

Updating Your Customer Email Address in the Branding Wizard

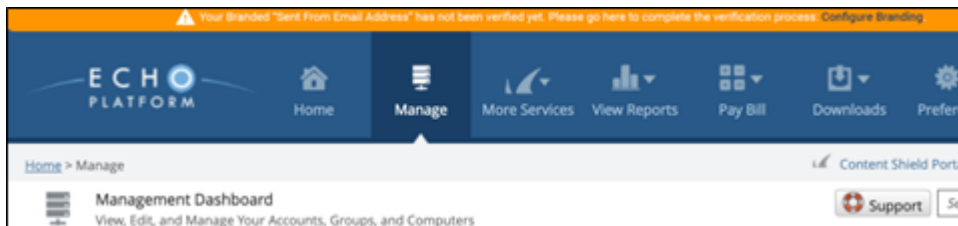
<https://campus.barracuda.com/doc/99615494/>

Attention! Your customer email address needs to be updated to ensure a successful migration to the AWS platform.

Note : If you have an email address that has not been verified, the following banner is displayed on the ECHOplatform Manage page:

*Your branding customer email address has not been verified. To verify your customer email address, click the following link: **Configure Branding**.*

Click the **Configure Branding** link to display the Branding welcome page. See procedure below to provide a customer email address.

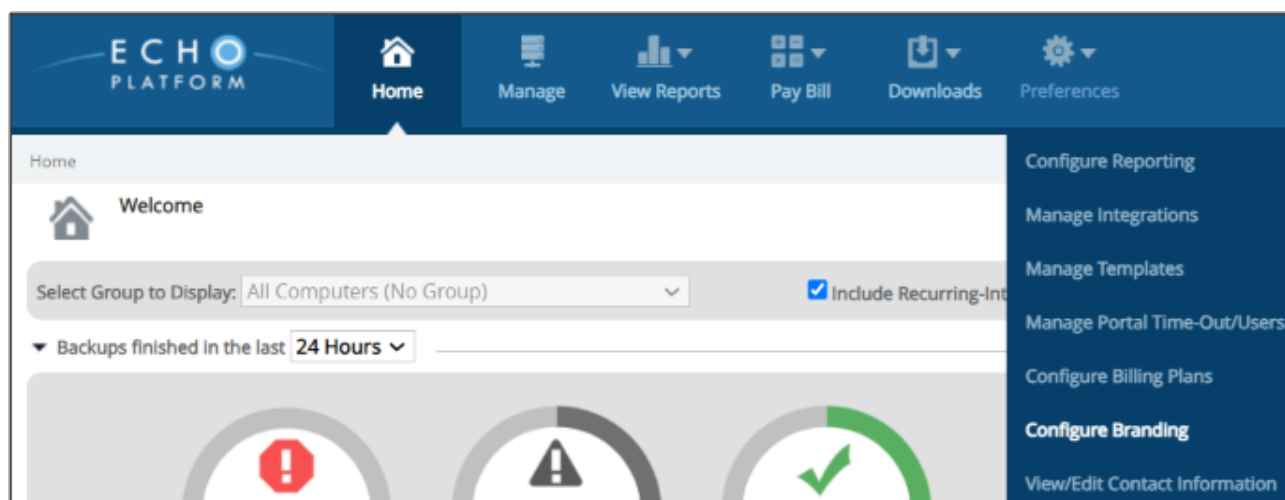


If the **Verified** message is displayed on your Configure Branding page, no further action is needed. Else, perform the following steps.

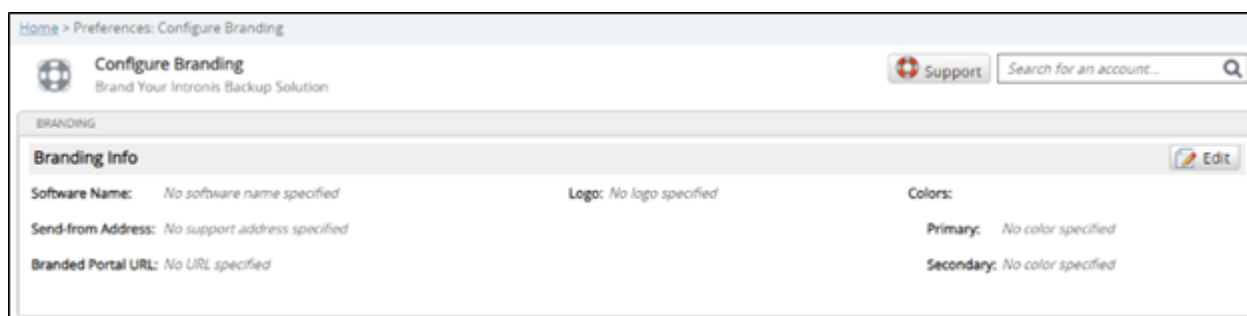


To update your customer email address, perform the following steps.

1. At the ECHOplatform ribbon, click **Preferences, Configure Branding**.



The Configure Branding page is displayed.



2. Click the **Edit** button.
The Specify Logo page is displayed.

Branding Your Intronis Backup Solution

Welcome Specify Logo Customize Portal Create Company Info Setup Customer Notifications

Specify Logo

Supply the logo for your company. It will be used in various places in your backup solution.

Browse for your logo.*

Specify your logo (in JPG, PNG, or GIF Format) by clicking Browse below.

The logo should be as close to the dimensions of 960 pixels (width) by 320 pixels (height) as possible. However, if you can't find one that is exactly this size, don't worry about it. We'll scale it to look great for you.

Logo:

960

320

Choose your logo and see it previewed here.

3. Keep clicking **Next** until the Create Company Info page is displayed.

Branding Your Intronis Backup Solution

Specify Logo Customize Portal Create Company Info Setup Customer Notifications

This step lets you customize how the software appears on these machines, as well as the footer, so that it will appear as branded by you, not Barracuda.

1. Supply your company information to be used in the Agent software:

Company Name:*
Allowed characters: a-z A-Z 0-9, '-', '.', '!', &

Software Name:*
Allowed characters: a-z A-Z 0-9, '-', '.', '!', &

Installation Path:

2. Provide your contact information to be used in backup notifications for your customers:

Sent-From Name:*
Allowed characters: a-z A-Z 0-9, '-', '.', '!', &

Sent-From Email:*
Type your email support address. A verification email shall be sent to the email support address after finishing this wizard.

Support Phone:

3. Add the following SPF record line to your DNS/Hosting Provider (Amazon Route 53, GoDaddy, etc.):

include:spf.onlinebackupsolution.com

Note: DMARC requires additional steps to verify your email. See IBU branding [documentation](#).

Backup Monitor About Screen

About YourBRAND Backup

Your BRAND YourBRAND Backup

Version 5.8

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YourBRAND

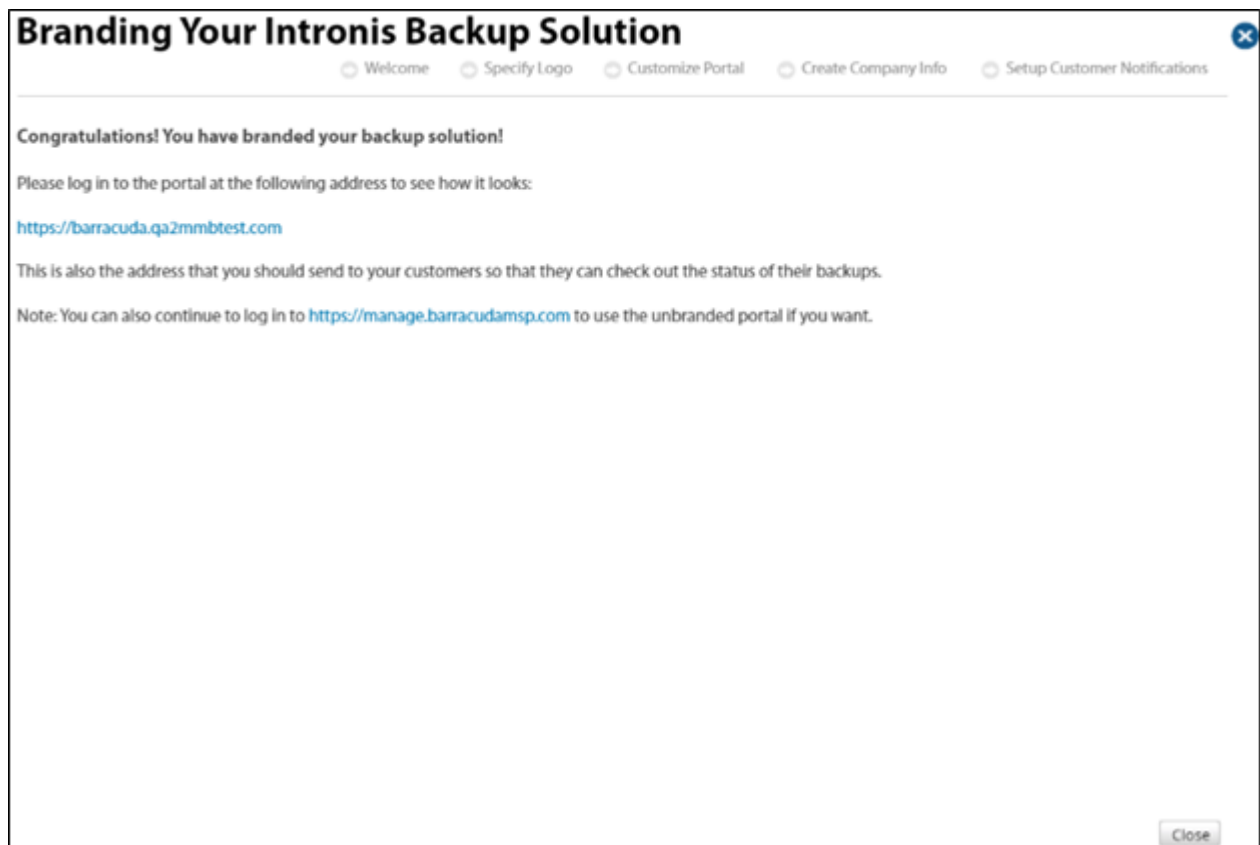
800.555.5555

Portal Footer:
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4. In the first section, verify your company information to be used in the Agent software, and then

select an Installation Path.

5. In the second section, verify your contact information to be used in backup notifications to your customers.
6. Verify the support phone number to be displayed on the portal and on emails so your customers can call you for support.
7. In the third section, add the following SPF record line to your DNS/Hosting Provider (Amazon Route 53, GoDaddy, etc.):
include spf.onlinebackupsolution.com
8. If using DMARC subdomains, see [Configuring DMARC Subdomains](#) for additional steps.
Note : Emails need to be verified before this feature can be used. Upon finishing this wizard, a verification email is sent to the customer support email address you entered in the field above.
9. Click **Next** until the Congratulations page is displayed.

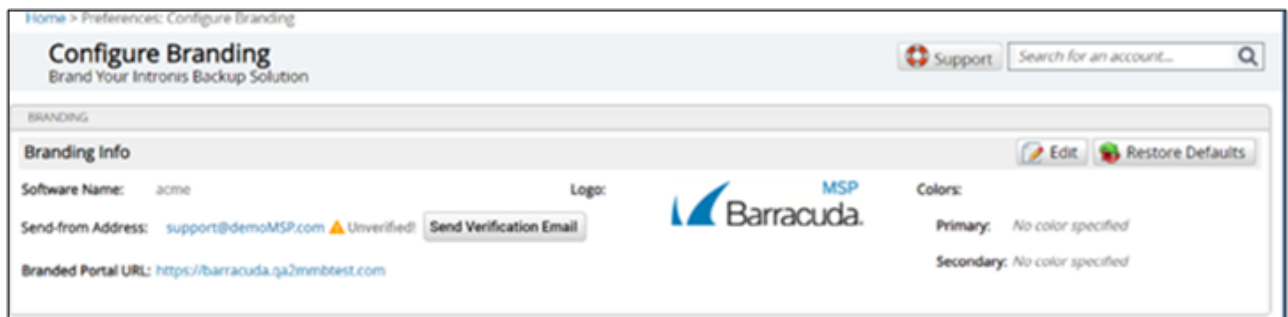


10. Click the link to Log in to the portal to see how it looks:
Note: This is also the address that you should send to your customers so that they can check out the status of their backups.
The Log in pop-up is displayed.



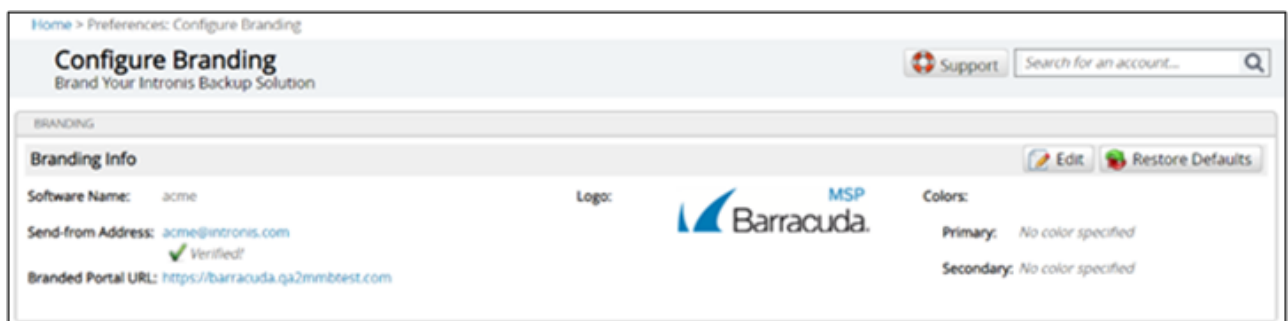
The login form features the Barracuda MSP logo at the top. Below it are two input fields: 'Username:' and 'Password:'. A link 'Forgot your password? or Need help?' is positioned below the password field. A 'Sign In' button is located at the bottom center of the form.

11. Enter your credentials and then click **Sign In**.
The Configure Branding page is displayed with a **Send Verification Email** button.



The 'Configure Branding' page shows branding information for 'acme'. The 'Send-from Address' is 'support@demoMSP.com' with an 'Unverified' status and a 'Send Verification Email' button. The logo is the Barracuda MSP logo. Colors are set to 'No color specified' for both primary and secondary.

12. Click the **Send Verification Email** button.
If successful, the Configure Branding page is displayed with a verified check mark, as shown below.



The 'Configure Branding' page now shows the 'Send-from Address' as 'acme@intronis.com' with a 'Verified' status indicated by a green checkmark. The 'Send Verification Email' button is no longer present.

13. At the Congratulations page click **Close**.

Figures

1. campus update.png
2. campus brand verified.png
3. campus moreservices branding.png
4. campus aug brand.png
5. campus aug brand2.png
6. campus aug brand5 demarc.jpg
7. campus aug brand8.png
8. campus aug brand9 login.png
9. campus brand unverified.png
10. campus brand verified.png

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