

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

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

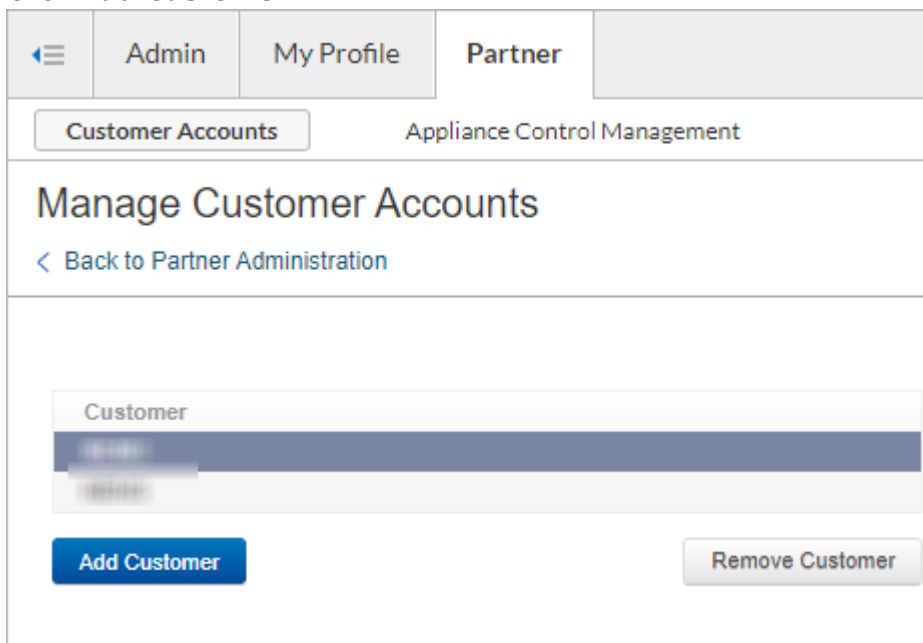
### Important

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 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**.
3. Click **Add Customer**.



4. In the **Add Customer Account** page, enter the customer details, and click **Check for Availability**.

### 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:

- The dialog box updates with the **Partner Admins** and **Entitlements** sections.
- 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.

#### Entitlements

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

- ☒ Backup
- ☐ Email Gateway Defense
- ☒ Cloud Archiving Service
- ☒ Content Shield
- ☐ Vulnerability Manager
- ☐ Appliance Control
- ☐ WAF as a Service
- ☐ Impersonation Protection
- ☐ Domain Fraud Protection

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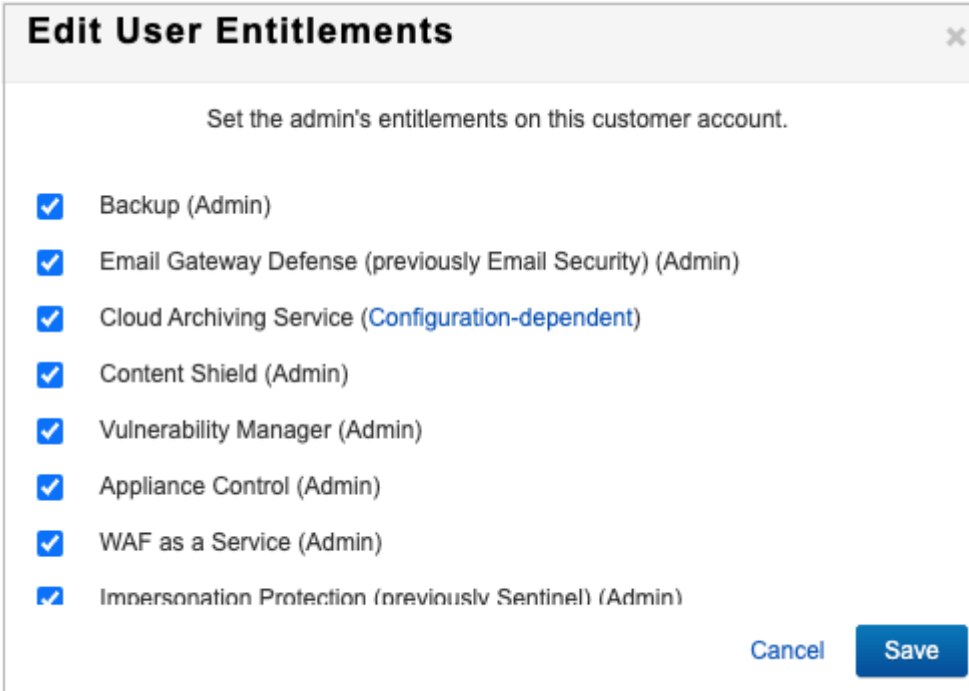
7. Click **Create Customer**; the customer admin is added to the **Manage Customer Accounts** list in the **Partner > Customer Accounts** page.
8. Once the customer admin is created, your partner information is added to the *customer's* **ADMIN > Users** page.

## 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:



The dialog box titled "Edit User Entitlements" has a close button (X) in the top right corner. Below the title bar, it says "Set the admin's entitlements on this customer account." There is a list of eight entitlements, each with a checked checkbox and the word "(Admin)" in parentheses. The entitlements are: Backup (Admin), Email Gateway Defense (previously Email Security) (Admin), Cloud Archiving Service (Configuration-dependent), Content Shield (Admin), Vulnerability Manager (Admin), Appliance Control (Admin), WAF as a Service (Admin), and Impersonation Protection (previously Sentinel) (Admin). At the bottom right, there are two buttons: "Cancel" and "Save".

Entitlement	Selected
Backup (Admin)	Yes
Email Gateway Defense (previously Email Security) (Admin)	Yes
Cloud Archiving Service (Configuration-dependent)	Yes
Content Shield (Admin)	Yes
Vulnerability Manager (Admin)	Yes
Appliance Control (Admin)	Yes
WAF as a Service (Admin)	Yes
Impersonation Protection (previously Sentinel) (Admin)	Yes

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. addCustomer1.png
2. add\_customer.png
3. partnerEntitlements1.png
4. editEntitlements.png

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