

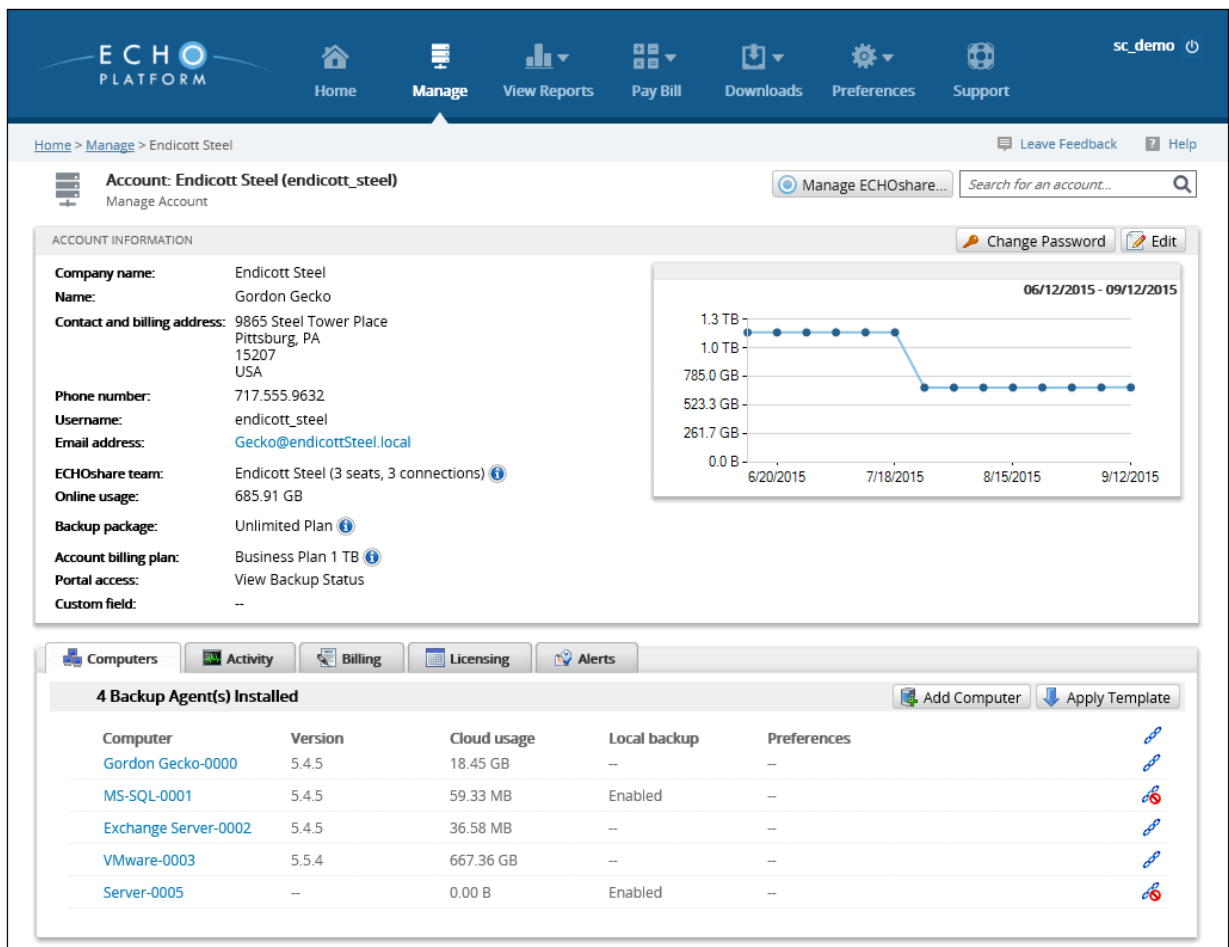
## Changing Your Client's Portal Access

<https://campus.barracuda.com/doc/93196672/>

Using their client account username and password, your clients have the ability to log into the management portal. Depending on what sort of access level you grant them, they will have either read-only access or the ability to perform backup/restore actions as well as create and edit backup sets/computer accounts. This guide will show you how to set that access level for them.

### Directions

1. Log in to the [management portal](#) and navigate to the client account for which you want to set the management portal access.



The screenshot shows the Barracuda ECHO Platform interface. The top navigation bar includes links for Home, Manage, View Reports, Pay Bill, Downloads, Preferences, and Support. The main content area displays account information for 'Endicott Steel (endicott\_steel)'. A line graph shows cloud usage from 6/20/2015 to 9/12/2015, with a significant drop on 7/18/2015. Below the graph, there are tabs for Computers, Activity, Billing, Licensing, and Alerts. The 'Computers' tab is active, showing a table of 4 backup agents installed.

| Computer             | Version | Cloud usage | Local backup | Preferences |
|----------------------|---------|-------------|--------------|-------------|
| Gordon Gecko-0000    | 5.4.5   | 18.45 GB    | --           | --          |
| MS-SQL-0001          | 5.4.5   | 59.33 MB    | Enabled      | --          |
| Exchange Server-0002 | 5.4.5   | 36.58 MB    | --           | --          |
| VMware-0003          | 5.5.4   | 667.36 GB   | --           | --          |
| Server-0005          | --      | 0.00 B      | Enabled      | --          |

2. At the client account page, click on the **Edit** button in the upper-right corner.
3. Under the **Portal Access** field, pick either **View Backup Status** or **Create/Edit, Delete, and Restore** for the account.

ACCOUNT INFORMATION

ECHOshare team:

(None) ▼

Account billing plan: \*

Flat Rate Test ▼

Portal access: \*

View Backup Status ▼

View Backup Status

Create/Edit, Delete, and Restore

☒ Billing address is the same as contact address

Name: \* (James Smith)

Mike Richards

Email address: \* (name@company.com)

knowledgebase@email.com

Company name: \*

Intronis Essentials

Address: \*

101 Information Drive

Address 2:

**View Backup Status** means the client will only be able to see the status of backups and restores but will not be able to change backups or delete data.

**Create/Edit, Delete, and Restore** permissions mean the client will be able to edit backup sets as well as conduct restores and delete data.

4. Hit **Save** when you have picked the access level you want.

## Figures

1. clientaccountpage1.png
2. portalaccess.png

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