

## **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**.

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ome > Manage										
Management Dashboa View, Edit, and Manage You		and Computers				(	🗘 Suj	pport	Search for an account	Q
View, Edit, and Manage You	ir Accounts, Groups, a	and Computers								
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2. Click the partner user name to highlight it blue, then click **Add Account**.

MANAGE										
Manage Accounts/Packages Manage your	accounts and	devices, backup packa	ages and account	billing	plans.					
Accounts View Group View										add Account
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ONBOARDING_DEMO			65.06 GB	2	2	1	1	1		

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

Account: New Account New Account	Support	search for an account Q
ACCOUNT INFORMATION		🔛 Save 🗙 Cancel
Username: * (needs to be unique)	Name.* Games Smith)	
Create a password: *	Email address: * (name@company.com)	
Retype password: *	Company name: *	
Bachup package: *	Address: *	
Choose Backup Package		
Account billing plan: *	Address 2:	
Portal access *	Address 3:	
View Backup Status		
Custom field:	Address &	
tilling address is the same as contact address	Chike	
	State/Province: * Postal code: * Country: *	
	Phone number; *	

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.

Passwords must be 8-72 characters in length.

Please avoid regular word patterns, common names with letter substitutions, dates, and sequences.

Passwords must not contain the entire username.

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.

Message fr	om webpage
?	You have chosen to assign this backup package "Entry" to the account "jo joi". This will cost you an additional S per month. Is this OK?
	OK Cancel

9. 9. Click **OK**.

10. After you complete the form, click **Save**. The new Account page is displayed.

## Barracuda Intronis Backup



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Account: ABC M Manage Account	anfacturing (abc_manu	ufacture)		Supp	Search for an account	(
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- 6. campus account.png

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