Sending Your Customers Alert Notification Emails

https://campus.barracuda.com/doc/98216979/

Some of your customers may wish to receive alerts at the same time as you do, which is easy to configure using RMM by creating a customer user account in Service Center:

1. Log in to Service Center as an Administrator and browse to **Configuration - User Management - Users**, and click **Create User**.
   The **Create New User** webpage dialogue opens.
2. Create a **User Name**, fill out the personal information for the user, add and confirm the password. Enter the user's preferred address in the **Email** field. This is the address to which alerts are sent.
3. Click **Create**.
4. When prompted, choose to configure the account now.
   The **User Configuration** dialogue opens.
5. Switch to the **Roles** tab, click **Add Role**, select **Customer**.
6. Click **OK**.
7. Switch to the **Object Access** tab, click **Add,** and select **Site**.
8. Click **OK**. Choose the customer's Site and click **OK**.

The customer is now configured with the Customer role for their Site and is able to login to Service Center and create trouble tickets. Next, you must configure the Customer role to receive alert notifications next.

1. Browse to **Configuration - User Management - Roles**, and click **Customer**.
   The **Role Configuration** dialogue opens.
2. Switch to the **Permissions** tab and check **Receive Alert Notifications**.
3. Click **Save**.

These steps will cause all Customer users who have object access defined to receive alert emails related to the assigned objects. You can create a Role that only has the *Receive Alerts Notifications* permission and add this to appropriate customer accounts if you wish to have distinct behavior for some of your customers.

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