



Customer Community Quick Start Guide

A Quick Start Guide for the Community

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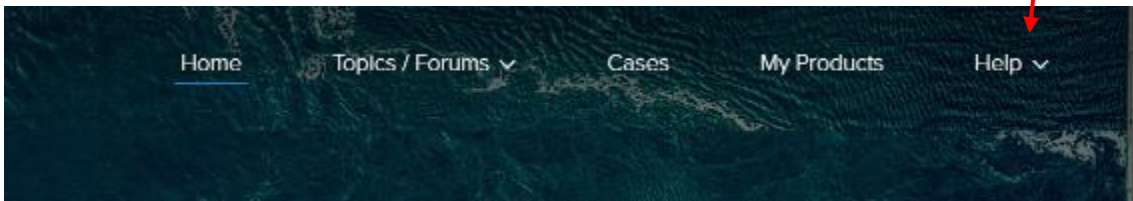
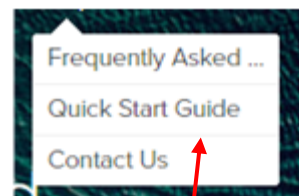
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Getting Started in the Customer Community

This quick start guide will help you learn how to navigate the Community set up and walk you through key features to help you quickly get the most out of your Barracuda solution(s).

Help

The Help Tab is available in the Community header to help beginners become experts and help experienced users learn new things



On the Help tab you will find:

Frequently Asked Questions—list of questions, with answers, that are commonly asked by new members of the Community.

Quick Start Guide—Are you new to the community? This quick start guide will provide a few simple steps to get you started in the Community.

Contact Us—Your questions and comments are important to us. To make sure that your question or concern is directed to the appropriate team at Barracuda, please reference this page.

How to View Your Community User Profile

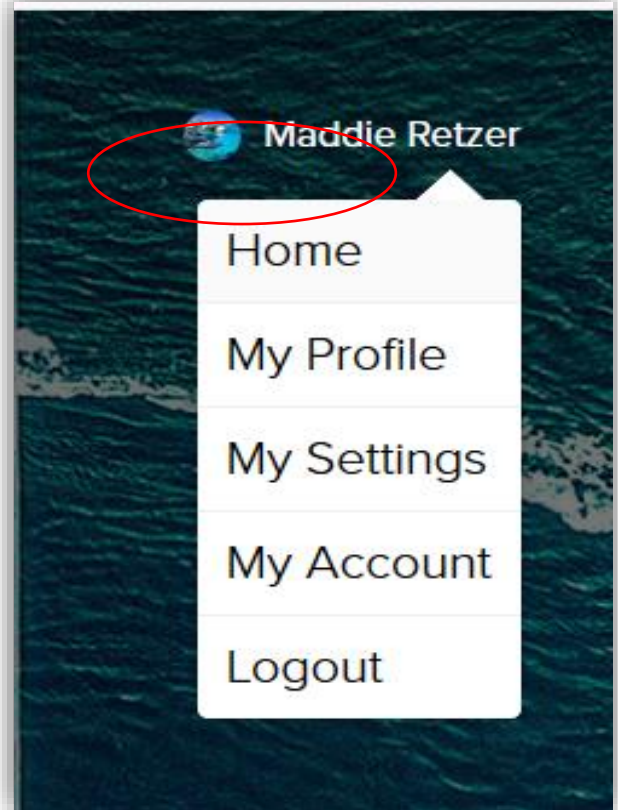
Once you have joined our Customer Community you can navigate to the top right-hand corner page where you will find your username. If you click on your username will find the following options to manage your profile and account.

User Profile Options

1. **Home** - Navigate to the home page.
2. **My Profile** - Add a photo; view user information, badges and feeds.
3. **My Settings** - View account details, configure settings for profile visibility, email notification and time zone.
4. **My Account** - Account Record Layout with Contacts and Addresses.
5. **Logout** - Log out of Communities.

Getting Started Community Tip!

1. **Fill out your profile** – Upload a photo and put a face to a name. Click the pencil icons to update your contact information and “About me”. Includes your department, areas or expertise and other professional details.
2. **Fill out your Time zone** - Navigate to the “My Settings” tab and update your time zone and notifications. Updates, comments and Feeds will be associated to your time zone when updated.



Location

Language

English (US) ▼

Time Zone

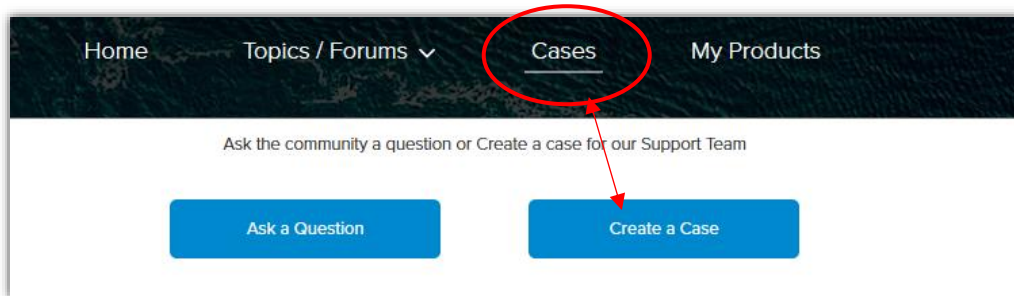
(GMT-05:00) Eastern Standard Time (America/Panama) ▼

Case Management

This section will walk through how to open, view, and manage your support tickets.

How to Create and Manage Cases

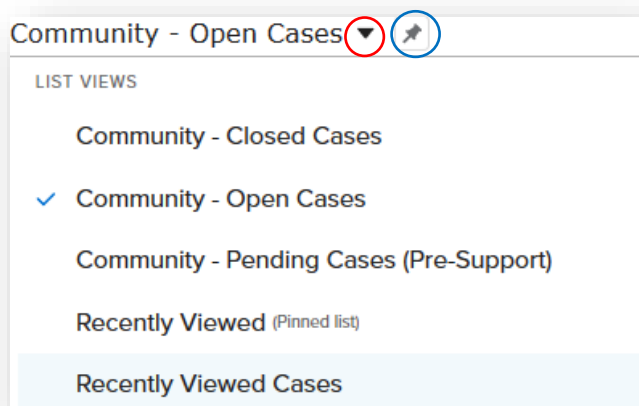
1. Click Cases to find existing cases.
2. Under Cases, click Create a Case to open a new support ticket



How to Locate Cases

Click Cases, as shown above. Click the drop-down arrow and select Case View to manage tickets.

Case List View Selections:



Case List View Options:

- **Open Cases** – Currently in progress
- **Closed Cases** – Resolved, including solution
- **Pending Inquiries** – Awaiting additional information from customer to assign to a technician

Community Tip!

Pin Tab – As shown in the above picture you can pin your favorite list view for easy access.

What Information is in a Case?

1. Case Details fields provide information related to your case so you can manage the case and follow updates.

Case Details:

DETAILS

RELATED

Case Number
02700580

Case Status
Open

Contact Name
[Annamarie Retzer](#)

Case Origin
Phone

Account Name
[Big Huge Enterprises - RESELLER ACT](#)

Priority
P3

Contact Email
[amarie102@hotmail.com](#)

Additional Email

Serial Number

Product Family
ArchiveOne

Bug ID

Subject
testing case creation template

Description
testing case creation template

Next Available
☐

Callback Number ⓘ

Callback Date/Time

Customer Callback TimeZone

CSAT Link
CSAT link is available on case closure

Avg. CSAT

Date/Time Opened
4/9/2020 11:27 AM

Date/Time Closed

Post

Share an update...

Share

Search this feed...

[Annamarie Retzer](#) (Barracuda) created this case.
April 9, 2020 at 11:28 AM

02700580

View more details

Like Comment

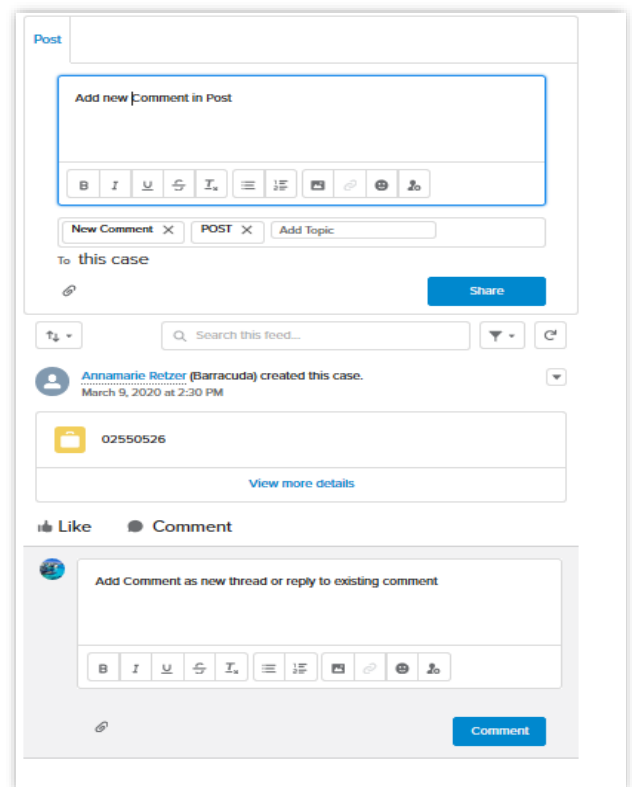
Write a comment...

2. Case Field Definitions:

- **Case Header** – Customer information and case stats.
- **Related Tab** – Attachments and articles.
- **Product Details** – Information related to the product.
- **Case Details** – Information the customer submitted for this case.
- **Callback Information** – Contact details if the customer requested a call back when the case was opened.
- **CSAT Survey** – Gives the customer the visibility of the feedback they provided on the case.
(Available after case is closed and CSAT is completed)
- **System Information** – History tracking of the case's start and end times.

3. Case Post and Comments:

- **Post:** - Use to start a new thread on a case
- **Comments** - Use to respond to an existing thread.
- **Topics** - Group cases, articles, and questions by relevant topics.

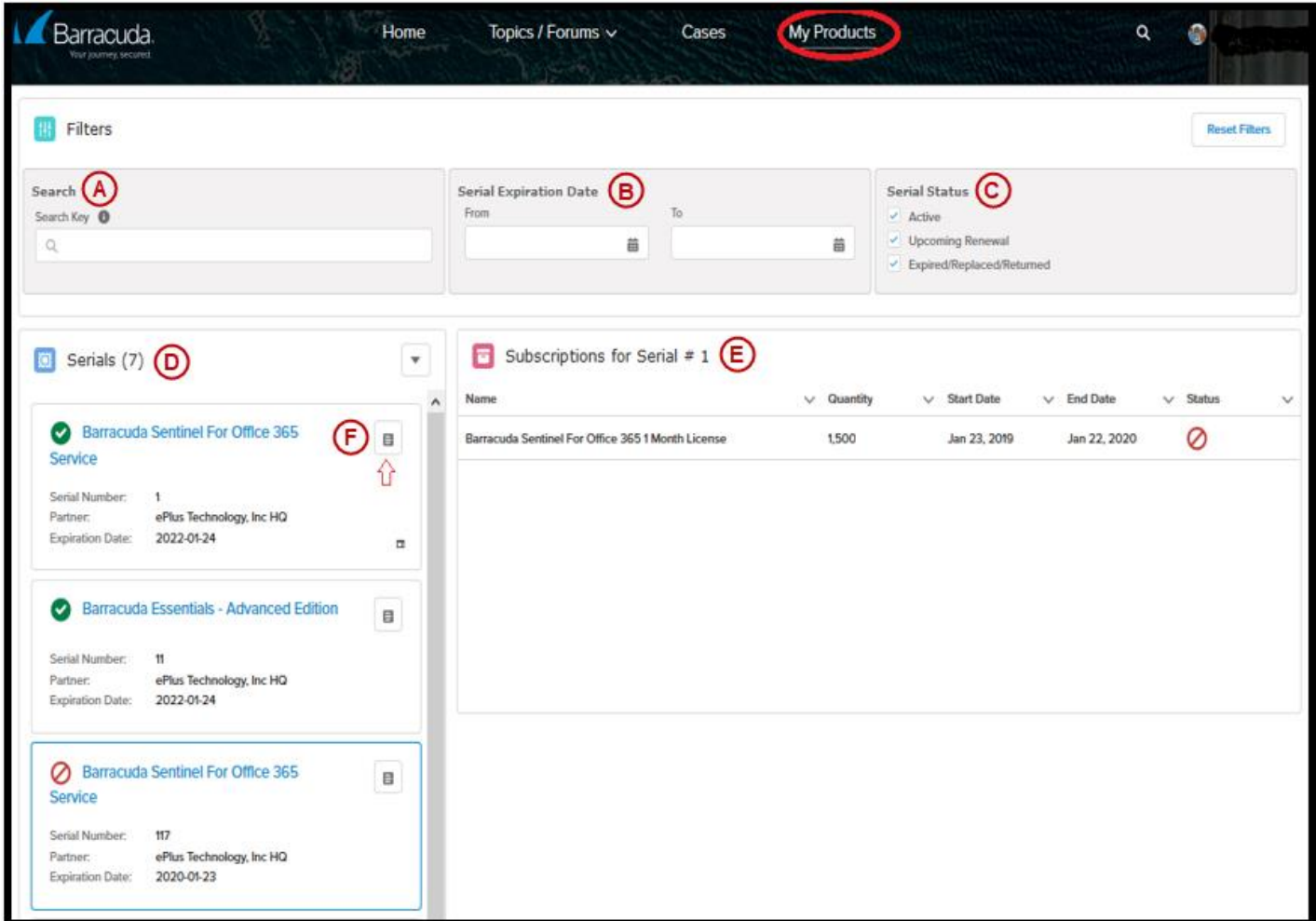


The screenshot displays the user interface for creating a new post or comment on a case. At the top, there is a 'Post' tab. Below it, a text area is labeled 'Add new Comment in Post'. Underneath the text area is a rich text editor toolbar with icons for bold, italic, underline, link, unlink, bulleted list, numbered list, insert image, insert video, insert link, and insert user. Below the toolbar are buttons for 'New Comment', 'POST', and 'Add Topic'. A label 'To this case' is followed by a 'Share' button. Below this section is a search bar labeled 'Search this feed...' and a filter icon. A notification from 'Annmarie Retzer (Barracuda)' states 'created this case. March 9, 2020 at 2:30 PM'. Below the notification is a case ID '02550526' and a 'View more details' link. At the bottom, there are 'Like' and 'Comment' buttons. The 'Comment' button is highlighted, and a new section appears with the text 'Add Comment as new thread or reply to existing comment' and another rich text editor toolbar. A 'Comment' button is at the bottom right of this section.

View My Products

My Products

My Products displays the following information about your solutions: the products you own with the corresponding serial numbers, subscription information for each serial number, subscription term dates, subscription certificates, and the ability to search and filter your solutions.



Filters [Reset Filters](#)

Search (A)
Search Key

Serial Expiration Date (B)
From To

Serial Status (C)
☒ Active
☒ Upcoming Renewal
☒ Expired/Replaced/Returned

Serials (7) (D)

- Barracuda Sentinel For Office 365 Service** (F)
 Serial Number: 1
 Partner: ePlus Technology, Inc HQ
 Expiration Date: 2022-01-24
- Barracuda Essentials - Advanced Edition**
 Serial Number: 11
 Partner: ePlus Technology, Inc HQ
 Expiration Date: 2022-01-24
- Barracuda Sentinel For Office 365 Service**
 Serial Number: 117
 Partner: ePlus Technology, Inc HQ
 Expiration Date: 2020-01-23

Subscriptions for Serial # 1 (E)

Name	Quantity	Start Date	End Date	Status
Barracuda Sentinel For Office 365 1 Month License	1,500	Jan 23, 2019	Jan 22, 2020	Expired/Replaced/Returned

- A. **Search Key** – Search by serial number and product name.
- B. **Serial Expiration Date** – Customize your search date range.
- C. **Serial Status** – View one or more values for subscription Status.
- D. **Serial Details**
 - i. Product name
 - ii. Serial
 - iii. Partner the solution was last purchased from
 - iv. Expiration date
 - v. Subscription certificate (click to download)
- E. **Subscription Status**
 - i. Green – Current

- ii. Yellow – Upcoming renewal
- iii. Red – Expired / Replaced / Returned

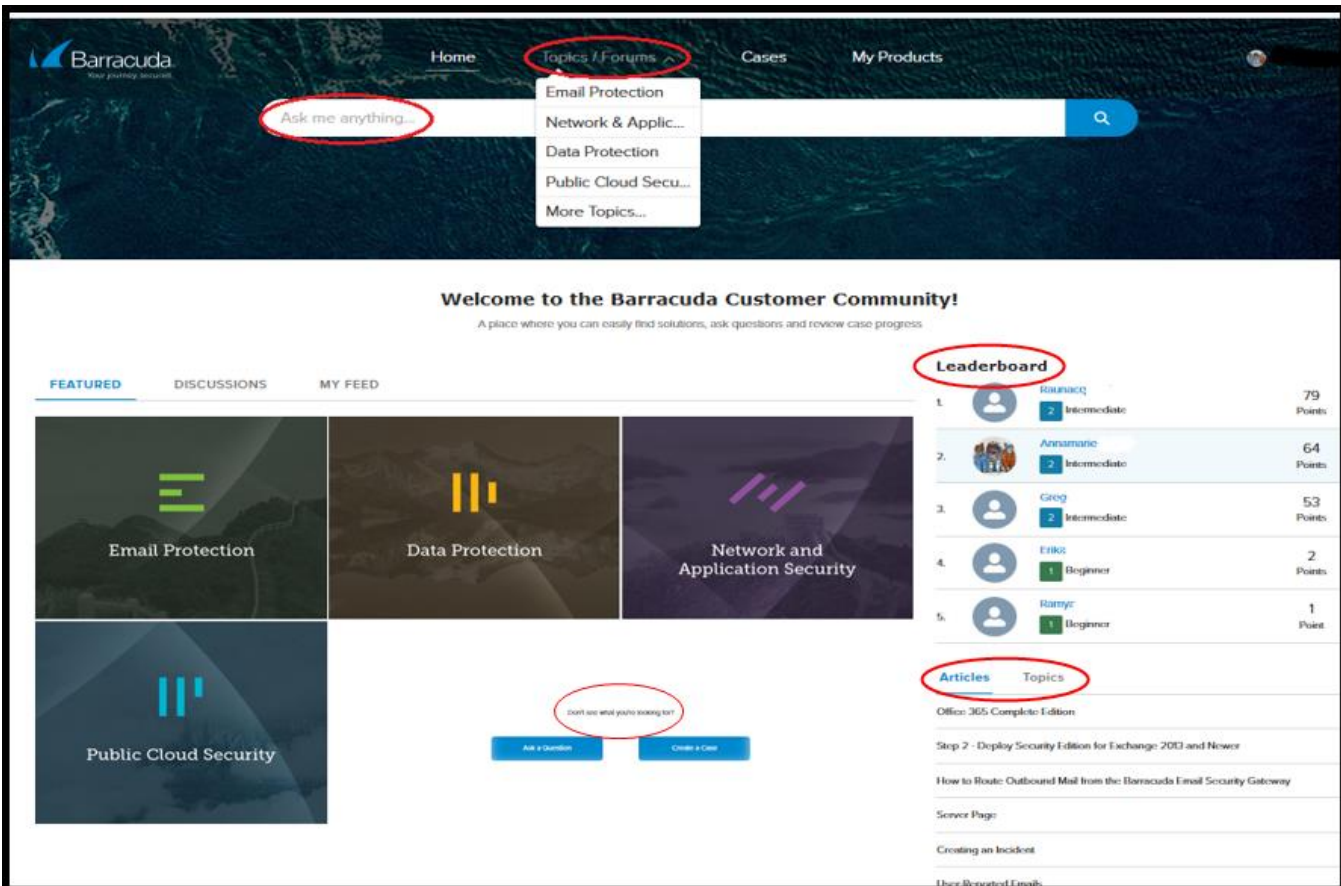
F. **Subscription Certificate** – Click icon to download the certificate.

Forums & Questions

The Customer Community forum allows you to participate and learn from discussions with your peers and ask questions of the community.

Engaging with Forums

Search discussions and topics to see questions and feedback from community users. Questions are related to topic tags that are stored in the product library, so questions are matched to products. Start by using one of the following:



Leaderboard

Rank	User	Level	Points
1.	Barracuda	Intermediate	79
2.	Amesmanic	Intermediate	64
3.	Greg	Intermediate	53
4.	ERIG	Beginner	2
5.	Ramyr	Beginner	1

Articles **Topics**

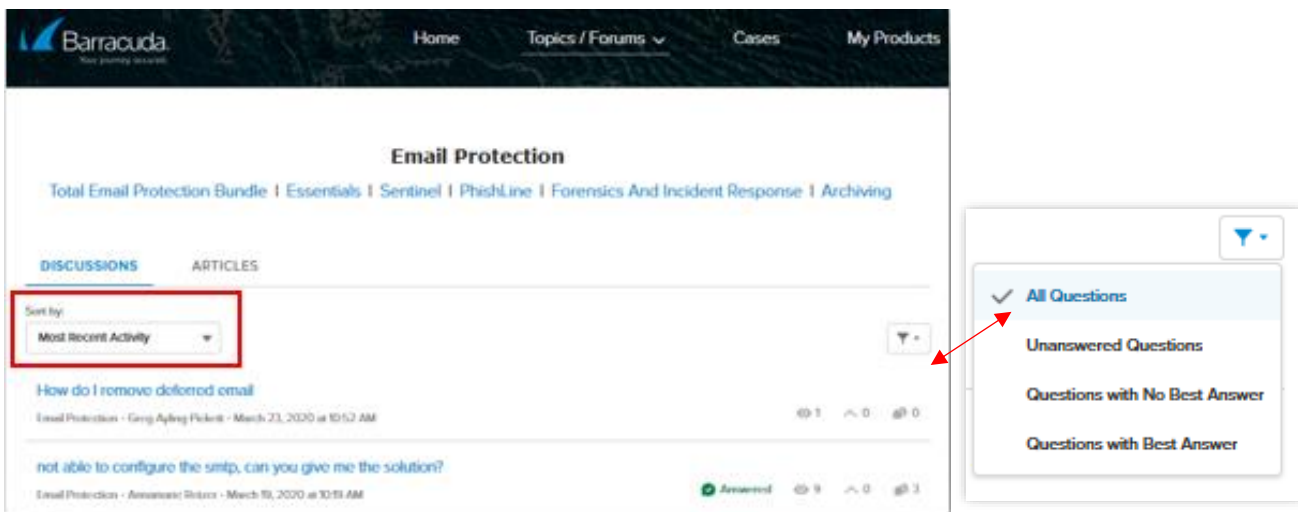
- Office 365 Complete Edition
- Step 2 - Deploy Security Edition for Exchange 2013 and Newer
- How to Route Outbound Mail from the Barracuda Email Security Gateway
- Server Page
- Creating an Incident
- How to Remove Email

Discussions, Respond & Rank Answers

Engaging in community discussions builds a community user's ranking, provides valuable information to community users, and keeps the most popular discussions and best answers easy to find.

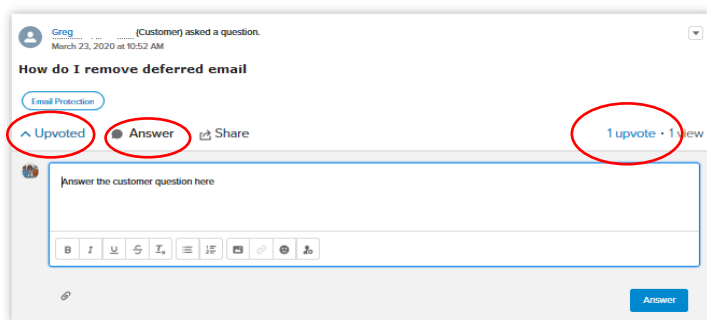
How to Sort Discussions and Filter Questions

1. **Sort Discussions** - You can sort Discussion by the following types:
 - a. Most Recent Activity – recently updated discussions.
 - b. Top Questions have the most views and answers.
 - c. Latest Posts are the new discussions to Topic.
2. **Filter Questions** – You can select the type of question you would like to view:
 - a. All Questions
 - b. Unanswered Questions
 - c. Questions with No Best Answer
 - d. Questions with Best Answer*
 - i. *Best Answers are verified by Barracuda



Answer a Question and How to Vote on an Answer:

3. **Upvote/Rank a Question**
 - a. Upvoting a question increases its rank and helps other users to view the most popular posts.
4. **Answer a Question**
 - a. Sharing your answers to community questions adds points to your badge and is reviewed by the moderator, possibly to be tagged as best answer.

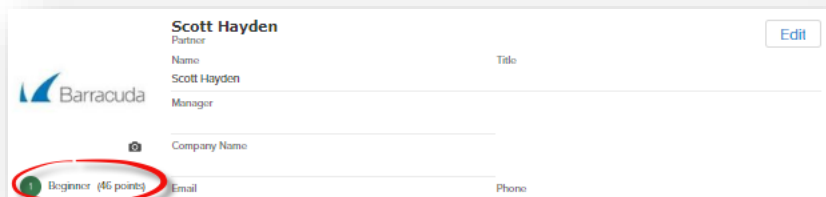


Reputation Leaderboard

The Reputation Leaderboard displays a list of Community Members with the highest reputation points. Members start to accrue points by performing the actions that have assigned point values.

ACTION	POINTS
Community Engagement	
Write a post	1
Write a comment	1
Receive a comment	5
Like something	1
Receive a like	5
Share a post	1
Someone shares your post	5
Mention someone	1
	If your post contains more than one @mention, you get a point for each @mention.
Receive a mention	5
Questions and Answers	
Ask a question	1
Answer a question	5
Receive an answer	5
Mark an answer as best	5
Your answer is marked as best	20
Knowledge	
Endorsing someone for knowledge on a topic	5
Being endorsed for knowledge on a topic	20

Once the member exceeds the top of the level's threshold, they move up a level. They, and other members of the community, see their reputation level on their profile and when hovering over their name. Total Points also show on a member's profile.



Knowledge Articles

The complete knowledgebase library is available in the community and helpful articles will queried and served automatically based on the community interaction.

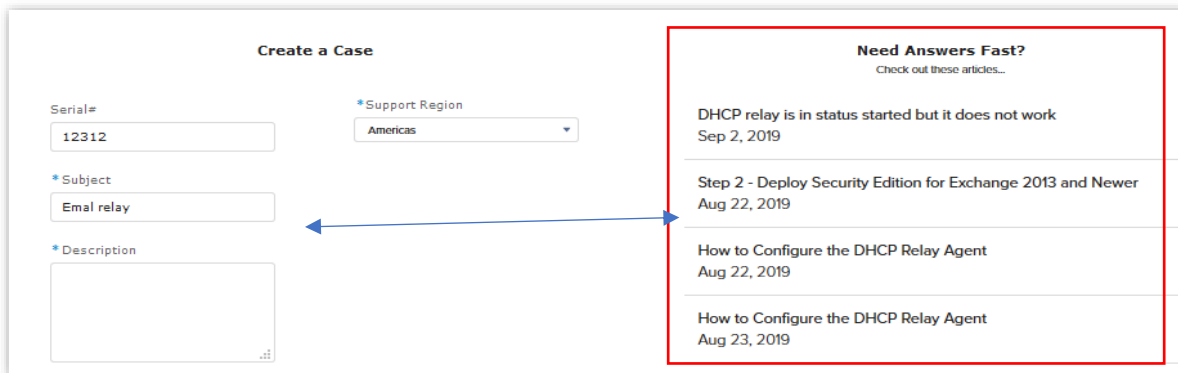
Knowledgebase

Knowledge Articles are company-approved solutions to help you get the most of our Barracuda products(s). Knowledge Articles that best match the community interaction are available during case creation, through Ask Me Anything, and under Topics. Each of these is shown below.

When Creating a Case

When creating a case the Knowledgebase will be queried the Subject line of the case and returns best matches.

At any time during case creation, you can click on the articles to determine if an article provides a solution.

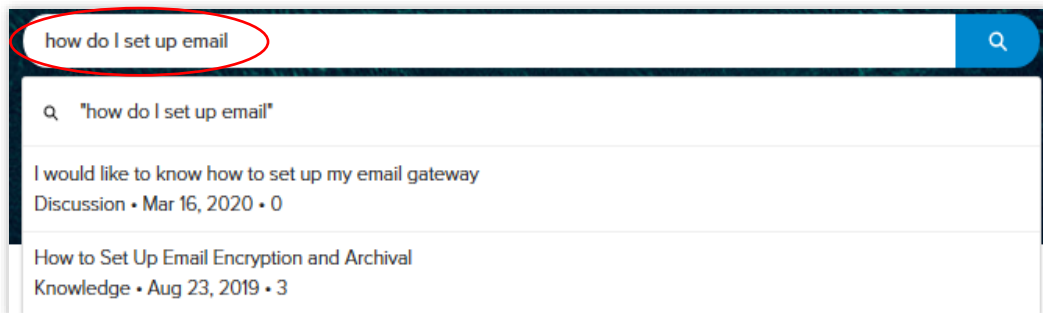


The screenshot shows the 'Create a Case' interface. On the left, there are input fields for 'Serial#' (12312), '*Support Region' (Americas), '*Subject' (Email relay), and '*Description'. On the right, a red-bordered box titled 'Need Answers Fast?' contains a list of suggested articles. A blue double-headed arrow points from the 'Email relay' subject field to the first article in the list.

Need Answers Fast?	
Check out these articles...	
DHCP relay is in status started but it does not work	Sep 2, 2019
Step 2 - Deploy Security Edition for Exchange 2013 and Newer	Aug 22, 2019
How to Configure the DHCP Relay Agent	Aug 22, 2019
How to Configure the DHCP Relay Agent	Aug 23, 2019

Ask Me Anything

The Ask Me Anything search bar on the home page will query both discussions and articles related to the search content. Click an article to read the full content.



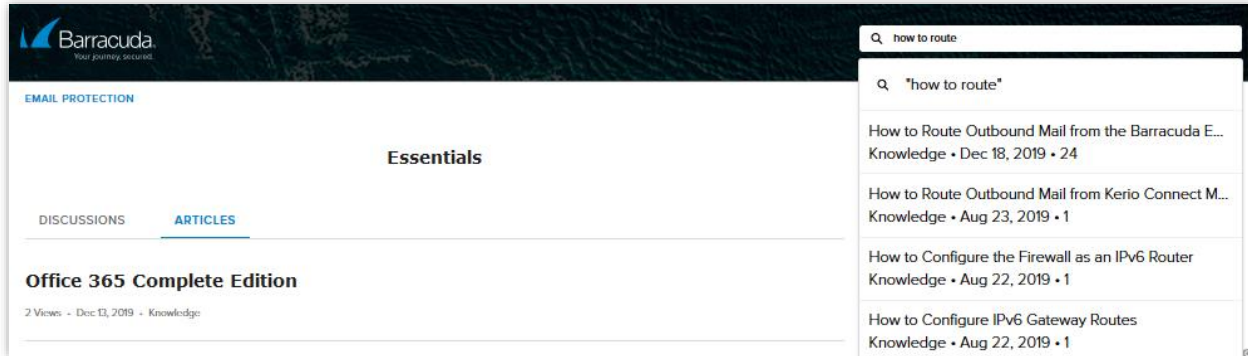
The screenshot shows the 'Ask Me Anything' search bar. The search query 'how do I set up email' is entered in the search bar. Below the search bar, the results are displayed, including a discussion and a knowledge article.

Search Query
how do I set up email

Search Results
I would like to know how to set up my email gateway Discussion • Mar 16, 2020 • 0
How to Set Up Email Encryption and Archival Knowledge • Aug 23, 2019 • 3

Knowledge Articles, Topics

- Knowledge Articles are categorized by Topic Tags:
 - Main Topic (*i.e. Email protection*)
 - Sub-topic (*i.e. Essentials*)
- View articles in related tab or globally search articles in the search bar.



The screenshot shows the Barracuda Knowledge Base interface. The main content area displays the 'Essentials' sub-topic under the 'Email Protection' category. Below this, there are tabs for 'DISCUSSIONS' and 'ARTICLES', with 'ARTICLES' being the active tab. The article title 'Office 365 Complete Edition' is shown, along with its view count and date. On the right side, a search bar is visible with the query 'how to route'. Below the search bar, a list of search results is displayed, including articles about routing outbound mail and configuring the firewall as an IPv6 router.

Trending Articles

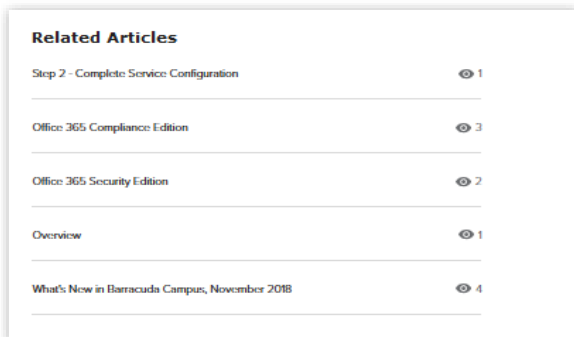
The most popular Articles are available in the Trending Articles thread.



The screenshot shows the 'Trending Articles' section. It lists several articles, including 'Office 365 Complete Edition', 'Step 2 - Deploy Security Edition for Exchange 2013 and Newer', 'How to Route: Outbound Mail from the Barracuda Email Security Gateway', 'Server Page', and 'Creating an Incident'.

Related Articles

Articles with the same topic tags are suggested in the Related Articles section.



The screenshot shows the 'Related Articles' section. It lists several articles, including 'Step 2 - Complete Service Configuration', 'Office 365 Compliance Edition', 'Office 365 Security Edition', 'Overview', and 'What's New in Barracuda Campus, November 2018'. Each article is accompanied by a small icon representing the number of views or a similar metric.