

## Barracuda Client Account Guide

### Login, Password Reset, Quarantine Review, and Allow/Block Lists

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#### 1) Log in to Your Barracuda Account

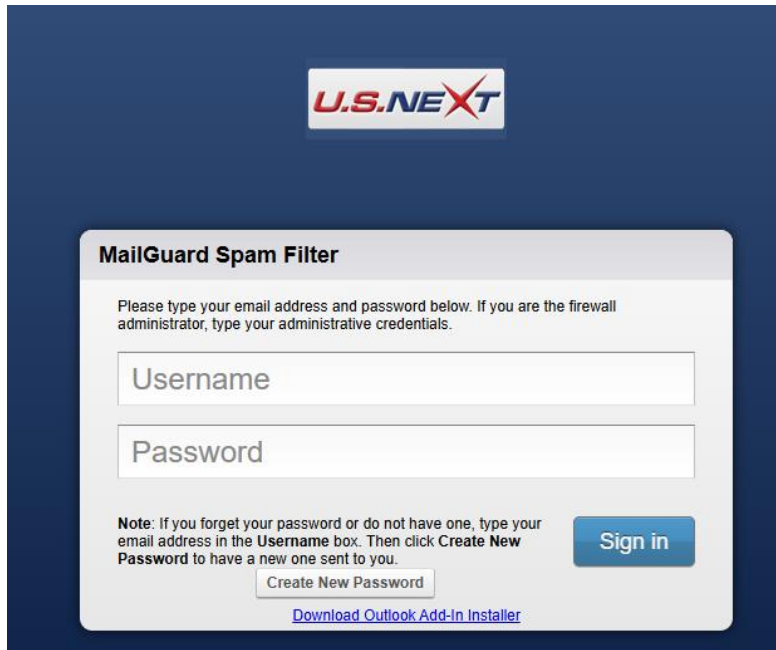
**Important:** Your Barracuda login is usually **NOT** the same as your email password.

#### Steps

1. Open your Barracuda quarantine email notification and click **View your entire Quarantine Inbox or manage your preferences** link OR go to <https://spam.usnx.com> in your web browser.
2. Enter your **full and complete email address**.
3. Enter your **Barracuda password**.
4. Click **Sign In**.

#### Important Warning

- Your Barracuda password may be different from:
  - Microsoft 365
  - Outlook
  - Windows login
- Too many failed attempts will temporarily block you from logging in.



**U.S. NEXT**

**MailGuard Spam Filter**

Please type your email address and password below. If you are the firewall administrator, type your administrative credentials.

Username

Password

**Note:** If you forget your password or do not have one, type your email address in the Username box. Then click **Create New Password** to have a new one sent to you.

[Create New Password](#) [Sign in](#)

[Download Outlook Add-In Installer](#)

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If you do not know your Barracuda password:

### Steps

1. Enter your **full and complete email address**.
2. Click **Create New Password** button.
3. You will receive an email with a new password.
4. If you do not receive the reset email, wait 2-5 minutes and check your Junk/Spam folder.
5. Log in with the new password.

If you wish to change your password once logged in:

### Steps

1. Click the **Preferences** tab.
2. Select **Password**.
3. Enter your current password in the old password field.
4. Create a new secure password using at least **8 characters**, including uppercase and lowercase letters, numbers, and a special character.
5. Re-enter your new password in the confirmation field.

## 6. Click **Save Password**.

U.S. NEXT MailGuard Spam Filter

QUARANTINE INBOX **PREFERENCES**

Allow List/Block List Quarantine Settings Spam Settings **Password**

This will only update the local password for [redacted]@usnx.com.

**Password Change** Help

Old Password:

New Password:

Re-enter New Password:

**Password Notification** Help

Notification Address:

Set the email address that will receive password change notifications for this account. Default @usnx.com

## 2) Review email that has been quarantined

Once you log in, you will see a list of emails that have been quarantined – message that meet some criteria of being a spam message, but also appear to be legitimate

- To manage multiple emails, check the boxes next to the applicable messages, then click one of the four following buttons for the intended result:
  1. **Deliver** button → to send selected messages to your inbox
  2. **Spam** button → to mark a message as spam and help train the spam filter.
  3. **Not Spam** button → to releases the message and help train the spam filter.
  4. **Delete** button → Removes the messages from quarantine.

Quarantine Inbox Help

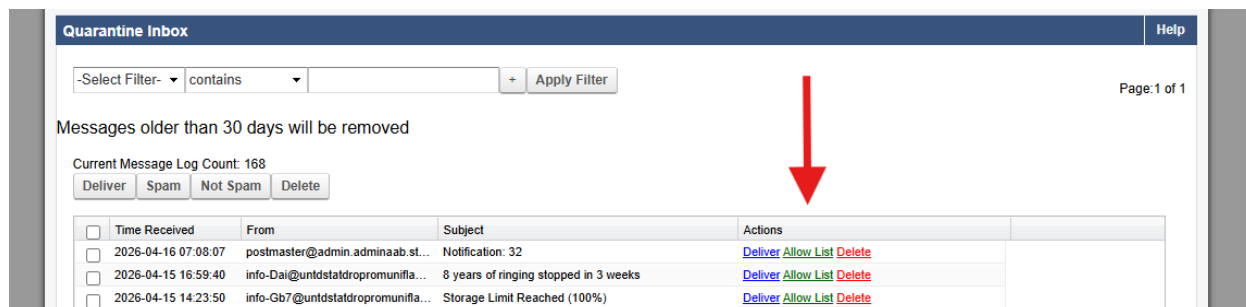
-Select Filter- contains + Apply Filter Page: 1 of 1

Messages older than 30 days will be removed

Current Message Log Count: 168

<input type="checkbox"/>	Time Received	From	Subject	Actions
<input type="checkbox"/>	2026-04-16 07:08:07	postmaster@admin.adminaab.st...	Notification: 32	<a href="#">Deliver</a> <a href="#">Allow List</a> <a href="#">Delete</a>
<input type="checkbox"/>	2026-04-15 16:59:40	info-Dai@untdstaldropromunifa...	8 years of ringing stopped in 3 weeks	<a href="#">Deliver</a> <a href="#">Allow List</a> <a href="#">Delete</a>
<input type="checkbox"/>	2026-04-15 14:23:50	info-Gb7@untdstaldropromunifa...	Storage Limit Reached (100%)	<a href="#">Deliver</a> <a href="#">Allow List</a> <a href="#">Delete</a>

- To manage emails individually, use the respective links in the Actions column on the right side.
  1. To View → click on a row to view the email, i.e. read the message for further review
  2. **Deliver** → to send only that one message to your inbox.
  3. **Allow List** → to deliver and trust future messages from that sender.
  4. **Delete** → to remove the message from your quarantine.



## Warning

⚠ **Never whitelist unexpected invoices, password reset emails, DocuSign messages, wire requests, or payroll changes unless you have verified the email is legit.**

⚠ **When unsure, view (read) message before delivering.**

⚠ **Unless email is repeatedly quarantined from the sender, deliver email instead of whitelisting to prevent receiving message where the email address is spoofed or hacked.**

## 3) Whitelisting an email address

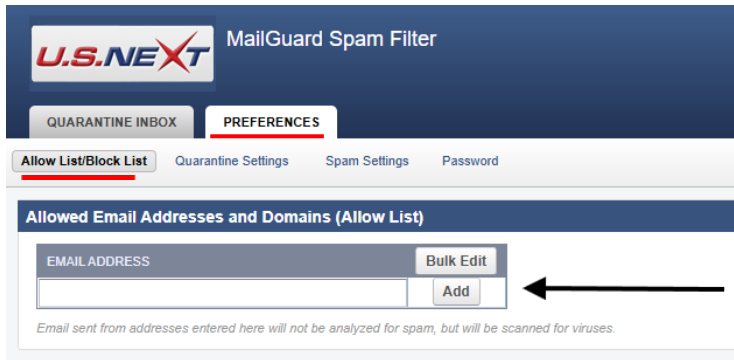
To whitelist an email address that has not been quarantined

1. Click the **Preferences** tab.
2. Click **Allow List / Block List**.
3. Under **Allowed Email Addresses**, add the full email address of the sender
4. Click **Add**.

## Warning

⚠ **Whitelisting bypasses most spam checks for that sender and will allow (deliver) all future emails from that address**

**⚠ Do not whitelist public domains like gmail.com**



#### 4) Blacklisting / Blocking an Email Address

To blacklist/block email that were not quarantined;

#### Steps

1. Click **Preferences** tab.
2. Click **Allow List / Block List**.
3. Under **Blocked Email Addresses**, enter the sender's email address.
4. Click **Add**.

#### Warning

**⚠ Blocking an entire domain can stop legitimate emails.**

**Always block the most specific sender's email address, if possible first.**

