

## How to Grant Partner Administrator Privileges to Customer Accounts

<https://campus.barracuda.com/doc/69960217/>

An account administrator can grant partner administrator privileges and add a partner administrator to one or more customer accounts.

You can:

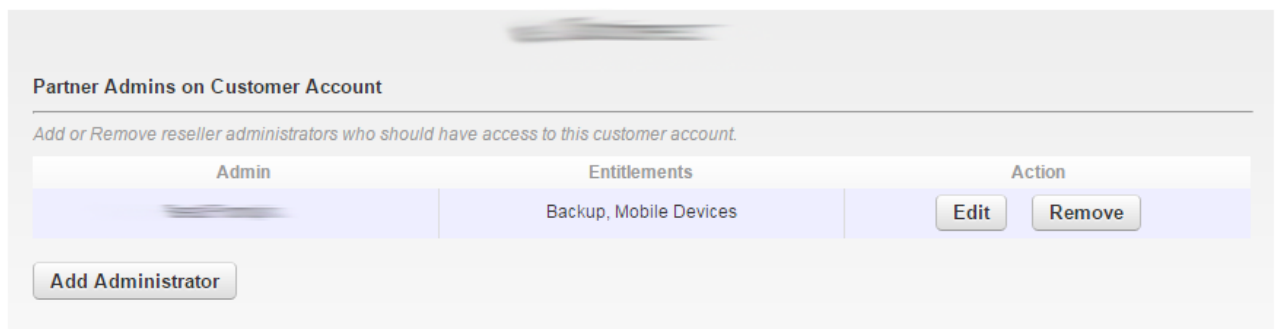
1. log into your partner account and add multiple administrators to a single customer in the **Home > Partner > Customer Accounts** page.
2. grant partner administrator privileges to a single administrator for multiple customer accounts from the **Home > Admin > Users > Customers** page.
3. grant partner administrator privileges to all group members for specified customer accounts on **Home > Groups > Edit** page.

Each of these options is described in a separate section below, using a corresponding letter from the list above.

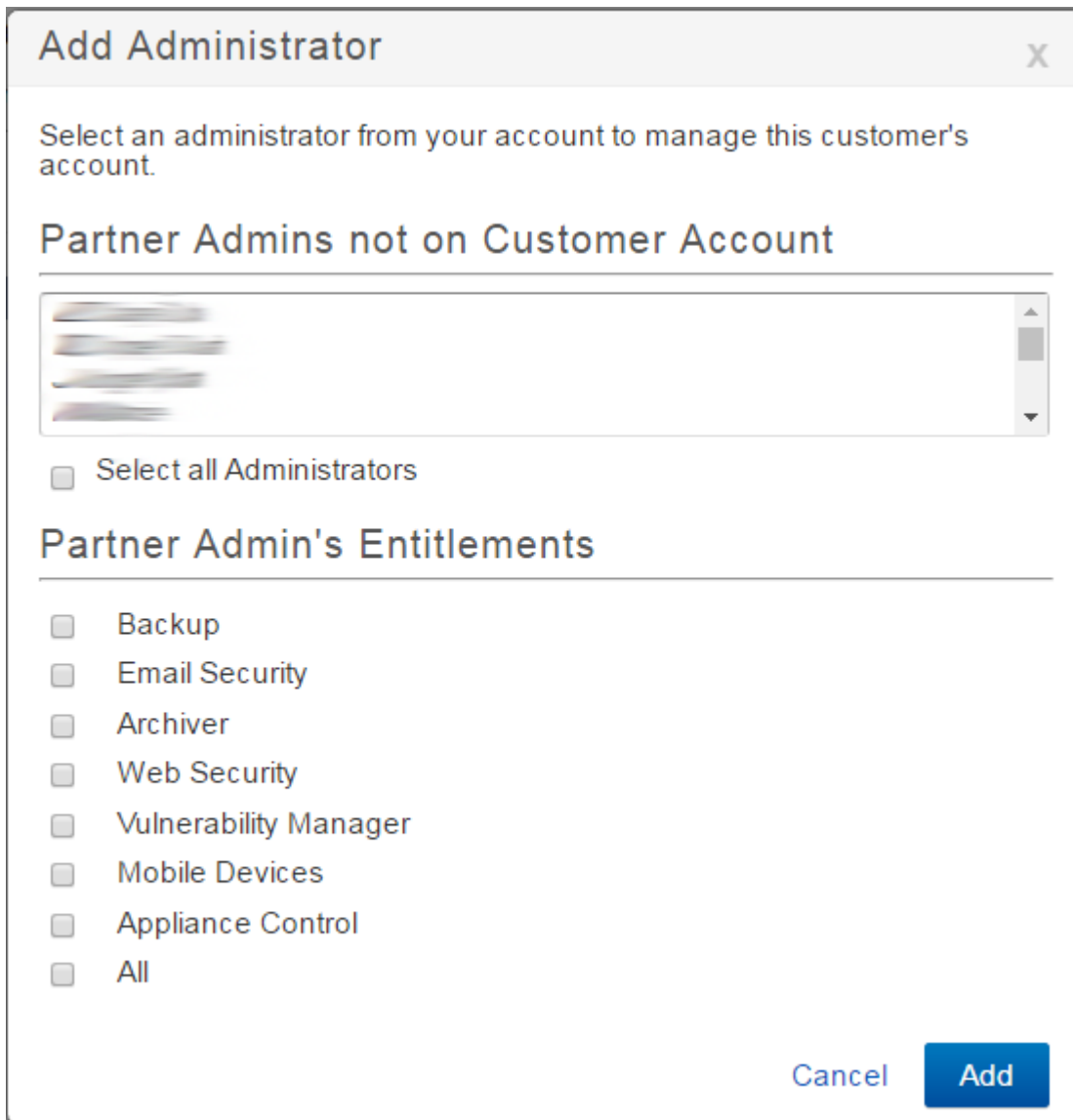
### A. Add an Administrator to a Single Customer Account

Use the following steps to add an administrator to a single 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. Click on the customer to which you want to add a partner administrator; the **Partner Admins on Customer Account** section displays in the right pane:



4. Click **Add Administrator**; the list of all partner users *not* currently an administrator on the selected customer account displays:



5. In the **Partner Admins not on Customer Account** list, click on one or more users you want to add as administrators on the account; use **Shift**-click or **Ctrl**-click to select multiple users, or click **Select all Administrators** to select all users in the list.
6. The **Partner Admin's Entitlements** section displays all service entitlements for which the customer has granted privileges to the Partner. See the section *Understanding Entitlement Assignments* for more information.

If the customer set entitlement restrictions on your partner account, you can select only those entitlements to which they have granted access.
7. Select the entitlements to which the selected administrator is to have administrator privileges, and then click **Add**.
8. The selected user is added to the list including their entitlement privileges.

## B. Add an Administrator to Multiple Customer Accounts

Use the following steps to add an administrator to multiple customer accounts:

1. Log into Barracuda Cloud Control using your partner credentials.
2. Click the **Home** link in the left pane, and click **Admin > Users**.
3. Click on the partner administrator name; the user details display in the right pane.
4. Scroll to the **Customers** section; the list displays the accounts to which the selected partner administrator has entitlements:

### Customers

*Manage the user's other accounts and their entitlements on those accounts.*

Customer Name	Entitlements	Action
Not on any customer accounts	No Entitlements	No Actions

**Add Customer**

☐ Automatically add this user to all new customer accounts

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

5. Click **Add Customer**. In the **Add User to Customer** dialog box, select the customer accounts and entitlements:

### Add User to Customer

#### Customer Accounts

Give the selected user access to a customer's account.

#### Entitlements

Give the selected user the selected entitlements on the customer's account.

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

Cancel Save

If the customer has set entitlement restrictions, a warning box displays:

### Add User to Customer

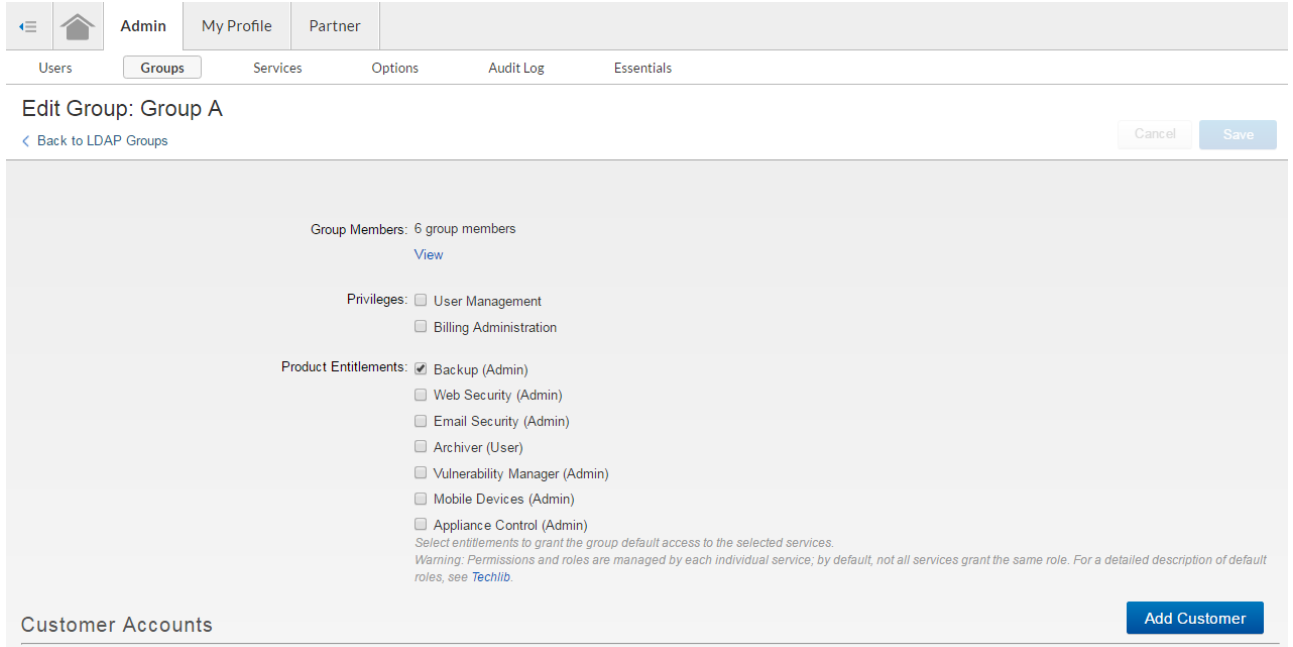
The customer has placed restrictions on the entitlements your users can have on their account. This has prevented Barracuda from giving this user Vulnerability Manager, and Mobile Devices entitlements.

Close

6. Click **Save** to add the customers, including selected entitlements, to the **Customers** section.

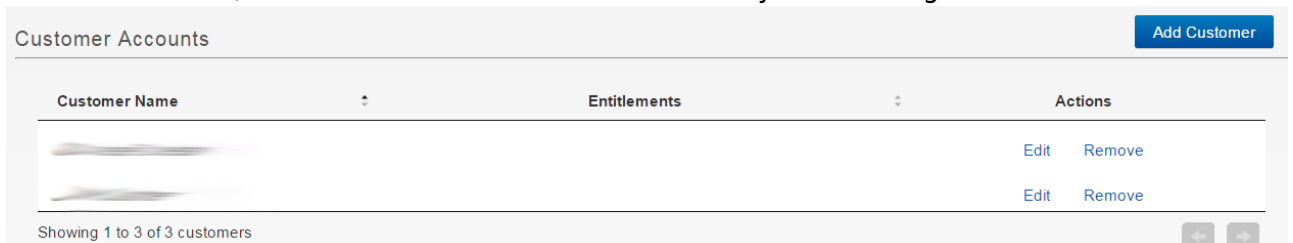
## C. Add an Administrator for All Users for Certain Customer Groups

1. Log into Barracuda Cloud Control using your partner credentials.
2. Click the **Home** link in the left pane, and click **Admin > Groups**.
3. Navigate to the LDAP group name and click **Edit**. The **Edit Group** page displays.



The screenshot shows the 'Edit Group: Group A' page. At the top, there's a navigation bar with 'Admin', 'My Profile', and 'Partner' tabs. Below it, a sub-navigation bar has 'Users', 'Groups' (selected), 'Services', 'Options', 'Audit Log', and 'Essentials'. The main content area is titled 'Edit Group: Group A' and includes a 'Back to LDAP Groups' link and 'Cancel'/'Save' buttons. The page displays 'Group Members: 6 group members' with a 'View' link. Under 'Privileges', there are checkboxes for 'User Management' and 'Billing Administration'. Under 'Product Entitlements', there are checkboxes for 'Backup (Admin)', 'Web Security (Admin)', 'Email Security (Admin)', 'Archiver (User)', 'Vulnerability Manager (Admin)', 'Mobile Devices (Admin)', and 'Appliance Control (Admin)'. A warning message at the bottom states: 'Select entitlements to grant the group default access to the selected services. Warning: Permissions and roles are managed by each individual service; by default, not all services grant the same role. For a detailed description of default roles, see [Techlib](#).' At the bottom of the page, there's a 'Customer Accounts' section with an 'Add Customer' button.

4. Click **Add Customer**. A list displays the accounts to which the selected group members may be granted entitlements.
5. Select one or more customers, then click **Add**. For each customer you select, a corresponding account appears in the **Customer Accounts** list on the **Edit Group** page. There are no entitlements granted at this point.
6. For each account, click **Edit** and select the entitlements you want to grant.



The screenshot shows the 'Customer Accounts' table. It has a header with 'Customer Name', 'Entitlements', and 'Actions'. There are two rows of customer accounts, each with 'Edit' and 'Remove' links. At the bottom, it says 'Showing 1 to 3 of 3 customers' and has navigation arrows.

Customer Name	Entitlements	Actions
[Customer Name]	[Entitlements]	<a href="#">Edit</a> <a href="#">Remove</a>
[Customer Name]	[Entitlements]	<a href="#">Edit</a> <a href="#">Remove</a>

7. Select the Product Entitlements you want to assign to the group, for example, **Archiver**. Then click **Save**.

**Edit Group Permissions** ×

You can select what permissions group members will have on this customer account.

**Product Entitlements**

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

[Cancel](#)[Save](#)

For more information, refer to [How to Add Entitlements via LDAP Group Membership](#).

## Figures

1. partner\_admins.png
2. add\_admin.png
3. no\_customer\_accts.png
4. add\_user\_02.png
5. partner\_admin\_add\_customer\_limited\_entitlements.PNG
6. edit\_group.png
7. editCustomer.png
8. EditGroupPermissions.png

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