

HEIDELBERG Customer Portal 101

Everything You Should Have Learned on Day One

Presenters: Kendra Budig, Nico Feil | Thursday 4:30 – 5:00 p.m.



HEIDELBERG Customer Portal

This workshop at a glance



Take Aways

These are the key points you will take away from today's session



Features

The essential functions you should know



How to start?
What steps do you need to carry out?

START



HEIDELBERG Customer Portal

One central access point for all software applications.

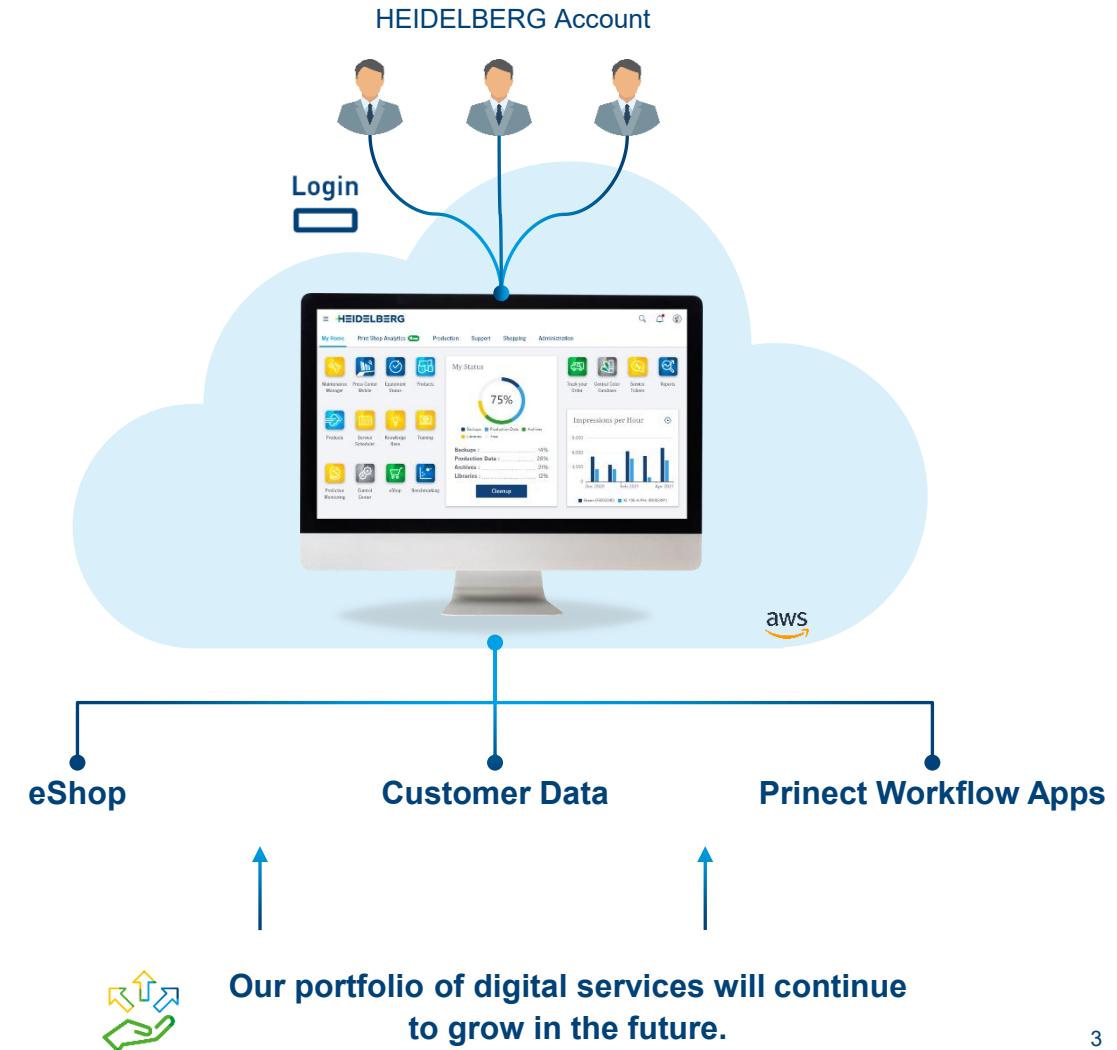
 **ONE PORTAL**
An entry point to our digital portfolio.

 **ALL RELEVANT DATA**
All relevant data merged in one solution.

 **REAL-TIME DATA**
Making decisions based on live data.

 **END-TO-END**
The entire production process in view.

 **CLOUD-BASED**
Always the latest app versions without updates.





HEIDELBERG Customer Portal

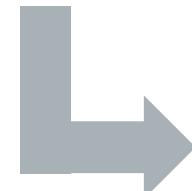
The start is just a few clicks away – here's how

With Prinect Production

Go to Prinect
Maintenance Center



Complete the Prinect
Maintenance Center
Onboarding Wizard



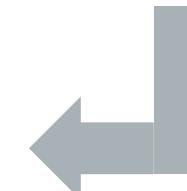
Start with the
**HEIDELBERG Customer
Portal**

Without Prinect Production

Contact your SSU



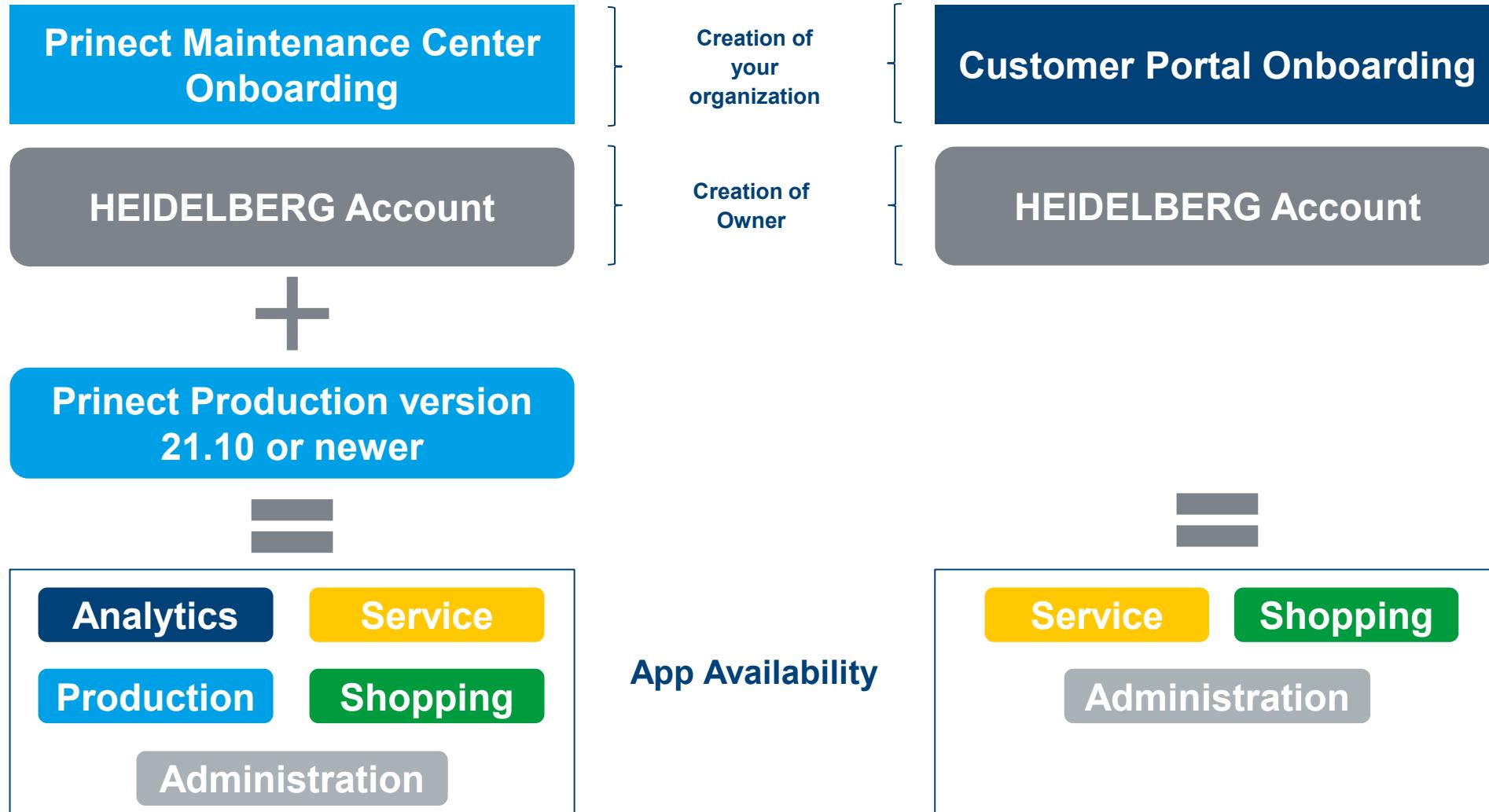
Follow the instructions in
the email you received





HEIDELBERG Customer Portal

What do you need to know about organization and owner



HEIDELBERG Customer Portal

Spotlight on the Customer Portal: Today's Highlight



Organization

- Invite users
- Transfer ownership



User Engagement

- Help
- Feedback
- Notification
- Change organization



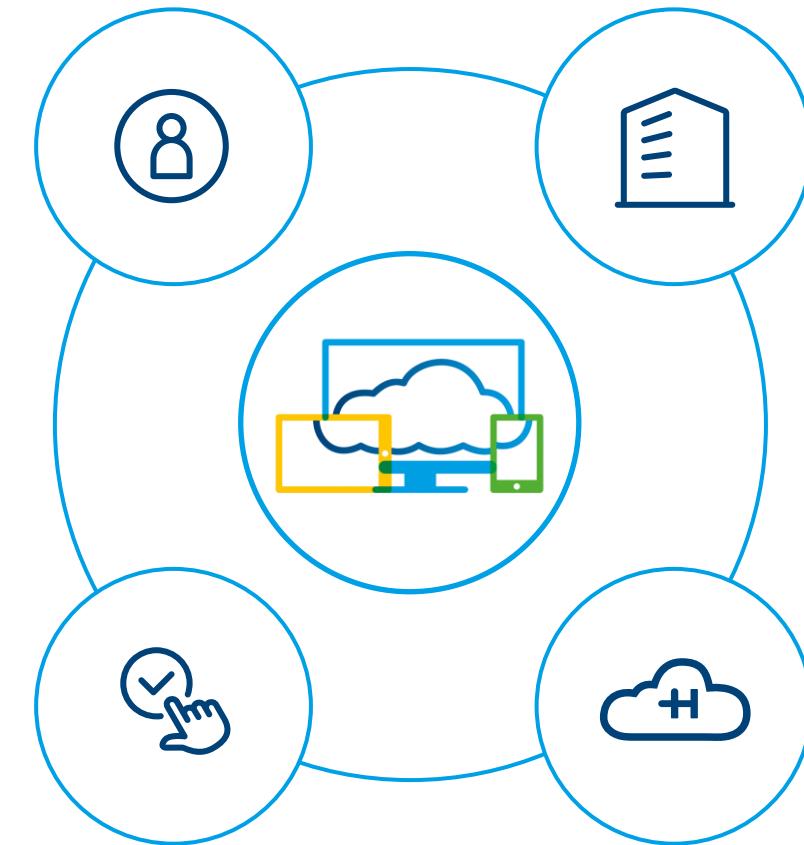
User profile

- Change profile settings



Home & All Apps

- Categories and Apps
- Side Menu
- Customize your homepage





HEIDELBERG Customer Portal

Invite members to your organization

Useful because...

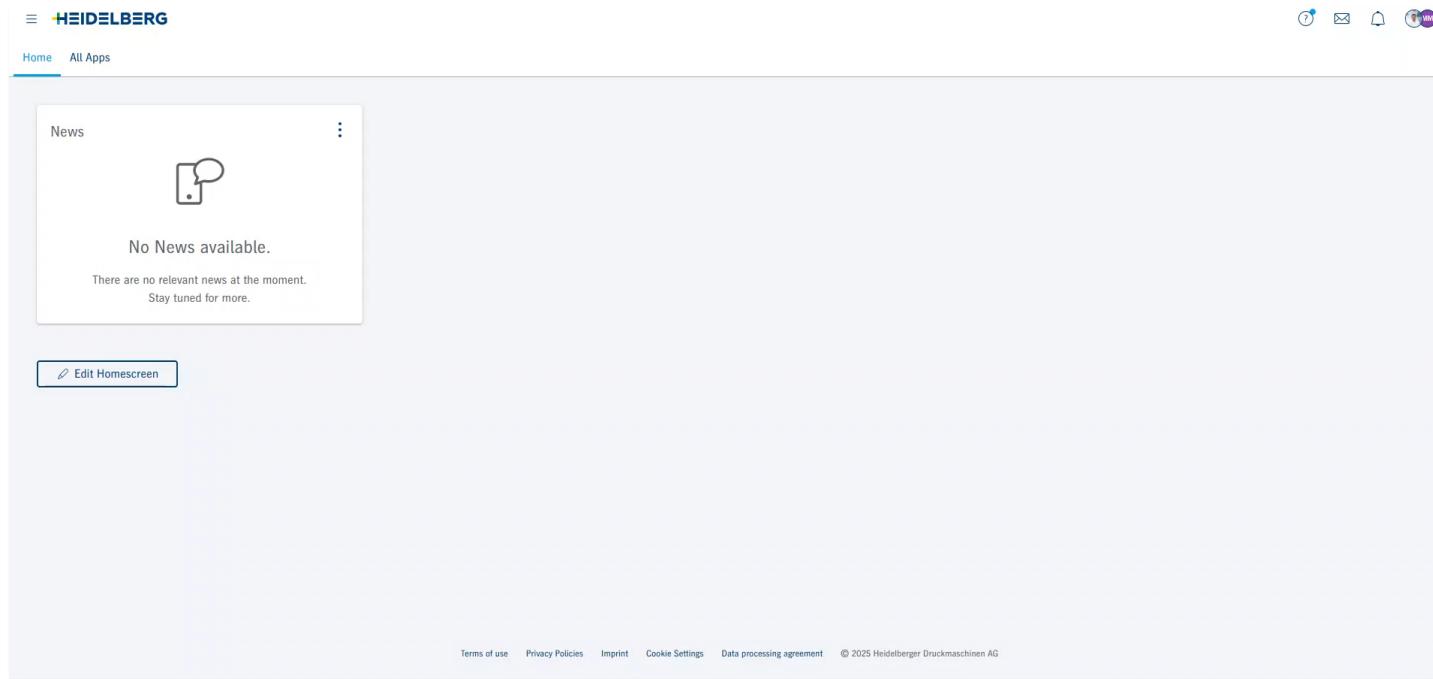
- Member overview
- Invite or remove members*
- Rights and roles assignments to new and existing members*
- PDF document with rights and roles overview

* To change member status and Rights/Roles you need to be Owner or Administrator



HEIDELBERG Customer Portal

Editing your organization

A screenshot of the HEIDELBERG Customer Portal homepage. The top navigation bar includes the Heidelberg logo, a menu icon, and links for "Home" and "All Apps". The main content area features a "News" section with a message stating "No News available. There are no relevant news at the moment. Stay tuned for more." Below this is a button labeled "Edit Homescreen". At the bottom of the page, there are links for "Terms of use", "Privacy Policies", "Imprint", "Cookie Settings", "Data processing agreement", and copyright information: "© 2025 Heidelberger Druckmaschinen AG".

Useful because...

- Edit organization settings
- Only owners can "Delete Organization" and "Transfer Ownership"





HEIDELBERG Customer Portal

Change your profile settings

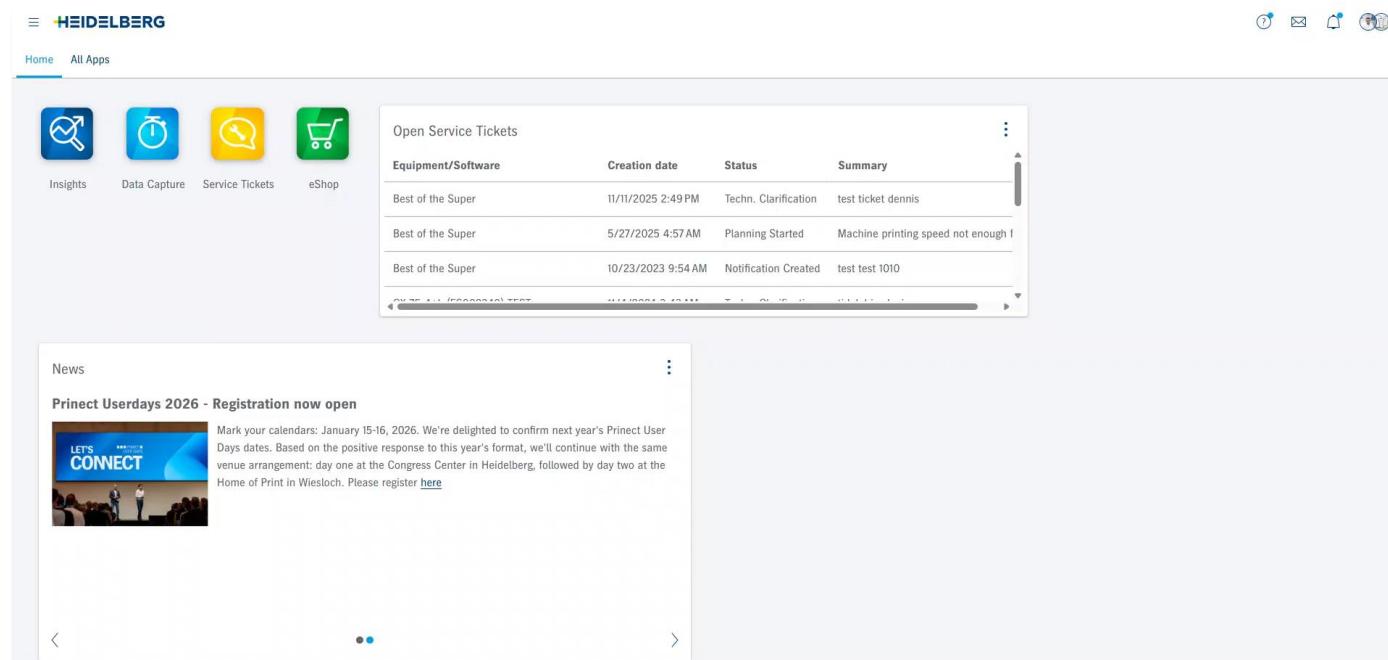
Useful because...

- Keep personal information always up-to-date
- Correct display of language and time zone



HEIDELBERG Customer Portal

Help: Get Support Anytime You Need It



Open Service Tickets

Equipment/Software	Creation date	Status	Summary
Best of the Super	11/11/2025 2:49 PM	Techn. Clarification	test ticket dennis
Best of the Super	5/27/2025 4:57 AM	Planning Started	Machine printing speed not enough !
Best of the Super	10/23/2023 9:54 AM	Notification Created	test test 1010

News

Prinect Userdays 2026 - Registration now open

Mark your calendars: January 15-16, 2026. We're delighted to confirm next year's Prinect User Days dates. Based on the positive response to this year's format, we'll continue with the same venue arrangement: day one at the Congress Center in Heidelberg, followed by day two at the Home of Print in Wiesloch. Please register [here](#).

Useful because...

- Information on data security and the EU data Act
- Videos and information about apps
- Videos about the Prinect Maintenance Center Onboarding and „How To Start“ with the Customer Portal





HEIDELBERG Customer Portal

Submit feedback: tell us what you think!

Useful because...

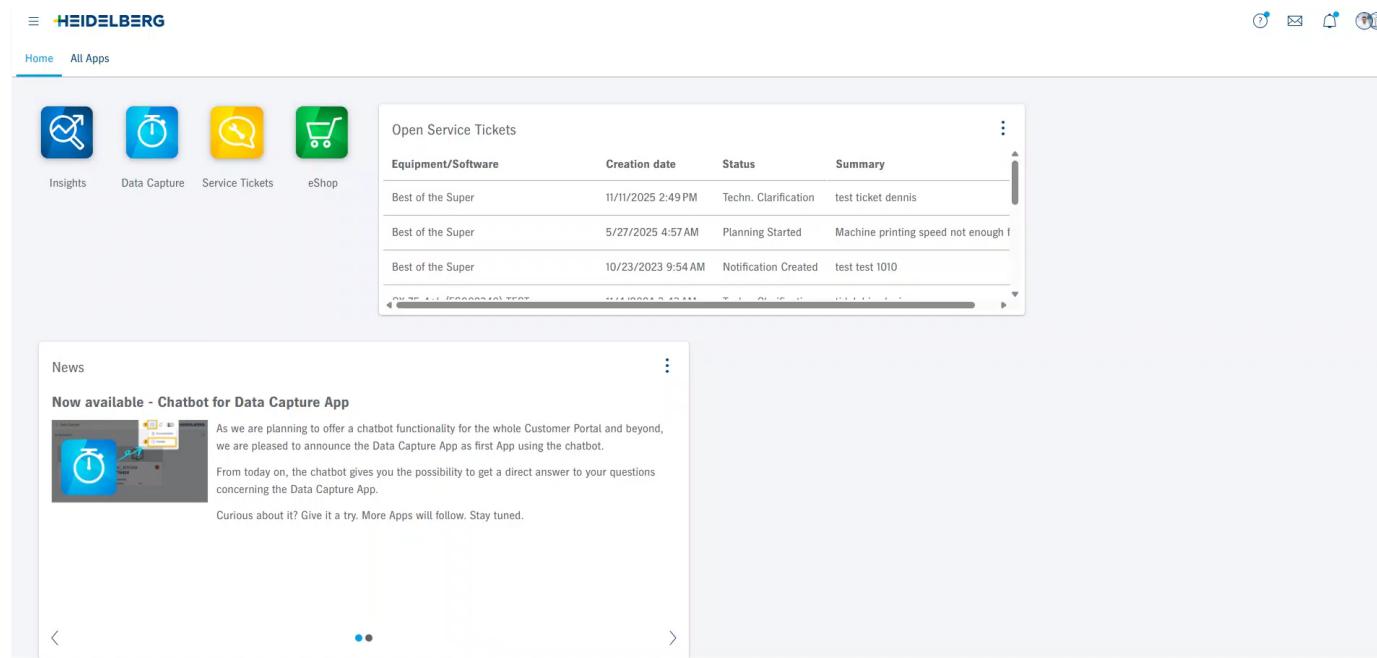
- Conveniently send feedback to Heidelberg

Please note this is not a channel for service tickets



HEIDELBERG Customer Portal

Set notifications: stay up-to-date!



The screenshot shows the HEIDELBERG Customer Portal homepage. At the top, there is a navigation bar with the HEIDELBERG logo, a menu icon, and links for 'Home' and 'All Apps'. Below the navigation is a horizontal bar with four icons: 'Insights' (magnifying glass), 'Data Capture' (clock), 'Service Tickets' (speech bubble), and 'eShop' (shopping cart). The main content area features a table titled 'Open Service Tickets' with columns for 'Equipment/Software', 'Creation date', 'Status', and 'Summary'. The table lists three entries. Below the table is a 'News' section with a heading 'Now available - Chatbot for Data Capture App'. It includes a small screenshot of the chatbot interface and text about its availability across the portal. There are also arrows for navigating through news items.

Useful because...

- Always receive the most important information via e-mail or in-browser notification
- You decide which dedicated notifications you want to receive





HEIDELBERG Customer Portal

Home and All Apps

The screenshot shows the HEIDELBERG Customer Portal interface. At the top, there is a navigation bar with the HEIDELBERG logo, a menu icon, and links for Home and All Apps. Below the navigation bar, there is a row of icons: Insights (magnifying glass), Data Capture (blue circle with a white icon), Service Tickets (yellow speech bubble with a white icon), and eShop (shopping cart). The main content area is divided into two sections. On the left, there is a 'News' section with a heading 'Now available - Chatbot for Data Capture App'. It includes a small screenshot of the chatbot interface, a description of the new functionality, and a note about a direct answer to questions. On the right, there is a 'Open Service Tickets' table with columns for Equipment/Software, Creation date, Status, and Summary. The table lists three tickets from 'Best of the Super' with their respective details. At the bottom of the screen, there are navigation arrows and a vertical scroll bar.

Useful because...

- Short cut to your most important apps
- Easily find all available apps





HEIDELBERG Customer Portal

Customise your homepage

The screenshot shows the HEIDELBERG Customer Portal homepage. At the top, there is a navigation bar with the HEIDELBERG logo, a menu icon, and links for 'Home' and 'All Apps'. Below the navigation is a row of four icons: 'Insights' (magnifying glass), 'Data Capture' (clock), 'Service Tickets' (ticket), and 'eShop' (shopping cart). The main content area features a 'Service Tickets' card with a table titled 'Open Service Tickets'. The table has columns for 'Equipment/Software', 'Creation date', 'Status', and 'Summary'. Three entries are listed:

Equipment/Software	Creation date	Status	Summary
Best of the Super	11/11/2025 2:49 PM	Techn. Clarification	test ticket dennis
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Below the ticket list is a 'News' card with the title 'Now available - Chatbot for Data Capture App'. It includes a small screenshot of the chatbot interface and text stating: 'As we are planning to offer a chatbot functionality for the whole Customer Portal and beyond, we are pleased to announce the Data Capture App as first App using the chatbot. From today on, the chatbot gives you the possibility to get a direct answer to your questions concerning the Data Capture App. Curious about it? Give it a try. More Apps will follow. Stay tuned.' Navigation arrows and a dots indicator are at the bottom of the news card.

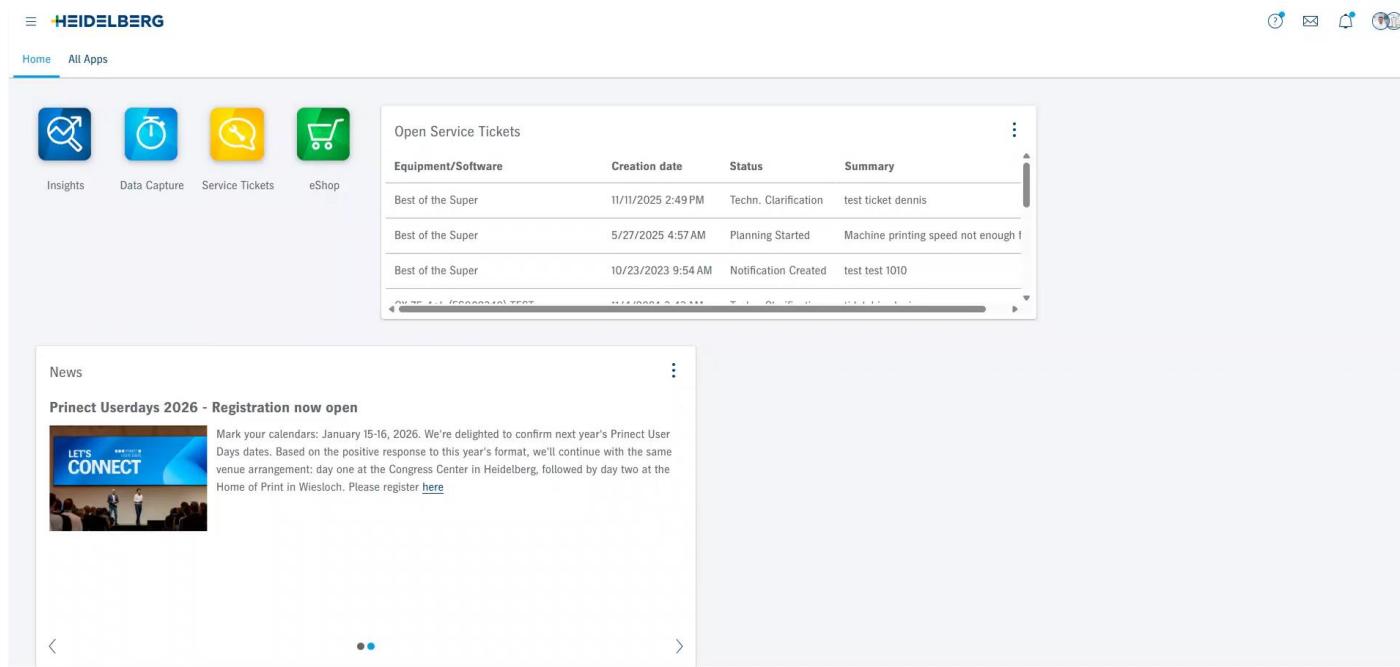
Useful because...

- Get a customized overview of your homepage
- Customizable per user



HEIDELBERG Customer Portal

Side menu also available for some apps



Open Service Tickets

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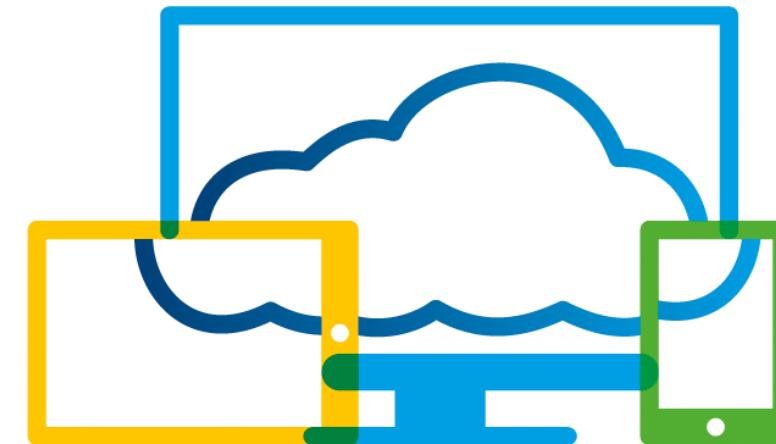
- App-specific information and settings can be individually adjusted



HEIDELBERG Customer Portal

Take Aways

- › **Real-time data** – For more transparency in your pressroom
- › **Cloud-based applications** – Always work with the latest version, without time-consuming software updates
- › **Available around the clock** – no matter where you are
- › **A central portal** to support your print shop management
- › **Prinect integration** – as an entry point into further end-to-end possibilities, AI applications and automation



You have full control of your HEIDELBERG Customer Portal!



HEIDELBERG Customer Portal

Prinect User Days 2026 – Exclusive offer

Print Shop Analytics Premium

**3 months free trial
version ***

For all those who provide us with
your business card during the
Prinect User Days 2026 (15th / 16th
of January)!

We will get in touch with you!

Print Shop Analytics



* For customers without a current active PSA contract and a
successful PMC Onboarding

LET'S CONNECT

PRINECT
USER DAYS



HEIDELBERG Customer Portal

Heidelberg's Favorites

It's one of our favorites because...

 **Insights**

"Provides you with a centralized view of all relevant KPIs in real-time, so you can transparently monitor production performance and immediately identify optimization potential."

 **Data Capture**

"Enables easy and flexible collection of production data for PostPress and makes your data immediately usable for analysis."

 **Service Ticket**

"Ensures full transparency in the service process: Simply create tickets online, view status at any time and receive faster resolutions."

 **Inventory Management**

"Automates the reordering of consumables and reduces storage costs – so you can focus on your production."

 **Maintenance Manager**

"Digitize your maintenance processes with intelligent planning and mobile checklists – for maximum machine availability and fewer unplanned downtimes."