
Support Tools for Barracuda Content Shield

<https://campus.barracuda.com/doc/84312126/>

Barracuda Support can access a customer's Barracuda Content Shield service and log in to troubleshoot any issues if the **Support Access** feature is set to *ON*.

To enable Support Access:

1. Go to the **Account Settings** page.
2. Set **Support Access** to *ON*. If Support Access is set to *OFF*, Barracuda Support is not able to log in and troubleshoot the Barracuda Content Shield service.

To see if Support Access is on for your accounts, go to the **Accounts** page. The **Support Access** setting (On/Off) is shown in the Accounts table for each account.

If Barracuda Support logs into your Barracuda Content Shield account, that login and any configuration changes Support might make are visible in the **Audit Log**.

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