

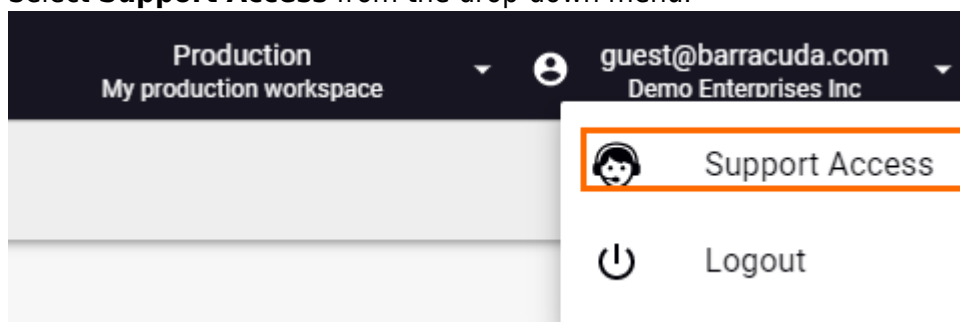
How to Enable Support Access

<https://campus.barracuda.com/doc/95262699/>

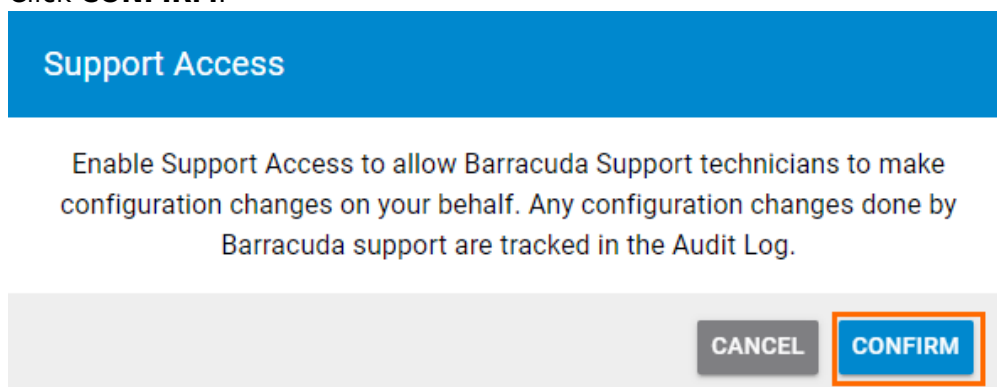
Enable Support Access to allow Barracuda Networks Support technicians to access your CloudGen WAN management portal and make configuration changes on your behalf. Any configuration changes done by Barracuda Networks Support are tracked in the Audit log.

Enable Support Access

1. Open <https://cloudgenwan.barracudanetworks.com/> in your web browser and log in with your existing Barracuda Cloud Control account.
2. Click on your account name in the top right corner.
3. Select **Support Access** from the drop-down menu.

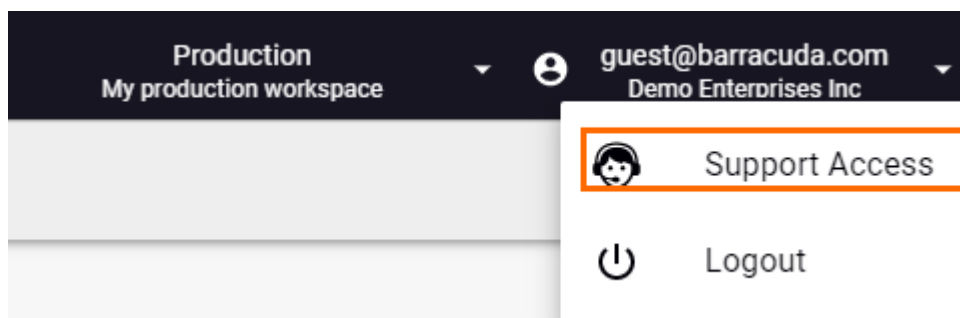


4. Click **CONFIRM**.

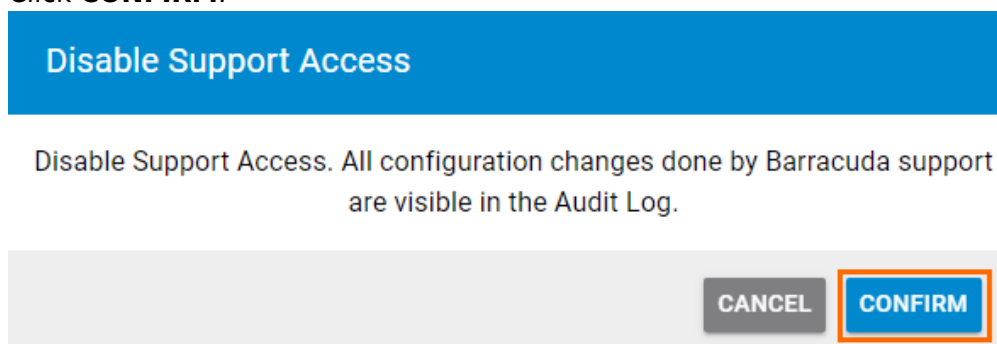


Disable Support Access

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4. Click **CONFIRM**.



Figures

1. support_access.png
2. confirm1.png
3. support_access.png
4. confirm2.png

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