



KODAK Customer Portal

Service & Support Customer User Guide

NOVEMBER 2024

Welcome to the KODAK Customer Community Portal

We are committed to providing the Service & Support to keep you up and running, producing profitable work and growing your business.

The KODAK Customer Community portal enables you to access online support for your Kodak equipment, consumables, and software 24 hours a day, 7 days a week:

- Submit support requests online
- Access Kodak's knowledgebase
- Review your service history
- Request changes to your installed base of Kodak products
- View equipment by location
- View Support Plan entitlements

<https://customer.kodak.com/>



Table of Contents

[Service & Support Home Page](#)

[My Accounts](#)

[My Assets](#)

[My Cases](#)

[New Service Request](#)

[New Inquiry Request](#)

[Knowledgebase](#)

[My Settings](#)

1

Navigation Bar

Quick access to your records and Knowledgebase

2

Notifications

Activity badge for new messages

3

User Settings

Adjust personal account data

4

Navigation Objects


Click to access your records and create new requests

5

Web Links

User Guides and links to other Kodak portals



**Service & Support**

1

2

3

HOME

MY ACCOUNTS

MY ASSETS

MY CASES

KNOWLEDGE BASE

Kodak Service & Support

You choose KODAK products because you care about quality and reliability.

We are committed to providing the Service & Support to keep you up and running, producing profitable work and growing your business.

My Accounts

A listing and details related to all accounts associated with your user profile

New Service Request

Create a new request for technical support for an asset needing service

My Assets

A listing and details related to all KODAK products associated to your account(s)

New Inquiry Request


Create a new request for administrative support for your account or asset

My Cases


All active Service and Inquiry requests associated to your accounts

Return to Customer Portal


KODAK Customer Portal landing page for accessing additional application tiles




My Accounts




My Assets




My Cases



New Service Request








New Inquiry Request



Return to Customer Portal

4

5



Portal Home

User Guides

Privacy

Terms of Use

Contact Us

Kodak.com

Cookie Settings

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Accounts

An **Account** refers to any organization that you as a user have a relationship to.

This could be the direct company you work for or other sites within your organization that you are associated to.

A KODAK representative can help you create the associations you need to update the relationships to your user profile.

1

Accounts List

Displays a list of Accounts that you have a relationship to

2

List View Selection

Choose between all accounts or recently viewed

3

Search Bar

Search Accounts by name, customer ID, address, etc.

Click the Account Name link to open up that record and view details related to the Account as well as options to initiate a new Inquiry Request.

| Account Name ↑ | | |
|----------------|-----------------|-----|
| 1 | ABC Printing Co | 000 |



Service & Support



JANE SMITH

HOME

MY ACCOUNTS

MY ASSETS

MY CASES

KNOWLEDGE BASE



Accounts

My Accounts Service & Support



21 items • Sorted by Account Name • Filtered by All accounts • Updated a few seconds ago

Search this list...



1

| | Account Name ↑ | SAP Customer No. ↓ | Shipping Street ↓ | Shipping City ↓ | Shipping Sta... ↓ | Shippi... ↓ | Ship... ↓ | |
|----|-------------------------|--------------------|-----------------------|-------------------|-------------------|-------------|---------------|---|
| 1 | ABC Printing Co | 000123456 | 123 State Street | KNOXVILLE | Tennessee | 37931-32... | United States | ▼ |
| 2 | XYZ Printing Inc | 000456789 | Viale de Amalia123 | Bolzano Bolzano | | 39100 | Italy | ▼ |
| 3 | 123 Publishing | 000789012 | LOT EST De Nicolás456 | IGARASSU | Pernambuco | 53605810 | Brazil | ▼ |
| 4 | We Make Plates | 000012345 | Rua 123 de Jasão | COTIA | São Paulo | 06703570 | Brazil | ▼ |
| 5 | Digital Publishing Co | 000345678 | 456 South Street | San Antonio | Texas | 78211 | United States | ▼ |
| 6 | Automation Inc | 000678901 | Autobahn 890 | INNSBRUCK | | 6020 | Austria | ▼ |
| 7 | Acme Inks | 000901234 | 234 Avenida Guilherme | CURITIBA | Paraná | 81310000 | Brazil | ▼ |
| 8 | In the Cloud Publishing | 000234567 | 890 Central Avenue | NORTH KANSAS CITY | Missouri | 64116 | United States | ▼ |
| 9 | ProcessFree Co | 000567890 | 567 Springfield Road | CRAWFORDSVILLE | Indiana | 47933-89... | United States | ▼ |
| 10 | EVO Lution Press | 000890123 | 456 Printing Place | LYNCHBURG | Virginia | 24506 | United States | ▼ |



Account Record Details View

1 Account Information

Displays header details related to the Account

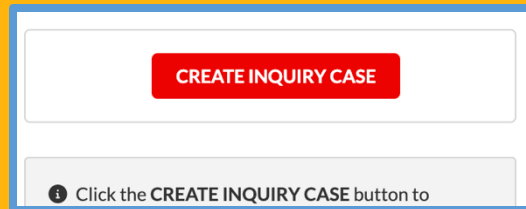
2 Related Objects

[Click to view Contacts and Assets related to the Account](#)

3 Create Inquiry Case

Initiate a new account related inquiry

Click the Create Inquiry Case button to initiate a new general Account related request.



Service & Support

JANE SMITH

HOME

MY ACCOUNTS

MY ASSETS

MY CASES

KNOWLEDGE BASE

Account

ABC Printing Co

DETAILS

CONTACTS

ASSETS

1

Account Information

Account Name

ABC Printing Co

Type

Customer

SAP Customer No.

000123456

SMIS Customer No.

Enterprise ID

000789012

Website

abc-printingco.com

Account Owner

[USC Sales Admin](#)

Parent Account

Primary Contact

[Jane Smith](#)

Primary Contact Email

janesmith@abc-printingco.com

Phone

(123) 456-7890

2

Address Information

Billing Address

123 STATE STREET

37931-3214 KNOXVILLE Tennessee

United States

Shipping Address

123 STATE STREET

37931-3214 KNOXVILLE Tennessee

United States

3

CREATE INQUIRY CASE

Click the CREATE INQUIRY CASE button to request assistance with general account inquiries. For product specific requests click the ASSETS tab and select the asset you wish to create a request for.

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Account Record Contacts View

1

Contact List

Displays list of Contacts related to the Account

2

Edit Contact Details

Click EDIT to adjust contact information

Edit Jane Smith

Contact Info

* Name
Salutation
First Name
Last Name
Contact Language
English
Mobile
(123) 456-7890
Account Name
ABC Printing Co
Title
Production Manager
Contact Roles
Director/Manager/VP
Contact Owner
USC Sales Admin
Email
janesmith@aboprinting.com

Address Info

Mailing Address
123 STATE STREET
37931-3214 KNOXVILLE Tennessee
United States

Cancel Save & New Save



Service & Support



JANE SMITH

HOME

MY ACCOUNTS

MY ASSETS

MY CASES

KNOWLEDGE BASE



Account

ABC Printing Co

DETAILS

CONTACTS

ASSETS



Contacts (4)

| Contact Name | Direct Phone | Mobile | Email | |
|-------------------------------|--------------|----------------|-------------------------|------|
| Jane Smith | | (123) 456-7890 | janesmith@abc-printi... | ⌵ |
| John Smith | | | johnsmith@abopr... | Edit |
| Jasão Herrero | | | | ⌵ |
| Jana Smed | | | | ⌵ |
| View All | | | | |

CREATE INQUIRY CASE

Click the CREATE INQUIRY CASE button to request assistance with general account inquiries. For product specific requests click the ASSETS tab and select the asset you wish to create a request for.

1

2



1

Asset List

Displays list of Assets related to the Account

Click the Asset Name link to view that record and view details related to the Asset as well as options to initiate a new Service or Inquiry Request.

| Asset Name |
|--|
| FG,PRINERGY,CONNECT ENTRY - YC07347-34 |
| KCS MGS VLF 5183 Q FSPD EVO TDL - MT0752 |



Service & Support



JANE SMITH

HOME

MY ACCOUNTS

MY ASSETS

MY CASES

KNOWLEDGE BASE



Account

ABC Printing Co

DETAILS

CONTACTS

ASSETS



Assets

| Asset Name | Status | Serial Number | |
|---|-----------|--------------------------|--|
| FG,PRINERGY,CONNECT ENTRY - YC07347-34... | Installed | YC07347-34 MIG-LOAD-1... | |
| KCS MGS VLF 5183 Q FSPD EVO TDL - MT0752 | Installed | MT0752 | |
| FG,PRINERGY,CONNECT ENTRY - YC07347-34 | Installed | YC07347-34 | |
| KCS MGS VLF 5183 Q FSPD EVO TDL - MT0752 | Installed | MT0752 | |
| FG,PRINERGY,CONNECT ENTRY - YC07347-34 | Installed | YC07347-34 | |

CREATE INQUIRY CASE

Click the CREATE INQUIRY CASE button to request assistance with general account inquiries. For product specific requests click the ASSETS tab and select the asset you wish to create a request for.



Assets

An **Asset** refers to a singular product that is part of the install base of an Account.

Each Asset has a unique serial number, hierarchy of components, location reference, and carries any relevant service contract entitlement. It could refer to a hardware or software-based product.

New Service Requests are created against the parent record of an Asset hierarchy.

1

Asset List

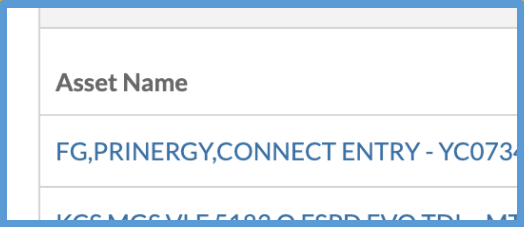
Displays a list of Assets across all Accounts that you have a relationship to

2

Search Bar

Search by Asset Name

Click the Asset Name link to open up that record and view details related to the Asset as well as options to initiate a new Service or Inquiry Request.



Asset My Asset View

2

Enter a Asset Name

1

| Asset Name | Ship To ↑ | Serial Number | Shipping City |
|--|------------------|---------------------------|-----------------|
| FG,PRINERGY,CONNECT ENTRY - YC073... | ABC Printing Co | YC07347-34 | KNOXVILLE |
| FG,PRINERGY,CONNECT ENTRY - YC073... | ABC Printing Co | YC07347-34 | KNOXVILLE |
| FG,PRINERGY,CONNECT ENTRY - YC073... | ABC Printing Co | YC07347-34 MIG-LOAD-1-OLD | KNOXVILLE |
| KCS MGS VLF 5183 Q FSPD EVO TDL - M... | ABC Printing Co | MT0752 | KNOXVILLE |
| KCS MGS VLF 5183 Q FSPD EVO TDL - M... | ABC Printing Co | MT0752 | KNOXVILLE |
| FG,PRINERGY CONNECT,REFINE & OUTP... | XYZ Printing Inc | YC1134 | Innsbruck |
| KODAK MAGNUS Q800 F-SPD W XPO TD... | XYZ Printing Inc | M81884 | Innsbruck |
| PREPS PRO,6,X,FLIM,COMP TRADE IN | XYZ Printing Inc | | Innsbruck |
| S/W KIT,TIFF ASSEMBLER PLUS | XYZ Printing Inc | | Innsbruck |
| ACHIEVE 400 PR - S SPEED - Druma Test #5 | XYZ Printing Inc | Druma Test #5 | BOLZANO |
| ACHIEVE 800 PR - S SPEED - Test #5 for D... | XYZ Printing Inc | Test #5 for Druma | BOLZANO |
| ACHIEVE 800 PR - S SPEED - Test #6 for D... | XYZ Printing Inc | Test #6 for Druma | BOLZANO |
| ACHIEVE 800 PR - S SPEED - Testing #6 - D... | XYZ Printing Inc | Testing #6 - Druma | BOLZANO |
| FG,INSITE PREPRESS PORTAL-FIRST 5 US... | XYZ Printing Inc | AX00614-88 | Bolzano Bolzano |
| FG,PRINERGY CONNECT,REFINE & OUTP... | XYZ Printing Inc | YC3925 | Bolzano Bolzano |
| FG,PRINERGY EVO,TIFF DOWNLOADER ~... | XYZ Printing Inc | EV04839 | Bolzano Bolzano |



1

Case List

Displays a list of Cases created against the Asset

Click the Case link to view that record and review details related to the request.

| Cases (4) | |
|--------------------------|------|
| Case | Acco |
| 00013152 | ABC |
| 00016265 | ABC |



Asset
ACHIEVE 400 PR - S SPEED - AV123456

DETAILS CASES ASSET HIERARCHY ASSET COVERAGES

| Cases (4) | | | |
|--------------------------|-----------------|--------------|--------------------------|
| Case | Account Name | Contact Name | Subject |
| 00013152 | ABC Printing Co | Jane Smith | Banding on Plate |
| 00016265 | ABC Printing Co | Jane Smith | Upgrade Thermal Head |
| 00016556 | ABC Printing Co | Jane Smith | Error Code 12345 |
| 00016557 | ABC Printing Co | Jane Smith | Artifacts on plate |
| | | | View All |

CREATE CASE

Click the CREATE CASE button to request assistance with a specific asset. For technical support, choose SERVICE REQUEST and for administrative requests, choose INQUIRY REQUEST. To view historic case details on KODAK's Partner Place, please click the link below:

[partnerplace.kodak.com](#)

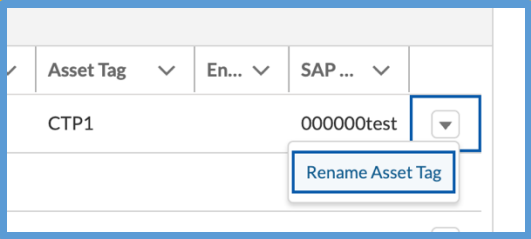


1

Asset Hierarchy

Displays the hierarchy configuration of all components associated to the main Asset.

Click the Rename Asset Tag dropdown link to enter a reference within your organization for ease of identification.



Asset

ACHIEVE 400 PR - S SPEED - AV123456

DETAILS CASES ASSET HIERARCHY ASSET COVERAGES

| Assets | | | | | |
|-------------------------------------|-----------|-----------|-------|------------|--|
| Asset Name | Status | Asset Tag | En... | SAP ... | |
| ACHIEVE 400 PR - S SPEED - AV123456 | Installed | CTP1 | | 000000test | |
| ASSY,HEAD,TH5,2400,128 | Installed | | | 000000test | |
| FACTORY INSTALLED - F SPD OPT AC... | Installed | | | 000000test | |
| FCT UP AU OPT SHRT UNLD TBL ACH... | Installed | | | 000000test | |

CREATE CASE

Click the CREATE CASE button to request assistance with a specific asset. For technical support, choose SERVICE REQUEST and for administrative requests, choose INQUIRY REQUEST. To view historic case details on KODAK's Partner Place, please click the link below:

partnerplace.kodak.com



Cases

A **Case** is created to capture all details and activities related to a request and is assigned appropriately to an Administrative or Technical resource depending on the nature of the request (General Inquiry or Service Request).

A Service Request Case is assigned to a Remote or Field technician via a Work Order to facilitate the support and resolution of the issue while a General Inquiry case is assigned to a KODAK Administrative resource to manage the request.

1

My Cases List

Displays a list of all Cases that you have created or have an association to.

Click the Case link to view that record and review details related to the request.

| Cases (4) | |
|--------------------------|------|
| Case | Cont |
| 00013152 | Jane |
| 00016265 | Jane |



1

| Cases | | | | | | | |
|---|-------------|--------------|-------------------------------|--------|----------|-------------------|---------------|
| My Open Cases | | | | | | | |
| 50+ items • Sorted by Case Number • Filtered by My cases - Closed • Updated a few seconds ago | | | | | | | |
| Search this list... | | | | | | | |
| | Case Number | Contact Name | Subject | Status | Priority | Date/Time Open... | Case Owner... |
| 1 | 00003567 | Jane Smith | 連絡先管理 | 新規 | キャンセル | 21/09/2023 11.29 | NiPo905 |
| 2 | 00003568 | Jane Smith | 顧客マスター更新 | 新規 | 中くらい | 21/09/2023 11.42 | NiPo905 |
| 3 | 00003585 | Jane Smith | 請求・インボイス | 新規 | 高 | 22/09/2023 9.23 | NiPo905 |
| 4 | 00003586 | Jane Smith | 顧客マスター更新 | 新規 | 中くらい | 22/09/2023 9.26 | NiPo905 |
| 5 | 00003592 | Jane Smith | 契約キャンセル | 新規 | 中くらい | 22/09/2023 12.14 | NiPo905 |
| 6 | 00004100 | Jane Smith | Facturación | Nuevo | Alta | 10/10/2023 6.40 | NiPo905 |
| 7 | 00004101 | Jane Smith | Facturación | Nuevo | Alta | 10/10/2023 6.41 | NiPo905 |
| 8 | 00004102 | Jane Smith | Facturación | Nuevo | Alta | 10/10/2023 7.14 | NiPo905 |
| 9 | 00004103 | Jane Smith | Actualizaciones del regist... | Nuevo | Mediano | 10/10/2023 7.14 | NiPo905 |
| 10 | 00004105 | Jane Smith | Gestión de contactos | Nuevo | Baja | 10/10/2023 7.22 | NiPo905 |
| 11 | 00004106 | Jane Smith | Cancelación del contrato | Nuevo | Mediano | 10/10/2023 7.25 | NiPo905 |
| 12 | 00004108 | Jane Smith | Actualización del contrato | Nuevo | Alta | 10/10/2023 7.28 | NiPo905 |
| 13 | 00004109 | Jane Smith | Gestión de contactos | Nuevo | Baja | 10/10/2023 7.28 | NiPo905 |
| 14 | 00004860 | Jane Smith | 청구/송장 | 신규 | 높음 | 03/11/2023 7.03 | NiPo905 |
| 15 | 00004861 | Jane Smith | 고객 마스터 업데이트 | 신규 | 중간 | 03/11/2023 7.03 | NiPo905 |

1

Case Information

Details related to the Case including Description, Status, Asset and Sub type

2

Contact Information

Details related to the Contact associated to the Case

3

Account Information

Details related to the Account associated to the Case

Note: Each section can be expanded or collapsed by clicking the > next to each section.



Service & Support



JANE SMITH

HOME

MY ACCOUNTS

MY ASSETS

MY CASES

KNOWLEDGE BASE



Case
00013152

DETAILS

FEED

ACTIVITY DETAILS

1

Case Information

Description

Issues with artifacts shpwng on the Cyan plate

Repeat Issue

☐

Closure Reason

Status

New

Asset

[ACHIEVE 400 PR - S SPEED - AV123456](#)

Linked Case

[00016556](#)

Parts Only Request

☐

External Reference #

PO123455667890

Subtype

Service And Repair

2

Contact Information

Contact Name

[Jane Smith](#)

Contact Phone

1234567890

Contact Mobile

30308675309

Contact Email

[janesmith@abc-printingco.com](#)

Contact Language

English

Alternate Contact

Alternate Contact Phone

Alternate Contact Email

3

> Account Details

> System Information

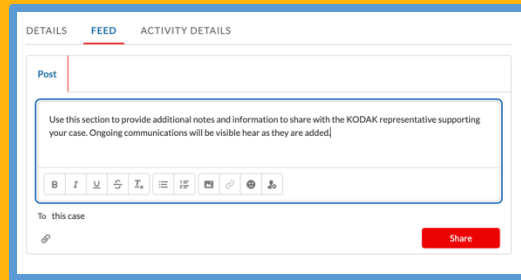



1



Case Feed

Displays comments and captured by a Kodak representative and enables the ability to enter in new comments and responses as needed.


Click the Share an Update section to open the new Post window where you can enter additional notes and attach files in images. Click **Share** when ready to post.



**Service & Support**

JANE SMITH

HOMEMY ACCOUNTSMY ASSETSMY CASESKNOWLEDGE BASE

Case
00013152

DETAILSFEEDACTIVITY DETAILS

1

Post


Share an update...

Share






Sort by:

Most Recent Activity

Search this feed...



Nothing to see here



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1

Activity Details

Displays all labor and travel entries add to a case as well as any service parts that have been consumed against as part of the resolution of the request.

NOTE: Any Labor and/or Parts entries will be subject to billing depending on the service contract entitlement of the asset associated to the case.



Service & Support

JANE SMITH

HOMEMY ACCOUNTSMY ASSETSMY CASESKNOWLEDGE BASE

Case00016265

DETAILSFEEDACTIVITY DETAILS

1

Labor Time : 2

Labor

| Product Name | Status | Quantity |
|------------------|--------|----------|
| REMOTE (REGULAR) | New | 2.00 |

Product Consumed

| Product Name | Product Id | Description | Quantity Consumed |
|--------------------------------|------------|-------------|-------------------|
| POWER DIST BOX - PACKAGED-EXCH | PI-13753 | | 1.00 |

Travel

No Data available

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New Service Request

A **Service Request** is created to capture all details and activities related to a request of a technical nature that requires a KODAK Service technician to support and resolve.

Service requests are logged against an Asset record.

New Service Request

1 Contact Details

Defaults to your user contact name and provides the option to reference an Alternate Contact to the case.

2 Remote Connection

Where applicable, you grant Kodak permission to connect remotely to your asset.

3 Severity

Choose an appropriate option based on how this issue is affecting your production.

4 Related Information

Enter an error code or capture other relevant details such as a link to a previous case and reference information.

5 Subject & Description

Enter a clear and informative description of the issue that is being experienced adding relevant details as needed.



Kodak Service & Support

JANE SMITH

HOMEMY ACCOUNTSMY ASSETSMY CASESKNOWLEDGE BASE

Create Service Request Case

If this case falls outside your entitled hours of coverage a Kodak representative will contact you on the next business day per your service contract agreement. If you require immediate assistance, please click the SUPPORT CONTACTS link below to reference the Service & Support contact details for your region

SUPPORT CONTACTS

Account :LSC COMMUNICATIONS - LYNCHBURG

Status :New

Asset :ACHIEVE 400 PR - S SPEED - AV123456

Case Type :Service Request

Sub Type :Service And Repair

* Contact Name

Nicks Portal test user

Alternate Contact

Search Contacts...

Linked Case

Search Cases...

Error Codes

1234567

* Subject

Service And Repair - Banding on Plates

* Description

Seeing streaking and artifacts on plate

* Connection Permitted ⓘ

Yes

* Severity ⓘ

Impaired

External Reference # ⓘ

PO1234567890

Repeat Issue☒

Parts Only Request ⓘ☐

PREVIOUS

SUBMIT

New Inquiry Request

An **Inquiry Request** is created to capture all details and activities related to a request of an administrative nature that requires a KODAK Operations representative to review and provide a response.

Inquiry requests can be logged against an Account record or an Asset record.

New Inquiry Request (Account)

1

Contact Details

Defaults to your user contact name and provides the option to reference an Alternate Contact to the case.

2

Related Information

Capture other relevant details such as a link to a previous case and reference information.

3

Subject & Description

Enter a clear and informative description of the issue that is being experienced adding relevant details as needed.

Choose a A Sub-Type as appropriate. For Contact Management requests, additional options will be presented to add a New Contact, Update a Contact or Remove one.

* Sub Type

Select an Option

- Customer Master Updates
- Contact Management
- Alternate Contact



Service & Support



JANE SMITH

HOME

MY ACCOUNTS

MY ASSETS

MY CASES

KNOWLEDGE BASE



Account

ABC Printing Co

Create Inquiry Case

Account : ABC Printing Co

Case Type : Inquiry

Case Origin : Web

Status : New

* Sub Type

Select an Option

Linked Case

Search Cases...

* Contact Name

Jane Smith

External Reference #

Alternate Contact

Search Contacts...

Repeat Issue

☐

* Subject

* Description

CANCEL

SUBMIT

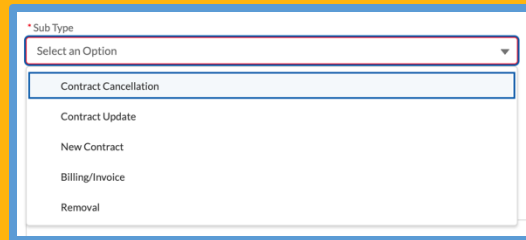


New Inquiry Request (Asset)

1

Sub-Type

Choose from a list of Asset related inquiry options



* Sub Type

Select an Option

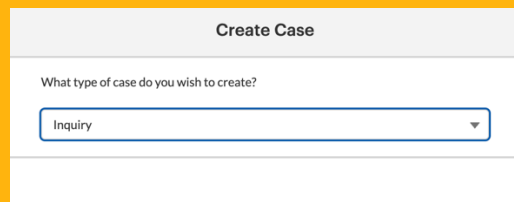
- Contract Cancellation
- Contract Update
- New Contract
- Billing/Invoice
- Removal

2

Related Information

Capture other relevant details such as a Contacts, link to a previous case, reference, and description details.

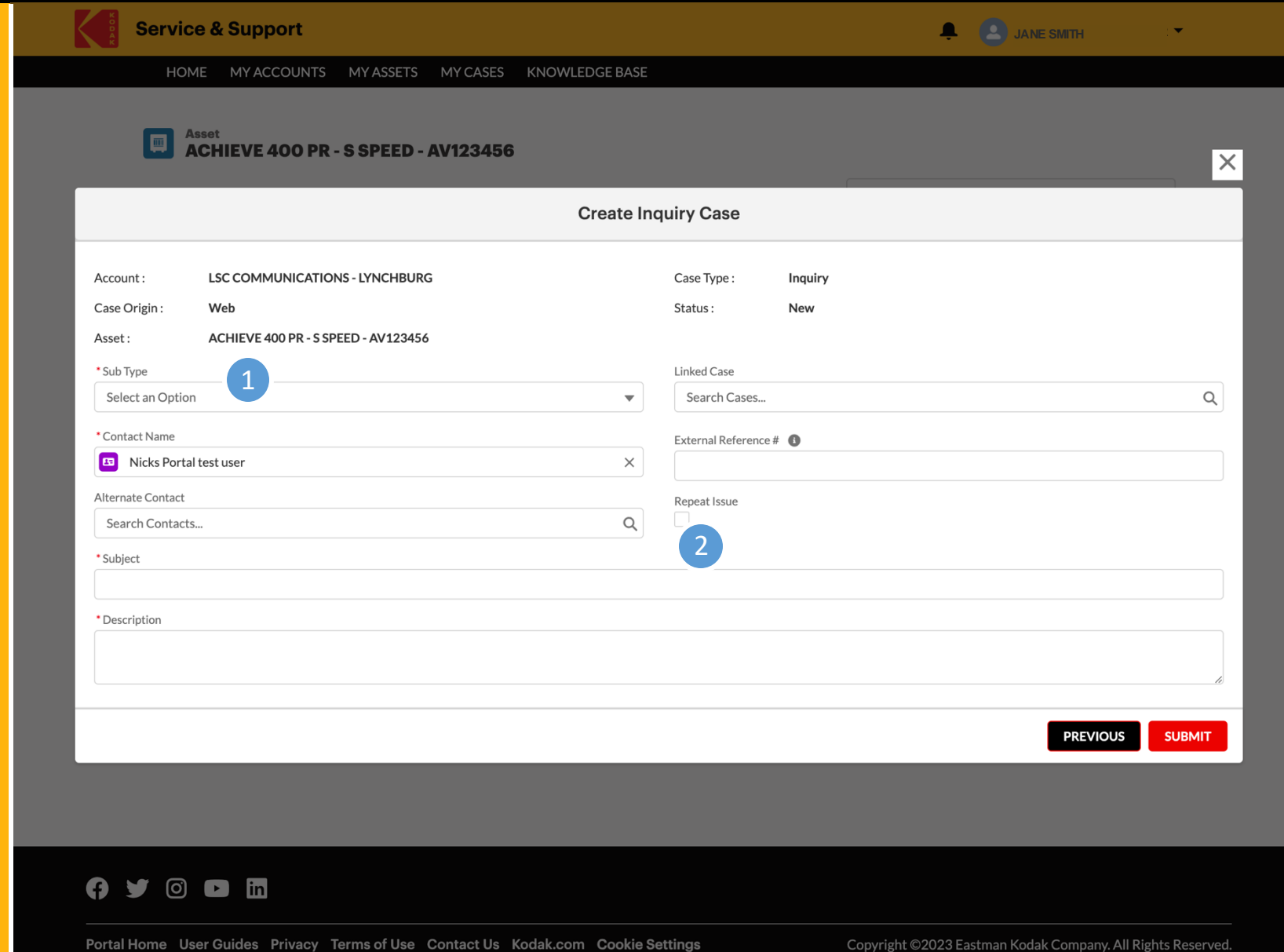
From the Asset Name link choose Inquiry when presented with the Create Case option.



Create Case

What type of case do you wish to create?

Inquiry



Service & Support

HOME MY ACCOUNTS MY ASSETS MY CASES KNOWLEDGE BASE

Asset ACHIEVE 400 PR - S SPEED - AV123456

Create Inquiry Case

Account : LSC COMMUNICATIONS - LYNCHBURG Case Type : Inquiry

Case Origin : Web Status : New

Asset : ACHIEVE 400 PR - S SPEED - AV123456

* Sub Type 1 Select an Option

Linked Case Search Cases...

* Contact Name Nicks Portal test user

External Reference # 1

Alternate Contact Search Contacts...

Repeat Issue 2

* Subject

* Description

PREVIOUS SUBMIT

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Knowledgebase

My Kodak Service Knowledgebase is an additional portal where you can find useful articles and documents related to your assets. Depending on your service contract entitlement, the knowledgebase can be an additional resource for self-support information, software downloads, material safety data sheets, and other Kodak related content for your review.

1

Quick Search

Look up reference material by keyword.

2

What's New Section

Newly posted content that you can filter by product

3

Most Popular Answers

Dynamically updated to display frequently views answers

Note: in 2025, Kodak will be updating and releasing a new knowledgebase experience more tightly integrated with the case object in the KODAK Customer Community portal.



Kodak

[English | Japanese] | [Log In | Request Account]

Partner Place

My Kodak

Search
Answers

Quick Search

[Advanced Search](#)

Search

[Search Tips](#)

What's New?

Filter List By :

| Answer | Date Updated |
|--|--------------|
| Matchprint Virtual - Downloads | 01-Oct-2024 |
| Matchprint Virtual Reference | 01-Oct-2024 |

Most Popular Answers

Filter List By :

| Answer | Date Updated |
|--|--------------|
| Catalog of self-paced KODAK Software Division (KSD) training resources | 09-Jun-2023 |
| KODAK Software Division (KSD) course catalog for North America | 06-Apr-2023 |
| Kodak Print Academy Quick-Start Guide | 09-Jun-2023 |
| Protect your Kodak servers and workstations from ransomware | 23-Feb-2023 |
| KODAK PRINERGY Workflow training for managers and lead prepress operators: SD-0015-85 or SD-0015-85C | 26-Feb-2019 |

Welcome to My Kodak Services



Announcements

- [Video Training Library For Nexpress](#)
- [Using the Catalyst download manager in the knowledge portals](#)
- [Using the Service & Support Portal via Partner Place \(procedure for customers in US & Canada\)](#)
- [Search Tips for My Kodak Services](#)
- [Learn how to find information that was previously located in TechPlanet](#)

My Settings

My Settings is where you can review your user details and make adjustments to personal preferences, such as language and contact details.

1

Avatar

Upload an avatar image of your choosing if you like

2

User Settings

Personal user contact settings and portal preferences



1



My Settings

Edit

2

Account Details :

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Job Title
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