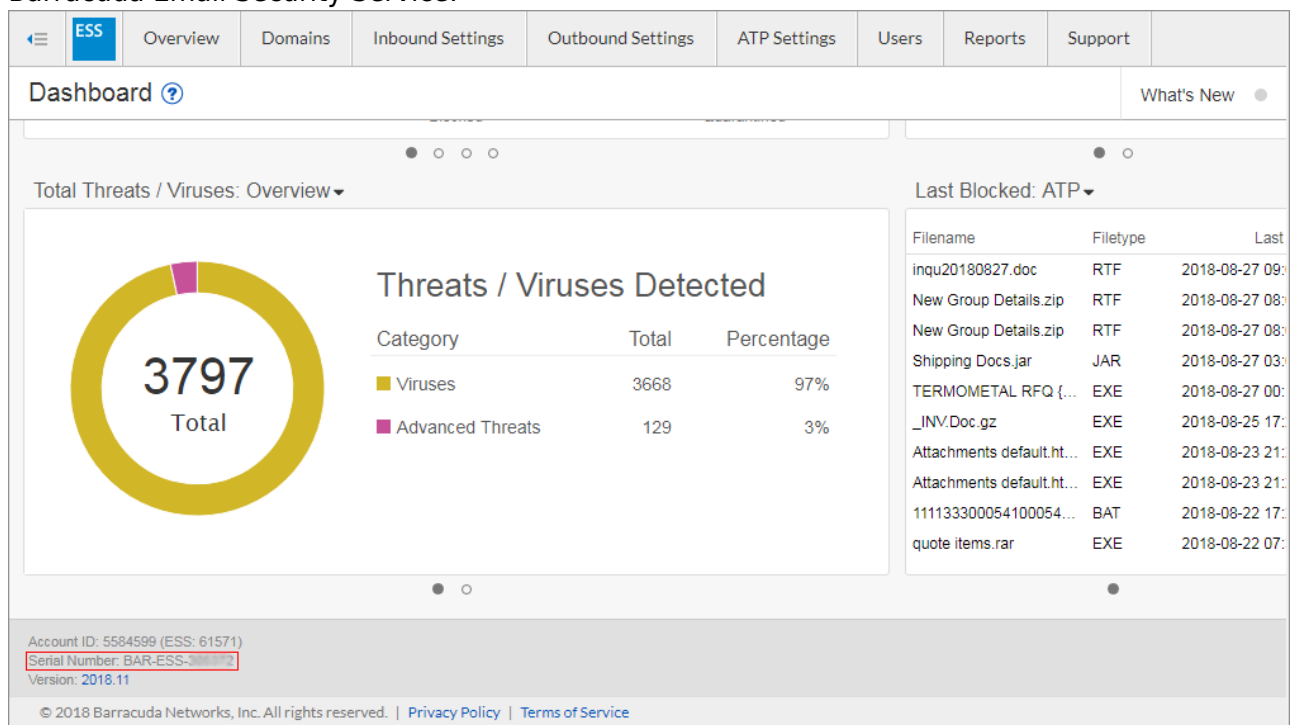


Contacting Barracuda Networks

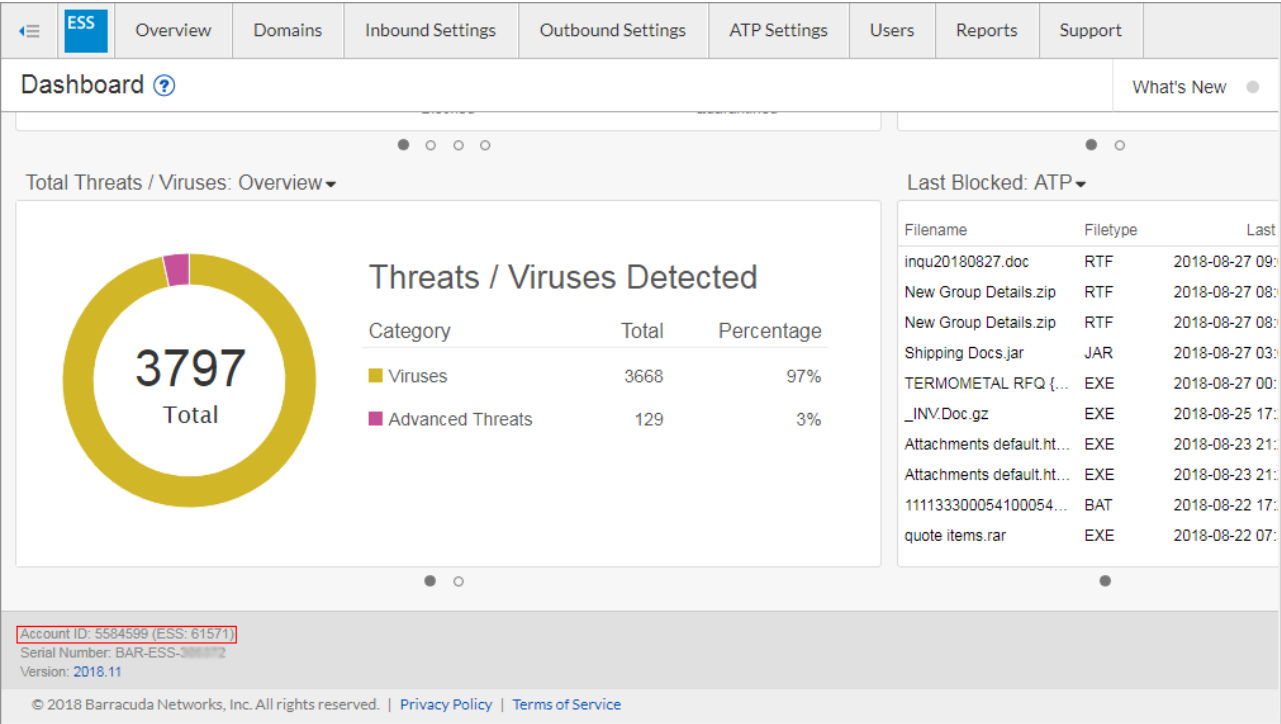
<https://campus.barracuda.com/doc/78807695/>

Use the following tips if you are having difficulty finding your account information when contacting Barracuda Networks for support, trial extension, or another issue with Barracuda Email Security Service:

1. If you have purchased Barracuda Essentials, use the serial number while communicating with Barracuda. The serial number is located at the bottom of the **Overview > Dashboard** page in Barracuda Email Security Service:



- If you have not purchased Barracuda Essentials or Barracuda Email Security Service and it is on a trial, include the Barracuda Email Security Service account ID located at the bottom of the **Overview > Dashboard** page:



Figures

1. FindSerialNumber.png
2. FindAccountID.png

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