

Scenario 1 - How to Create a New Customer Account and Customer Admin

<https://campus.barracuda.com/doc/69960192/>

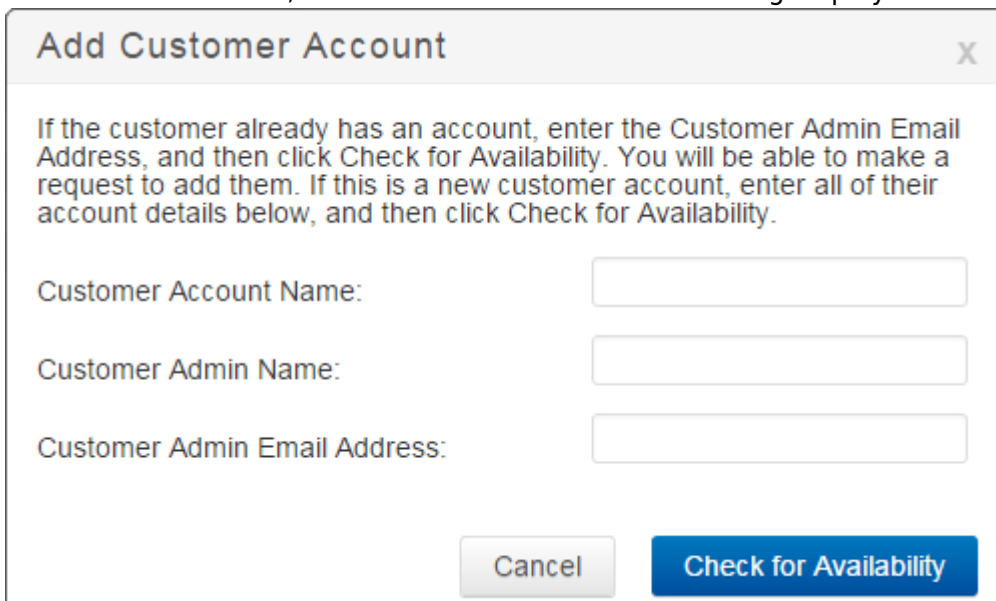
Important

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 does not exist in the system so the partner creates a new customer admin for the 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**. Then click **Manage Customer Accounts**.
3. The **Manage Customer Accounts** page displays.
4. Click **Add Customer**; the **Add Customer Account** dialog displays:



5. In the **Add Customer Account** page, enter the customer details, and click **Check for Availability**.
6. The dialog box updates with the **Partner Admins** and **Entitlements** sections:

Add Customer Account X

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

Customer Account Name:

Customer Admin Name:

Customer Admin Email Address:

Partner Admins

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

- ...@...com
- ...@...com
- ...@...com
- ...@...com
- ...@...com
- ...@...com
- ...@...com

Entitlements

Set the entitlements for the users being added to this new account.

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

1 user will be added automatically because of their user settings. This user's settings can be changed from the [Manage Users](#) page.

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7. Specify the partner administrators who have access privileges to this account, and select the entitlements to which the customer admin has access:

Add Customer Account X

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

Customer Account Name:

Customer Admin Name:

Customer Admin Email Address:

Partner Admins

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

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8. Click **Create Customer**; the customer admin is added to the **Manage Customer Accounts** list in the **Partner** tab.
9. Once the customer admin is created, your partner information is added to the *customer's ADMIN > Users* page.

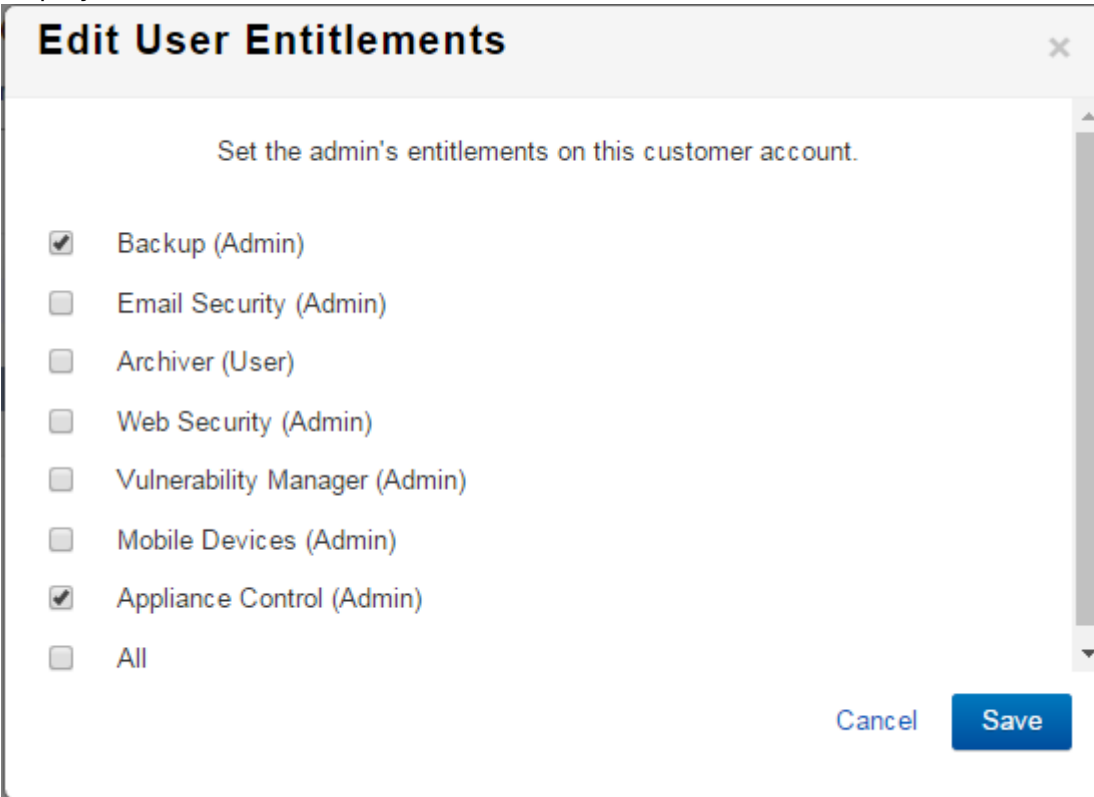
Understanding Entitlement Assignments

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
2. addCustomer.png
3. addCustomer2.png
4. edit_user_entitlements.png

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