



Barracuda Account Creation and Password Reset Guide

This is a guide to getting an account set up to gain access to the Barracuda service.

1. Initial Email

If you have not already received one, you will receive an email from noreply@barracuda.com for initial account creation.

Once your Barracuda account is created, you will receive a message similar to the one displayed below.

To begin the process of creating an account, copy the link that is provided into a new tab in a web browser, such as Google Chrome, Firefox or Internet Explorer.



Barracuda Email Security Service <noreply@barracuda.com>
Fri 11/15/2019 10:24 AM

[Mark as read](#)

To: Dominic Vent;

Hello dvent@tsrsolutions.com,

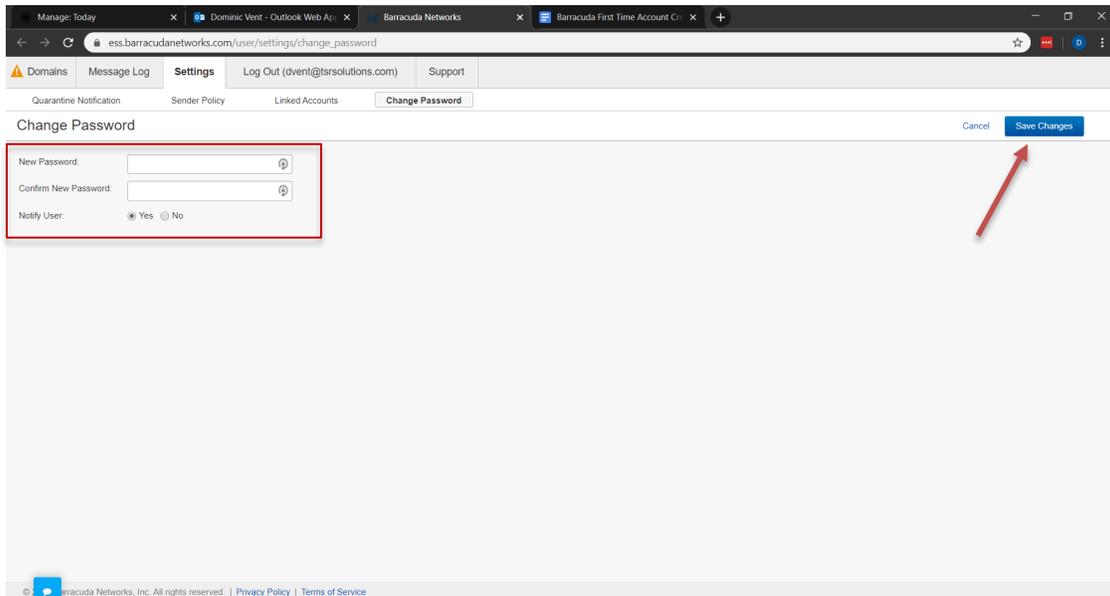
Your email is now secured by the Barracuda Email Security Service. To update your settings, or to review any messages quarantined, please click on the link below:

<https://ess.barracudanetworks.com/user/auth/login?user=dvent%40tsrsolutions.com&expiration=1574439897&sig=b5502ce3d90ffae08c379474129f2380>

Thank you,
Barracuda Networks, Inc

2. Change Password

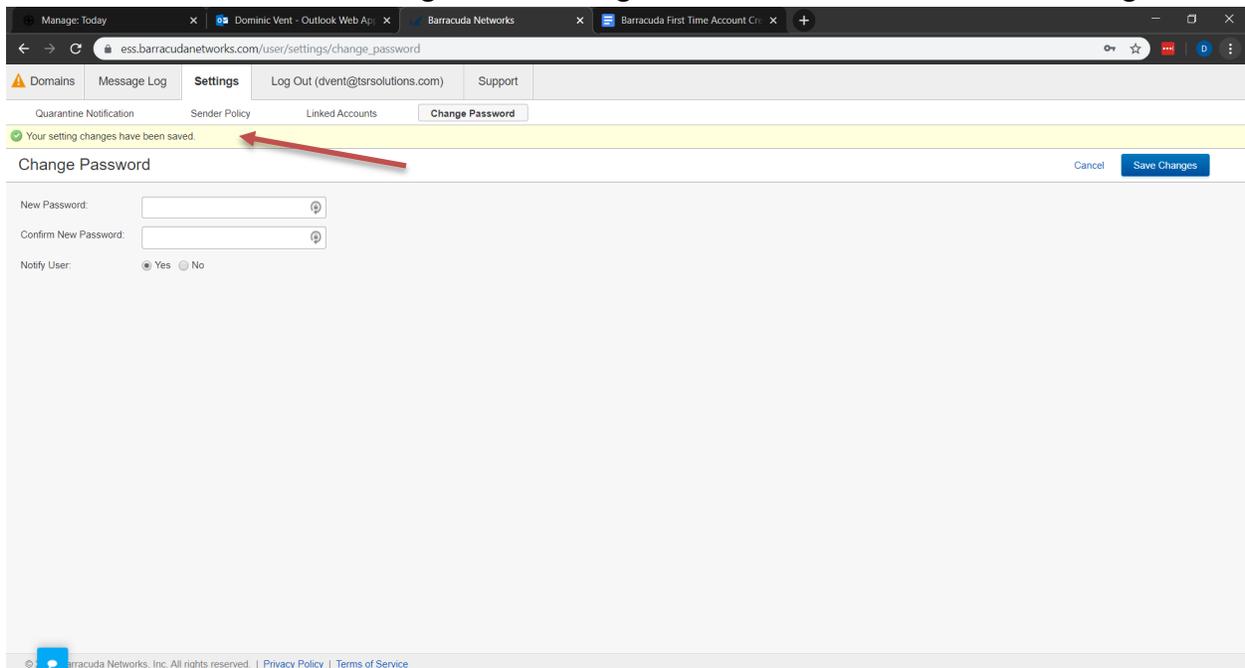
The link that you have just pasted into the new tab will take you to the page shown below.



The screenshot shows a web browser window with the URL `ess.barracudanetworks.com/user/settings/change_password`. The page has a navigation bar with tabs for Domains, Message Log, Settings, Log Out (dvent@tsrsolutions.com), and Support. Below the navigation bar, there are sub-tabs for Quarantine Notification, Sender Policy, Linked Accounts, and Change Password. The main content area is titled "Change Password" and contains three input fields: "New Password:", "Confirm New Password:", and "Notify User:". The "Notify User:" field has radio buttons for "Yes" (selected) and "No". A red box highlights the "New Password:" and "Confirm New Password:" fields. A red arrow points to the "Save Changes" button in the top right corner of the form area. There is also a "Cancel" button next to it.

Enter the password you want to use, and then enter it again to confirm. After you have entered both of those, click on the blue **Save Changes** button on the right side of the screen.

You will see a notification stating that the settings have been saved as shown in the image below.



The screenshot shows the same web browser window as the previous image, but now a yellow notification banner is visible at the top of the form area. The notification text is "Your setting changes have been saved." with a green checkmark icon to the left. A red arrow points to this notification. Below the notification, the "Change Password" form is still visible, but the "Save Changes" button is now disabled (greyed out). The "Cancel" button remains visible.

Once you have seen that notification, you will now be able to view your message log and manage your quarantine.

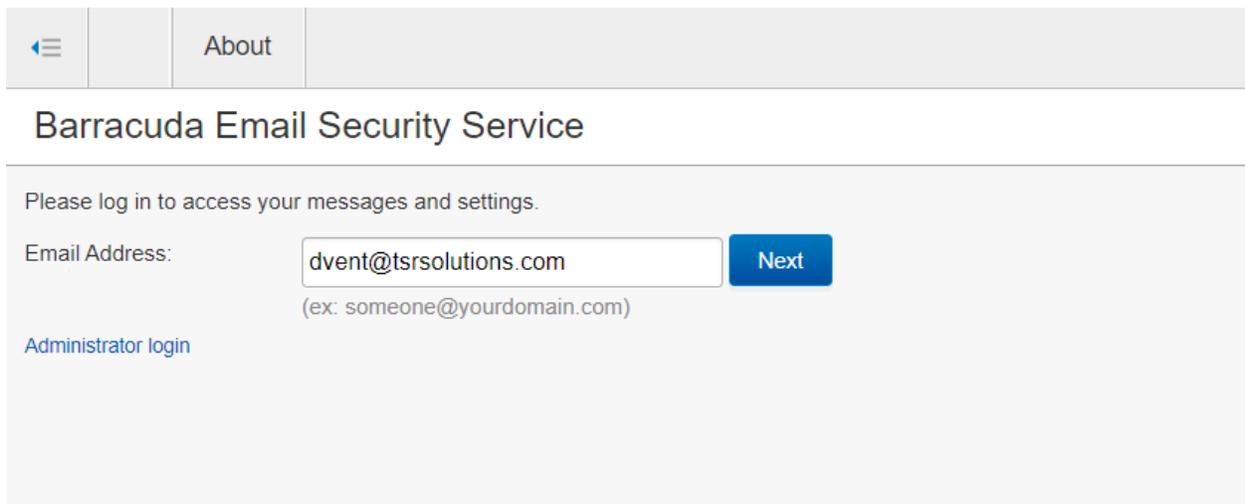
Password Reset Process

This process will take you through setting and resetting passwords.

1. Use the Link and Enter Email Address

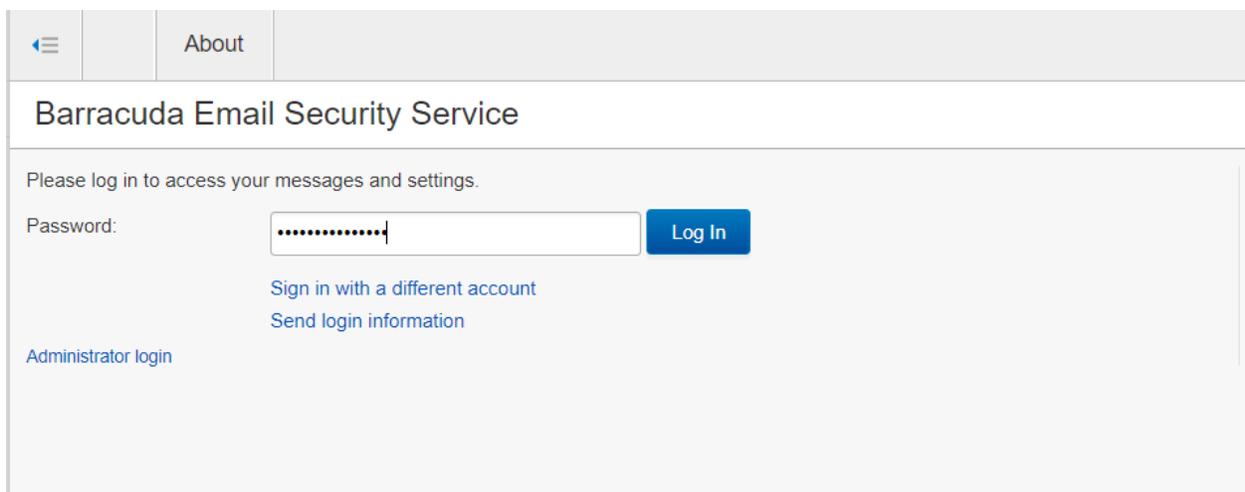
<https://ess.barracudanetworks.com/user/auth/login>

In the empty text box, enter your email address.



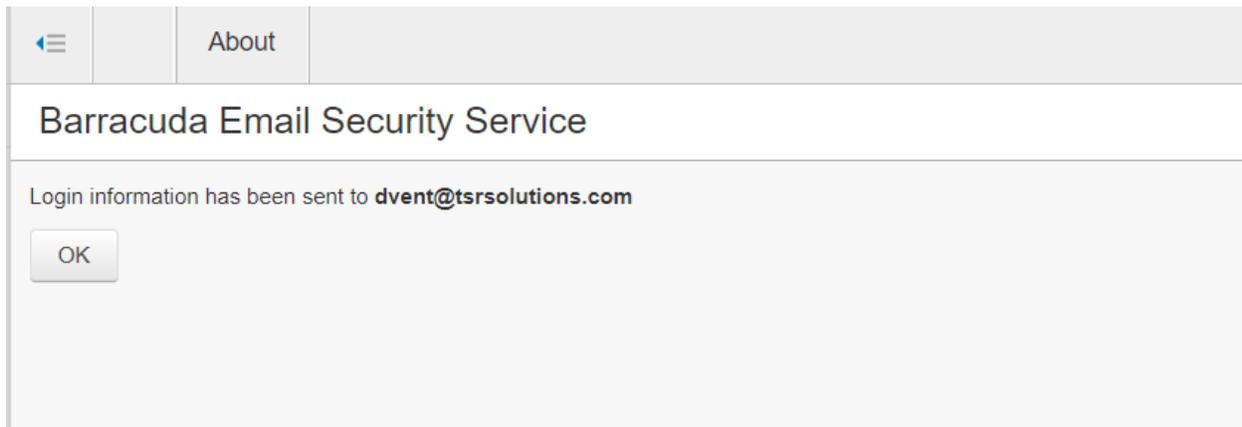
The screenshot shows the top navigation bar with a hamburger menu icon and an 'About' link. Below the navigation bar is the title 'Barracuda Email Security Service'. The main content area contains the text 'Please log in to access your messages and settings.' followed by an 'Email Address:' label, a text input field containing 'dvent@tsrsolutions.com', and a blue 'Next' button. Below the input field is a placeholder '(ex: someone@yourdomain.com)'. At the bottom left, there is a link for 'Administrator login'.

Once you have entered the email address click the **Send login information** link.



The screenshot shows the top navigation bar with a hamburger menu icon and an 'About' link. Below the navigation bar is the title 'Barracuda Email Security Service'. The main content area contains the text 'Please log in to access your messages and settings.' followed by a 'Password:' label, a text input field with masked characters, and a blue 'Log In' button. Below the input field are two links: 'Sign in with a different account' and 'Send login information'. At the bottom left, there is a link for 'Administrator login'.

Once you click to send login information, the screen below will be shown.



After you see that screen appear, check your email for one that looks like the one shown below:

Login Information



noreply@barracuda.com
Thu 11/21/2019 2:45 PM

⌵
← REPLY ← REPLY ALL → FORWARD ⋮
Mark as unread

To: Dominic Vent;

Hello dvent@tsrsolutions.com,

To change or set a password, please click on the link below:

https://ess.barracudanetworks.com/user/auth/login?user=dvent%40tsrsolutions.com&expiration=1574372719&sig=e9949716e34436d904009e94024a02fd&url=user/settings/change_password

To log in directly, please click on the link below:

<https://ess.barracudanetworks.com/user/auth/login?user=dvent%40tsrsolutions.com&expiration=1574372719&sig=e9949716e34436d904009e94024a02fd>

Note: The above links will expire in 1 hour.

Thank you,
Barracuda Networks

This email give you two different options, with two different links. The first is to **Change or Set a Password**, and the second is to **Log in Directly**.

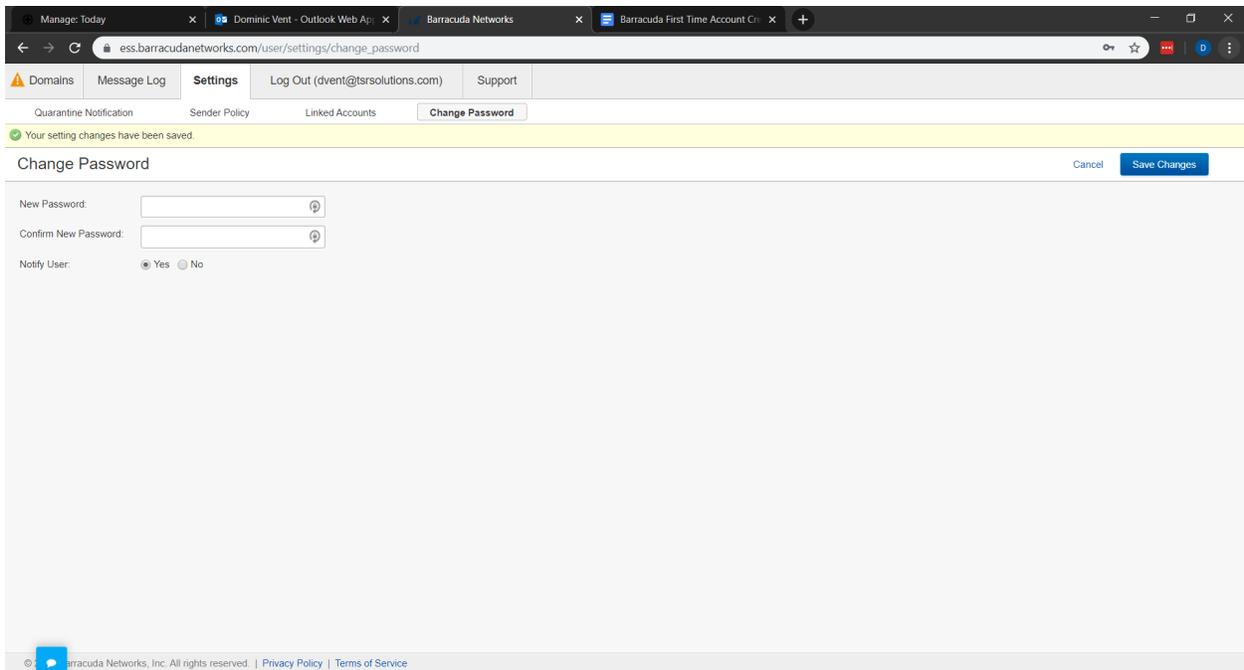
When the first link is clicked to change or set a password, the screen below will appear.

The screenshot shows a web interface for changing a password. At the top, there is a navigation bar with a home icon, a 'Domains' tab with a warning icon, a 'Message Log' tab, a 'Settings' tab (which is active), a 'Log Out (dvent@tsrsolutions.com)' button, and a 'Support' button. Below the navigation bar, there are several tabs: 'Quarantine Notification', 'Sender Policy', 'Linked Accounts', and 'Change Password' (which is selected). The main content area is titled 'Change Password' and contains three input fields: 'New Password:' with a password strength indicator, 'Confirm New Password:', and 'Notify User:' with radio buttons for 'Yes' (selected) and 'No'. On the right side of the form, there are 'Cancel' and 'Save Changes' buttons. At the bottom of the page, there is a footer with the text: '© 2019 Barracuda Networks, Inc. All rights reserved. | Privacy Policy | Terms of Service'.

What you will need to do is enter a password if you are creating one, or enter the new password you would like if you are changing the password.

Once the password has been entered and confirmed, click the blue **Save Changes** button on the right-hand side of the screen.

This should bring up a screen as shown below informing you that the changes you made have been saved.



If you click the second link you will be brought to a screen similar to the one shown below. This screen shows that you have been directly logged into the system and you can now begin going through the quarantine procedure using the Message Log.

NOTE: In order to see what is shown below when clicking the link to sign-in directly, you will need to have a password set already. If a password has not been set, you will need to set one using the steps above.

