

## Scenario 3 - Link Existing Customer Account to Partner Account

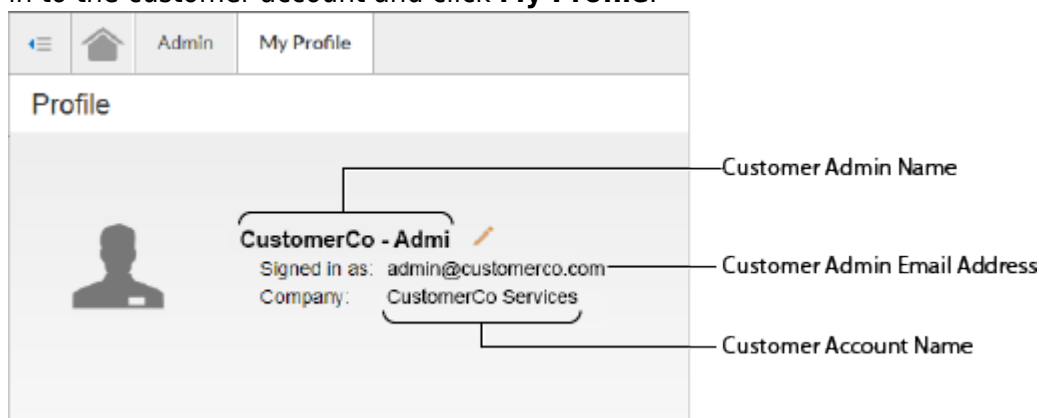
<https://campus.barracuda.com/doc/69960188/>

Important: If a Barracuda Partner account has access to a customer account where multi-factor authentication (MFA) is required, Partner users are required to set up and use MFA. For more information, refer to the Barracuda Campus article [How to Set Up and Manage Multi-Factor Authentication in Barracuda Cloud Control](#).

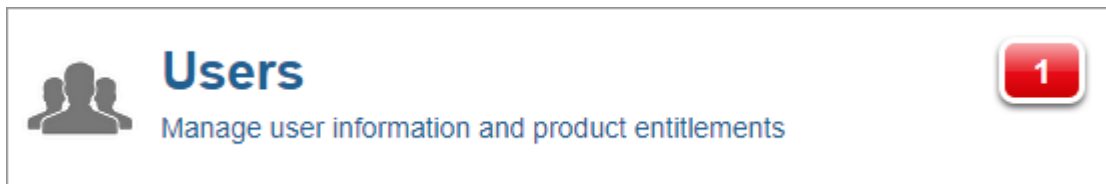
In this example, the partner needs to link an existing account to their partner account. Use the following steps so that you can manage the customer from your partner account.

### Link Account

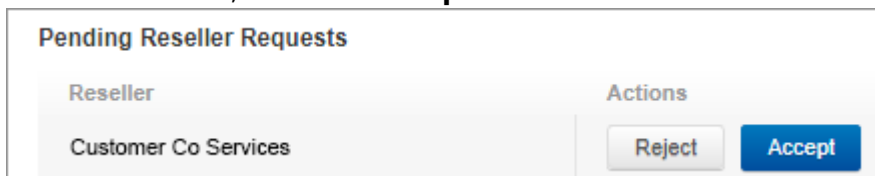
1. Log in to <https://login.barracudanetworks.com> using your partner credentials.
2. Click the **Home** link in the left pane, and click **Partner > Customer Accounts**.
3. Click **Add Customer** at the bottom of the customer list; the **Add Customer Account** dialog displays.
4. Enter the customer details exactly how they appear on the client account; if you are unsure, log in to the customer account and click **My Profile**:



5. Once you enter the client account details, click **Check for Availability**.
6. The **Request to Manage** button displays. Click to send a request to manage to the customer.  
If **Request to Manage** does not display, you either incorrectly entered the customer information in the Add Customer Account dialog or the account is already being managed
7. Log in to the customer account, and click the **Admin** tab. A red boxed number 1 displays next to **Users** in the right pane indicating there is a pending request:



8. Click the red box, and click **Accept**:



9. The user account is now linked and managed by your partner account. Any users that were configured under the customer account can continue to log in and access services.

## Auto-Add Admins

Once the account is linked, you can add partner admins to the account. You can add users who are to be automatically added as administrators to every new linked account using the following steps:

1. Log in to <https://login.barracudanetworks.com> using your partner credentials, click **Home**, and go to **Admin > Users**.
2. Click on the user you want to manage; the user's details display in the right pane.
3. Scroll down to **Product Entitlements**, and select all of the services. Once saved, the user is automatically added to all newly linked accounts and given full access to all products.

## Add Partner Admins

You can now add admins to the account:

1. Go to **Partner > Customer Accounts**. The newly added customer account displays in the list. Click on the customer name to display the partner admins on the account.
2. Click **Add Administrator**. In the **Add Administrator** dialog, select the partner admins you want to add on the customer account, and select the services they can access on the account:

### Add Administrator X

Select an administrator from your account to manage this customer's account.

#### Partner Admins not on Customer Account

Ryan Douglas

Philippe Hoey

Zoe Rodney

Jaysa Mars

Select all Administrators

#### Partner Admin's Entitlements

- Backup
- Email Security
- Archiver
- Web Security
- Vulnerability Manager
- Mobile Devices
- Appliance Control
- All

Cancel Add

3. The selected admins now display in the **Partner admins on Customer Account** table:

### CustomerCo Services

#### Partner Admins on Customer Account

*Add or Remove reseller administrators who should have access to this customer account.*

Admin	Entitlements	Action
Philippe Hoey	All Product Entitlements	<span>Edit</span> <span>Remove</span>
Jaysa Mars	Backup	<span>Edit</span> <span>Remove</span>

Add Administrator

## Figures

1. ViewProfile.png
2. ClickAccept.png
3. AcceptPendingRequest.png
4. AddAdmins.png
5. PartnerAdmin.png

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