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:

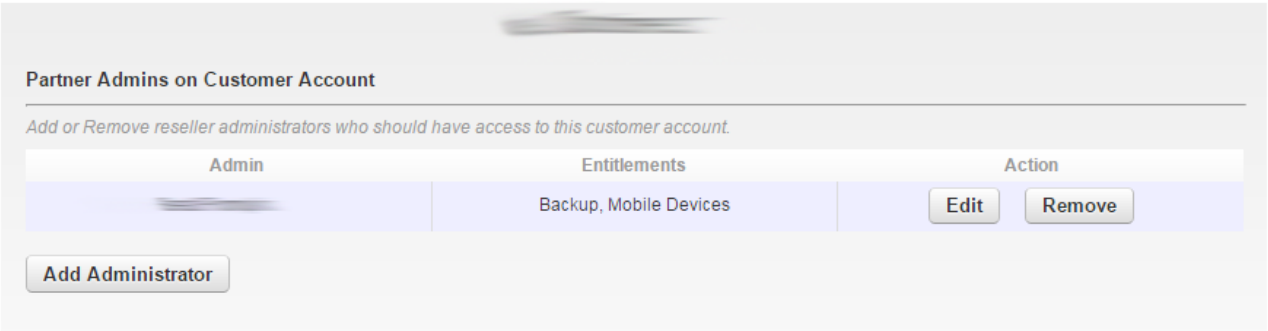
1. log into your partner account and add multiple administrators to a single customer in the **Home > Partner > Customer Accounts** page.
2. grant partner administrator privileges to a single administrator for multiple customer accounts from the **Home > Admin > Users > Customers** page.
3. grant partner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

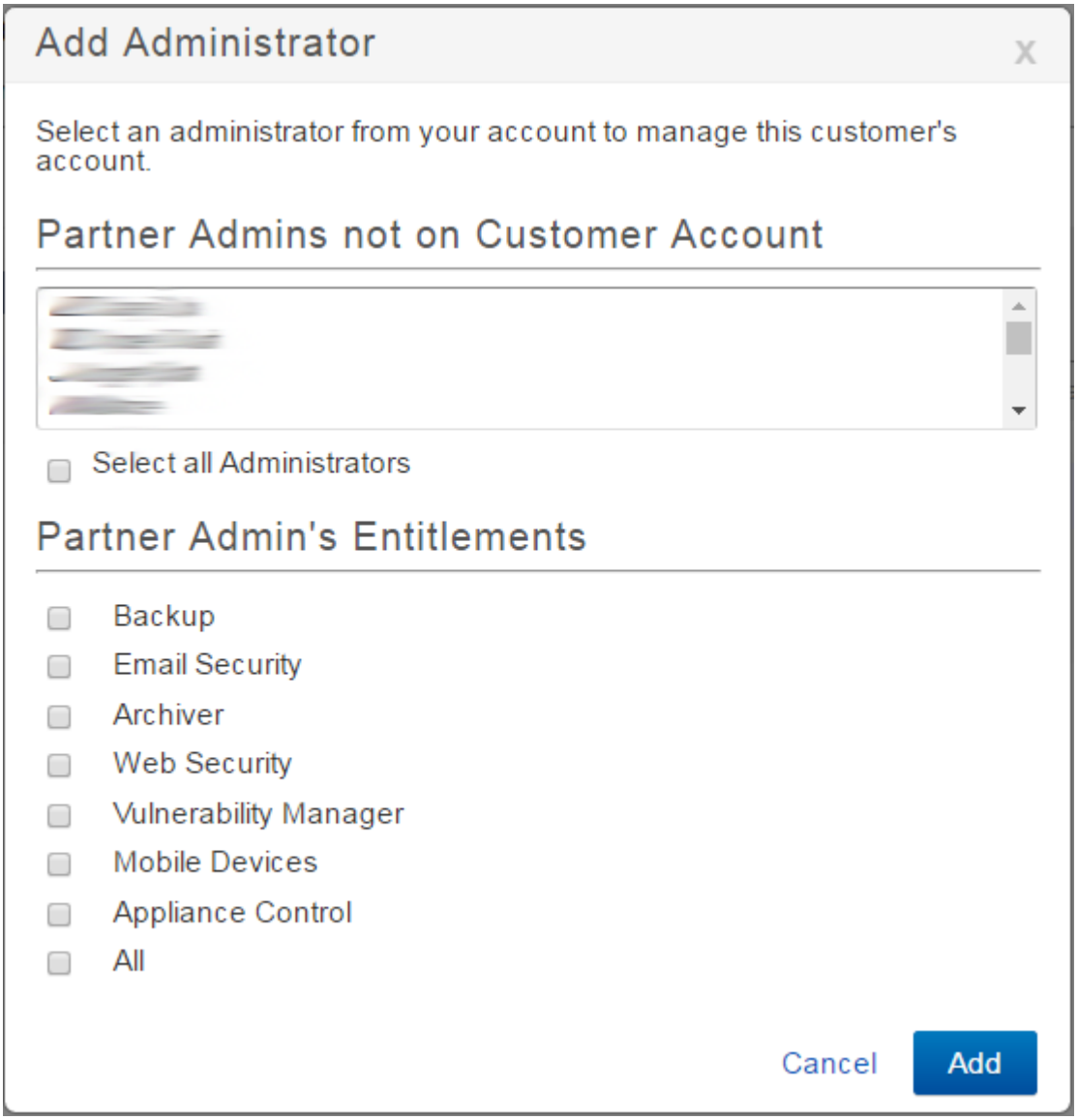
A. Add an Administrator to a Single Customer Account

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:



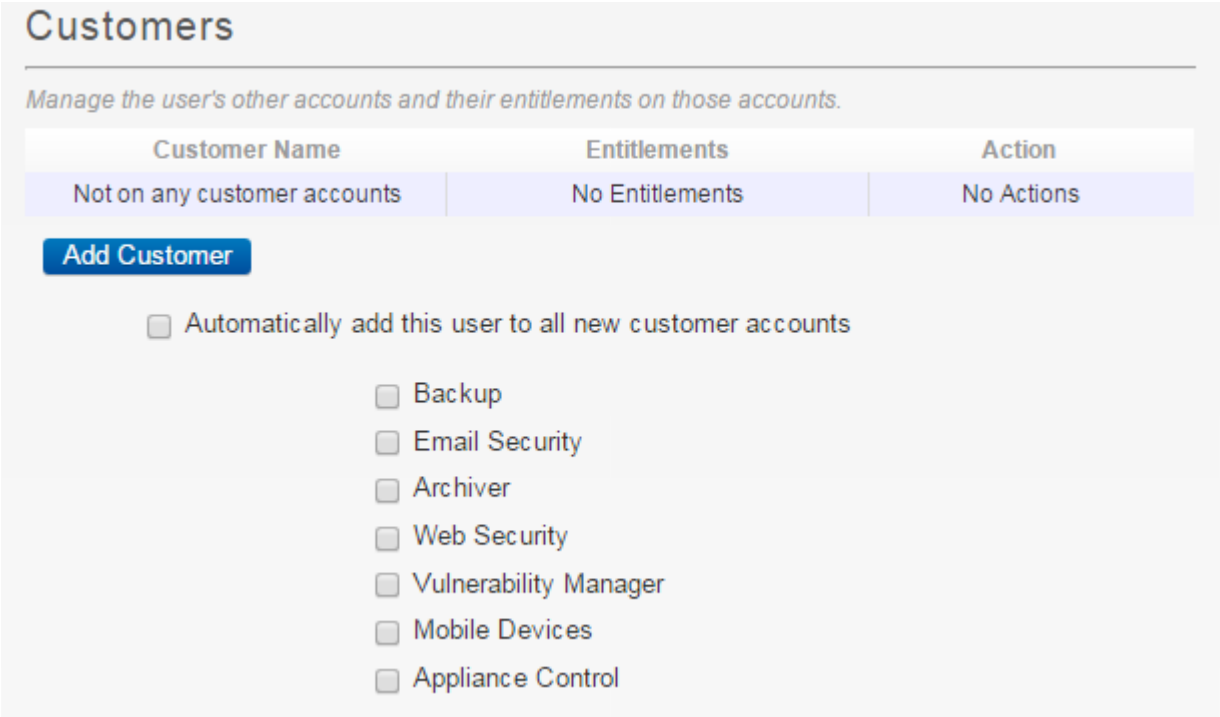
5. In the **Partner Admins not on Customer Account** list, click on one or more users you want to add as administrators on the account; use **Shift-**click or **Ctrl-**click to select multiple users, or click **Select all Administrators** to select all users in the list.
6. The **Partner Admin's Entitlements** 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.

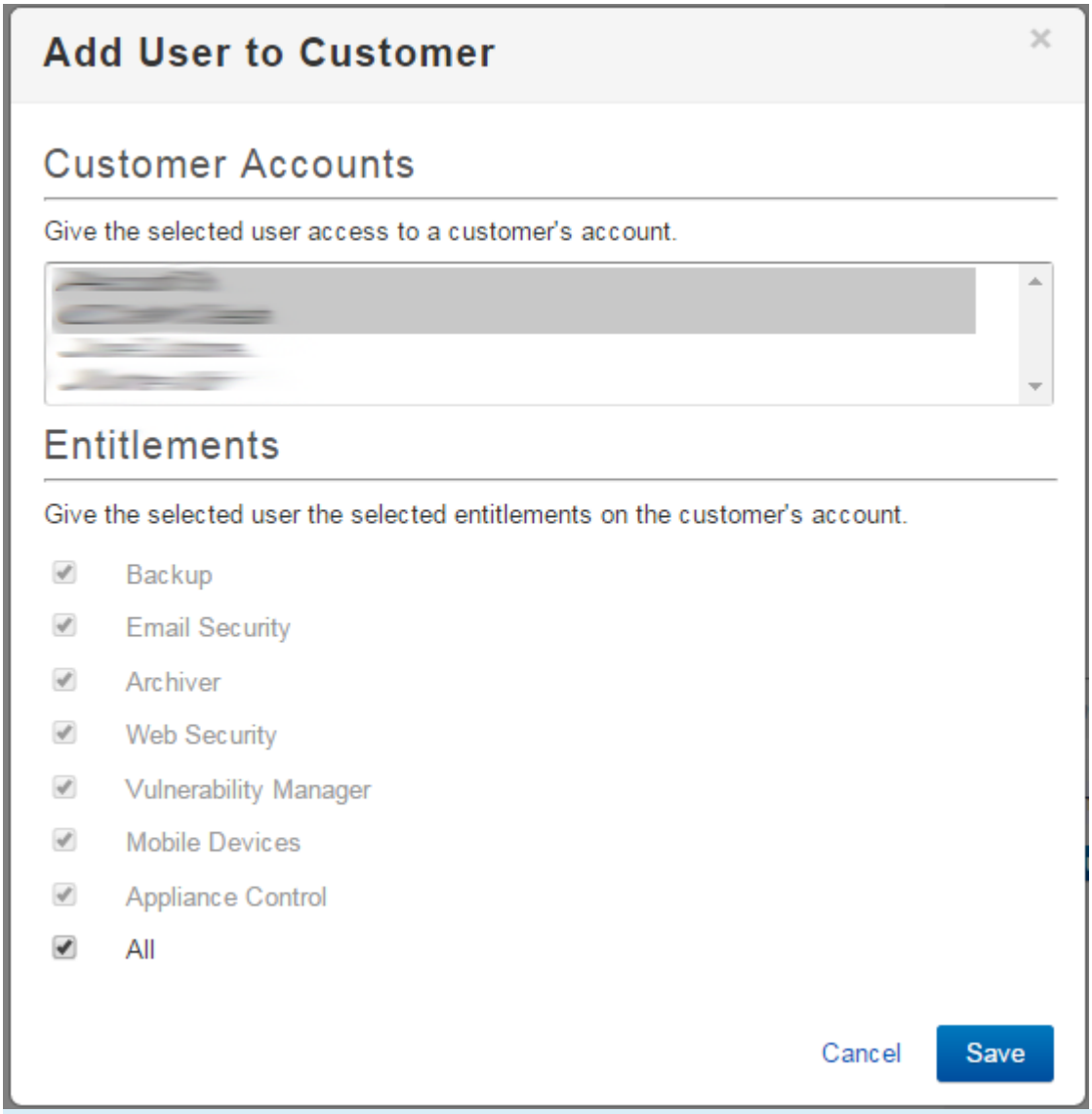
B. Add an Administrator to Multiple Customer Accounts

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

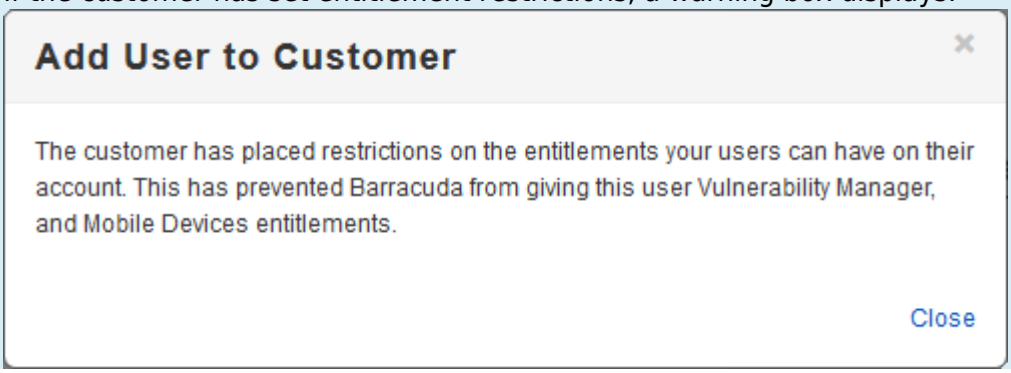
1. Log into Barracuda Cloud Control using your partner credentials.
2. Click the **Home** link in the left pane, and click **Admin > Users**.
3. Click on the partner administrator name; the user details display in the right pane.
4. Scroll to the **Customers** section; the list displays the accounts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



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



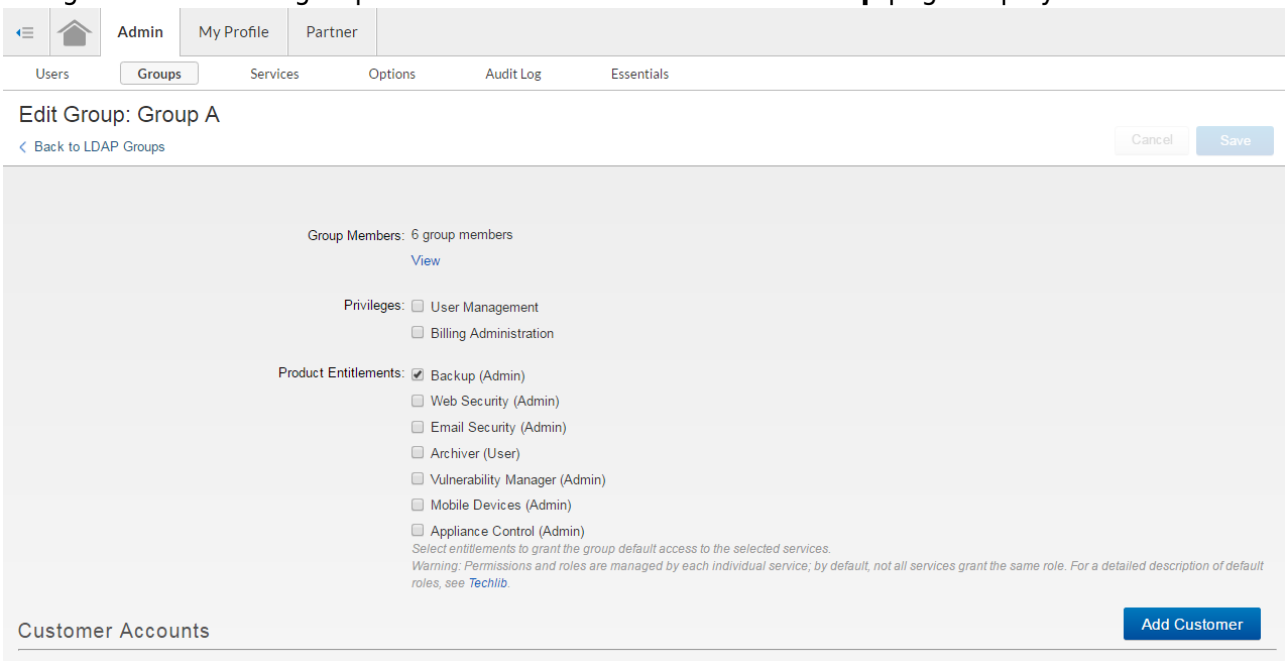
If the customer has set entitlement restrictions, a warning box displays:



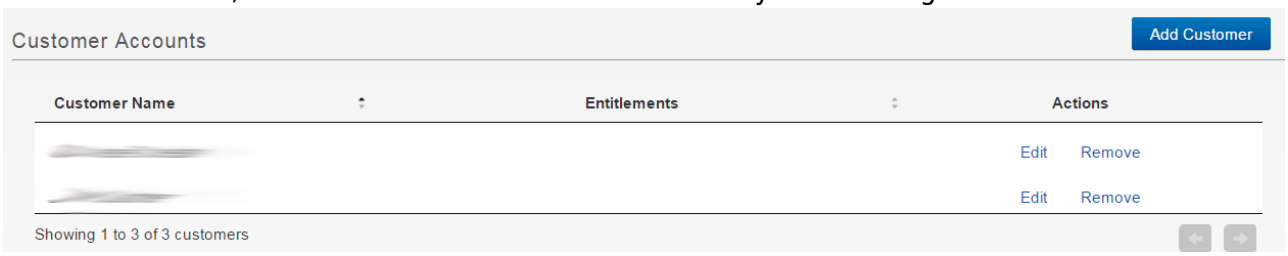
6. Click **Save** to add the customers, including selected entitlements, to the **Customers** section.

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

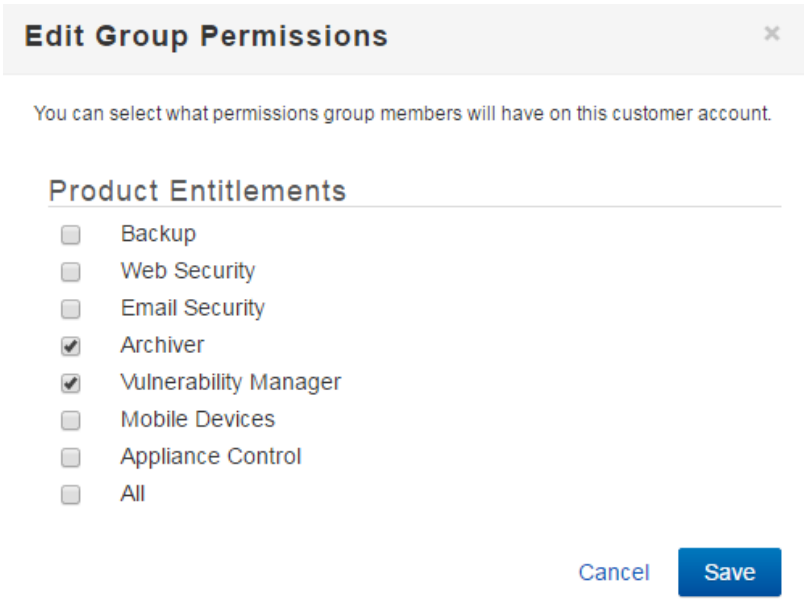
1. Log into Barracuda Cloud Control using your partner credentials.
2. Click the **Home** link in the left pane, and click **Admin > Groups**.
3. Navigate to the LDAP group name and click **Edit**. The **Edit Group** page displays.



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.



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