

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.

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- 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.

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Cancel Account – yongcode (pliacc00200010)
You have chosen to cancel the account "yongcode (pliacc00200010)".
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.
Yes No

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

The Product Change Request form is displayed.



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Product Change Reques	t Form						
Thank you for choosing Barracuda MSP to protect your SMB customers.							
This form is to be used for processing change requests to please contact Partner Success at 978-328-1725. Please al	your existing Barracuda products or services. For all other issues, low 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: *	Primary partner technician on MSP account						
Partner Username: *							
SMB Info							
SMB Username: *							
SMB Company Name: *							
Request Info							
Product: *	Select an Option	v					
Request Type: *	Select an Option	~					
Serial Number:							
Notes							
Notes:	h	11.					
	Submit						

- 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.
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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

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