

## Barracuda Campus account creation guide

Steps to creating Barracuda Campus Training portal access

### Introduction

To access the Barracuda Campus Training portal, all users must have a Barracuda Networks Single Sign-On (SSO) account, also known as a Barracuda Cloud Control (BCC) account.

Legacy Campus and Partner Portal credentials will no longer grant access. If you do not have a Barracuda Networks account, please follow the steps below to create one.

The Barracuda Networks SSO system is being serviced by Barracuda Technical Support.

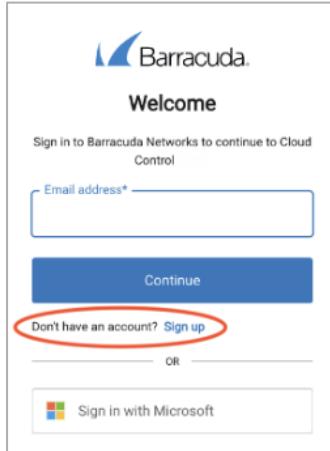
For any problems that occur during account creation, please contact Barracuda Networks Technical Support for assistance. ([www.barracuda.com/support](http://www.barracuda.com/support))

### Creating a Barracuda Networks SSO account

#### Option A: Create your own account

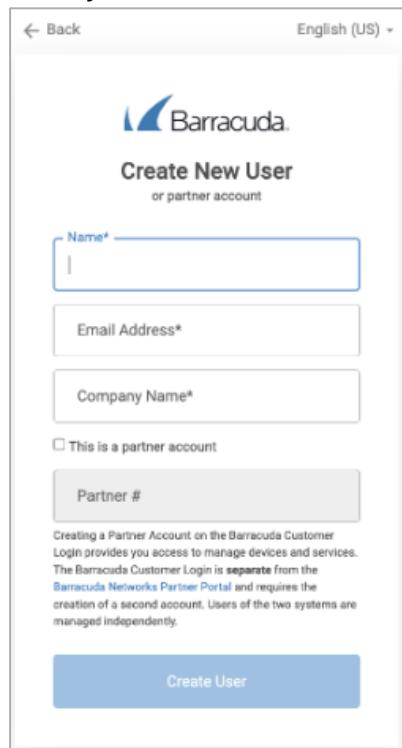
*Tip: Use the same email address as your legacy Campus portal account to ensure your training records are linked.*

1. Go to <https://sso.barracuda.com/> (Barracuda Networks account sign-up page)
2. Click Sign Up.



3. Fill in the following required fields:
  - o Full name
  - o Business email address
  - o Company name (provide accurate details)

- **For Barracuda resellers only:** Enable “This is a partner account” and enter your Partner Number



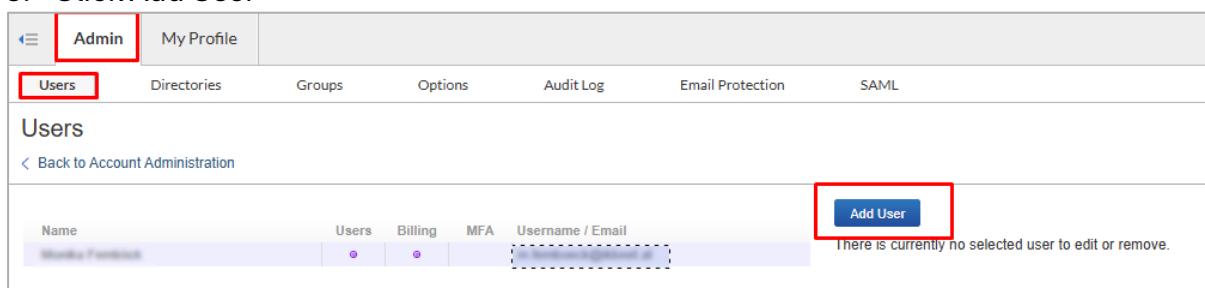
The screenshot shows the 'Create New User' form. It has fields for Name\*, Email Address\*, and Company Name\*. There is a checkbox for 'This is a partner account' and a text input field for 'Partner #'. A note at the bottom states: 'Creating a Partner Account on the Barracuda Customer Login provides you access to manage devices and services. The Barracuda Customer Login is separate from the Barracuda Networks Partner Portal and requires the creation of a second account. Users of the two systems are managed independently.' A 'Create User' button is at the bottom.

4. Click Create User.
5. Follow the email instructions to verify your account and set a password.

## Option B: Account creation by Company Administrator

As the administrator of your company's Barracuda Cloud Control account, you can create user accounts for other employees.

1. Log into Barracuda Networks: <https://sso.barracuda.com/>
2. Navigate to Home > Admin > Users.
3. Click Add User



The screenshot shows the Barracuda Admin interface. The 'Admin' tab is selected in the top navigation bar. The 'Users' tab is selected in the sub-navigation bar. A table lists users with columns for Name, Users, Billing, MFA, and Username / Email. A red box highlights the 'Add User' button in the top right corner of the table. A note below the table states: 'There is currently no selected user to edit or remove.'

4. Enter:

- First and Last Name
- User's email address (used for login)
- Set Starting Page to Default
- No special privileges are required for regular users.

The screenshot shows a user creation form with the following fields and sections:

- User Details**
  - Name:**  Enter the user's first and last names.
  - Email:**  Enter the user's email address, which will serve as username.
  - Password:** The user will automatically be sent an email to configure their password.
  - Starting Page:**  Select the product or page to display when this user signs in.
- Multi-Factor Authentication**
  - User has not optionally set up MFA.
- Privileges**
  - User Management**
  - Billing Administration**  
Choose whether this user should be allowed to add, remove and edit users, and/or view and update billing information for this account.

5. New users will receive an email from [noreply@barracuda.com](mailto:noreply@barracuda.com) to configure their password and activate the account.

## Accessing Barracuda Campus

Once your account is created and verified, you can log into the Barracuda Campus Training portal at: <https://learn.campus.barracuda.com/>

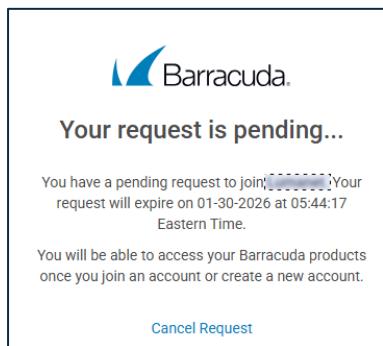
## Common Login Issues & Solutions

### **Password reset email not received**

If you don't receive a password reset email, it likely means you don't yet have a Barracuda Networks account. Please follow the instructions above to create one.

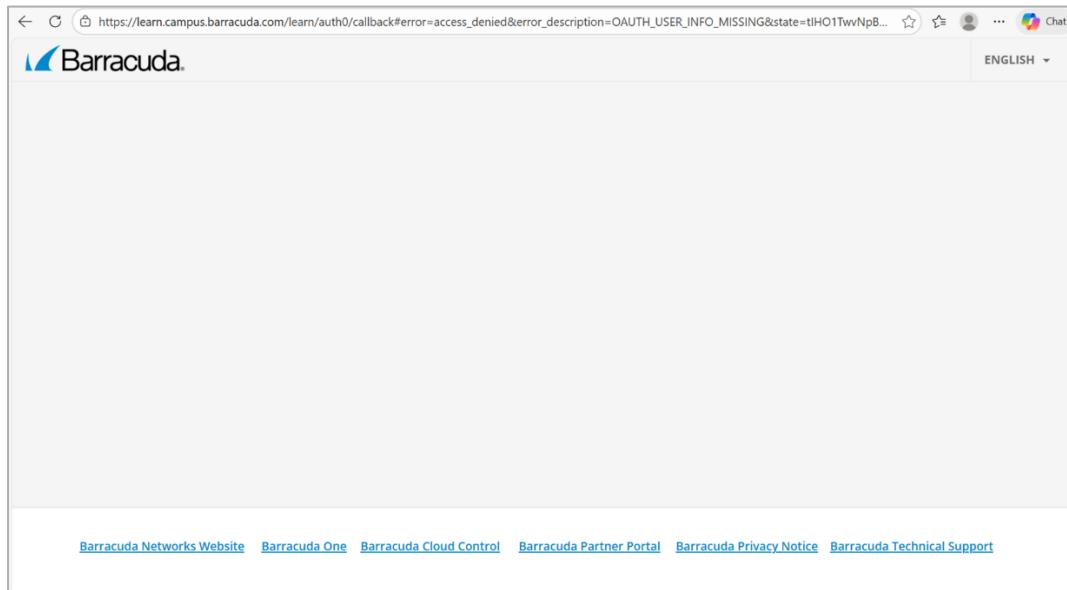
### **Pending request during account creation**

Your account may require approval from your company's Barracuda Cloud Control administrator. If you do not know who this is, please contact [campus@barracuda.com](mailto:campus@barracuda.com).



### **Blank page on Campus Training Portal after successful login**

If you see a blank page after logging in, an error may have occurred with your account in the Barracuda Networks SSO user database. Please contact Barracuda Networks Technical Support for assistance at [www.barracuda.com/support](http://www.barracuda.com/support).



## Error DPL1066 during account creation

Since all accounts must pass a verification, which may require manual review, some users may receive this error. Please allow time for the verification process.

For urgent access, contact Barracuda Networks Technical Support at [www.barracuda.com/support](http://www.barracuda.com/support).



## Other Barracuda Networks SSO Account issues

If you receive the following errors related to your Barracuda Networks Account, please contact Barracuda Networks Technical Support, [www.barracuda.com/support](http://www.barracuda.com/support), for assistance.

Four screenshots of Barracuda account creation and password reset errors. 1. Create New User: Shows a red box with the message 'There were errors with your submission. Please fix the indicated fields.' Below are fields for Name, Email Address, Country, Company Name, and Partner #. A yellow box highlights an error message: 'Your email address domain does not match the email address we have for this account.' 2. Enter your password: Shows a red box with the message 'User has been disabled. Please call support at 1-888-268-4772.' Below are fields for Email Address and Password. 3. Enter Your Authenticator Code: Shows a red box with the message 'Something went wrong, please try again later.' Below is a field for the authenticator code. 4. Change your password: Shows a red box with the message 'Something went wrong, please try again later.' Below is a field for the new password.

## All other questions

If you have additional questions about the Barracuda Campus portal, please contact the Barracuda Campus team at [campus@barracuda.com](mailto:campus@barracuda.com).