

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.



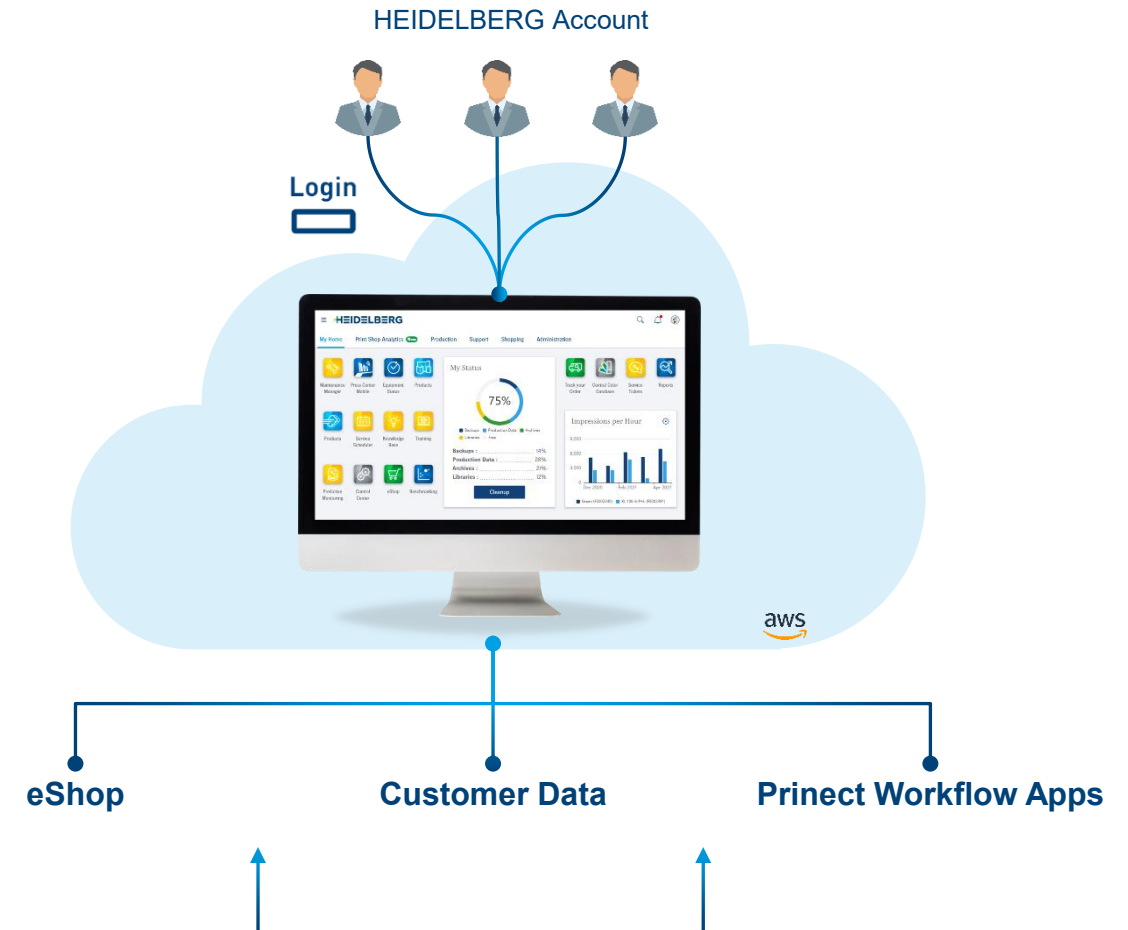
END-TO-END

The entire production process in view.



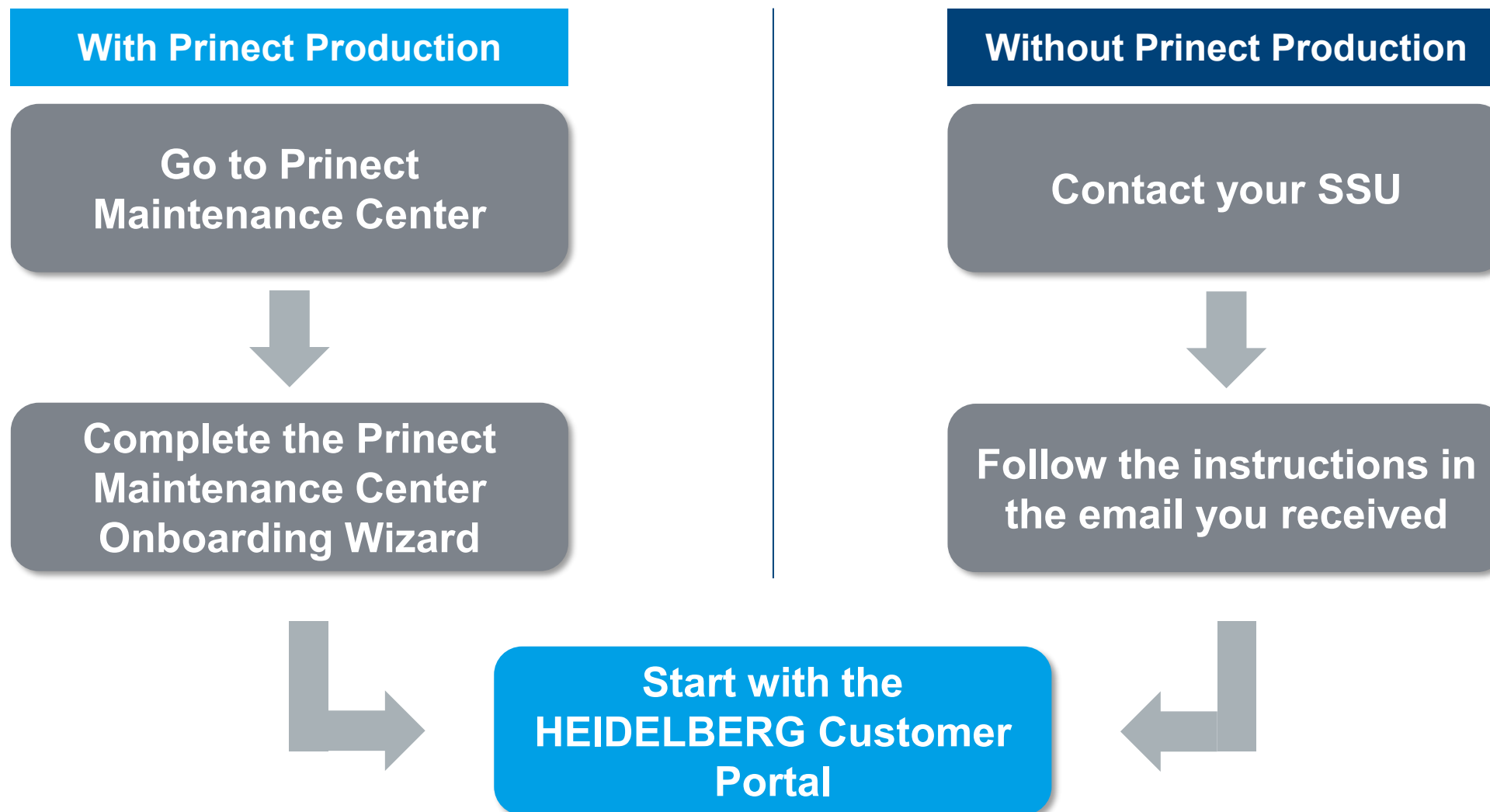
CLOUD-BASED

Always the latest app versions without updates.



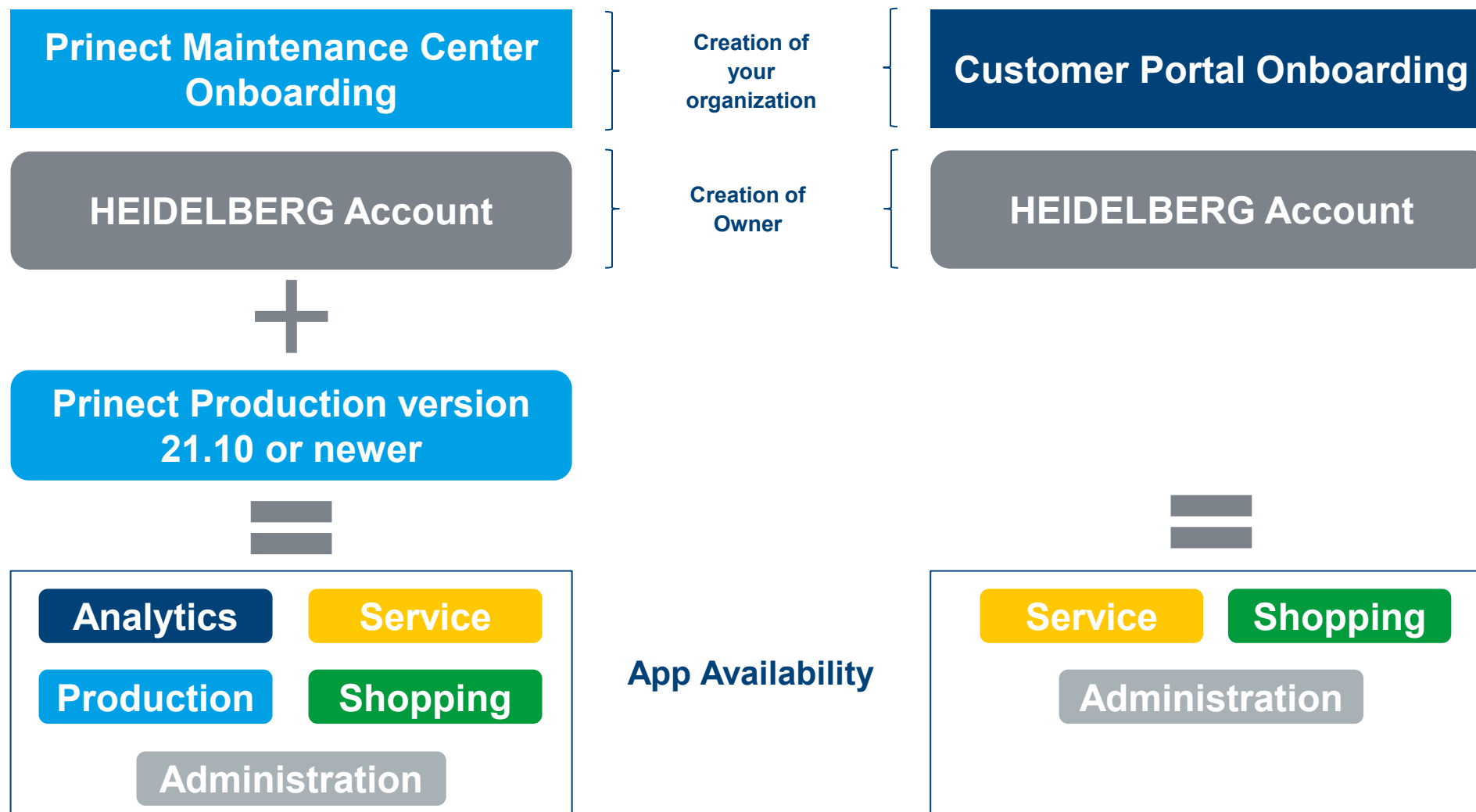
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The start is just a few clicks away – here's how



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What do you need to know about organization and owner



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Spotlight on the Customer Portal: Today's Highlight



Organization

- Invite users
- Transfer ownership



User Engagement

- Help
- Feedback
- Notification
- Change organization



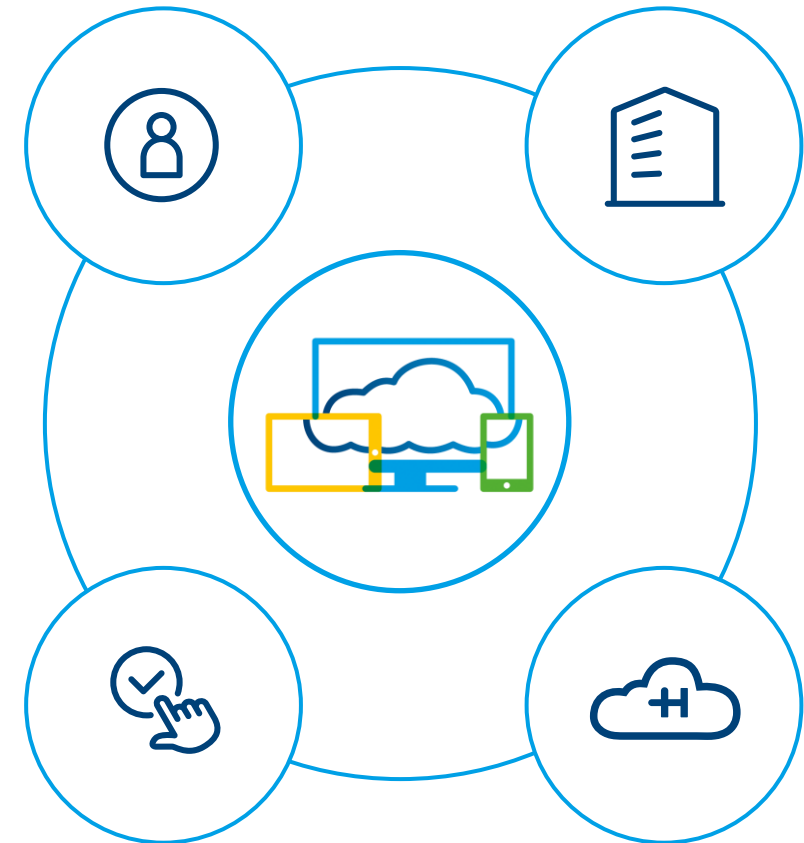
User profile

- Change profile settings



Home & All Apps

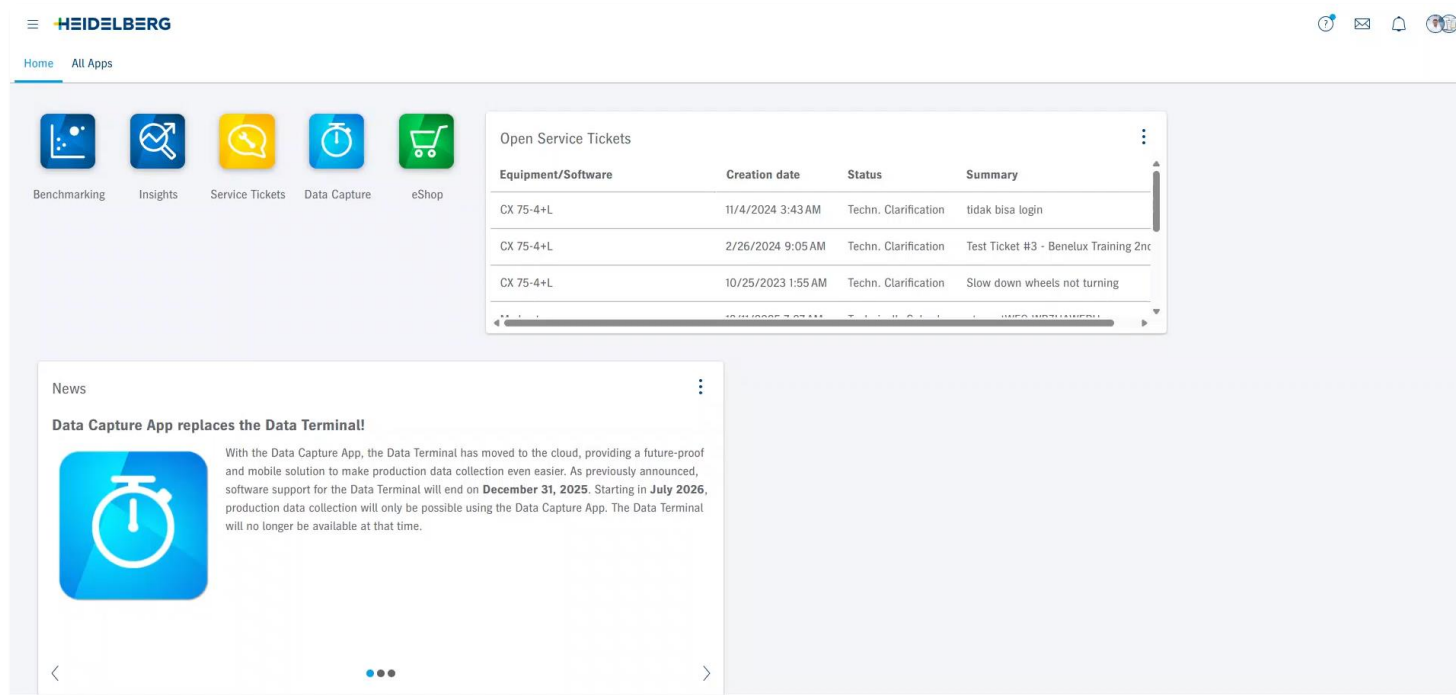
- Categories and Apps
- Side Menu
- Customize your homepage





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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

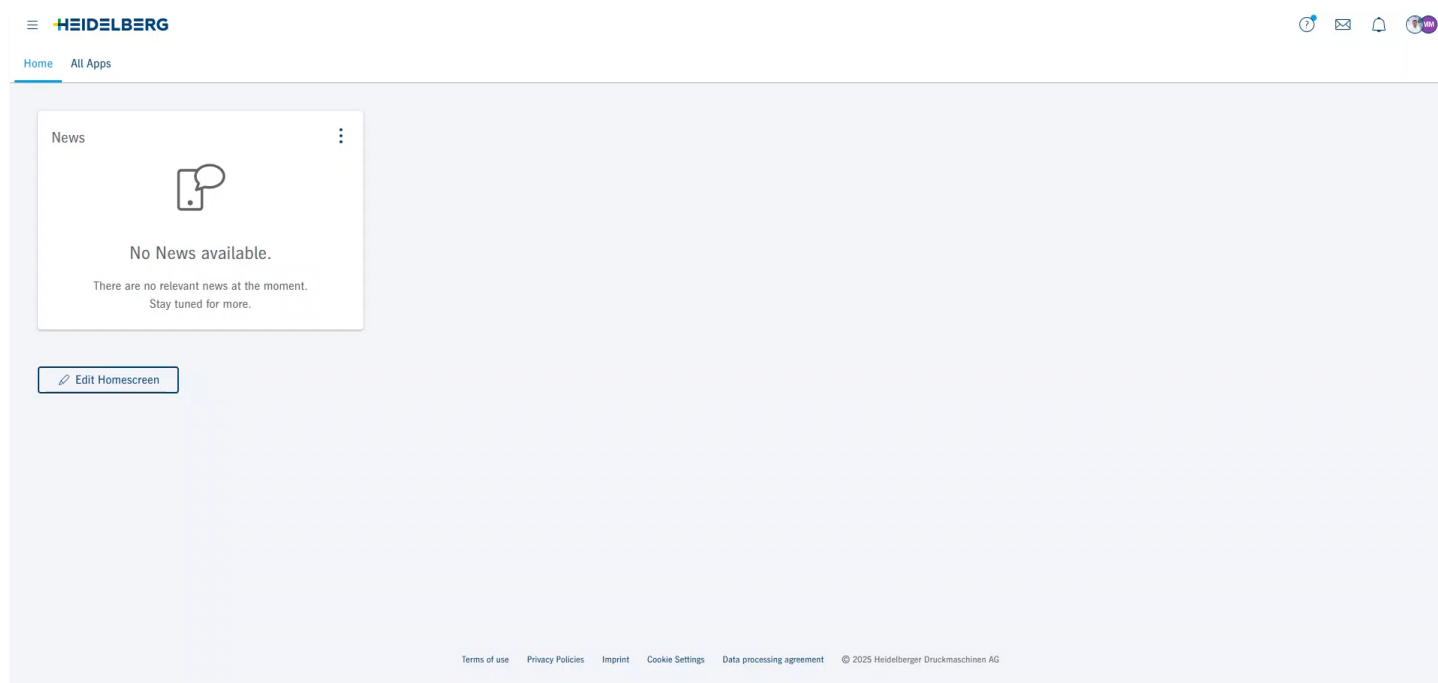
** To change member status and Rights/Roles you need to be Owner or Administrator*





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Editing your organization



Useful because...

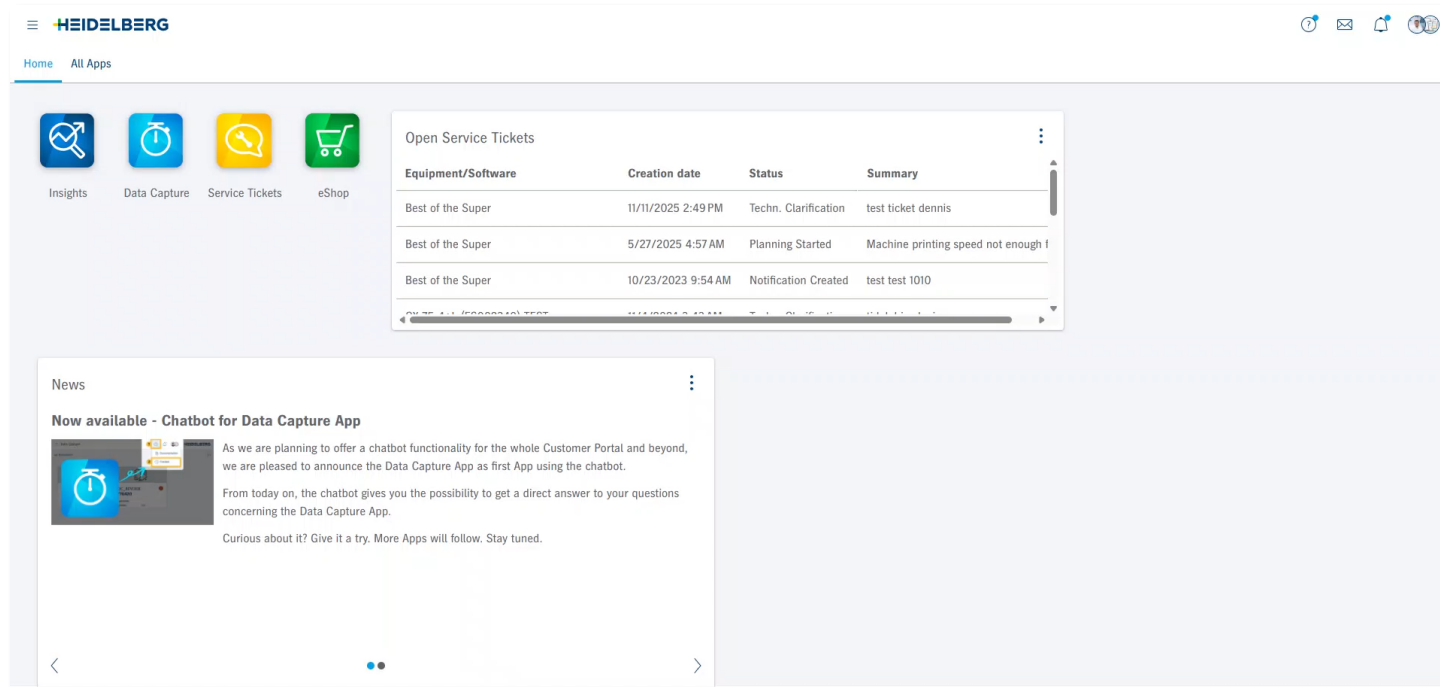
- Edit organization settings
- Only owners can "Delete Organization" and "Transfer Ownership"





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Change your profile settings



Useful because...

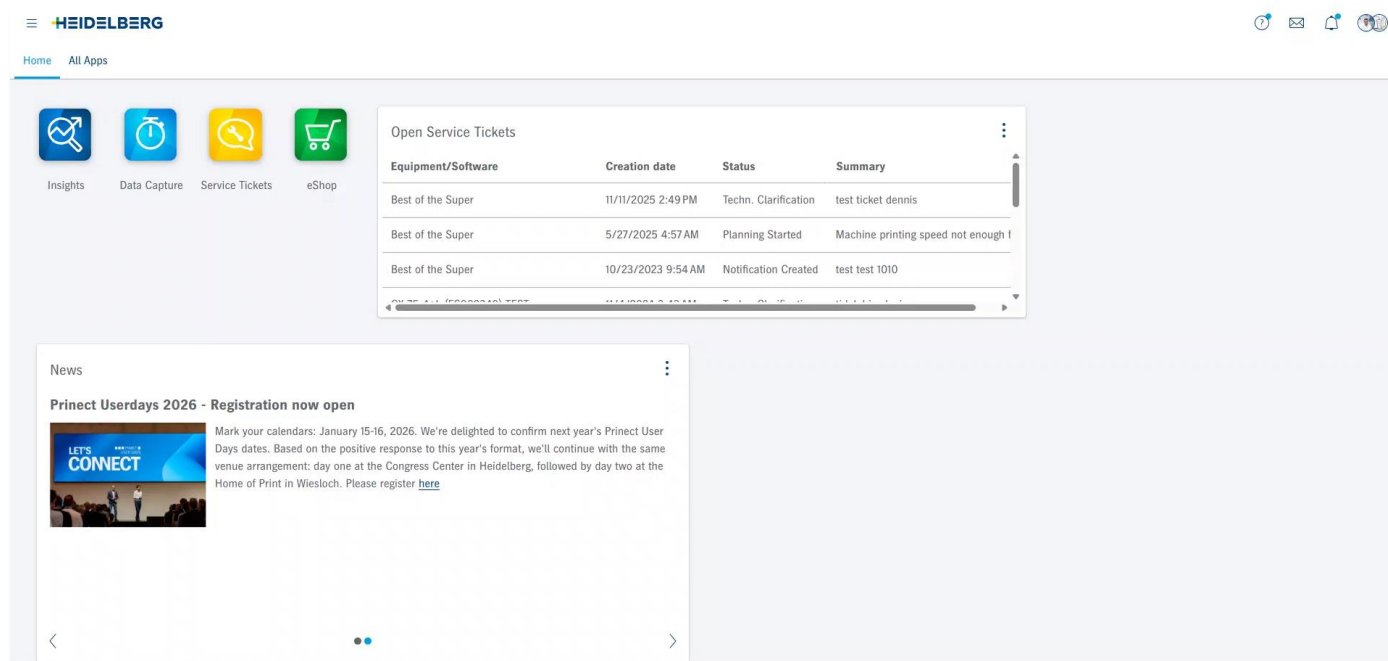
- Keep personal information always up-to-date
- Correct display of language and time zone





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Help: Get Support Anytime You Need It



Useful because...

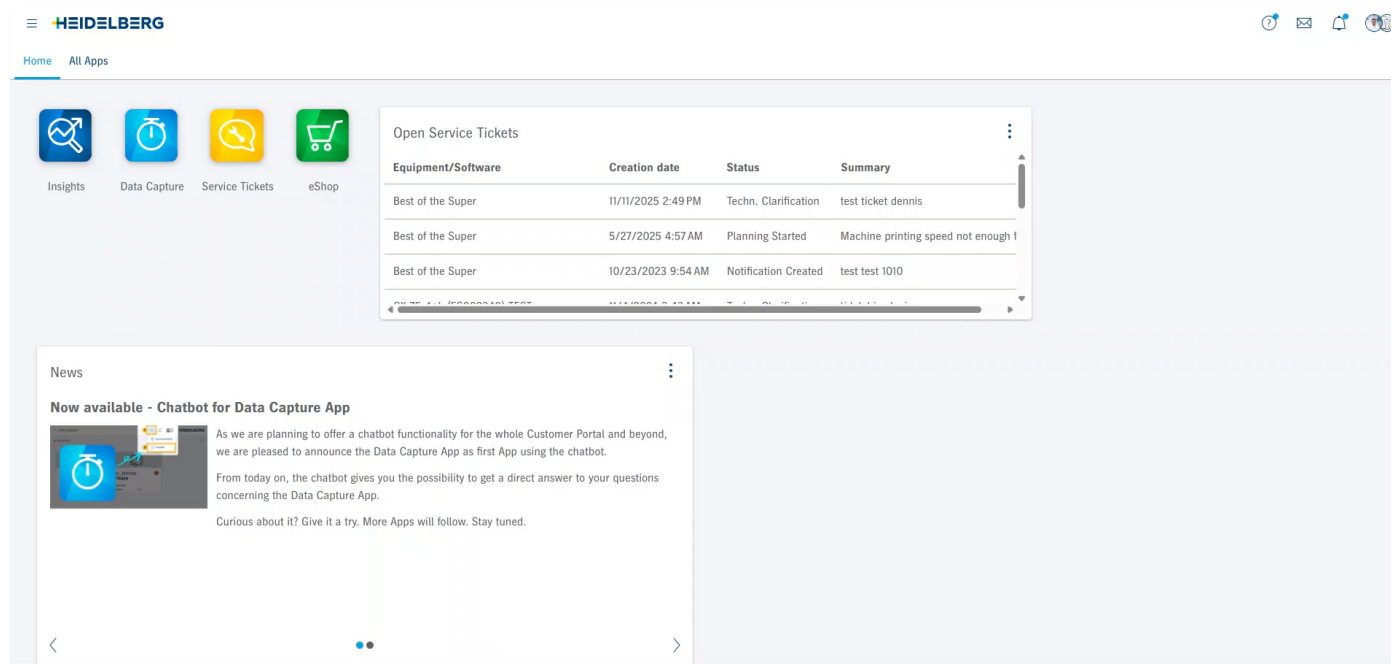
- Information on data security and the EU data Act
- Videos and information about apps
- Videos about the Prinect Maintenance Center Onboarding and „How To Start“ with the Customer Portal





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Submit feedback: tell us what you think!



Useful because...

- Conveniently send feedback to Heidelberg

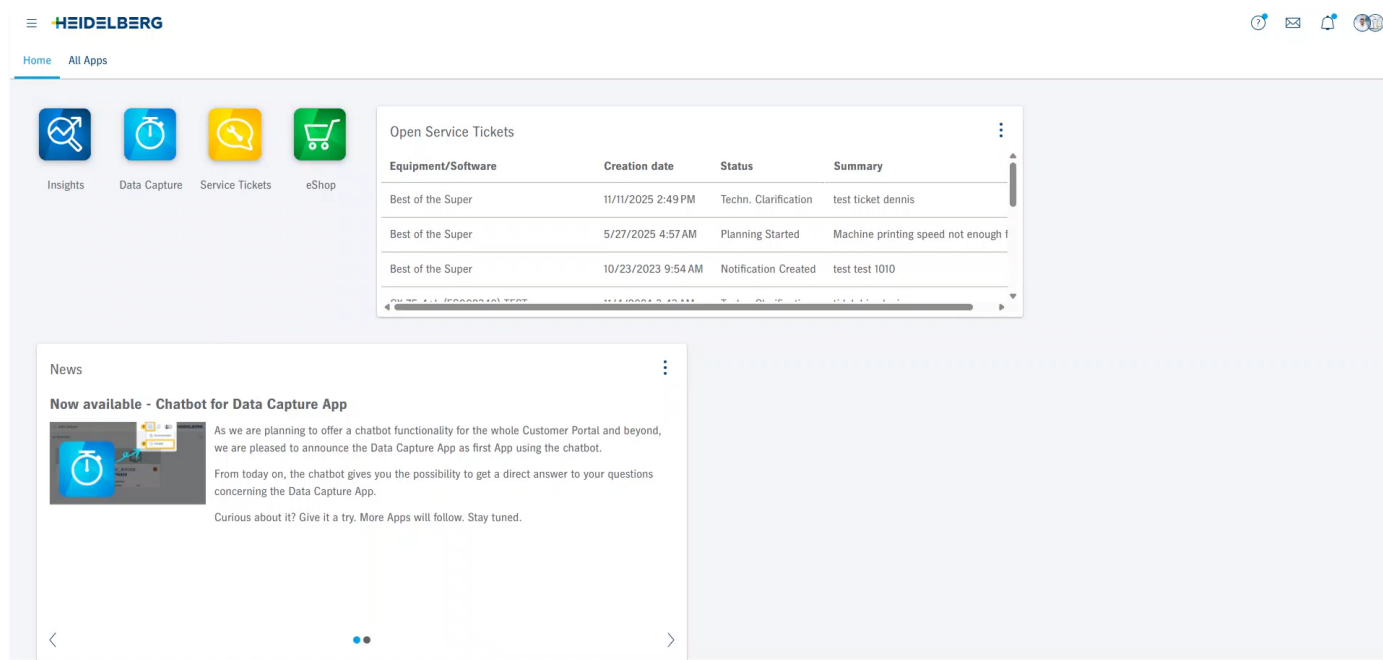
Please note this is not a channel for service tickets





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Set notifications: stay up-to-date!



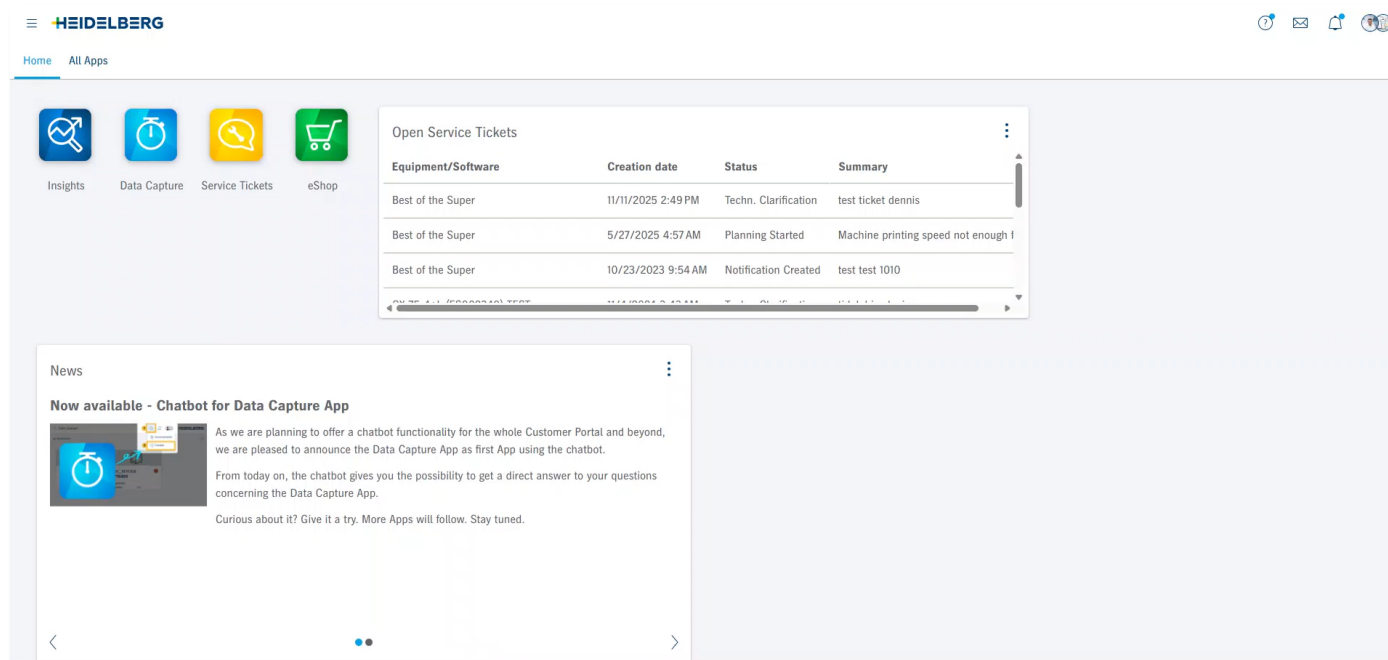
Useful because...

- 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



Useful because...

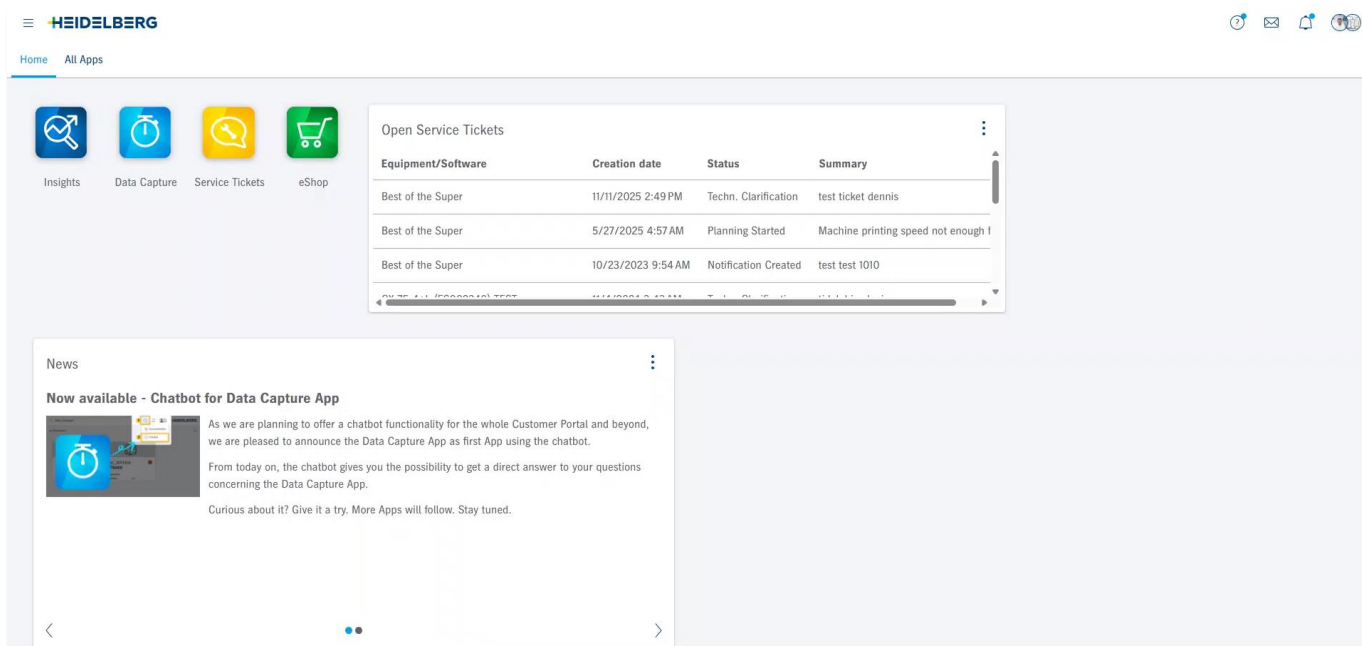
- Short cut to your most important apps
- Easily find all available apps





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Customise your homepage



Useful because...

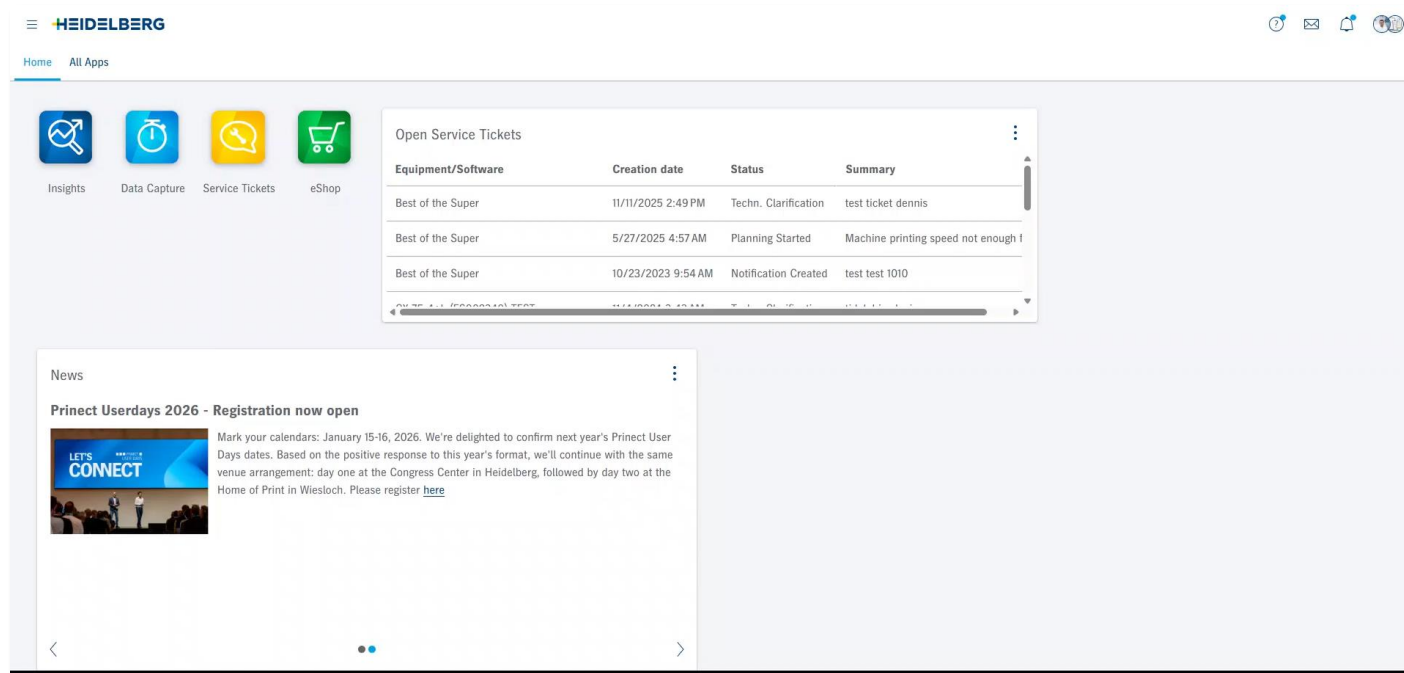
- Get a customized overview of your homepage
- Customizable per user





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Side menu also available for some apps



Useful because...

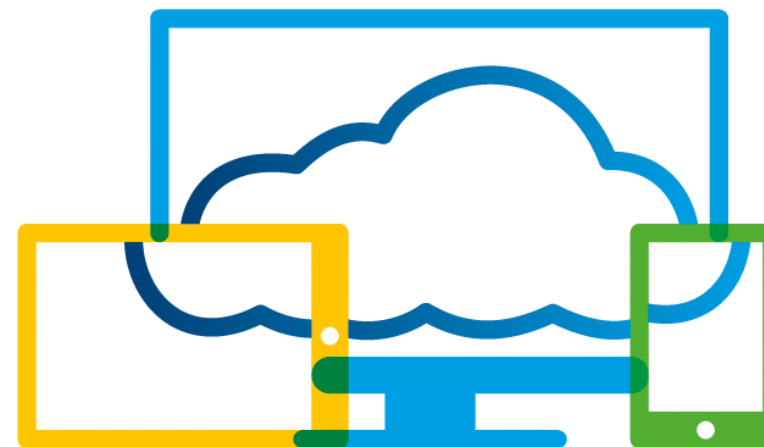
- App-specific information and settings can be individually adjusted





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)!

Print Shop Analytics



We will get in touch with you!

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

LET'S CONNECT

■■■■ PRINECT ■■■
USER DAYS

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Heidelberg's Favorites

It's one of our favorites because...



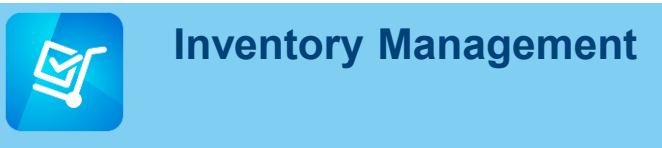
"Provides you with a centralized view of all relevant KPIs in real-time, so you can transparently monitor production performance and immediately identify optimization potential."



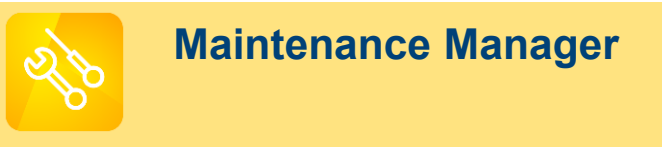
"Enables easy and flexible collection of production data for PostPress and makes your data immediately usable for analysis."



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



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



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