

Managing User Accounts

<https://campus.barracuda.com/doc/96023040/>

User-level documentation:

- [Email Gateway Defense User Guide](#)
- [Email Gateway Defense New User Interface User Guide](#)

User sender policies are *NOT* backed up by Email Gateway Defense. If users are updated from being manually created to LDAP or AZURE or if users are updated from LDAP to AZURE, sender policies will be lost.

Users must back up their sender policies by using the **Bulk Edit** option and saving the data to a text document or spreadsheet.

If you make setting changes, allow a few minutes for the changes to take effect.

From the **Users > Users List** page an administrator can:

- Search for users
- Sort the user list
- Reset a user password (if the user was added manually)
- Add new users (based on how user accounts were initially set up)
- Set an account as a domain owner
- Log in as a user
- Edit user settings
- Delete users

User Roles

User roles determine Email Gateway Defense access privileges. For more information, see [Roles and Permissions](#).

- **Administrator** – An administrator can view and modify all aspects of all domains, and configure global and domain-level settings.
- **Domain administrator** – A domain administrator can configure domain-level settings and view all domain settings and users for the assigned domains.

Any changes made by a domain administrator is saved at the domain level and will override

those same settings at the account level. For example, if a domain administrator adds a sender policy, then the account level sender policy will no longer be used for that domain's mail.

- **Help Desk** – In the Help Desk role, users can deliver messages, view message headers, view domain-level settings, and view all domain settings and users for the assigned domains. Note that the Help Desk role cannot view message body on a user's account.
- **User** – A user can configure user-level settings on their own account.

Search for Users

Enter all or part of a username or email address, and click **Search** to display all matching results.

Sort Users

Click the column titles to sort by user account, user type, or notification status.

Manually Add Users

You can manually add and update users one at a time or in bulk as a list in the **Users > Users List** page. Once a user is added manually, the **User Type** field displays as **Manual**. When you click **Add/Update Users**, the **Users > Add/Update Users** page displays where you can:

- **User Accounts** – Enter each user email address for the domain on a separate line
- **Enable User Quarantine** – When set to **Yes**, all email for all users in the **User Accounts** field which meet the configured block policy go to the user's quarantine account. When a user receives their first quarantined email in their quarantine inbox (Message Log), a second email is generated as the first quarantine notification, and goes to the user's email account. This email is only generated if there is a notification interval set and that recipient has received at least one message marked with the Action of **Quarantine**.
- **Notify New Users** – When set to **Yes**, each user in the **User Accounts** field receives a welcome email when the account is created.

Once you add users, click **Save Changes** to add the users and return to the **Users > Users List** page.

Add Users via Directory Services

If you set up user accounts via Microsoft Entra ID authentication you can automatically add users to your root domain through synchronization. Note that sub domains are not automatically synchronized; you must add sub domains separately.

If the user accounts are set up through LDAP or Microsoft Entra ID authentication, you can automatically add users through synchronization:

- **Synchronize Now** – To manually synchronize users on a domain, set **Synchronize Automatically** to **No** on the **Domains > Domain Settings** page, and click **Synchronize Now** whenever you want to sync users.

If you have numerous users (over 300 hundred), and you click **Synchronize Now** in the **Domains > Domain Settings** page, your directory service may time-out before synchronization is complete. To resolve this issue, go to the **Domains > Domain Settings** page, and set **Synchronize Automatically** to **Yes**.

- **Synchronize Automatically** – To automatically synchronize users on a domain, set **Synchronize Automatically** to **Yes** on the **Domains > Domain Settings** page. Email Gateway Defense automatically synchronizes your users to its database incrementally for recipient verification.

Assign User Role

You can assign the following user roles:

- **Domain Admin** – A domain administrator can configure domain-level settings and view all domain settings and users for the assigned domains.
- **Help Desk** – In the Help Desk role, users can deliver messages, view message headers, view domain-level settings, and view all domain settings and users for the assigned domains. Note that the Help Desk role cannot view message body on a user's account.
- **User** – A user can configure user-level settings on their own account.

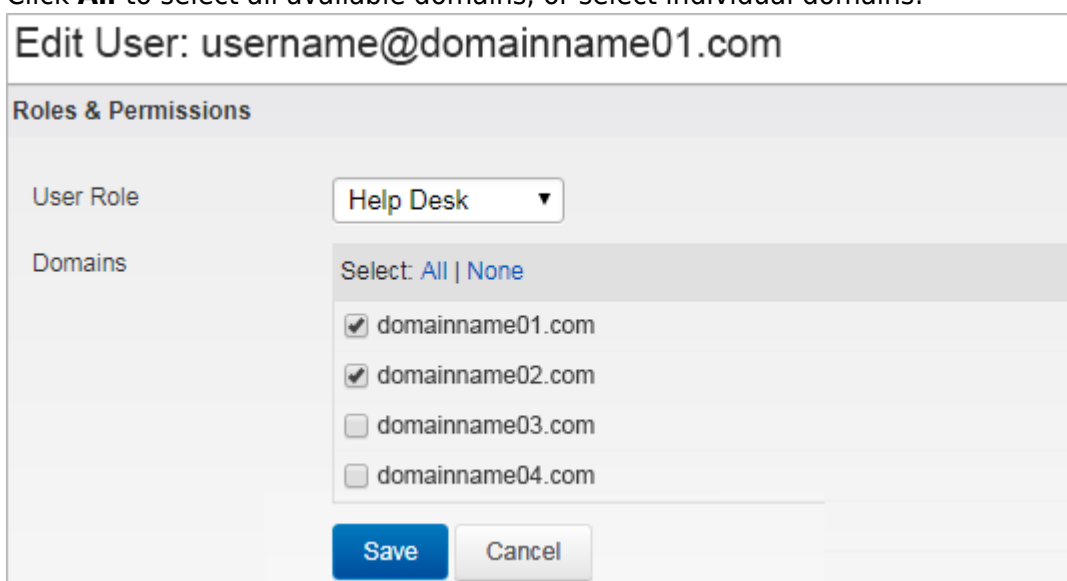
To assign a user role:

1. Go to the **Users > Users List** page, and click **Edit** in the **Actions** column to the right of an **Enabled** user.
2. In the **Edit User** page, select the **User Role** from the drop-down menu.
3. Click **Save**.

Set an Account as Domain Administrator

You can set an account as a domain owner, and select verified domains you want the user to manage to set up delegated administration:

1. Go to the **Users > Users List** page, and click **Edit** in the **Actions** column to the right of an **Enabled** user.
2. In the **Edit User** page, select the **User Role** as either **Domain Admin** or **Help Desk**.
3. Click **All** to select all available domains, or select individual domains:



Edit User: username@domainname01.com

Roles & Permissions

User Role: Help Desk ▼

Domains: Select: All | None

- ☒ domainname01.com
- ☒ domainname02.com
- ☐ domainname03.com
- ☐ domainname04.com

Save Cancel

4. Click **Save**.

Log in as a User

An administrator can click **Log in as this user** to:

- View or change user settings
- View and manage the domains the user manages
- View, search, and manage the user's Message Log

Edit Users

You can edit the following user settings:

- Click **Edit** to add or remove domain administration privileges;

- Click **Reset** to reset the selected user's password; when clicked, an email is sent to the user with a link to reset their password.

Delete Users

You can select to delete a single user or click **Bulk Delete** to delete all users.

Default User Settings

Set the default scan/block/allow policies for both managed users and unmanaged users on the **Users > Default Policy** page:

- **Managed Users** – Users display on the **Users > Users List** page and are configured either manually or by synchronizing with your LDAP server.
- **Unmanaged Users** – Senders and recipients of email for the configured domains not in the **Users > Users List**.

By default, all email is scanned as opposed to blocked or allowed unless changed in the **Default Policy** page.

Select the **Default Time Zone** for all users from the drop-down menu.

User Actions

Users can view their quarantine inbox (Message Log) and set some account preferences, depending on what is enabled on their account via the **Users > Default Policy** page.

Default Policy ?

Specify the default email scanning policies for managed and unmanaged users.

Default policy for managed users (users on Users list)	<input type="button" value="Scan"/> ▼
Default policy for unmanaged users (users NOT on Users list)	<input type="button" value="Scan"/> ▼
Exempt Senders	<input type="button" value="Do not allow users to exempt senders"/> ▼ <small>Note: Changing this value will affect the users current policy configuration</small>
Allow users to block senders	<input checked="" type="radio"/> Yes <input type="radio"/> No <small>Note: Changing this value will affect the users current policy configuration</small>
Allow end users to view and deliver blocked messages	<input type="radio"/> Yes <input checked="" type="radio"/> No <small>Note: This will allow end-users to deliver potentially harmful messages or click on dangerous links. Not recommended.</small>
Allow end users to view and deliver quarantined messages	<input checked="" type="radio"/> Yes <input type="radio"/> No <small>Note: This will allow end-users to deliver potentially harmful messages or click on dangerous links.</small>
Default Time Zone	<input type="button" value="(UTC-6:00) Central America"/> ▼

Available permissions for users include:

- **Quarantine Notification reports** – Modify individual settings for quarantine notification reports from the **Settings > Quarantine Notification** page.
- **Manage quarantine inbox** – Deliver or delete quarantined messages from the Message Log.
- **Password** – Change their password.
- **Link accounts** – Select to use the current account as an *alias*. From the **Settings > Linked Accounts** page, the user can add additional email addresses they have in the same domain for which quarantined email is to be forwarded to this account.
- **Sender policies** – Specify whether to block, exempt, or quarantine messages coming from a specific email address or domain on the **Settings > Sender Policy** page.
- **View and deliver blocked messages** – Specify whether users can view and deliver blocked messages from the Message Log.
- **View and deliver quarantined messages** – Specify whether users can view and deliver quarantined messages from the Message Log.
- **Exempt/block senders** – Specify whether users can exempt and/or block messages from a specific email address or domain on the **Settings > Sender Policy** page.

Figures

1. EditUserDomain.png
2. usersDefaultPolicy.png

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