Scenario 2 - Customer Admin that Exists in the System

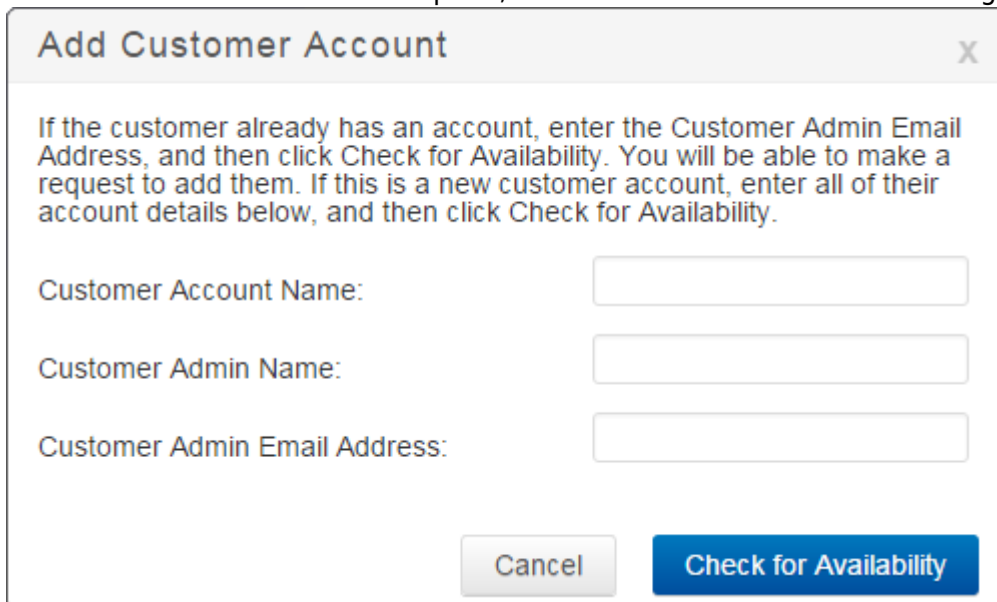https://campus.barracuda.com/doc/69960189/

Important: If a Barracuda Networks 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:

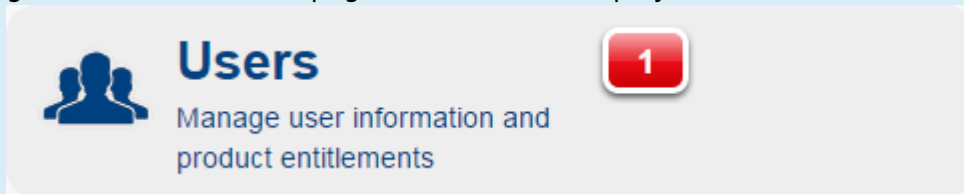7. Click **Request to Manage**. An email is sent to the entered **Customer Admin Email Address**:

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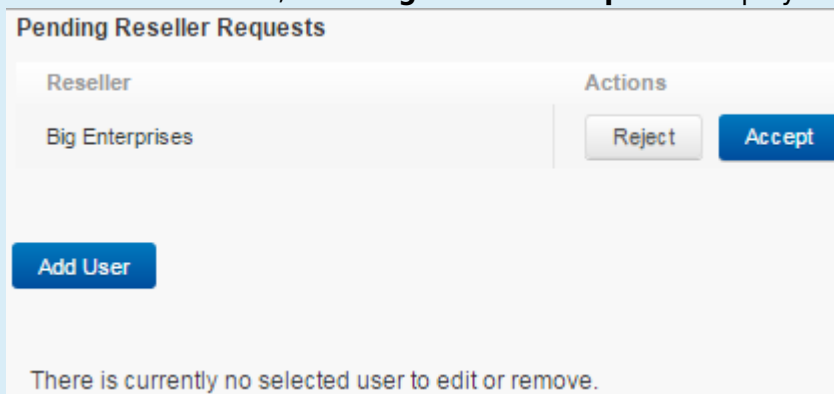
Customer Setup

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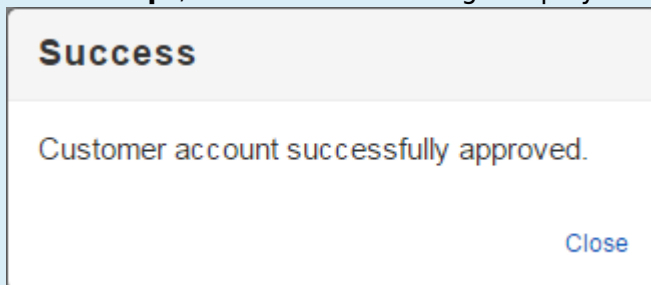
1. The customer is sent an email request to manage their Barracuda Networks account with a link and instructions for accepting the invitation.
2. Once they accept and set up their account, they must log in and click the **Home** link, and go to **Admin > Users** page; a notification displays:

Users

Manage user information and product entitlements

1

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

Pending Reseller Requests

Reseller	Actions
Big Enterprises	Reject Accept

Add User

There is currently no selected user to edit or remove.

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

Success

Customer account successfully approved.
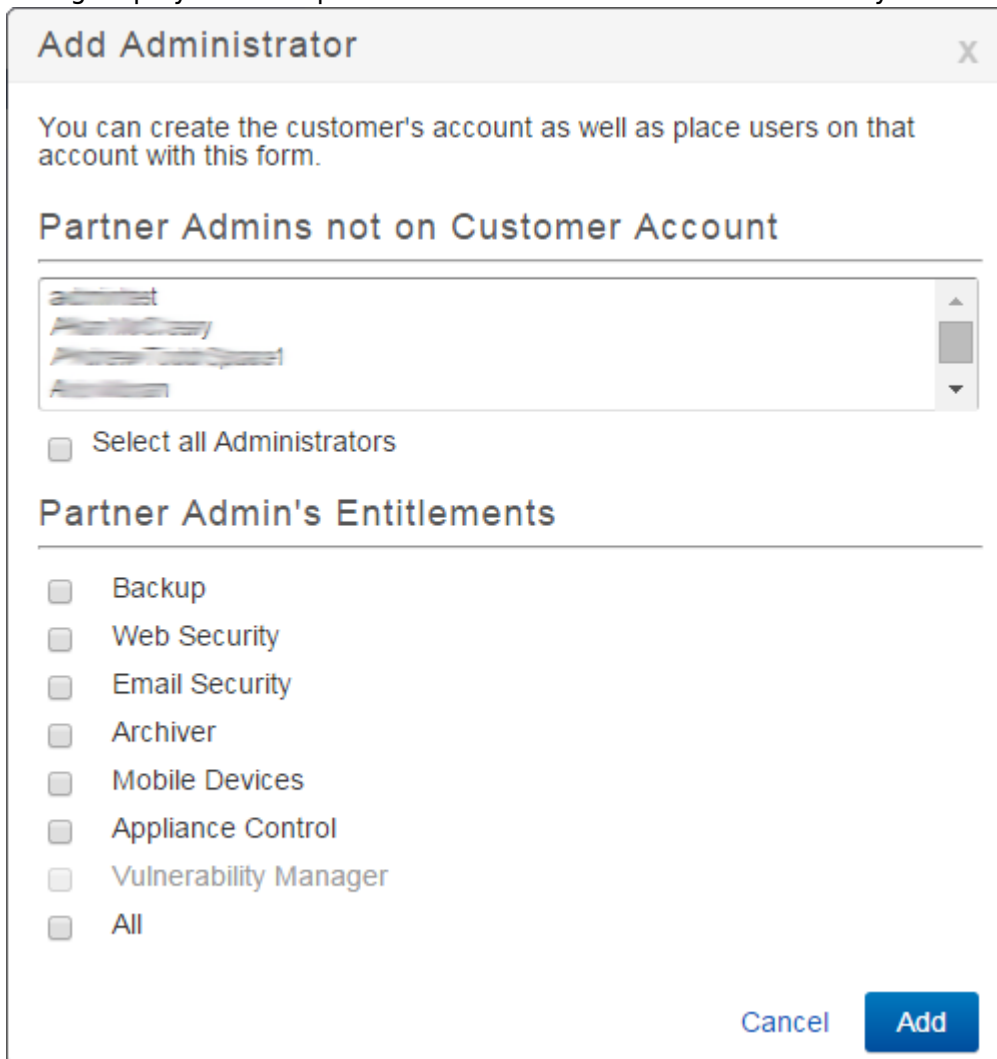
Close

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

Users

‹ Back to Account Administration

Name	Users	Billing	MFA	Username / Email
S⬛⬛⬛	⬤	⬤		s⬛⬛⬛c...
s⬛⬛⬛				s⬛⬛⬛.com

Barracuda Partners on Account

Name	Entitlements	Actions
⬛⬛⬛	All Entitlements	Edit Remove

Barracuda.
Your journey, secured.
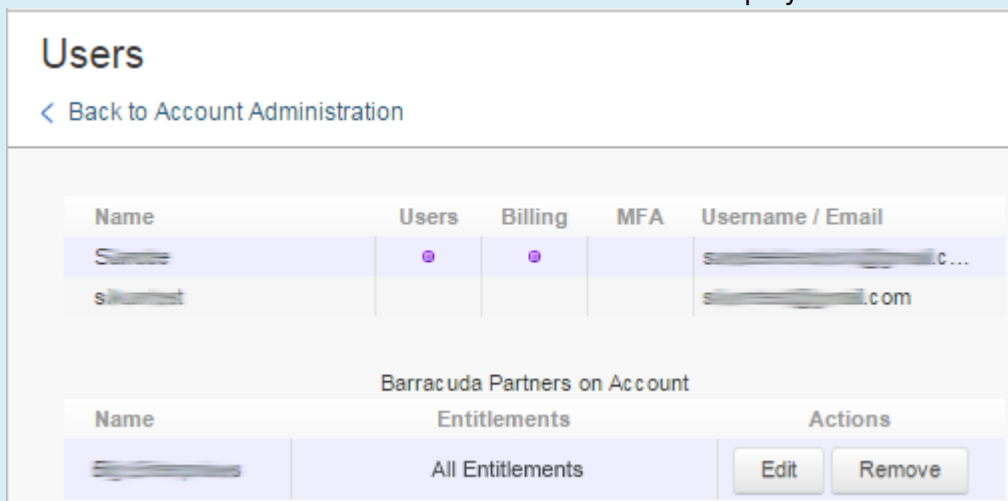
Set Admin Entitlements

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

- [unreadable]
- [unreadable]
- [unreadable]
- [unreadable]

☐ 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.

Figures

1. add_customer.png
2. scenario3_add_customer.png
3. scenario3_add_customer2.png
4. user_click.png
5. accept.png
6. success.png
7. PartnerUser.png
8. add_admin.png