![Barracuda]

Customer Community Quick Start Guide

A Quick Start Guide for the Community

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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
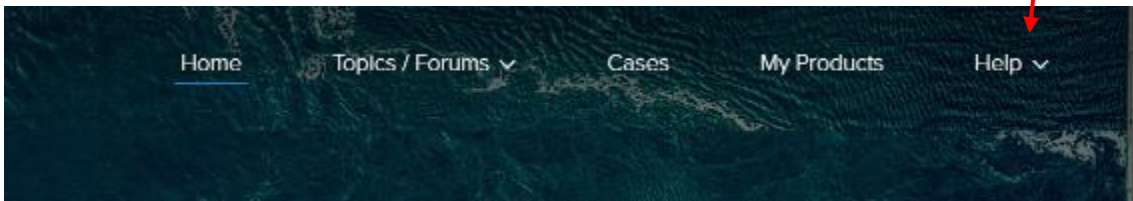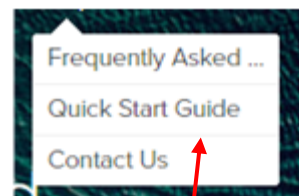
On the Help tab you will find:

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.
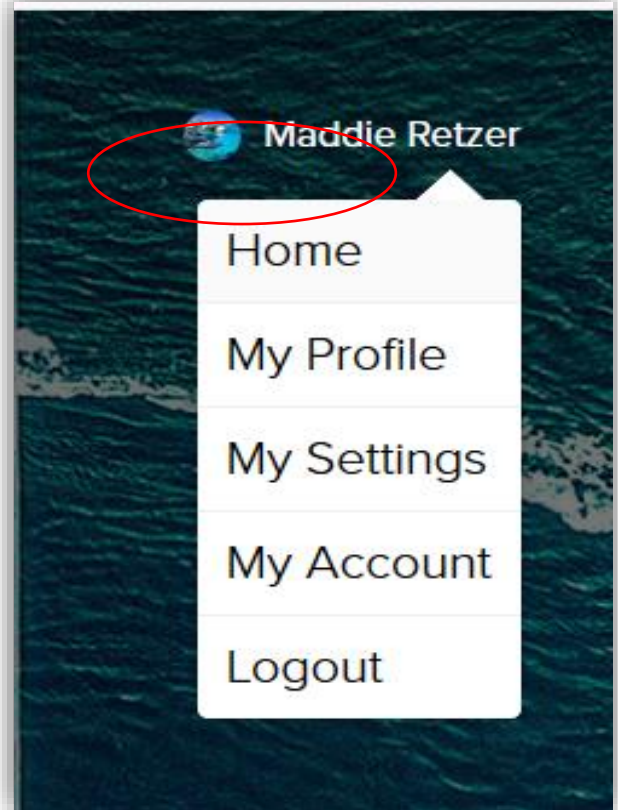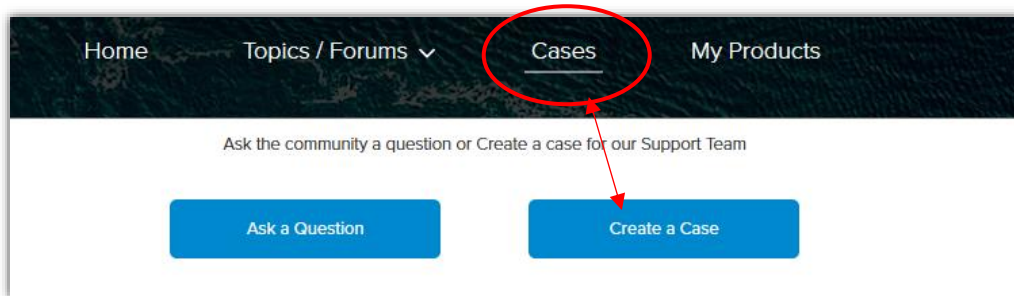
Case Management

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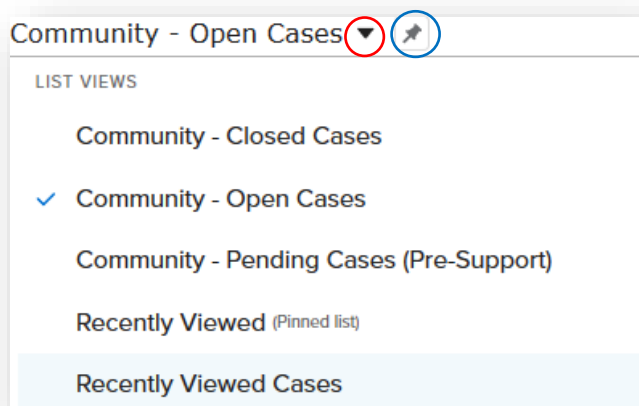
How to Create and Manage Cases

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:
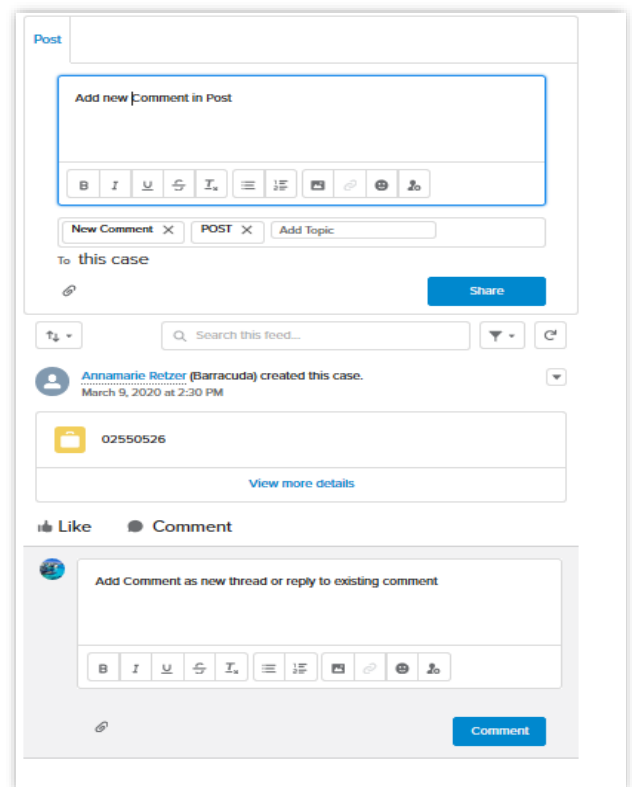
2. **Case Field Definitions:**

- **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.
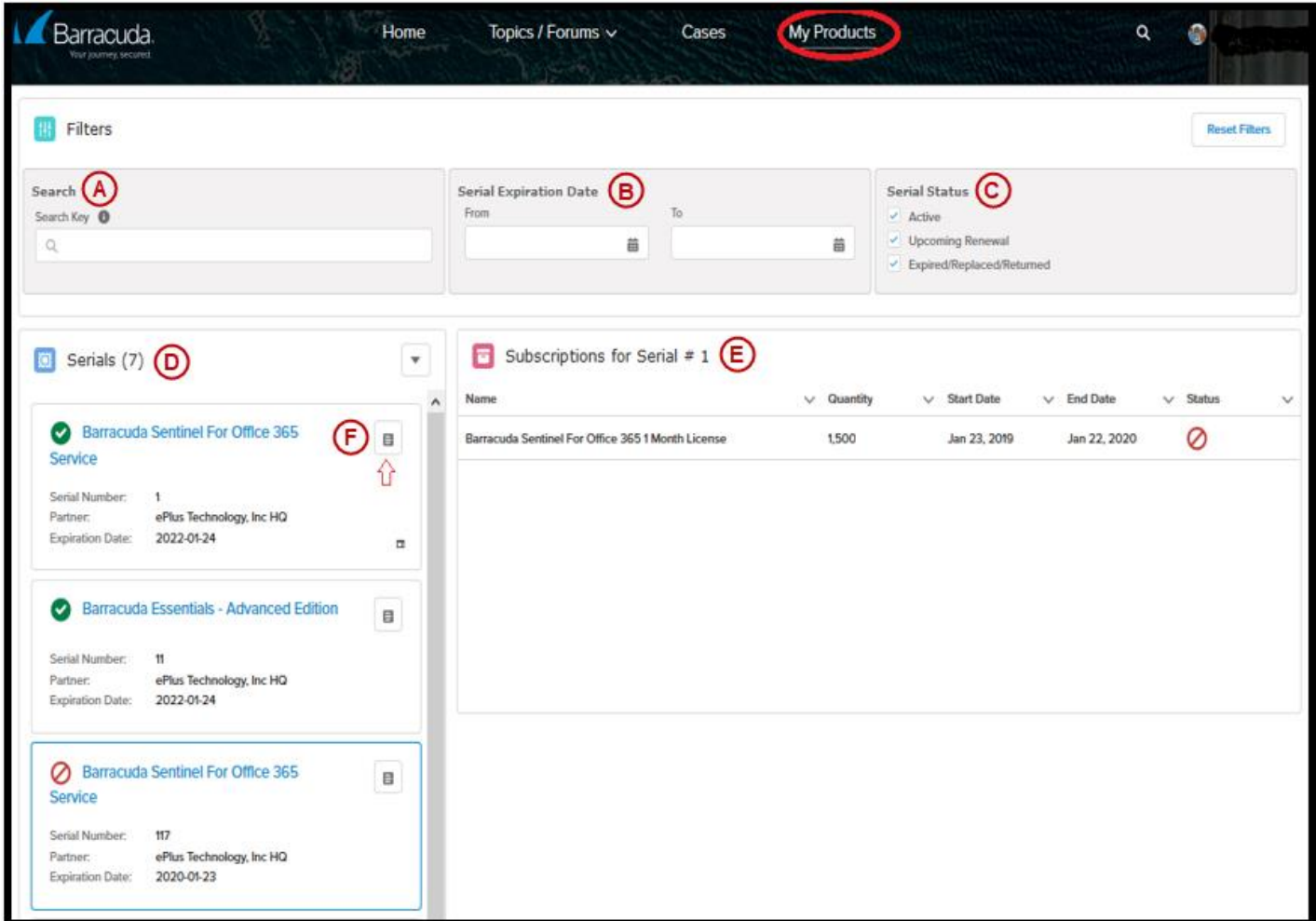- Topics - Group cases, articles, and questions by relevant topics.

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.

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
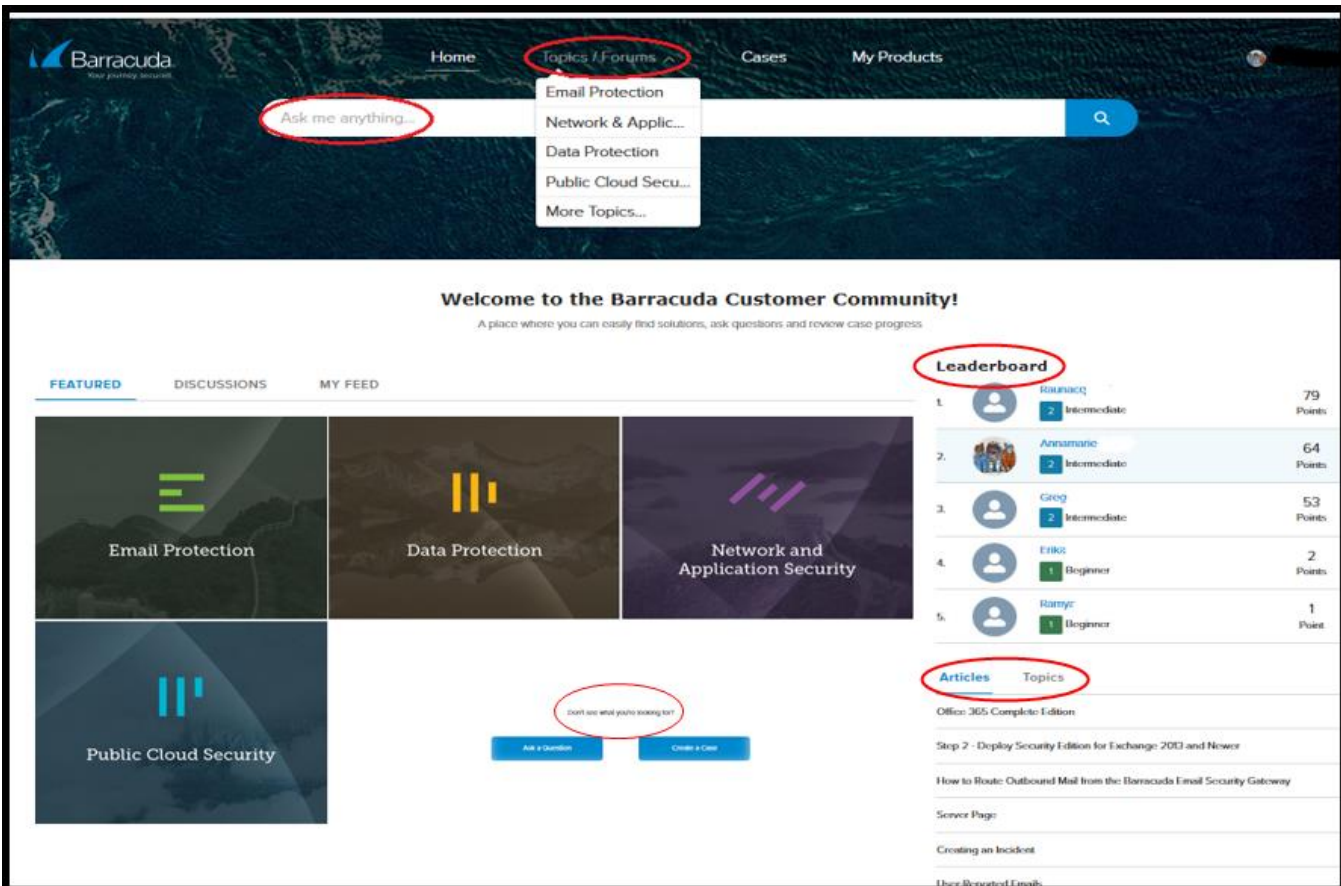iii. Red – Expired / Replaced / Returned
F. **Subscription Certificate** – Click icon to download the certificate.

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:

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
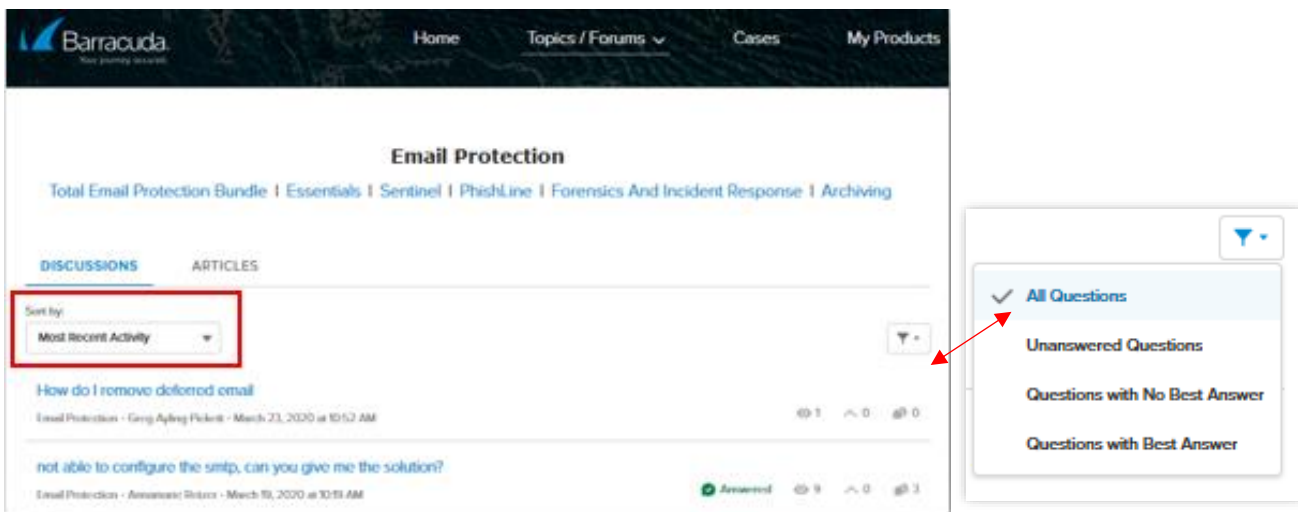
Answer a Question and How to Vote on an Answer:

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.
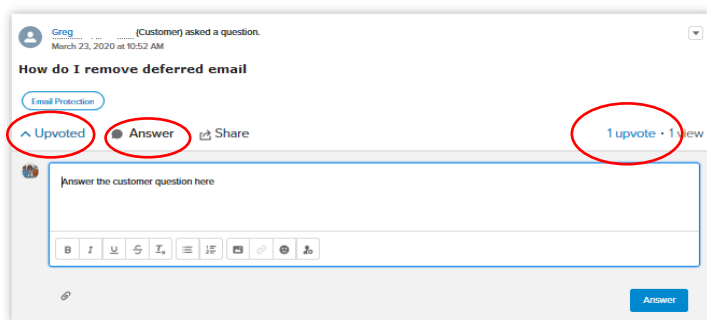
Reputation Leaderboard

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.
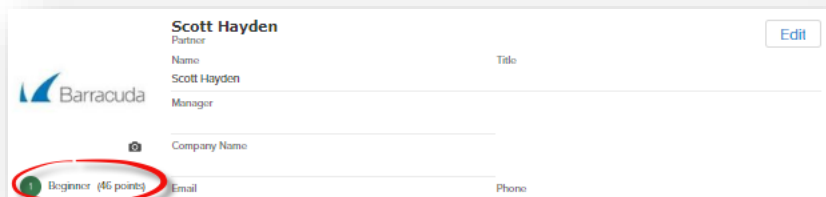
Knowledge Articles

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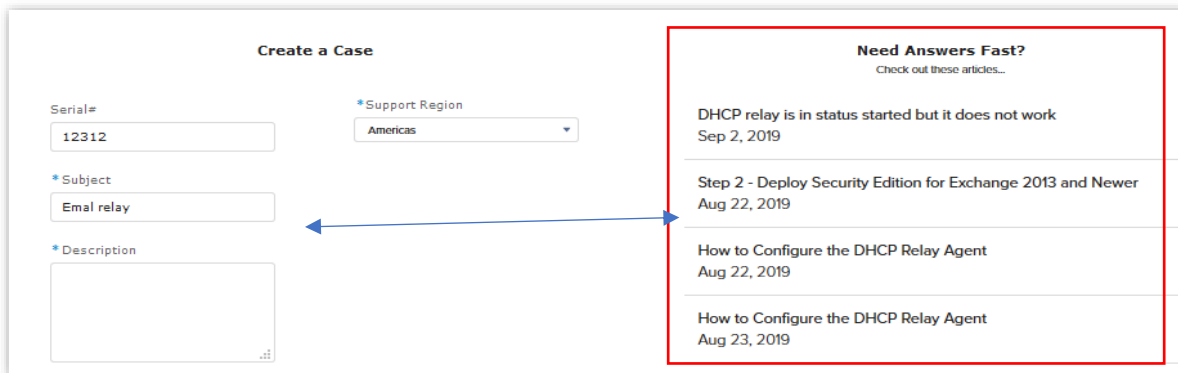
Knowledgebase

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.

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.
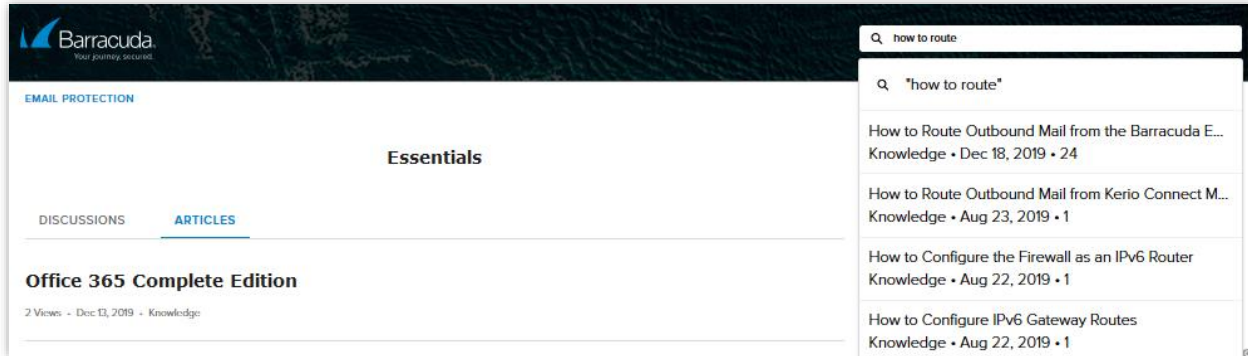
Knowledge Articles, Topics

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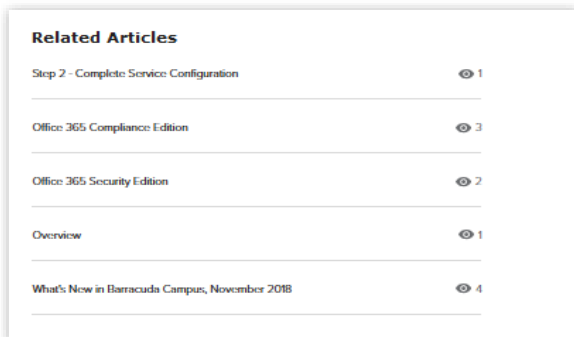
Trending Articles

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

Related Articles

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