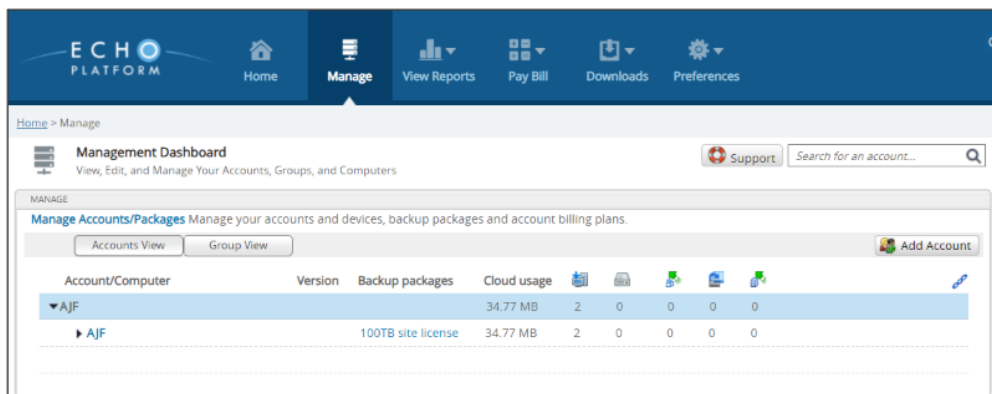


Deleting Customer Accounts

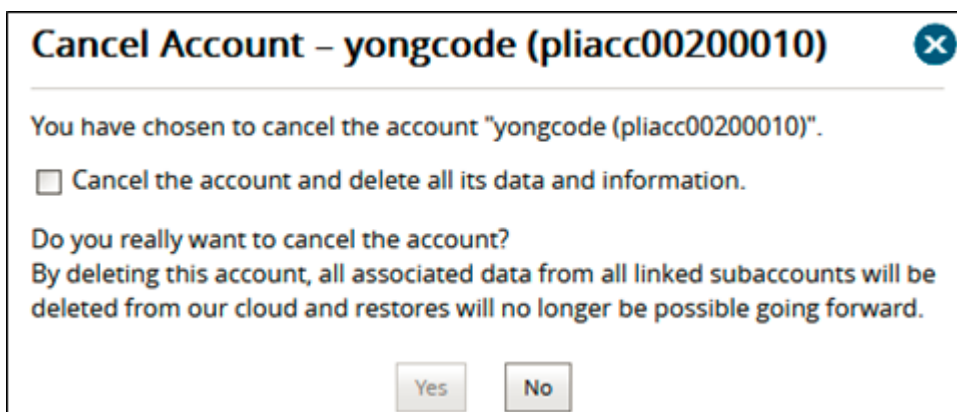
<https://campus.barracuda.com/doc/98218462/>

To delete a customer account, perform the following steps.

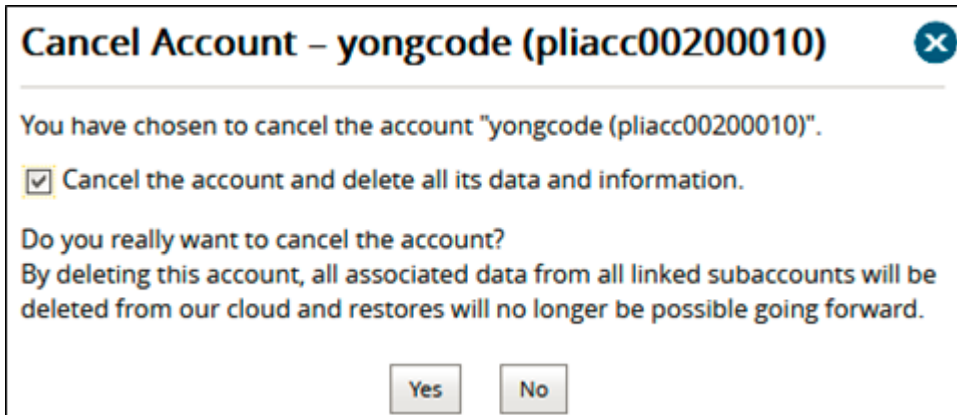
1. At the ECHOplatform ribbon, click **Manage**.
The Management Dashboard is displayed.




2. Select the customer account you wish to delete, as shown above.
3. Click the **Delete** button.
The following pop-up is displayed.



4. Select the **Cancel the account and delete all its data and information** check box.
The **Yes** button is enabled.



Cancel Account – yongcode (pliacc00200010) 

You have chosen to cancel the account "yongcode (pliacc00200010)".

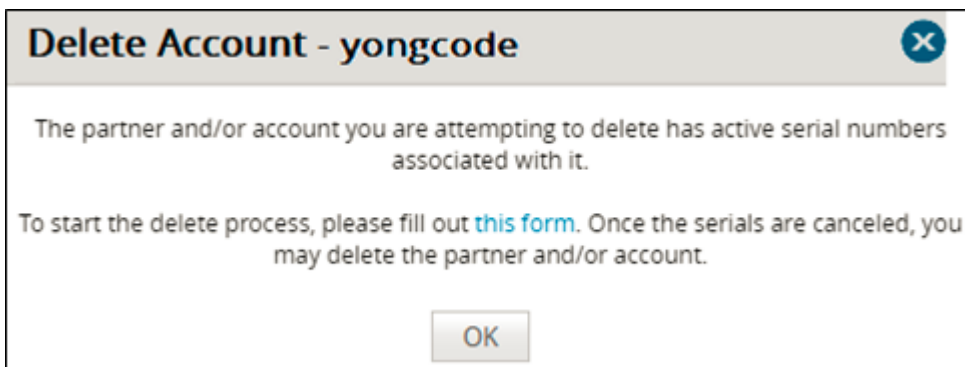
☒ Cancel the account and delete all its data and information.


Do you really want to cancel the account?
By deleting this account, all associated data from all linked subaccounts will be deleted from our cloud and restores will no longer be possible going forward.

5. Select the **Yes** button.

The customer account is deleted.

If the following pop-up is displayed then the account has associated product licenses assigned to it that need to be deleted.



Delete Account - yongcode 

The partner and/or account you are attempting to delete has active serial numbers associated with it.

To start the delete process, please fill out [this form](#). Once the serials are canceled, you may delete the partner and/or account.

6. Select the **this form** link.

The Product Change Request form is displayed.

Product Change Request Form

Thank you for choosing Barracuda MSP to protect your SMB customers.

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 978-328-1725. Please allow for 3 - 5 business days to complete this request.

*** Cancellations must be requested for each product separately
*** New products must be added through the ECHOplatform portal

Partner Info

Partner Company Name: *

Primary Partner Technician: *

Partner Username: *

SMB Info

SMB Username: *

SMB Company Name: *

Request Info

Product: *

Request Type: *

Serial Number:

Notes

Notes:

7. Complete the form and click **Submit**.

- This form is used for processing change requests for your existing Barracuda products or services.
- For all other issues, please contact Partner Success at 978-328-1725.
- Allow 3 - 5 business days to complete this request.
- Cancellations must be requested for each product separately.

8. After the serial numbers are deleted, at the Delete Account pop-up, click **OK**, as shown below.

Delete Account - yongcode

The partner and/or account you are attempting to delete has active serial numbers associated with it.

To start the delete process, please fill out [this form](#). Once the serials are canceled, you may delete the partner and/or account.

Figures

1. campus mgt dashboard.png
2. image2023-1-10 8:6:18.png
3. image2023-1-10 8:7:21.png
4. image2023-1-12 6:35:10.png
5. image2023-1-10 8:9:31.png
6. image2023-1-12 6:37:31.png

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.