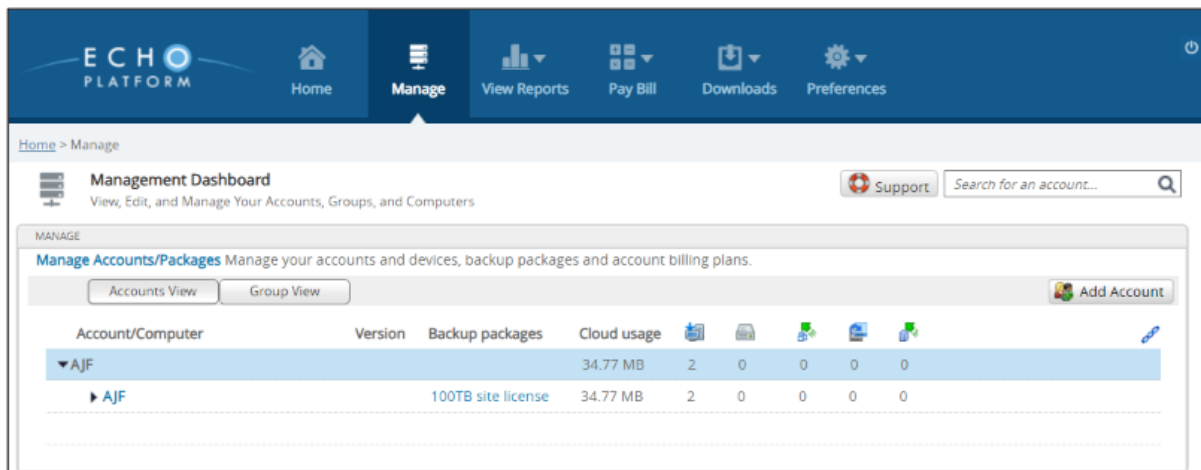


Creating Accounts for Customers

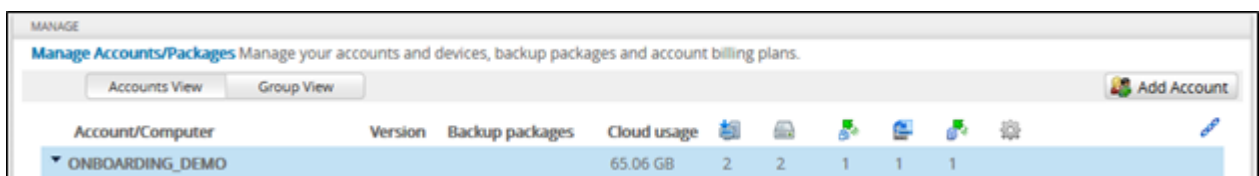
<https://campus.barracuda.com/doc/71239086/>

To create accounts for your customers, perform the following steps.

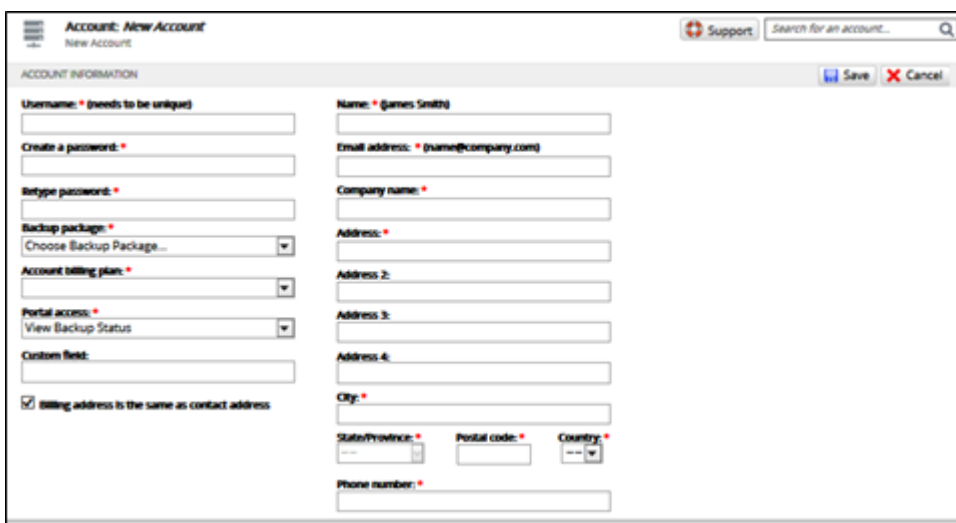
1. At the ECHOplatform ribbon, click **Manage**.



2. Click the partner user name to highlight it blue, then click **Add Account**.



The **New Account** page is displayed. Fields with a red asterisk are required.



The screenshot shows the 'New Account' form with various fields for account creation. Fields with a red asterisk indicate required information.

ACCOUNT INFORMATION

Username: * (needs to be unique) [Text Field]
Create a password: * [Text Field]
Retype password: * [Text Field]
Backup package: * [Dropdown Menu: Choose Backup Package...]
Account billing plan: * [Dropdown Menu: View Backup Status]
Custom field: [Text Field]
☒ Billing address is the same as contact address

Name: * (James Smith) [Text Field]
Email address: * (james@company.com) [Text Field]
Company name: * [Text Field]
Address: * [Text Field]
Address 2: [Text Field]
Address 3: [Text Field]
Address 4: [Text Field]
City: * [Text Field]
State/Province: * [Text Field] Postal code: * [Text Field] Country: * [Text Field]
Phone number: * [Text Field]

Buttons: Save, Cancel

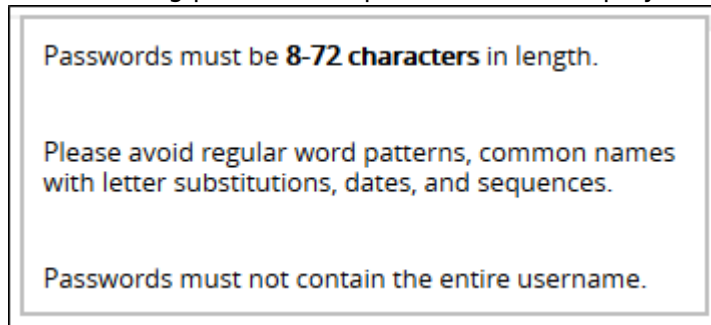
3. At the **Username** field, type a unique username.
This field is restricted to alphanumeric characters plus underscore.

Once the username is set, it cannot be changed.

The username needs to be unique and has a 16 character limit.

4. Type a **Password**.

The following password requirements are displayed.



5. Choose the **Backup Package**.

Backup packages are how you are billed for this customer account. The number in the parenthesis is the number of packages currently being used.

6. Select an **Account Billing Plan**.

Selecting a plan on how you want to bill your client.

7. Assign Portal Access.

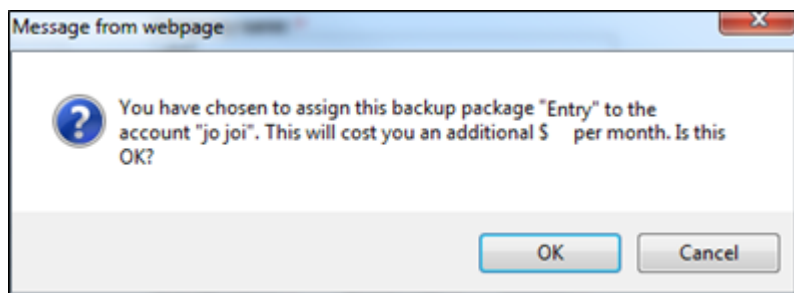
The type of access you give your client to their own ECHOplatform portal.

1. **View Backup Status:** Choose this option if your customer only has Barracuda Networks products. This option provides a read-only view from their portal.
2. **Create/Edit, Delete and Restore:** Users of the ECHObackup product can create, edit, delete, and restore backups from their portal.

8. Complete the contact information on the right side with your customer's information.

Before you can choose a **State/Province**, you must first choose a **Country**.

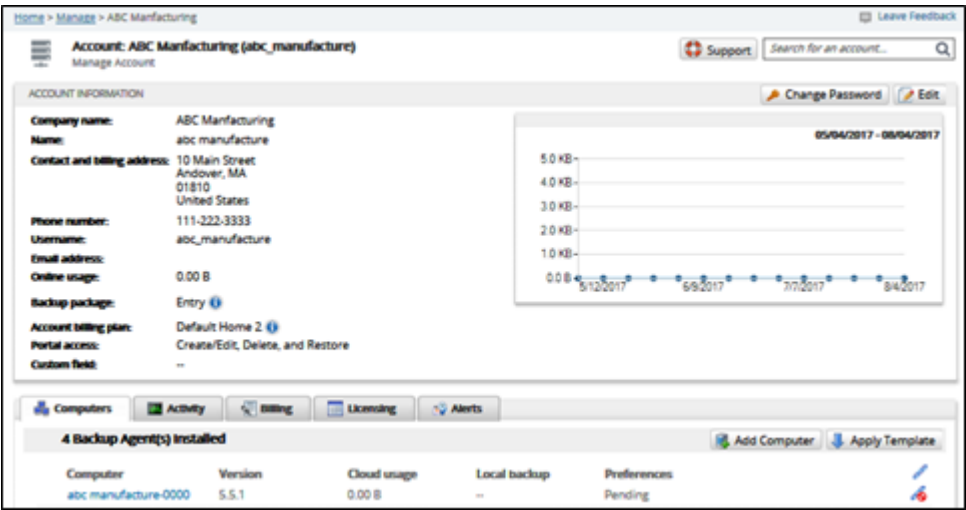
Note: Asterisks indicate a mandatory field. Every new Account must have a package assigned. If you run over your pre-purchased amount, you are prompted to accept the new package, as shown below.



9. Click **OK**.

10. After you complete the form, click **Save**.

The new Account page is displayed.



Figures

1. campus mgt dashboard.png
2. Campus creating accounts 1a.png
3. Campus Creating Accounts1.png
4. Campus Creating Accounts2.png
5. Campus Creating Accounts3.png
6. campus account.png

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