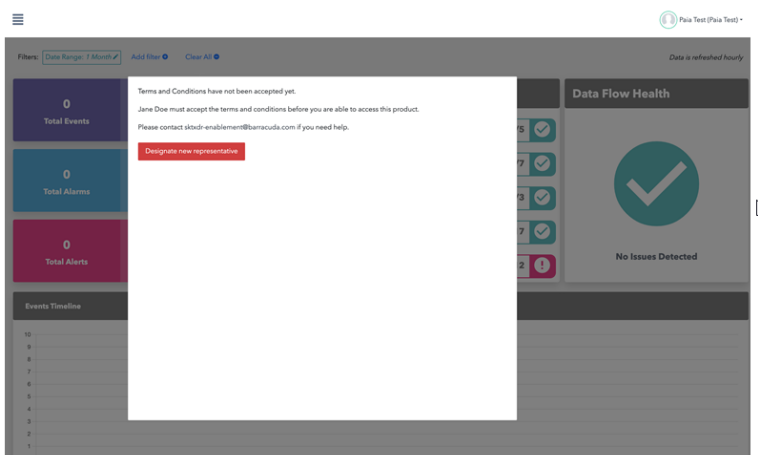
Thank you!

Please let Not Joe know that you have accepted the Terms and Conditions.

Contact sktxdr-enablement@barracuda.com if you need help.

Still waiting on T&C acceptance

You will see the following when you log in to the Dashboard if you have designated an alternate user to accept the T&Cs, but that user hasn't accepted them yet:

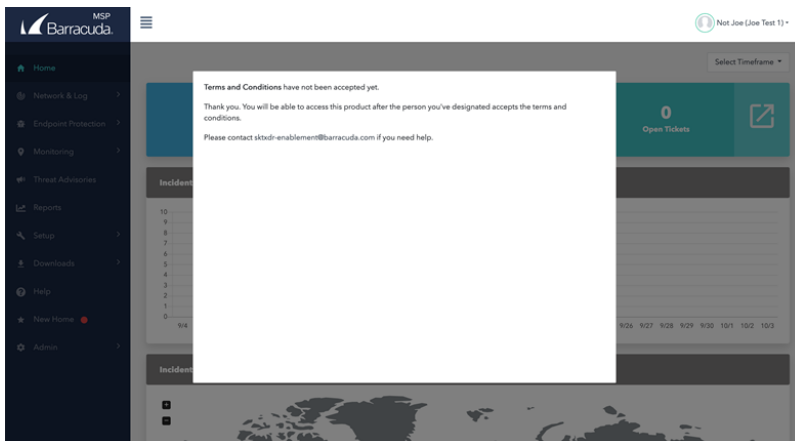


Can't accept T&Cs

You'll see the message below when you have answered no to both of the following questions:

- **Can you agree to T&Cs?**
- **Would you like to add an alternate user?**

If you reload the app, or you log in again, you'll be able to try the whole process again.



Partner: designate representative for new end customer

When a new end customer (Also known as *org* or *account*) is created, the MSP user can login and select the newly created *account*, there is a warning message with a **Designate representative** button that the MSP can click. This takes the MSP through the **Alternate User Flow** to send the T&C Email to a non-user.

Choose Account Account: [Paia Test MSP](#)

Paia Test

Warning!

This account is inactive until the Terms and Conditions are accepted. To activate this account, please designate a representative to accept the Terms and Conditions by clicking the "Designate representative" button below.

[Designate representative](#)

[Close](#) [Confirm](#)

Would you like to designate a representative who is able to review and accept the Terms & Conditions?

☒ Yes ☐ No

First Name

Enter first name

Last Name

Enter last name

Email

Enter email address

Job Title

Enter job title

Business Name

Enter business name

Should this representative be able to create a dashboard account?

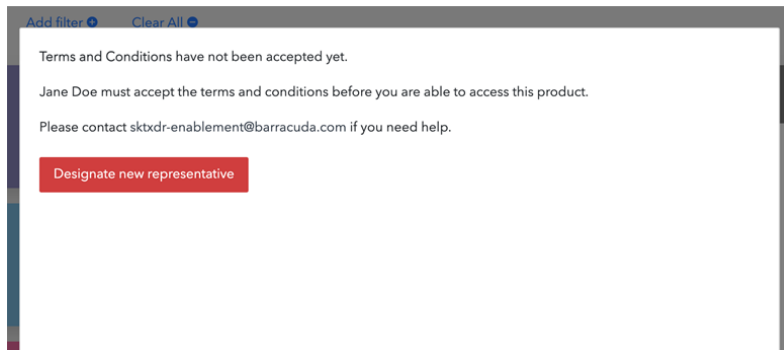
☐ Yes ☒ No

[Submit](#)

Partner: designate new representative for new end customer

If a Partner needs to designate a new representative for new end customer, do the following:

1. The MSP user logs in and selects the account.
2. The MSP user clicks **Designate representative**.
The message below pops up.

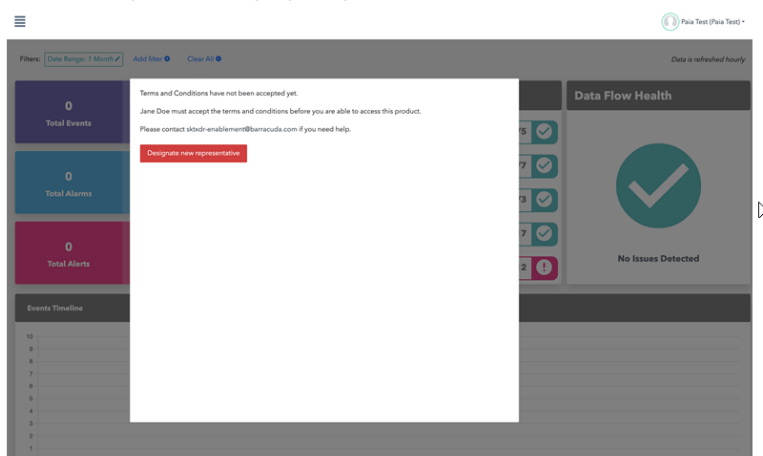


3. The MSP user clicks **Designate new representative**.

The user is taken through **Alternate User Flow** to add the new representative.

Partner/Direct Customer who have access to Dashboard: designate new representative

1. Log in to the **Dashboard**.
The message below pops up.



2. Click **Designate new representative**.

The user is taken through the **Alternate User Flow** to add the new representative.

Figures

1. Job Title.png
2. Alternate user.png
3. Alternate user 2.png
4. Confirmation.png
5. email.png
6. Confirmation 2.png
7. License.png
8. accept.png
9. email M365.png
10. email outlook.png
11. email gmail.png
12. alt user decline.png
13. alt user decline 2.png
14. Designate rep 3.png
15. Confirmation.png
16. Designate rep.png
17. Designate rep 2.png
18. Designate rep 3.png

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