Creating Portal User Accounts for Employees

https://campus.barracuda.com/doc/93197711/

Important!

The initial partner credentials you logged in with are a fail-safe account designed for security purposes only.

Upon first logging into ECHOplatform you **must** create an Admin account with which you log in moving forward.
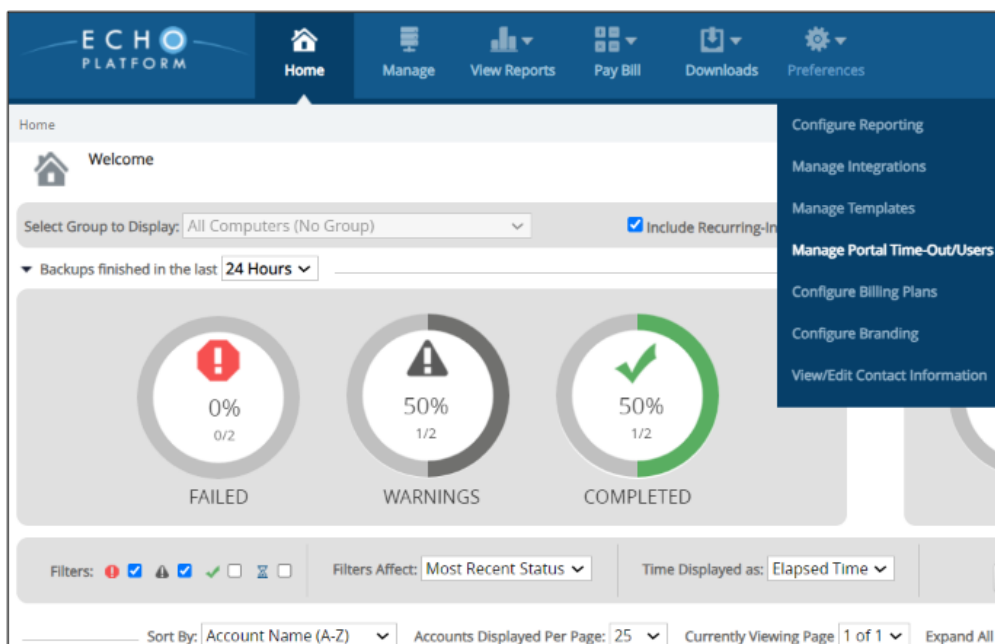
Do **not** use the partner username for regular use.

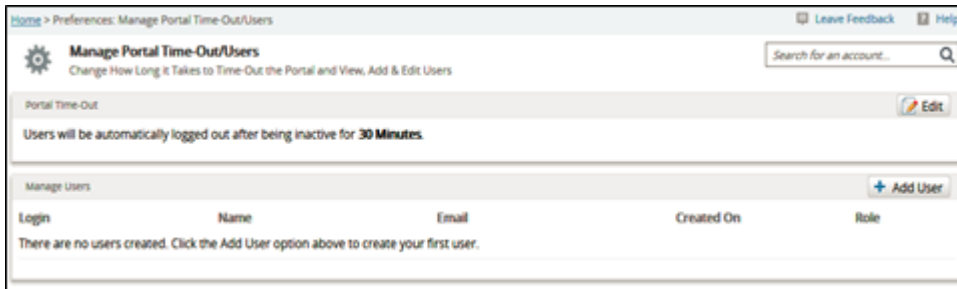To create portal user accounts for employees perform the following steps.

Repeat these steps for each MSP user logging into ECHOplatform.

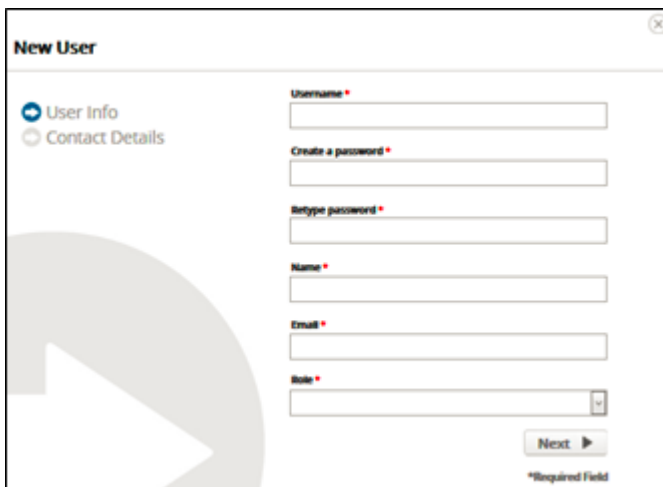Do not use the default partner credentials used for the initial sign in.

1. At the ECHOplatform ribbon, click **Preferences**, **Manage Portal Time-Out/Users** from the Preferences drop-down menu.
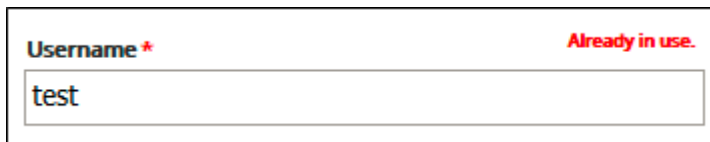

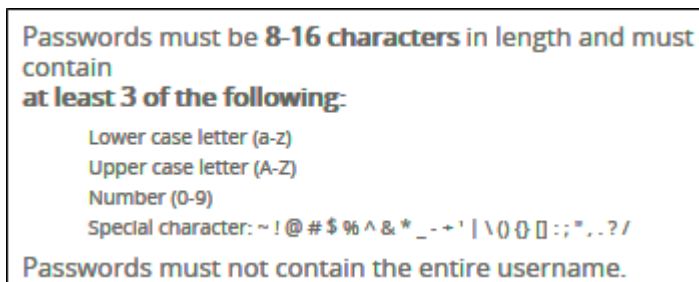The Manage Portal Time-Out/Users page is displayed.

2. Click the **Add User** button.
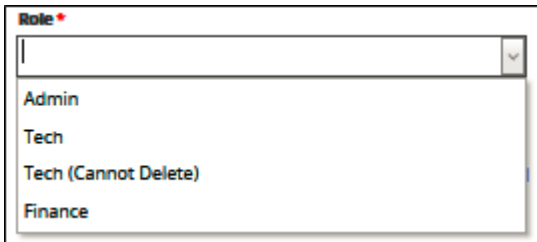   The Portal Time-Out field is displayed.

3. Complete the fields.
   1. Type a unique Username.
      If a username is already in use, the following notice is displayed.

   2. Type a password.
      The following password requirements are displayed.

   3. Type the Name and Email address in the relevant fields.
      If you are using Barracuda Cloud Control, and you already have an account then the email address and password need to match the Barracuda login.
   4. Select a role from the Role drop-down list.

Role *

Admin	
Tech	
Tech (Cannot Delete)	
Finance	

The roles are:

Role	Permissions
Admin	■ Access to all features of the ECHOplatform portal ■ Full privileges to Barracuda Cloud Control. ■ The user can Single-sign-On into Barracuda Cloud Control. ■ The user can activate Barracuda Backup Appliances ■ The user can provision and activate Barracuda Essential Services
Tech	■ Access to the ECHOplatform portal management section and backup related reporting ■ Full privileges to Barracuda Cloud Control except for search ability in Archiver ■ The user can Single-Sign-On into Barracuda Cloud Control. ■ The user cannot activate Barracuda Backup Appliances ■ The user cannot provision and activate Barracuda Essential Services
Tech (cannot delete)	■ Access to the ECHOplatform portal management section and backup related reporting, but cannot delete ■ Access to Barracuda Cloud Control ■ The user cannot activate Barracuda Backup Appliances ■ The user cannot provision and activate Barracuda Essential Service
Finance	■ Access to the ECHOplatform portal billing section and billing related reporting. ■ No access to Barracuda Cloud Control ■ The user cannot activate Barracuda Backup Appliances ■ The user cannot provision and activate Barracuda Essential Service

4. When complete, click Next.
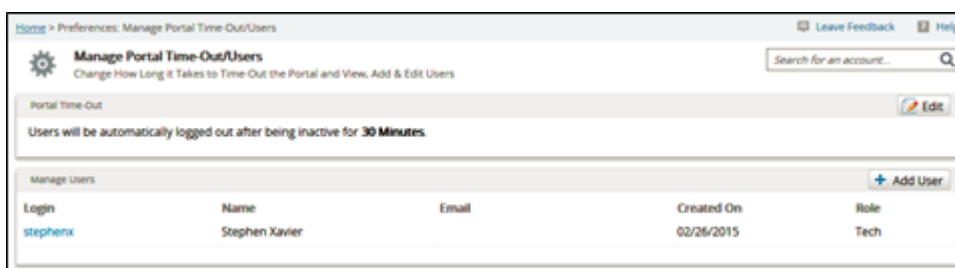The Contact Details page is displayed with pre-filled fields.

5. Click Submit.

The new user is displayed.

If an employee User Account was created in Barracuda Cloud Control prior to creating/synchronizing the account in ECHOplatform, after the account is synchronized, the user can access all Barracuda MSP customer accounts in Barracuda Cloud Control.

This happens irrelevant of whether they had access to all the accounts prior to the account being synchronized.

Figures

1. campus manage portal.png
2. image2021-2-26 8:43:59.png
3. image2021-2-26 8:40:35.png
4. image2021-2-26 8:45:14.png
5. password requirements
6. User Roles
7. New User fields completed
8. New user displayed