
Setting User Account Options

<https://campus.barracuda.com/doc/90440852/>

To reset name and email address options for a user account

Use this feature if a staff member has left the company and you want to use the same user account but provide a new email address.

You cannot rename the user name of an account. This is the name the user types when logging into Service Center.

1. In Service Center, click **Configuration > User Management**.
2. Click the name of the user account you want to reset the name and email address for.
3. If desired, type a new name in the **Last Name** or **First Name** box.
4. If desired, type a new email address in the **Email** box.
5. Click **Save**.

To provide a Centrify login name for a user account

If you are using **Centrify**, you can provide the user's **SSO** login name to link to the user account in Barracuda Managed Workplace. When **Centrify** and Barracuda Managed Workplace user accounts are linked, the user account settings, such as permissions and object access, are passed to the **Centrify** account.

1. In Service Center, click **Configuration > User Management**.
2. Click the name of the user account.
3. Type the user's Centrify login name in the **SSO Login Name** box.

To reset the password for a user account

Resetting the password for a user sends that user a email that allows them to reset their password with no other intervention from an administrator.

This method cannot be used to reset the password for a user who is locked out of their account, for example, attempting a misspelled password too many times unless you also disable the **Account is locked out** check box. Users who are not locked out can reset their password using the [Resetting](#)

[Your Password](#) procedure.

1. In Service Center, click **Configuration > User Management**.
2. Click the name of the user account you want to reset the password for.
3. If the account is locked, clear the **Account is locked out** check box.
4. Click **Reset Password**.
5. Click **OK**.
6. Click **OK**.

To prevent passwords from expiring

You can prevent the password from expiring for any user account. This is particularly useful for accounts that interact with a professional services automation (PSA). If the password expires for a **PSA** user account, the integration ceases to function until the password is updated.

This is not available in **VAR Admin** environments.

1. In Service Center, click **Configuration > User Management**.
2. Click the name of the user account you want to prevent the password from expiring for.
3. Select the **Password does not expire** check box.
4. Click **Save**.

To disable a user account

A user whose account has been disabled cannot log into the Service Center web console until the account has been enabled by an Administrator. A user with a disabled account does not continue to receive notifications in the usual manner.

An **Administrator** account cannot be disabled.

1. In Service Center, click **Configuration > User Management**.
2. Click the name of the user account you want to disable.
3. Select the **Account is Disabled** check box.
4. Click **Save**.

To lock or unlock a user account

A user whose account has been locked out cannot log into the Service Center web console until the account has been unlocked by an Administrator. An account is locked out to prevent unauthorized access attempts, but does not affect any other aspect of the user account. The user continues to receive notifications in the usual manner.

An **Administrator** account cannot be locked out.

1. In Service Center, click **Configuration > User Management**.
2. Click **Users**.
3. Click the name of the user account that is locked.
4. Do one of the following:
 - To lock the user account, select the **Account is Locked Out** check box.
 - To unlock the user account, clear the **Account is Locked Out** check box.
5. Click **Save**.

To set the time zone for a user account

All user accounts are assigned the default time zone when they are created. The default time zone matches that of the Service Center application server's operating system.

If you are managing networks or devices from other time zones, you can specify the user's time zone for alerts or other time-stamped information.

1. In Service Center, click **Configuration > User Management**.
2. Click **Users**.
3. Click the name of the user account you want to set the time zone for.
4. Select the time zone.
5. Click **Save**.

To set the language for a user account

1. In Service Center, click **Configuration > User Management**.
2. Click **Users**.
3. Click the name of the user account for which you want to set the language.
4. Select the language.

5. Click **Save**.

The language selected must be installed on the Service Center application server. Use the **Regional Settings** tool in **Control Panel** to add any languages your users require.

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