

This document is designed to familiarize new Barracuda MSP partners with their Barracuda MSP partnership.

Barracuda MSP New Partner

Getting Started Guide v2023.9



Table of Contents

Goal of this Document	4
Barracuda Reseller.....	4
Barracuda MSP	4
Understanding your MSP Order Form and Invoice	5
MSP Order Form.....	5
Renewal.....	6
Cancellation and Return Period.....	6
Terms of Service	7
Security and Compliance Documentation.....	7
Product Status and Updates.....	7
Invoice.....	8
Invoice with Intronis Backup	8
Invoice with Additional Barracuda Products.....	8
Invoice with Barracuda Protection & Barracuda Content Shield	9
Invoice with Impersonation Protection & Managed Security Awareness Training.....	10
Invoice with Barracuda XDR	10
Important Contacts	11
Barracuda MSP	11
Sales Team.....	11
Partner Success	11
Support and Billing	12
Barracuda Support.....	12
Billing	12
Partner Community - Barracuda MSP Insiders	12
Accessing the Barracuda MSP App Portal.....	13
Barracuda MSP App.....	14
Creating Users and Assigning Roles and Access	14
Creating a Customer Account (SMB Account)	17
Account Creation.....	17
Activating Products and Services	19
Update Billing Information.....	21
Setting Automatic Billing.....	21

Adding Credit Cards	21
Appendix 1 - (MFA) Multi-Factor Authentication	23
Enable MFA	23
Administrator-Enabled MFA	23
Authentication.....	24
User-Enabled MFA.....	25

Goal of this Document

This document is designed to familiarize new Barracuda MSP partners with their Barracuda MSP partnership. We will cover everything from how to better understand your MSP Order Form and invoice through using and customizing your partner portal.

The Barracuda MSP App is your MSP management portal where you will be able to add MSP administrators and techs, add customer accounts, provision licenses, view and pay invoices, and much, more covered within this guide.

We will cover all the things you need to know to get started with Barracuda MSP which may differ slightly for anyone who has worked with the Barracuda Reseller team.

Barracuda Reseller

Working through our Barracuda Reseller team, your customers will traditionally purchase their own products/services directly through Barracuda. They will manage the product themselves and have direct access to Support. These products are purchased on a CapEX or OpEx model typically on a 1-2-year commitment.

Barracuda MSP

You, the MSP, will purchase all products on behalf of your customer to be offered as a Managed Service. You will manage the product for them and will act as Tier 1 Support for all issues. These products are purchased on an annual commitment billed monthly.

Understanding your MSP Order Form and Invoice

MSP Order Form

Barracuda MSP service agreements are based on annual agreements which are billed **Monthly**.
 Please refer to page 1 of your agreement for exact language.

New Products are listed on the top section of Page 1 on the agreement.



Partner Agreement Order

Bill To:

Barracuda MSP Partner
 100 Apollo Drive
 Chelmsford, MA 01824
 1(800) -569-0155

Ship To:

Barracuda MSP Partner
 100 Apollo Drive
 Chelmsford, MA 01824
 1(800) -569-0155

Order Number: 0123x00001234ABOC
Effective Date: 1/29/2021
Subscription Term: 12
Total Value Of This Order: USD 10,621.56
Minimum Monthly Commit: USD 0.00
Sold By: Anthony Leo-Mayes

This Order

Qty	SKU	Subscription/Product	Monthly Price Per Unit	Average Price Per GB/Seat	Month Cost Extended
65	BSE-S001-MSP	Barracuda Sentinel for Office 365 MSP	\$2.40	\$3.31	\$156.00
100	BPL-0100-MSP	Barracuda Managed Phishline MSP	\$1.80	\$2.65	\$180.00
65	BEO-CPC1-MSP	Barracuda Email Complete Edition MSP	\$3.80	\$5.36	\$247.00
142	BEO-AES1-MSP	Barracuda Advanced Email Security MSP	\$1.62	\$2.03	\$230.04
27	BEO-ESC1-MSP	Barracuda Email Compliance Edition MSP	\$2.67	\$3.57	\$72.09

Monthly Total Cost: **USD 885.13**

This Order's Annual Total (Monthly Cost Total x 12 + One-Time Adjustment Total): USD 10,621.56

Previously purchased products are listed on the bottom section of Page 1 and may flow onto Page 2 based on how many products have been purchased.

Existing Active Subscription(s)

Qty	Subscription Plan	Serial	Ship Date	Monthly Unit Price	Average Price Per GB/Seat	Monthly Cost
45	MW Device Cloud MSP		12/20/2020	\$2.00	\$0.00	\$90.00
5	MW Server Cloud MSP		12/20/2020	\$2.00	\$0.00	\$10.00
5	MW Advanced Software Management MSP		02/01/2021	\$0.00	\$1.25	\$0.00
5	MW Antivirus MSP		02/01/2021	\$0.00	\$1.25	\$0.00
5	Barracuda Email Complete Edition MSP	1537454	02/01/2021	\$0.00	\$5.36	\$0.00
1	300GB site license		02/01/2021	\$0.00	\$0.25	\$0.00
5	Barracuda Content Shield MSP	1537455	02/01/2021	\$0.00	\$1.31	\$0.00
Existing Monthly Cost Total						USD 100.00
New Estimated Monthly Cost						USD 100.00

NOTES: If you upgrade your Intronis Backup product the agreement term will restart. See your agreement or speak with your Sales Rep or Partner Success Manager for your specific language.

Renewal

Barracuda MSP agreements will automatically renew annually unless you provide a 30-day notice.

Please refer to the bottom of page 1 of your agreement for exact language.

If the agreement isn't renewed for any reason, all data will be purged and access to the systems will be removed within 30 days.

Cancellation and Return Period

You may cancel all purchase orders for Product and support services within thirty (30) days of shipment of hardware from Barracuda. This is also known as the 30-day Right of Return (RoR) period.

These Terms and Conditions typically apply to hardware which is purchased outright without [Instant Replacement](#), allowing the Partner to return a faulty appliance and replace with another appliance. Since Barracuda MSP includes Instant Replacement this is not normally invoked.

30 Day RoR may also be invoked if hardware does not meet the environment's appropriate requirements and needs to be replaced with a larger model.

After the 30-day cancellation period, all orders can no longer be cancelled.

- Cancellation requests must be sent to contracts@barracudamsp.com.
 - You will receive a response within 24 business hours confirming receipt of your request.

Terms of Service

For any specifics on our Terms of Service please refer to the last 4 pages of your Agreement.

Security and Compliance Documentation

Barracuda Networks understands the importance of your data and takes steps to secure and protect it while in our cloud. Our policies regarding data ownership and protection are focused on providing you with confidence that your data remains secure and under your sole control.

All of our Security and Compliance documentation can be found at

<https://www.barracuda.com/support/Security>

<https://www.barracuda.com/company/legal/trust-center>

For any Security and Compliance information not listed at the above sites please reach out to your [Partner Success Manager](#)

Product Status and Updates

We recommend visiting our product status page at <http://status.barracuda.com> for up to the minute product statuses. While you're here you should Subscribe to Updates so you're always up to date on the latest Barracuda service alerts.

Invoice

Please see the screen shots below highlighting some key pieces of your Barracuda MSP invoice.

Start Date	End Date	Terms	Due Date
10/13/2022	11/12/2022	Net 30	11/12/2022
Username	PO#	Please remit checks to:	
mastermstest		Barracuda Networks, Inc. Dept LA 22762 Pasadena, CA 91185-2762 408-342-5400 phone 408-342-1061 fax Customer_Services@barracuda.com	

- **Username** – This is your MSP account username
- **Payment Terms** – Payment is due within this time frame after receiving an invoice to avoid disruption of service.
- **Invoice Date** – The date the invoice is due for payment.

Invoice with Intronis Backup

Item Description	Quantity	Rate	Price
Customer A (1628 GB)			
Customer B (1697 GB)			
Customer C (3921 GB)			
Total Active Account's Usage (7246 GB)			
Per GB plan uncompressed for 11/28/2020 through 12/27/2020	40,960	\$0.05	\$2,048.00

An invoice with Intronis Backup will be broken out by customer and usage (for Volume Billing Plan). At the bottom of the Intronis Backup section you will see the total Usage for all Active Accounts and the total Volume Plan you have purchased along with rate and price.

For any partners using our Site Licensing pricing model, the Invoice will be broken out by customer with the associated license applied. The bottom of the invoice will break out the total applied licenses vs. the contract amount along with the rate of each and price.

Invoice with Additional Barracuda Products

This sample invoice applies to:

- Barracuda Backup Server
- Barracuda Impersonation Protection
- Barracuda Cloud Generation Firewall
- Barracuda WAF-as-a-Service
- Barracuda XDR

Item Description	Quantity	Rate	Price
Barracuda Backup Server 390 MSP Customer 1 S/N: 1234567 Shipped Date: 12/06/2018	1	\$225.00	\$225.00
Barracuda Backup Server 490 MSP Customer 2 S/N: 0987654 Shipped Date: 01/18/2019	1	\$484.33	\$484.33
Barracuda Backup Server 490 MSP Customer 3 S/N: 0192837 Shipped Date: 09/17/2018	1	\$440.30	\$440.30

The Invoice will indicate the product type, model type, which customer the device is assigned to, serial number, and the date the device was shipped. For any devices that have not yet been assigned and activated to a customer they will display “Unassigned”.

Invoice with Barracuda Protection & Barracuda Content Shield

When you add a customer into the Barracuda MSP app and activate the seats, your customer’s name will show up under the specific product tier with the serial number and the date you activated those seats along with the total seat count allocated will be displayed. Any seats provisioned beyond the contracted total will appear at the bottom as Overage Seats. You can see the rate and price accrued for any Overage Seats.

Item Description	Quantity	Rate	Price
Barracuda Email Complete Edition MSP	78	\$3.50	\$273.00
LittleCo (Littleco) S/N: 1111111 63 Seat(s) Base Total Services: 63 Purchased Services: 78			
Barracuda Email Complete Edition MSP	45	\$0.00	\$0.00
Not for Resale Total Services: 45 Purchased Services: 45			
Barracuda Cloud-to-Cloud Backup Service MSP	51	\$1.72	\$87.72
SMB1 (SMB1) S/N: 222222 51 Seat(s) ABC Manufacturing (ABCManu) S/N: 333333 15 Seat(s) Doctor Dental (DD) S/N: 444444 14 Seat(s) Total Services: 80 Purchased Services: 51			
Overage Seat(s): 29	29	\$1.72	\$49.88

Invoice with Impersonation Protection & Managed Security Awareness Training

Item Description	Quantity	Rate	Price
Barracuda Managed Security Awareness Training	5,000	\$0.13	\$650.00
Total Seat(s): 5000			
Barracuda Impersonation Protection	5,000	\$0.13	\$650.00
Total Seat(s): 5000			

With these services, the invoice is broken out by product. It will display the total seat count purchased along with the rate per seat and total cost.

Invoice with Barracuda XDR

Item Description	End User	Quantity	Rate	Price
Barracuda SKOUT Email Protection	SKOUT TEST 1	50	\$3.50	\$175.00
Barracuda SKOUT Endpoint Protection	SKOUT TEST 1	10	\$7.00	\$70.00
Barracuda SKOUT Log Security Monitoring	SKOUT TEST 1	10	\$18.25	\$182.50
			Subtotal	\$427.50
			Tax Total	\$26.73
			Total	\$454.23
			Amount Paid	\$454.23
			Amount Due	\$0.00 USD

Important Contacts

Barracuda MSP

Sales Team

North America Sales Team

Email address: sales@barracudamsp.com

Phone number: 978-328-1680

EMEA

Email address: emeasales@barracuda.com

Phone number: +44-125-683-3440

AU

Phone number: +61-130-043-1470

Partner Development Manager

The PDM is your initial point of contact who worked with you to initially sign up for your Barracuda MSP partnership. The PDM will be your primary contact for the first 60 days should you need to make any adjustment to your order including adding or removing products and services.

Regional Account Director

The RAD will be your point of contact for any inquiries related to new products or new sales initiatives after the first 60 days of your partnership. They will coordinate any product demos for you or your customers as well as assist you in upgrading any existing products you've purchased.

Partner Success

Email address: partnersuccess@barracudamsp.com

Phone number: +1-978-328-1725

Partner Success Manager

The PSM is your primary point of contact regarding any questions or concerns related to your partnership, including but not limited to:

- Invoice and MSP Order Form questions
- Partner advocate for escalating support issues
- Access to Sales and Marketing collateral
- Account management

Support and Billing

Barracuda Support

All Barracuda Support is available 24x7

North America Barracuda Support

Support email address: Support@barracuda.com

Support number: +1-408-342-5300

EMEA Barracuda Support

Support email address: emeasupport@barracuda.com

Support number: +44-125-630-0102

Billing

Billing email address: billing@barracudamsp.com

Billing number: +1-978-328-1765

Partner Community - Barracuda MSP Insiders

As an Insider, you can participate in activities such as giving product and general feedback, checking out new content, and contributing to a discussion forum, while earning rewards and recognition. As you complete activities, you will receive points that you'll be able to redeem for cool rewards. Rewards could be anything from an Amazon gift card to a ticket to an industry event. The more active you are within the community, the more points you'll earn.

Join today at: <https://insiders.barracudamsp.com/join/vipmsp>

Accessing the Barracuda MSP App Portal

If you are a new Barracuda MSP partner you will receive an email from your Barracuda Sales Rep with confirmation of your account creation. This email will arrive within **1-2 business days** of returning a signed agreement to our Sales team. Please check all spam filters to ensure this email hasn't been blocked. If you do not receive it, please contact our [Partner Success Team](#).

NOTE: If you are an existing Barracuda MSP partner please contact your Barracuda MSP portal administrator for access. If you are unsure of who your administrator is, please contact your [Partner Success Manager](#).

You can login to the MSP Portal directly by visiting the appropriate site below and logging in with your Admin credentials.

You'll need to use the "Forgot password?" option when logging in for the first time.

Barracuda Cloud Control: <https://auth.barracudanetworks.com/login/email>

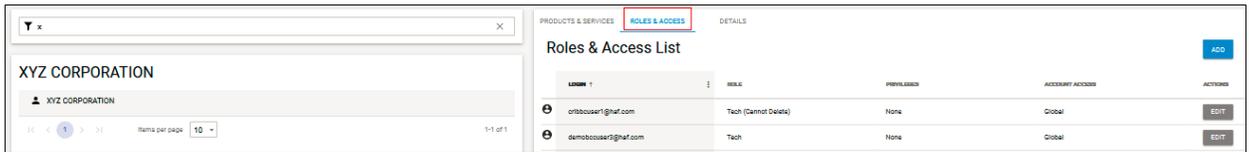
Barracuda MSP App : <https://manage.msp.barracudanetworks.com/>

Barracuda MSP App

Creating Users and Assigning Roles and Access

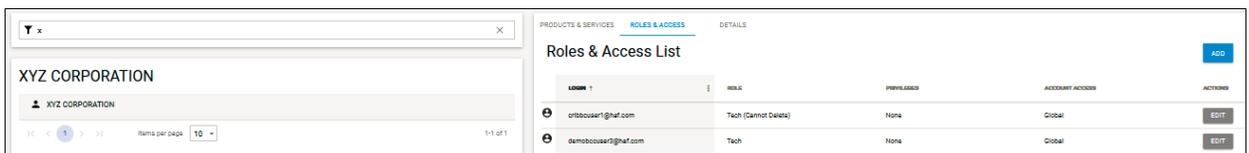
To assign roles and access, perform the following steps.

1. At the MSP account page, click Roles & Access, as shown below.



The Roles & Access List is displayed.

2. Click Add.
The Add User form is displayed.



ADD USER

NAME*

EMAIL*

ROLE* --Select-- User Management Billing Administration

ENTITLEMENTS

Barracuda Cloud Email Filtering

3. Type the name and email of the new user.
4. Select the Role down arrow.
The Role options are displayed.

--Select--

Admin

Finance

Tech

Tech (Cannot Delete)

5. Select a role from the Role drop-down list. The roles are defined in the following table.

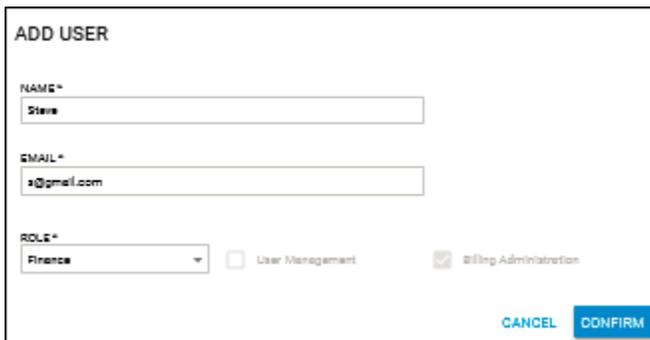
Role	Permissions
Admin	<ul style="list-style-type: none"> ○ Access to all features. ○ Full privileges to MSP. ○ Assign Barracuda MSP Product and Services.
Tech	<ul style="list-style-type: none"> ○ Read only permission except for Roles and Access, and Billing tabs. ○ Can edit User Billing List. ○ Cannot add/assign accounts. ○ Cannot assign/activate Barracuda MSP Services.
Tech (cannot delete)	<ul style="list-style-type: none"> ○ Read only permission except for Roles and Access, and Billing tabs. ○ Can edit User Billing List. ○ Cannot add/assign accounts. ○ Cannot assign/activate Barracuda MSP Services.
Finance	<ul style="list-style-type: none"> ○ Access only to Billing tab. ○ Can view products and accounts. ○ Cannot assign/activate Barracuda MSP Services.

If...	Then...
Admin is selected,	the User Management and Billing Administration privileges are automatically assigned.
Finance is selected,	only Billing Administration privileges are automatically assigned.
either Tech is selected,	read-only privileges are assigned.

6. Select or clear the Barracuda Cloud Email Filtering check box.

Note: Selecting the check box enables the user to access the Barracuda Cloud Email Filtering Barracuda Networks product.

If you selected Finance, the following pop-up is displayed.



- At the Entitlements section, select the services you want to assign to the account, as shown below.

ENTITLEMENTS	
<input checked="" type="checkbox"/>	Barracuda Backup Service
<input checked="" type="checkbox"/>	Barracuda Cloud Email Filtering
<input checked="" type="checkbox"/>	Barracuda Message Archiving Service
<input checked="" type="checkbox"/>	Barracuda Content Shield
<input checked="" type="checkbox"/>	Barracuda Sentinel
<input checked="" type="checkbox"/>	Forensics and Incident Response
<input checked="" type="checkbox"/>	Cloud-to-Cloud Backup

Note: The entitlements section is populated with data if the partner has at least one order purchased. For example, if the partner has Email Security & Compliance, then the following two entitlements are displayed: Email Filtering and Message Archiving. When the partner creates a new user, both, none, or only one of the entitlements may be selected.

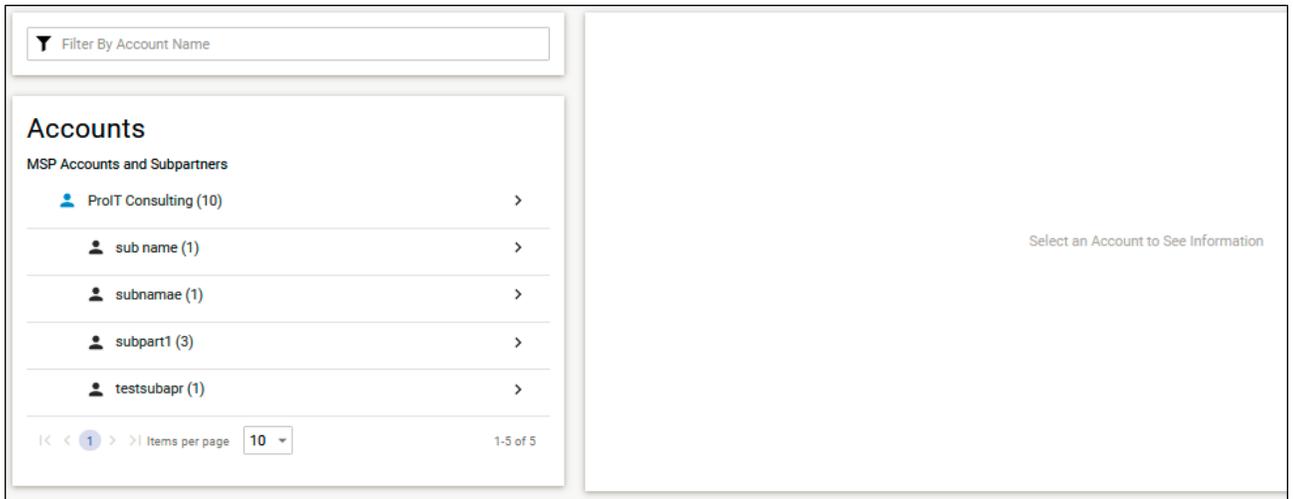
- Click the Confirm button.

Creating a Customer Account (SMB Account)

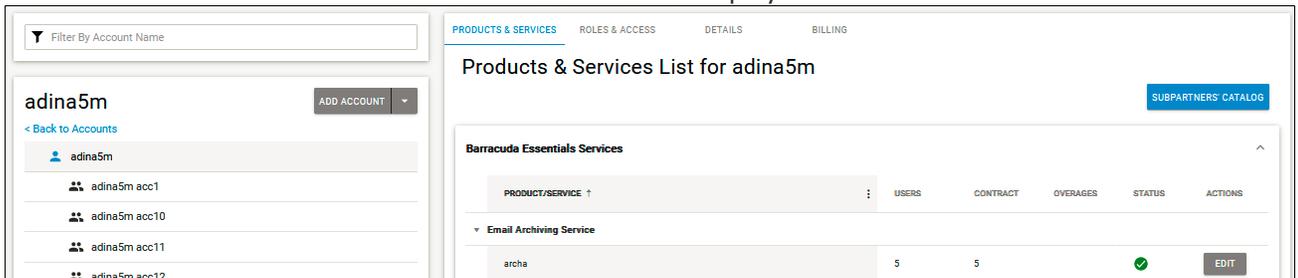
Barracuda offers the convenience of multitenancy by allowing you the ability to create separate accounts for each customer that reside within your partner portal. This also simplifies management of many different customers from a single pane of glass while giving you the flexibility to give the customer access to their own account if you so choose.

Account Creation

1. Navigate to the MSP Accounts page.



2. At the Accounts listings, select the primary partner you want to add an account to.
The **Product & Services** List is displayed.



3. Click the Add Account button.
The Add Account form is displayed.



4. Complete the Contact Information fields.

The asterisk indicates a field that requires completion. The account name field is limited to a length of 64 characters and can contain only alphanumeric characters (underscores not allowed).

5. Select the Link M365 check box if you want this account linked to M365. See [Managing Microsoft 365 Accounts](#) for more information.
6. Click Next.



Complete the fields and then click Confirm.
The new account is displayed.

Activating Products and Services

If you have purchased Barracuda Backup Appliances (BBS), Barracuda Essentials licenses, or Barracuda Content Shield (BCS) then you can assign / activate them from the Barracuda MSP App.

To activate Products & Services, perform the following steps.

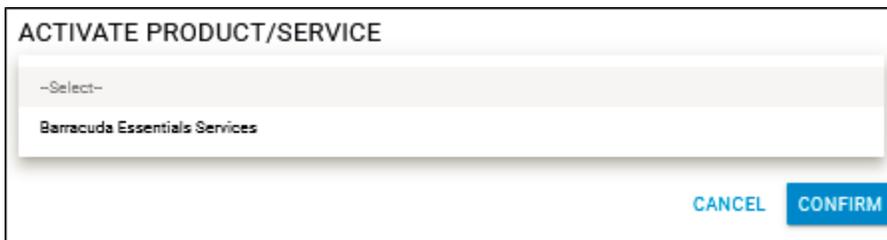
1. Select the account you want to assign the product or service to and select Product & Services. The Account Product & Services List is displayed.



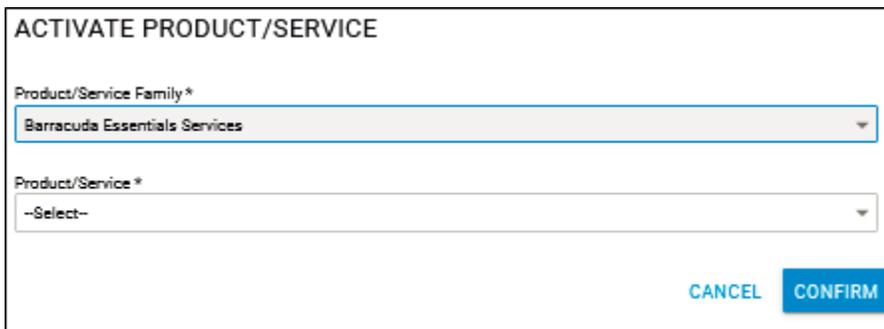
2. Click the Activate button. The Activate Product/Service pop-up is displayed.



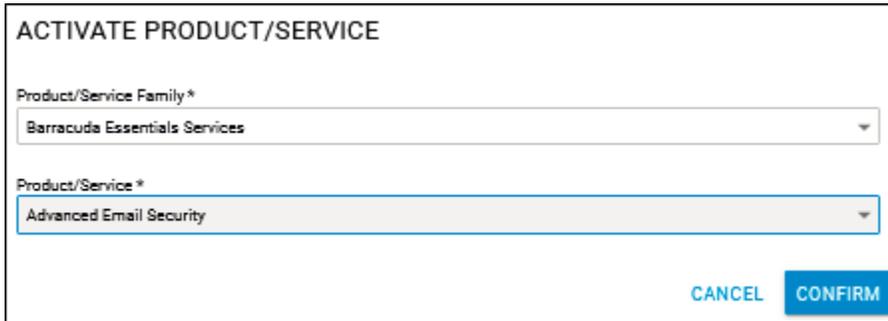
3. Click the Product/Service Family down arrow. The families available are displayed.



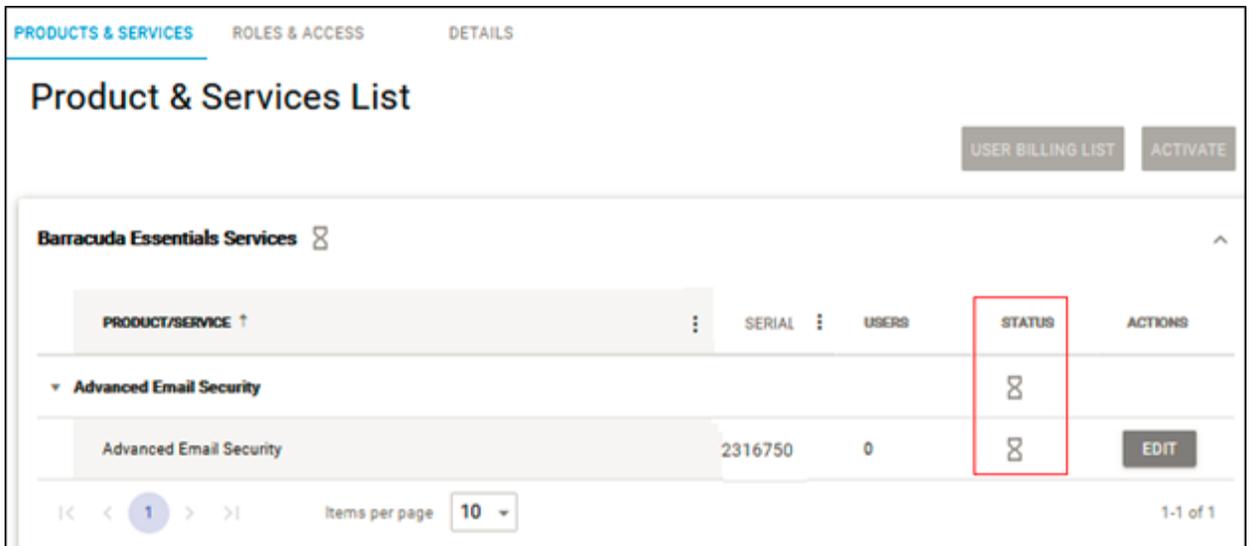
4. Select the family you wish to activate. The Product/Service field is displayed.



5. Click the Product/Service down arrow.
The service option is displayed.



6. Select the service option to activate and then click the Confirm button.
The service is displayed on the Product & Services page with a pending status icon.



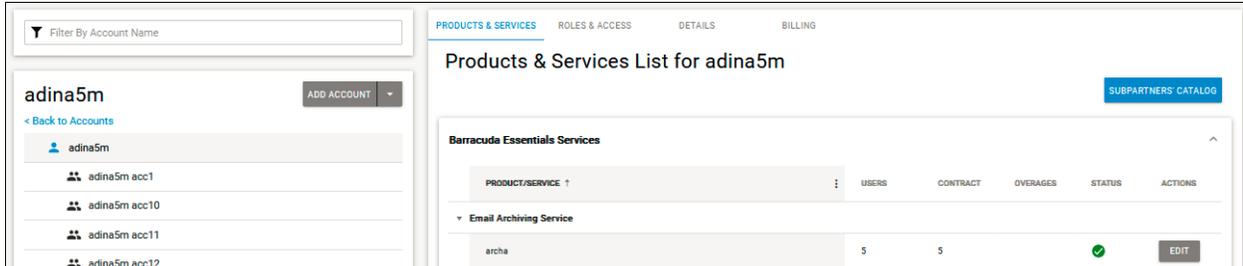
PRODUCT/SERVICE ↑	SERIAL	USERS	STATUS	ACTIONS
Advanced Email Security			⌚	
Advanced Email Security	2316750	0	⌚	EDIT

It may take several minutes to activate.

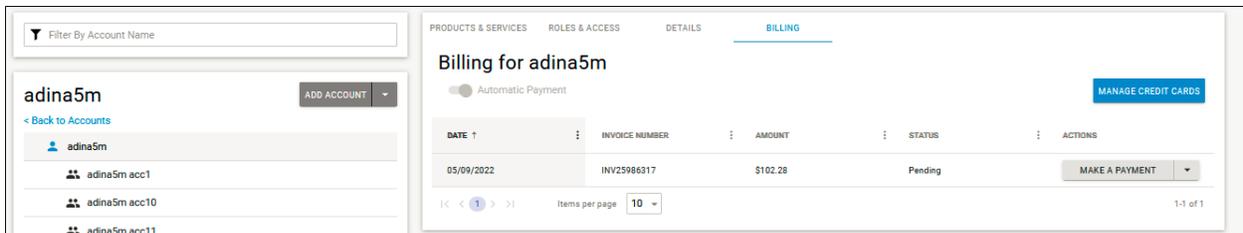
Update Billing Information

To access the Billing page, perform the following step.

At the Partner page, click the Billing tab.



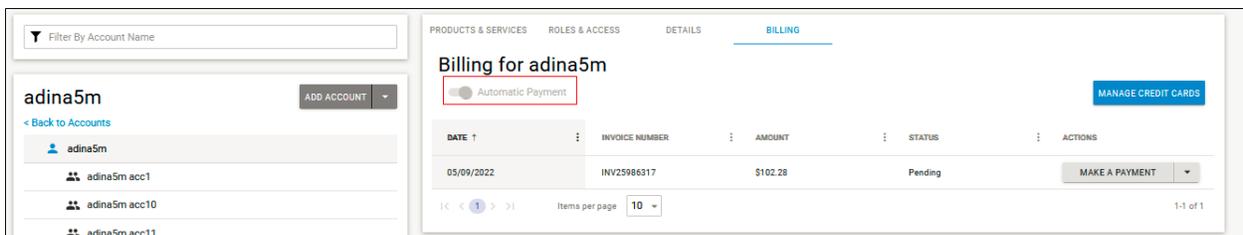
The Billing page is displayed.



Setting Automatic Billing

Use the toggle switch to set your Automatic Billing preference.

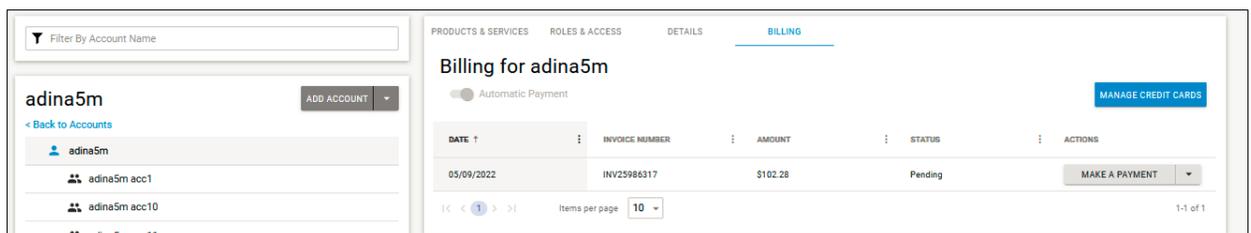
Important! The toggle can be changed only from **Off** to **On**. Once the Automatic Billing is set to **On**, it cannot be changed back.



Adding Credit Cards

To add a new or edit a credit card, perform the following steps.

1. At the Billing page, click the Manage Credit Card button.



The Manage Credit Cards pop-up is displayed.



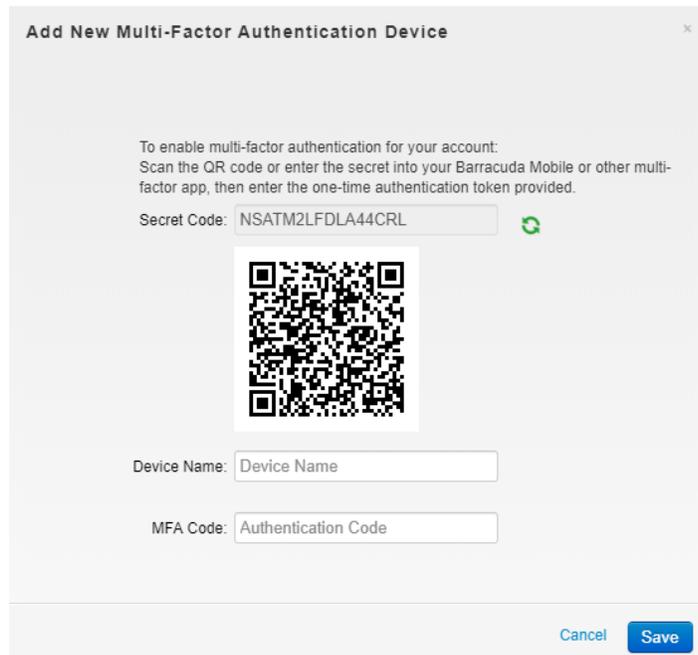
2. Complete the fields.
When adding a new card, Save Card and Make Card Active are automatically enabled. The most recent added card becomes the active one.
3. Click Confirm.

Appendix 1 - (MFA) Multi-Factor Authentication

Multi-factor authentication (MFA), also known as two-factor authentication, is a security feature that requires two forms of authentication to access Barracuda Cloud Control. When enabled, MFA provides an extra layer of security to your account. Even if the user's login credentials are stolen, without the trusted device, the attacker is unable to access the account. And if the user's device is taken, the attacker cannot access the account without the login credentials.

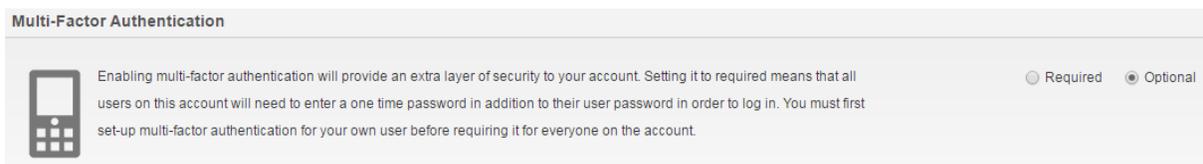
Enable MFA

1. **Create** all your internal **users** in the Barracuda MSP App.
2. **Select your internal account** from the account switcher dropdown in Barracuda Cloud Control
 - a. Select **My Profile > Multi-Factor Authentication > Add New Device** and configure your device.



Administrator-Enabled MFA

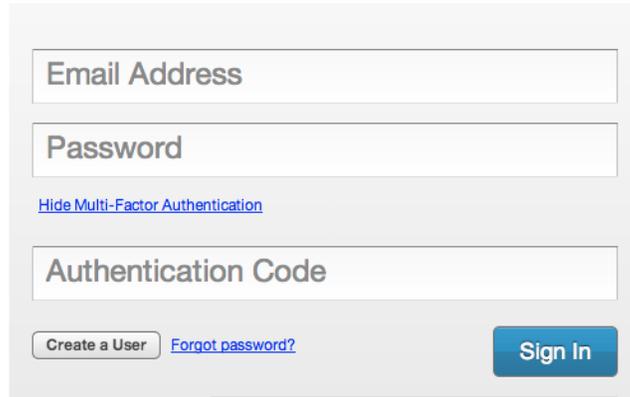
MFA is **Optional** by default, allowing the account administrator to determine whether to enable MFA through the **Admin > Options** page:



When MFA is set to “Required” , all users associated with this account (or accounts that administer it) will be forced to log in using MFA.

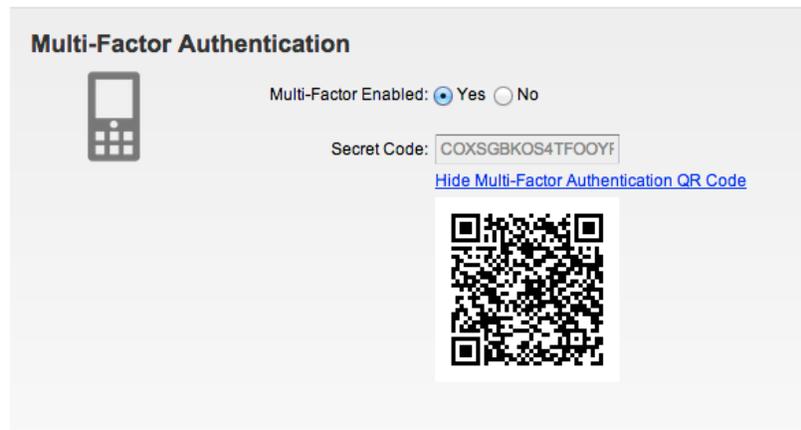
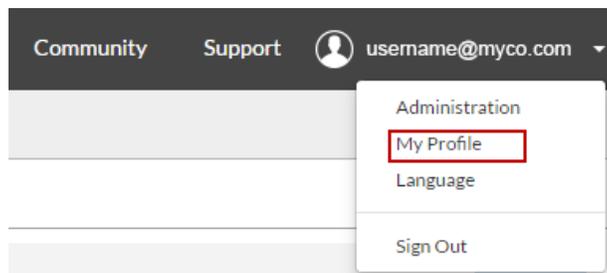
Authentication

When MFA is enabled, users are sent an email to inform them that they are required to use MFA, including mobile device requirements and instructions on installing the Barracuda Cloud Control iOS app, the Google Authenticator, or Duo Mobile authentication tool. When the user attempts to log in, in addition to their login credentials, they are prompted to enter a secondary token in the **Authentication Code** field:



The login form contains three input fields: 'Email Address', 'Password', and 'Authentication Code'. Below the 'Password' field is a link for 'Hide Multi-Factor Authentication'. At the bottom, there are three buttons: 'Create a User', 'Forgot password?', and 'Sign In'.

To access the secondary token, the user enters their login credentials, and then clicks **Sign In**. The user is then presented with the **Secret Code** and barcode on the **Home > My Profile** page:



The user can either copy the **Secret Code** and paste it into the **Authentication Code** field on the login screen, or using Barracuda iOS Mobile app, Google Authenticator, or Duo Mobile on a mobile device,

scan the barcode presented on-screen. A one-time login token, also known as a time-based one-time password (ToTP), generates. The user enters the one-time generated ToTP in the **Authentication Code** field on the login screen, along with their login credentials, to access Barracuda Cloud Control. Because the ToTP regenerates every 30 seconds, the user must enter the code immediately. If the user enters an expired login token, authentication fails and the user must regenerate and enter a new ToTP.

User-Enabled MFA

When **Multi-Factor Authentication** is set to **Optional**, users can select whether to use MFA when logging into Barracuda Cloud Control using the settings on their **Home > My Profile** page, located under their internal account.