

Deleting Accounts

<https://campus.barracuda.com/doc/96768207/>

To delete an account, perform the following steps.

Note: You must be logged in as an Admin user to perform these steps. An admin can delete other admins, but not their own (for example, admintest cannot delete admintest).

1. At the account page, click **Details**.
The Details page is displayed.

PRODUCTS & SERVICES

ROLES & ACCESS

DETAILS

Details for Air Tracks

DELETE

ID

1018330671

Type

Account

M365 Account

LINK M365 ACCOUNT

Unlinked

Contact Information

EDIT

Company

Air Tracks

Name

Air Tracks

Email

air.tr@fly.com

Address

Street 34

City

Boulder

State / Province

CO

Country

United States

Zip/Postal Code

12345

Phone

111111111111

2. Click the **Delete** button and then select your option from the table below.

If...	Then...
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no active serial numbers are associated with the account,	<p>the following confirmation pop-up is displayed.</p> <div data-bbox="513 347 1077 577"><p>DELETE ACCOUNT</p><p>Are you sure you want to delete account Steve's Account?</p><p>CANCEL CONFIRM</p></div> <p>Click the Confirm button. The Account is deleted.</p>
active serial numbers are associated with the account,	<p>the following popup is displayed.</p> <div data-bbox="513 698 1077 952"><p>DELETE ACCOUNT stephen account</p><p>The account you are attempting to delete has active serial numbers associated with it.</p><p>To delete, click here or call: 1-800-569-0155, Option 1.</p><p>OK</p></div> <p>Select click here to display the Product Change Request Form (or call the phone number displayed). The following form is displayed.</p> <div data-bbox="513 1059 1264 1731"><p>Product Change Request Form</p><p>Thank you for choosing Barracuda MSP to protect your SMB customers.</p><p><small>This form is to be used for processing change requests to your existing Barracuda products or services. For all other issues, please contact Partner Success at 800.228.1015. Please allow for 7 - 15 business days to complete this request.</small></p><p><small>*** Cancellations must be requested for each product separately *** New products must be added through the FCHC platform portal</small></p><p>Partner Info</p><p>Partner Company Name: <input type="text"/></p><p>Primary Partner Technician: <input type="text"/> <small>Please provide first last last name MSP account</small></p><p>Partner Username: <input type="text"/></p><p>SMB Info</p><p>SMB Username: <input type="text"/></p><p>SMB Company Name: <input type="text"/></p><p>Request Info</p><p>Product: <input type="text"/> <small>Select an Option</small></p><p>Request Type: <input type="text"/> <small>Select an Option</small></p><p>City to Deploy (NEW FORM): <input type="text"/></p><p>Serial Number: <input type="text"/></p><p>Notes</p><p>Notes: <input type="text"/></p><p>Submit</p></div> <p>Complete the form and click Submit. Click OK to return to the Edit Account page.</p>

Figures

1. image2022-10-31 11:50:38.png
2. image2022-7-27 15:45:54.png
3. image2022-7-27 15:46:20.png
4. image2022-7-27 15:46:44.png

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