

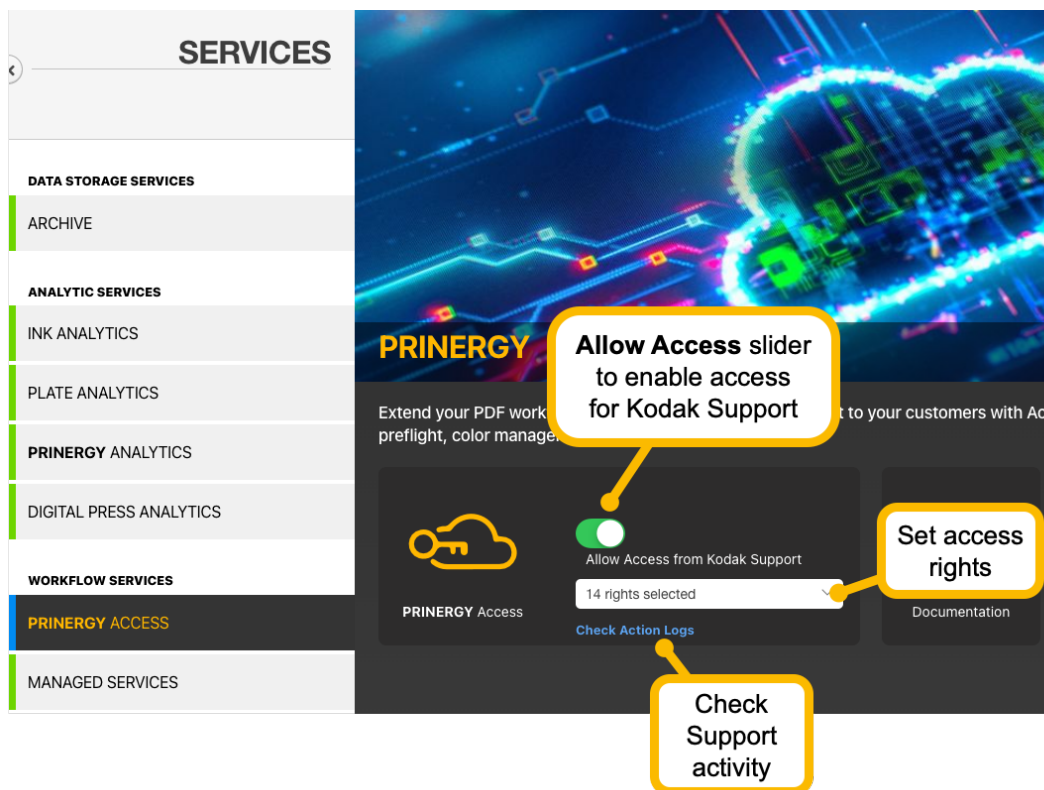
# Allowing Access for Kodak Support

All customer data in PRINERGY Access is confidential and secure.

Customer data cannot be viewed by authorized Kodak Support personnel unless a tenant user grants explicit permission to view.

In order to allow Kodak Support to view customer data for service purposes, a tenant user must click the **Allow Access from Kodak Support** slider under **Services/Prinergy Access**, so that it indicates green (Access Allowed).

Kodak Support requests **48-hour access** to the specific Tenant in the Kodak **Customer Service Tool**, and once the tenant allows Access, Kodak Support is able to view the tenant's jobs and carry out permitted actions.



## Granting Kodak Service rights

When you allow access to your PRINERGY Access system for Kodak Support, you can grant individual permissions for the following parameters:

### File Management

- Delete Files
- Upload
- Upload Processing

## Approval Workflow

- Annotate
- Give Final Approval

## Jobs

- View Jobs
- Edit Jobs
- View Preflight Data in Smart Review
- View Job Info Sheet
- Edit Job Info Sheet
- Submit to Workflow
- Submit to IoT Device

## Smart Review

- Use Compare Feature

## Downloads

- Download Hi Res

## Check Action Logs

As a Tenant User, you can view all interactions with your PRINERGY Access system by Kodak Support by viewing the **Action Logs**.

You can view Kodak Support interactions from the drop-down menu for:

- Today
- This Month
- This Year
- All Time

You can view **All Logs** or just **Submit To Cloud Connection** logs from the drop-down menu.