Class Registration - Assistance

https://campus.barracuda.com/doc/97519674/

This help article explains how to order and register for training classes delivered by Barracuda Networks. It does not apply to training classes delivered by Authorized Training Centers.

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Barracuda Campus Account

Although an active Barracuda Campus account is not required to order trainings, you must have an active account to register for a training.

For a detailed introduction on the different account types on Barracuda Campus, and a guide how to create an account for login, please see the following guides:

- How to Log In
  - I am a Customer
  - I am a Partner
  - I am a Barracuda MSP Partner

Barracuda Campus is a corporate platform. We, therefore, do not accept accounts from private email addresses or email accounts from public providers (Gmail, Yahoo, etc.). Also, please use your personal business email address instead of group accounts (admin@, support@, etc.)

If you need help logging in, please contact Barracuda Campus at campus@barracuda.com

Available Classes and Order Item

The training courses are offered either as distance learning or classroom training.

Please select the desired item based on the duration of training class you would like to join.

The following class seats are available:

Training Course	Class Duration	Order Item - SKU	Agenda
EP0101 - Barracuda Email Protection - Advanced Mail Scanning Capabilities	1 day	TRN-1 Day-Student	
EP0102 - Barracuda Email Protection - Response and Mitigation Capabilities	2 days	TRN-2 Day-Student	
CGF01 - Barracuda CloudGen Firewall - Foundation	3 days	TRN-3 Day-Student	
CGF0301 - Barracuda CloudGen Firewall - Application Control	1 day	TRN-1 Day-Student	
CGF0401 - Barracuda CloudGen Firewall - Advanced WAN Technologies	2 days	TRN-2 Day-Student	
CGF0601 - Barracuda CloudGen Firewall - Remote Access	1 day	TRN-1 Day-Student	Training booklet
WAF01 - Barracuda Web Application Firewall - Foundation	1 day	TRN-2 Day-Student	
WAF0201 - Barracuda Web Application Firewall - Advanced Features	1 day	TRN-1 Day-Student	
WAS01 - Barracuda WAF-as-a-Service - Foundation	2 days	TRN-2 Day-Student	
CGFPET1 - Barracuda CloudGen Firewall - Practical Exam	4 hours	TRN-Certification	

Note that the item ordered and the duration of the course must match.

Do not combine multiple courses in one order item. For example: It is not possible to use TRN-3-Day-Student for one seat in a 2-day and one seat in a 1-day class.

What is an order code ?

To register for a class (Distance Learning or Classroom), an order code is required for the registration

process on Barracuda Campus.

If you do not have an order code already, please place an order with your Barracuda Networks reseller or [contact the Barracuda Sales Team](#).

After the order has been received by Barracuda Networks, a unique order code will be sent in a separate mail from Barracuda Campus to the person designated as your organization's primary contact for this order. The order code consists of 18 characters, for example: *8015x000003Al3QAAS.*

Example email to primary contact of the order:

You have purchased a Barracuda Networks Training, Here is your Order Code!

BC Barracuda Campus
To

ⓘ This message was sent with High importance.

Dear
Please do not ignore or delete this email. The following information are important and necessary for the Barracuda Networks training courses you have ordered.

As you recently placed an order for Barracuda Campus Trainings, we have received your contact details from our Customer Service.
In order to register to a class, beside an active Barracuda Campus Login, the following order code is required.

ORDER CODE:

Forward this order code to all your team members who should register for a training session.
Please note: The above order code is valid for 180 days, starting today.

Please find attached a detailed introduction about the registration process.

If you have any questions or problems don't hesitate to get in touch with us! campus@barracuda.com

Kind regards
Barracuda Campus Team

Office   +43 512 219 330
Email   campus@barracuda.com
Address Eduard-Bodem-Gasse 1 • 6020 Innsbruck • Austria

BarracudaCampus   Barracuda.
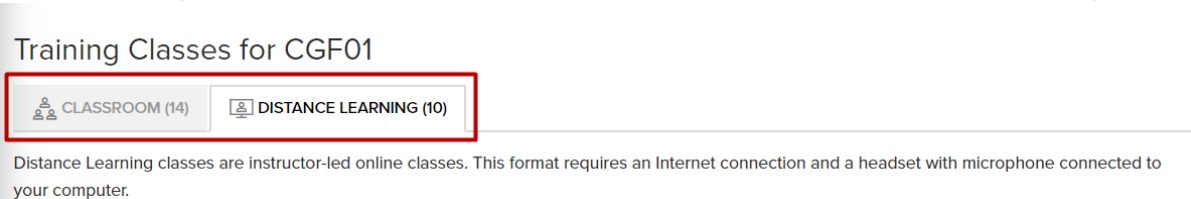   Your journey, secured.

Please note: All order codes are valid for 180 days, starting with the day Barracuda Campus sends out the code to the primary contact.

If you place an order for a training, the order code will be sent to you from campus@barracuda.com. Please ensure that you are able to receive all emails sent from this address and also check your Spam email folder.

Registration Process

1. Log into Barracuda Campus.
2. Go to the training you want to register for.
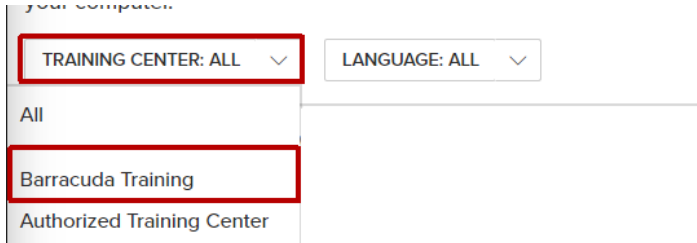3. Under *Training Classes for*, select the class format: Classroom or Distance Learning.

   Training Classes for CGF01

   [CLASSROOM (14)] [DISTANCE LEARNING (10)]

   Distance Learning classes are instructor-led online classes. This format requires an Internet connection and a headset with microphone connected to your computer.

4. Open the filter TRAINING CENTER and select *Barracuda Training* to list all classes conducted by Barracuda Networks.

   TRAINING CENTER: ALL ∨   LANGUAGE: ALL ∨
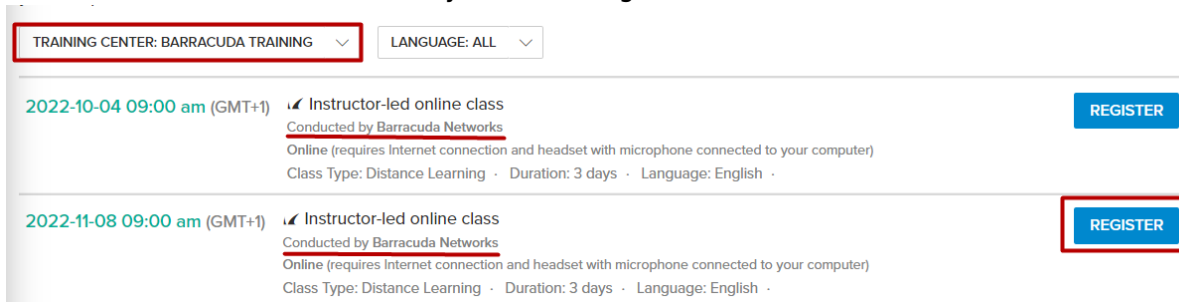
   All

   Barracuda Training

   Authorized Training Center

   > Please note: With your order code, you can register only for training classes conducted by Barracuda Networks.

5. Click REGISTER next to the class you like to register for.

   TRAINING CENTER: BARRACUDA TRAINING ∨   LANGUAGE: ALL ∨

   2022-10-04 09:00 am (GMT+1)   Instructor-led online class
   Conducted by Barracuda Networks
   Online (requires Internet connection and headset with microphone connected to your computer)
   Class Type: Distance Learning · Duration: 3 days · Language: English ·   [REGISTER]

   2022-11-08 09:00 am (GMT+1)   Instructor-led online class
   Conducted by Barracuda Networks
   Online (requires Internet connection and headset with microphone connected to your computer)
   Class Type: Distance Learning · Duration: 3 days · Language: English ·   [REGISTER]

6. On the following page, select I HAVE AN ORDER CODE

   ← Back to CGF01 - Barracuda CloudGen Firewall - Foundation

   # Register for a Class

   This is a paid class. You need to have a valid order code to register to this class.

   [I HAVE AN ORDER CODE] [I DON'T HAVE AN ORDER CODE]

7. On the following page, review the class details and confirm by clicking NEXT.
8. Review the participant's details and confirm by clicking NEXT.
9. On the *Billing* page, enter the order code you have received by email and confirm by clicking NEXT.

Register for a Class

| Class Details | Participant | **Billing** | Summary |

* fields are mandatory

Order Code

Enter your order code

[blurred text]   ?

I don't have an order code

PREVIOUS   **NEXT**   or   Cancel

🔒 Your data is transferred using secure TLS connections.

10. Review your registration and confirm by clicking CONFIRM REGISTRATION.
11. Within a couple of minutes, you will receive the registration confirmation by email.
    Your registration can also be found on the Barracuda Campus portal here: Barracuda Campus> Registrations

Error Messages

When entering the order code, the following error message is shown: "This order code is not valid."

The order code provided cannot be found in our ordering system or is not a valid Barracuda Networks ID.

- Check if you have entered the order code correctly.
- Contact Barracuda Campus for assistance: campus@barracuda.com. Please provide the order code.

When entering the order code, the following error message is shown: "All orders for this code have already been redeemed."

The order code is valid, but the maximum number of available trainings that were ordered has already been reached.

- Contact Barracuda Campus for assistance: campus@barracuda.com. Please provide the order code.

When entering the order code, the following error message is shown: " Your order code has expired."

The order code provided is valid, but the code has expired.

In general, order codes are valid for 180 days, starting with the day Barracuda Campus sends out the code to the primary contact of the order.

- Contact Barracuda Campus for assistance: campus@barracuda.com. Please provide the order code.

When entering the order code, the following error message is shown: "We had problems verifying your order code."

The order code provided is valid but does not include an order for a Barracuda Networks training, or the training item ordered does not match the duration of the training class you are trying to register for.

- Contact Barracuda Campus for assistance campus@barracuda.com. Please provide the order code.

Please note that the order item must match the duration of the training you are trying to register for.

Order Item (SKU)	Valid Training Courses	Training Duration
TRN-1 Day-Student	EP0101, CGF0301, CGF0601, WAF0201	1 Day
TRN-2 Day-Student	EP0102, WAF01, WAS01, CGF0401	2 Days
TRN-3 Day-Student	CGF01	3 Days
TRN-Certification	CGFPET1	4 hours

Cancellation Policy

Barracuda Cancellation Policy:

Barracuda may cancel a class up to 14 days prior to the scheduled start date. In the event of a cancellation, Barracuda will notify the participant via email.

Participant Cancellation Policy:

Participants may reschedule or cancel without penalty up to four days (96 hours) before the scheduled start of the class. No refunds or substitutions will be granted for cancellations made less than 96 hours before the scheduled start date.

Rescheduling a Class:

For classes that are cancelled by Barracuda or rescheduled by Participant before the 96 hour timeframe is reached, the order code previously used will be reactivated and you can register for another training using the same order code. -

Figures

1. Email.png
2. Classroom or Distance Learning.png
3. Training Center.png
4. Conducted by Barracuda Networks.png
5. I have an order code.png
6. Enter Order Code.png