# KODAK Customer Portal User Guide

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## Overview

This user guide provides instructions for users of the KODAK Customer Portal to manage their account and access to applications provided to our customers.

## Access the KODAK Customer Portal

Users can access the KODAK Customer portal by going to https://customer.kodak.com

## Request New User

### Submit Request

1. Go to https://customer.kodak.com
2. Click on New User Request link
3. Enter your company e-mail address (not your personal e-mail address) and click Next
   a. If you already have an account, a message will display to inform you
4. Enter your information being sure to use your Company Address, not your personal address, and click Next
5. Click on one or more applications you are requesting access to and click Submit

You will receive an e-mail confirmation of your submitted details along with a request number for reference. Please check to make sure this e-mail does not end up in your spam folder.

Requests are usually processed within 24 hours.

You will receive an approval e-mail for each application you have requested with additional instructions to complete your account setup.

NOTE: Additional time may be needed to complete the configuration of an application after approval email is received.

## Create Customer Portal Credentials

If you do not already have a guest account with Kodak, your application approval email will contain instructions for creating one.

1. Open the KODAK Customer Portal application approval email
2. Click on your unique redemption link in the email that starts with https://login.microsoftonline.com/redeem? which will take you to Microsoft
3. If prompted, complete screens to create your Microsoft account
4. Grant Kodak AAD access to your account by clicking Allow when prompted

Once complete you will be taken to the Customer Portal.

# Update User Information

## Change Profile Information

You may login to your account to update profile information such as your address and phone number.

1. Login to the Customer Portal at customer.kodak.com.
2. Select My Profile from the dropdown navigation located on the top right of the menu bar.
3. Click "Edit".
4. Change the values for any of the fields.
5. Click "Save".

## Change Email Address

Email addresses cannot be changed. A new account must be created.

1. Using a web browser, go to https://customer.kodak.com/s/login/SelfRegister to create a new account using your new email address.
2. Contact the Customer Portal administrator to cancel your current account.

# Manage Applications

Users can manage the applications they have access to by viewing current applications, requesting new applications, viewing and cancelling requested applications, and viewing cancelled application requests.

1. Login to the Customer Portal at customer.kodak.com.
2. Select Manage Applications from the dropdown navigation located on the top right of the menu bar.

## View/Remove Current Applications

1. Click on the Applications tab
2. View the list of your current applications
3. Click on the application(s) you want to remove
4. Click Remove Applications button

## Request New Applications

1. Click Available Applications tab
2. View the list of applications you can request
3. Click on the application(s) you want to request
4. Click Request Applications button

Requests are usually processed within 24 hours.

You will receive an approval e-mail for each application you have requested with additional instructions.

NOTE: Additional time may be needed to complete the configuration of an application after approval email is received.

## View/Cancel Requested Applications

1. Click Requested Applications tab
2. View details for your requested applications
3. Click on the application(s) you wish to cancel the request for
4. Click Cancel Request

## View Cancelled Application Requests

1. Click Cancelled Requests tab
2. View the details for your cancelled requests