

Scenario 2 - Customer Admin that Exists in the System

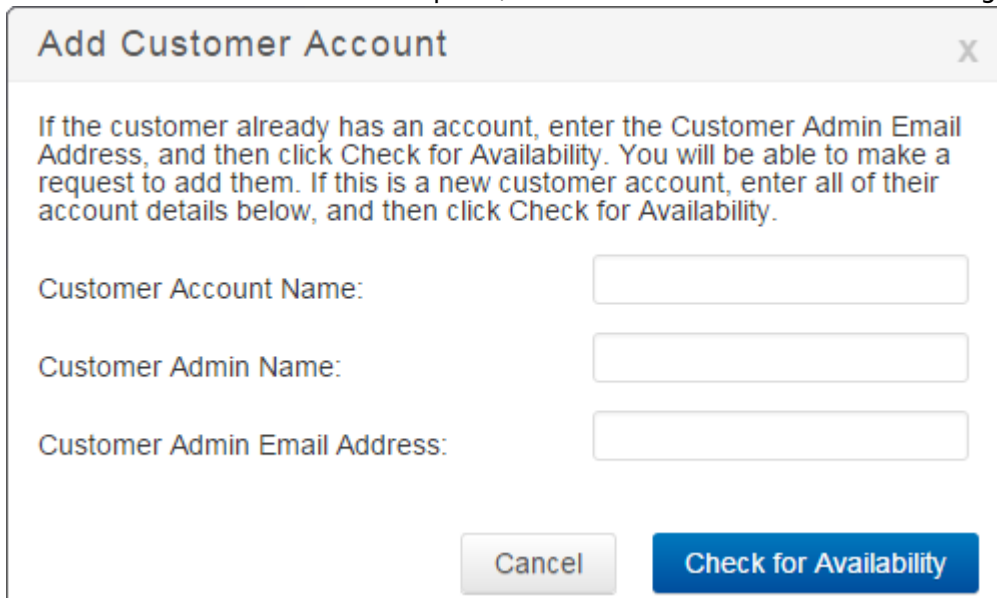
<https://campus.barracuda.com/doc/69960189/>

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 customer admin exists in the system. The partner sends a request to the customer admin to manage their account.

Add the Customer Account

1. Log into Barracuda Cloud Control using your partner credentials.
2. Click the **Home** link in the left pane, and click **Partner > Customer Accounts**. Click **Manage Customer Accounts**.
3. The **Manage Customer Accounts** page displays.
4. Click **Add Customer** in the left pane; the **Add Customer Account** dialog displays:



5. The **Add Customer Account** dialog displays. Enter the customer details, and click **Check for Availability**.
6. A message displays in the dialog box confirming that the admin account exists:

Add Customer Account X

If the customer already has an account, enter the Customer Admin Email Address, and then click Check for Availability. You will be able to make a request to add them. If this is a new customer account, enter all of their account details below, and then click Check for Availability.

Customer Account Name:

Customer Admin Name:

Customer Admin Email Address:

An admin account matching the account details for the user already exists. Click 'Request to Manage' to send this customer account administrator a request to grant reseller access to manage their account.

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7. Click **Request to Manage**. An email is sent to the entered **Customer Admin Email Address**:

Add Customer Account X

Customer Account Name:

Customer Admin Name:

Customer Admin Email Address:

The request has been e-mailed to the customer account's administrator. When the user accepts the request you will see the account appear on this page.

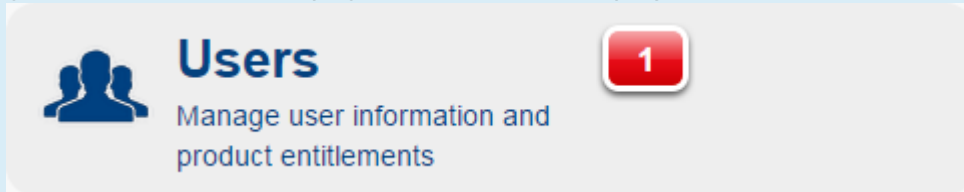
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8. Click **Close**. The customer is sent an email request to manage their account as an administrator.

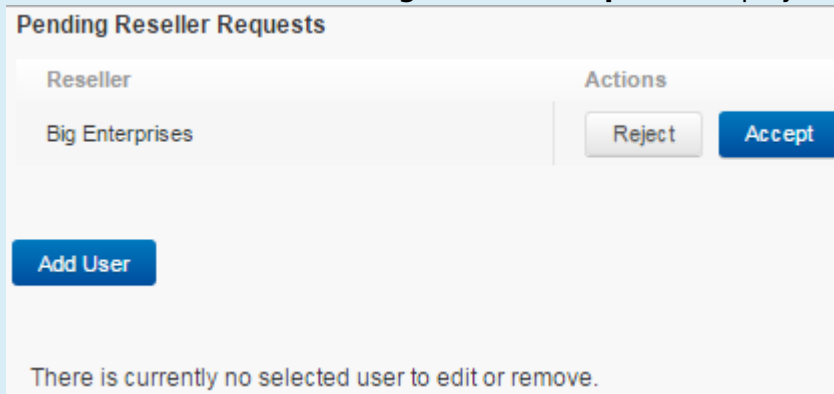
Customer Setup

The user must complete the following steps to accept the request and finalize the setup:

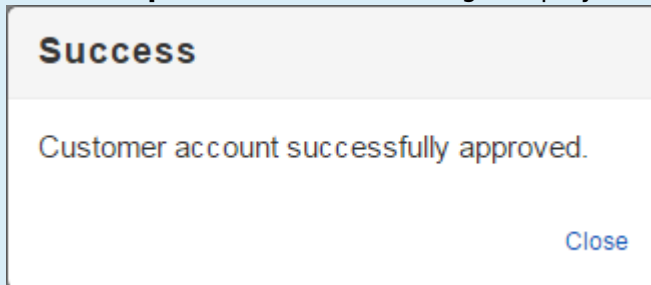
1. The customer is sent an email request to manage their Barracuda Networks account with a link and instructions for accepting the invitation.
2. Once they accept and set up their account, they must log in and click the **Home** link, and go to **Admin > Users** page; a notification displays:



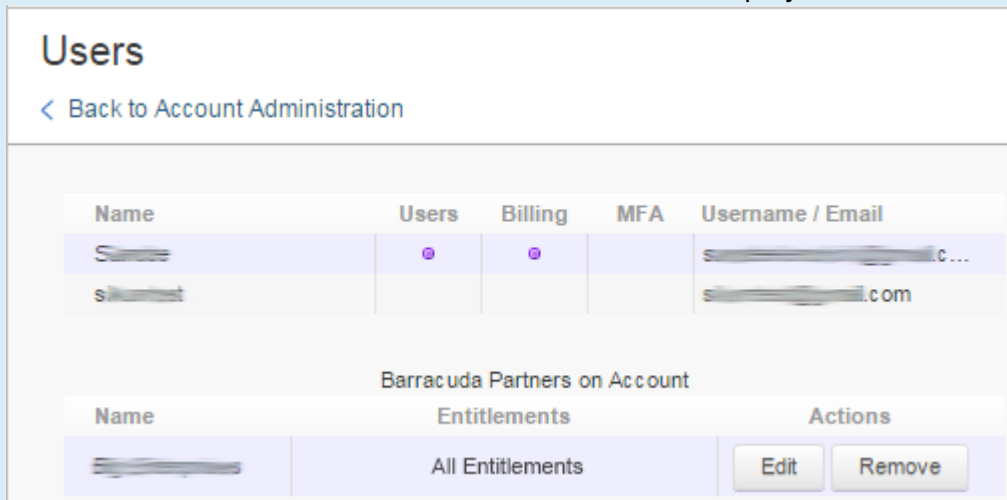
3. Click the notification; **Pending Reseller Requests** display:



4. Click **Accept**; the **Success** message displays:



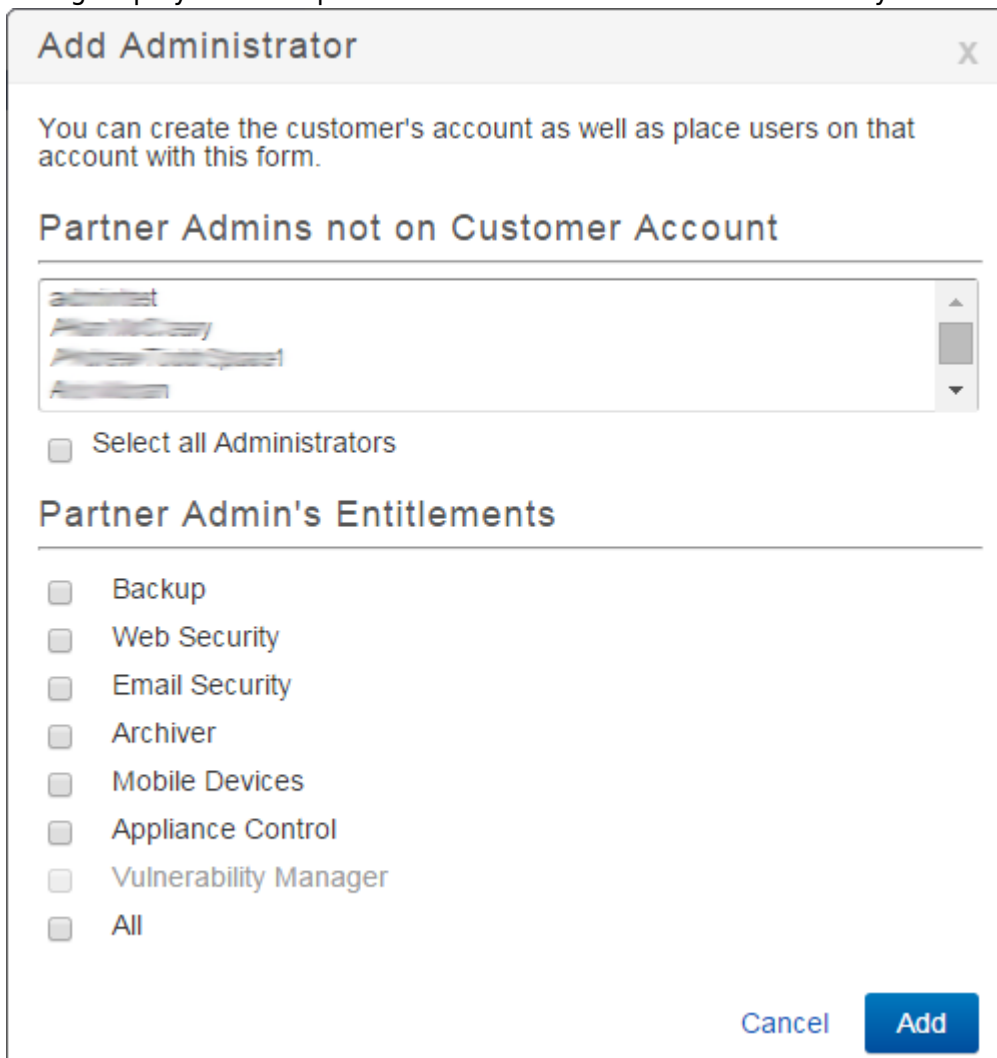
5. Click **Close**. The **Barracuda Partners on Account** displays on the **Users** page:



Set Admin Entitlements

Use the following steps to set up entitlements for the newly added account admin:

1. Log into Barracuda Cloud Control using your partner credentials.
2. Click the **Home** link in the left pane, and click **Partner > Customer Accounts**. Click **Manage Customer Accounts**.
3. The **Manage Customer Accounts** page displays.
4. Click on the **Customer** account name, and click **Add Administrator**. The **Add Administrator** dialog displays a list of partner Administrators that are not already on the customer account:



Add Administrator X

You can create the customer's account as well as place users on that account with this form.

Partner Admins not on Customer Account

- [Blurred Name]
- [Blurred Name]
- [Blurred Name]
- [Blurred Name]

Select all Administrators

Partner Admin's Entitlements

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

Cancel Add

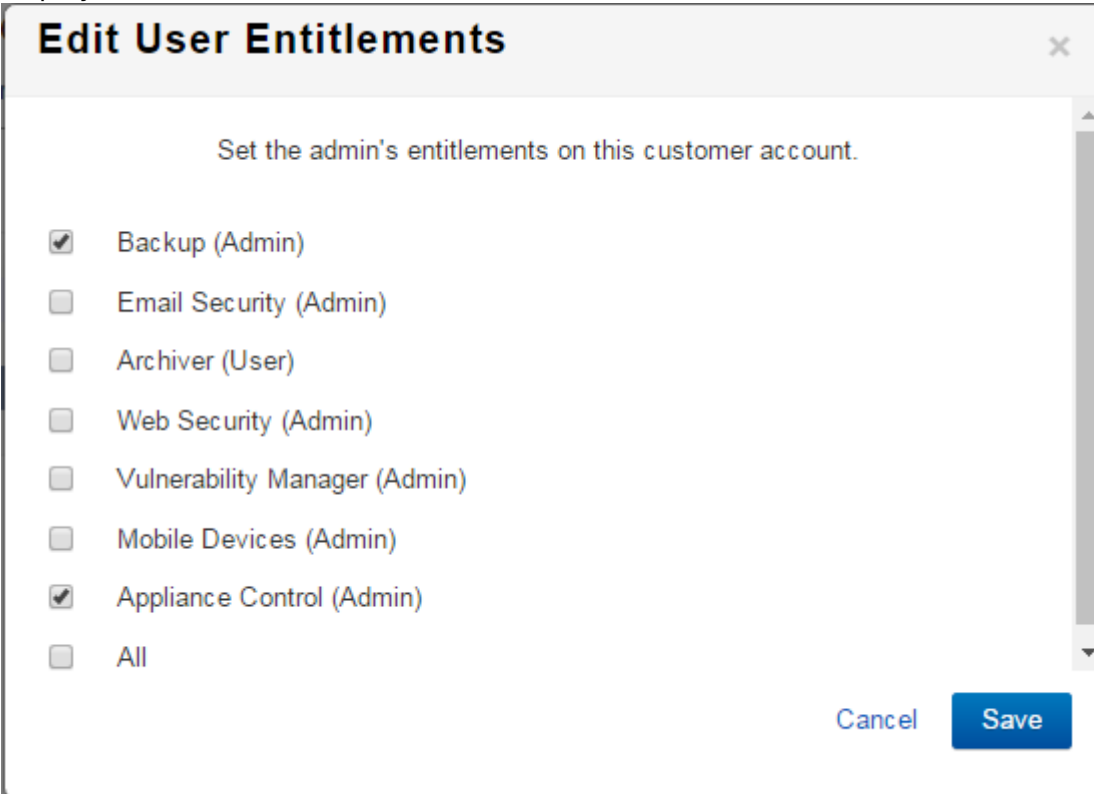
5. Click on the newly added account, select the **Partner Admin's Entitlements**, and then click **Add**.
6. The partner is added to the **Partner Admins on Customer Account** list in the right pane.

Understanding Entitlement Assignments

By default, your partner admin account has access to *all* customer entitlements which you can modify for each partner administrator when setting up partner administrator privileges. However, the customer can restrict the entitlements your partner account can manage on the **Partner Administration > Manage Users** page.

To modify entitlement restrictions,

1. Log into Barracuda Cloud Control using your partner credentials.
2. Click the **Home** link in the left pane, and click **Partner > Customer Accounts**. Then click **Manage Customer Accounts**.
3. The **Manage Customer Accounts** page displays.
4. In the Customer list, click the name of the account you want to modify.
5. In the section on the right side of the page, click **Edit**; the **Edit User Entitlements** dialog box displays:



Edit User Entitlements

Set the admin's entitlements on this customer account.

- Backup (Admin)
- Email Security (Admin)
- Archiver (User)
- Web Security (Admin)
- Vulnerability Manager (Admin)
- Mobile Devices (Admin)
- Appliance Control (Admin)
- All

Cancel Save

6. Set the entitlements as necessary, and then click **Save**.

If entitlements are restricted, they are dimmed in the display and cannot be selected when assigning entitlements on the customer's account.

Figures

1. add_customer.png
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3. scenario3_add_customer2.png
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5. accept.png
6. success.png
7. PartnerUser.png
8. add_admin.png
9. edit_user_entitlements.png

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