Roles and Navigating the Web Interface

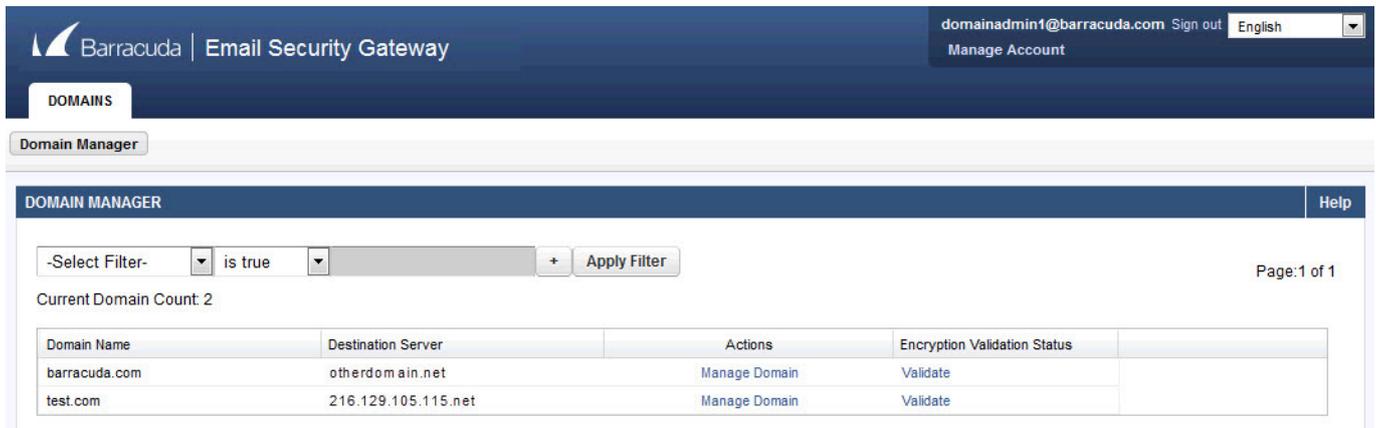https://campus.barracuda.com/doc/3866677/Depending on the login role, the links in the upper right corner of the web interface will indicate the login name and, if in the domain level scope, the domain being managed, or the name of the user account. This article addresses navigation of the web interface for the **Admin, Domain Admin, Helpdesk** and **User** roles. For more information about these roles, please see Role Descriptions. The **GRC** account provides a special role with very limited scope, and exists only for the purpose of meeting governance, risk management and compliance policies of an organization. For information about the **GRC** role, please see Governance, Risk Management and Compliance (GRC) Account Role.

The administrator can step into the domain level scope of the web interface, which is what the **Domain Admin** and **Helpdesk** roles will see, from the **DOMAINS** page, by selecting a domain to manage. The **DOMAINS** page represents the "top level" of navigation of the web interface for **Domain Admin** and **Helpdesk** roles, as shown in Figure 1.

Figure 1: The DOMAINS page as viewed by the Domain Admin or Helpdesk roles upon login.

Clicking on **Manage Domain** enables managing domain-level settings and user accounts for that domain. The **Domain Admin** or **Helpdesk** role can "drill down" another level by selecting an account associated with that domain to edit from the **USERS > Account View** page (see Figure 2 below). Editing an account displays the quarantine inbox and preferences for the account, which is what the **User** role sees. **Domain Admin** and **Helpdesk** roles can also edit their own personal account settings and quarantine inboxes.

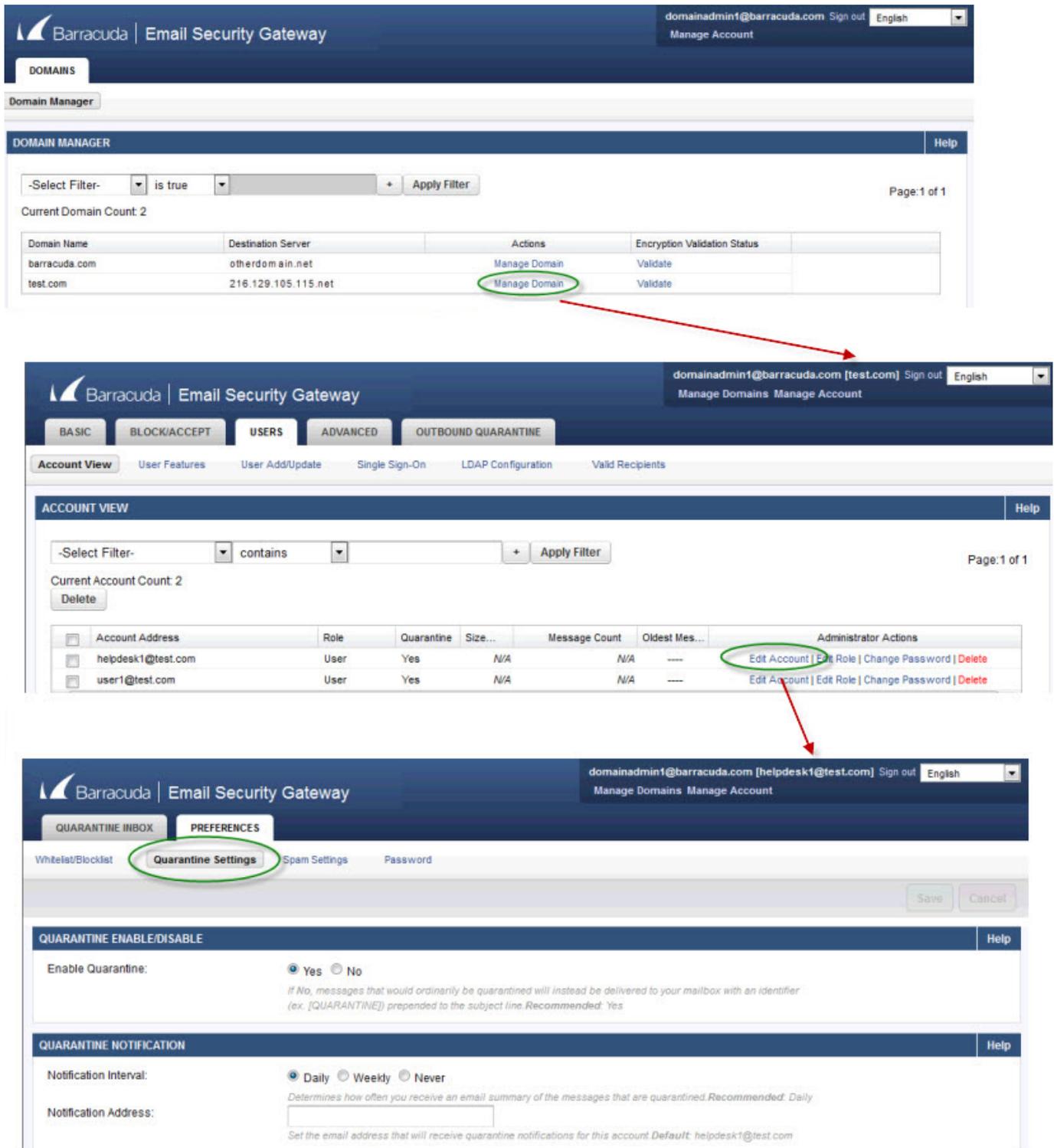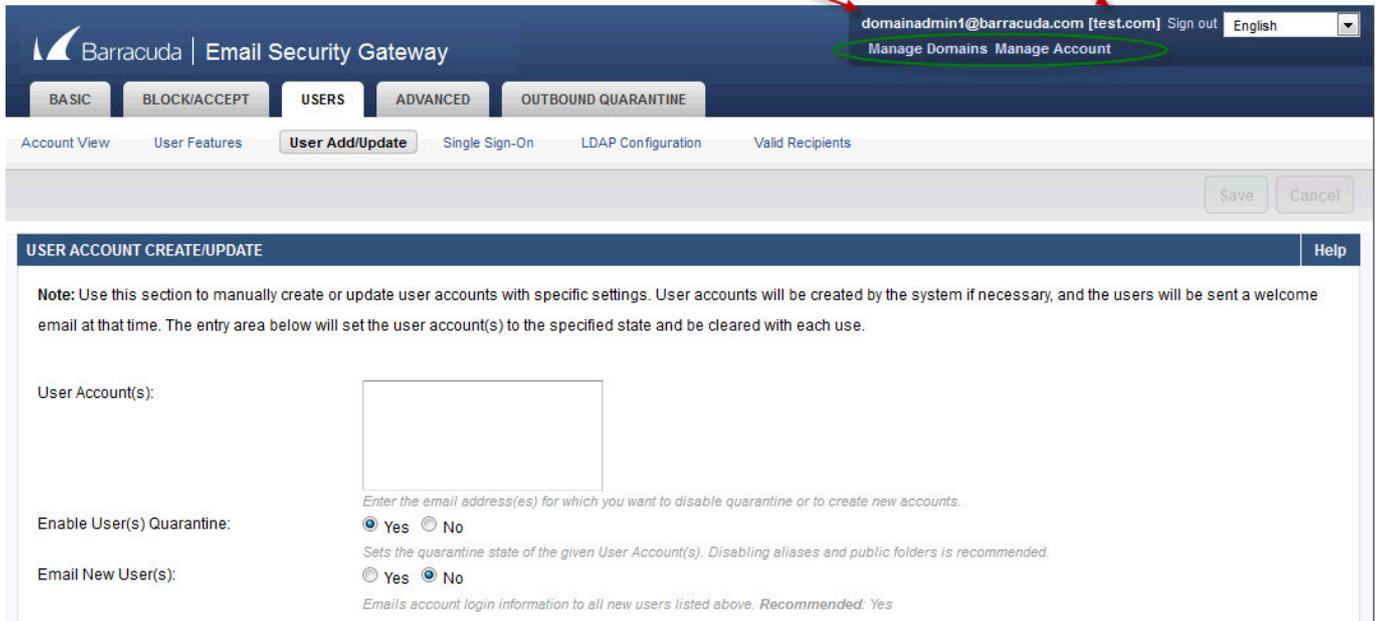**Figure 2: Drilling down from the DOMAINS page to account level.**

Figure 3: Links enable Domain Admin role to return to DOMAINS page or edit account.

The Domain Admin account holder is managing the *test.com* domain.

Editing Accounts and Assigning Roles

From the **USERS > Account View** page in the global scope, the administrator can manage accounts (other than the Auditor account) for all domains on the Barracuda Email Security Gateway, editing account roles, deleting invalid accounts as needed and changing account passwords. **The USERS > Account View** page displays role types and whether or not each account has quarantine enabled. Role permissions are described in the next section. The **GRC** account is managed from the **BASIC > Administration** page.

**Figure 4: Account View from global scope as seen by the administrator.**
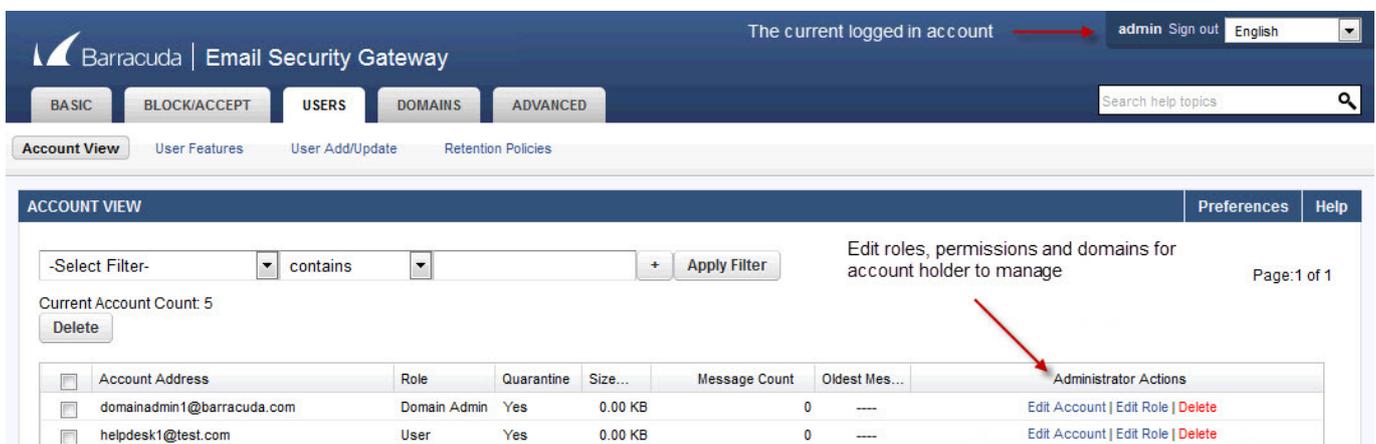
Note that links in the upper right of the page always indicate the login name of the current account holder, the **Log Off** link and, if applicable, links to manage the system, domains or user accounts.

Clicking **Edit Role** brings up the **Edit Role** page, as shown in the figure below, for changing the account role from *User* (the default) to *Helpdesk* or *Domain Admin* and assigning domains for *Helpdesk* and *Domain Admin* account holders to manage.

To grant a *Helpdesk* or *Domain Admin* role permissions to manage ALL domains configured on the Barracuda Email Security Gateway, put the phrase "all_domains" in the **Managed domains for** text box on the **Edit Role** page for that account as shown in Figure 6 below instead of listing individual domains to manage.

Figure 5: The Edit Role page for assigning roles and domains to manage.

Figure 6: Assigning *all_domains* permissions on the Edit Role page.

Barracuda Email Security Gateway
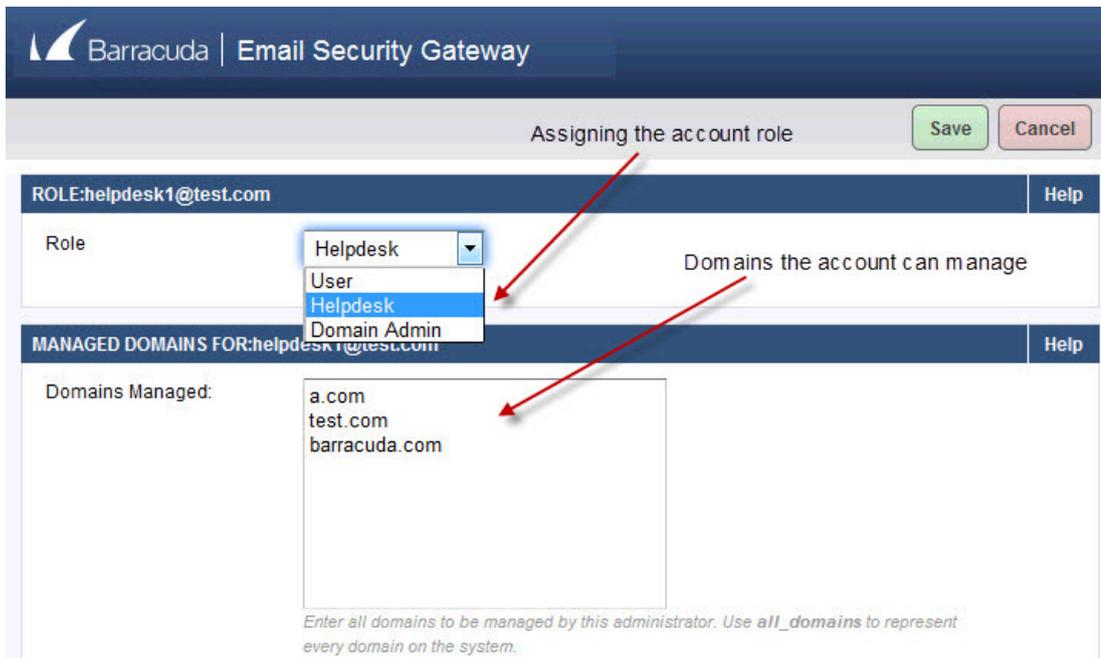
ROLE:helpdesk1@test.com | Help

Role [Helpdesk ▾] Assigning all_domains permissions
Role for this account.

MANAGED DOMAINS FOR:helpdesk1@test.com | Help

Domains Managed:

> all_domains

Enter all domains to be managed by this administrator. Use **all_domains** to represent every domain on the system.

Figures

1. DomainsPageDABESG.jpg
2. 3Levels70BESG.jpg
3. domainAdminBreadcrumbsBESG.jpg
4. admin_account_viewBESG.jpg
5. HelpdeskEditRoleBESG.jpg
6. HelpdeskEditRole2BESG.jpg