



PDFlow Studio User Guide

Using the portal and solving common problems

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PDFlow Studio · www.pdfstudio.com · support@pdfstudio.com

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Getting Started with PDFlow Studio

This chapter introduces PDFlow Studio: what it does, who uses it, the main areas of the portal and the roles people can have. It is for anyone who is new to PDFlow, whether you own the studio, manage it, design files or work on the production floor.

What PDFlow Studio is

PDFlow Studio is prepress and order-flow software for digital and wide-format print studios. It was built inside a working wide-format print studio and runs that studio's prepress and order flow every day. It does two main jobs: it checks and fixes print files automatically, and it moves orders from intake to production.

In practice, PDFlow helps you with:

- **Prepress that checks and fixes files.** Preflight is judged against the real print size, not a fixed 300 DPI. PDFlow can convert RGB to CMYK with ICC profiles (for example FOGRA39, FOGRA51 or GRACoL), correct rich black, add bleed and crop marks, export and validate PDF/X-4, create finishing layers (CutContour, crease, perforation, drill holes) as real spot-colour layers, and upscale low-resolution images with AI.
- **Orders that move between stations.** Orders pass through **Intake** → **Design** → **Prepress** → **Ready to print** → **In production**. Every file is matched to its order line with size and material, and a permanent history records who did what, and when.
- **Client approval without phone calls.** You create one proof sheet for the whole order. Your client approves it from their phone through a secure link, and an approved order moves to production on its own.
- **A production floor.** Machines, finishing stations and departments, quality checks, non-conformity reports and a traceable production record.
- **Files that stay in your studio.** When you use PDFlow Intelligence, the brain of your studio (called PDFlow IQ from here on), the portal sends instructions to this small program on your studio computer. Files are read and fixed where they already are and are not copied to PDFlow's storage. A file you open in the portal travels to your browser over an encrypted (TLS) connection. On the way it passes through Cloudflare, our network provider; PDFlow does not store it.

Who uses it

PDFlow Studio is made for print studios, sign shops and wide-format or digital print shops that have designers, prepress operators and a production floor.

Your orders can come from a business system. SAP Business One is fully supported, other databases can be mapped, you can import from Excel, or PDFlow can manage the orders itself.

The main areas of the portal

You work in PDFlow through your web browser at www.pdfflowstudio.com. The portal is available in Hebrew and English; use the language switcher in the top bar. English is the default language of the public website. This guide uses the English names of screens, buttons and messages.

The top bar contains these areas (you only see the ones your role allows):

Area	What you do there
Orders	The orders dashboard: every order, its delivery date, files and status
Incoming	Orders sent by your external producers, waiting to be linked
Kanban	The station board: orders by station, from Intake to In production
Production	The production floor: job cards, quality checks, production records
Files	Files you uploaded in the browser and their analysis results
Tools	Browser prepress tools such as preflight, bleed and CMYK conversion
Workspaces	Named workspaces to organise your work
Studio Management	Users, licence, all studio files, settings, workflow, analytics and order history (studio admins only)
My Desktop	Your studio computer and the file workspace on it

The user menu in the top corner has **My account**, **Studio setup & connections** and **Log out**.

To create a workspace, open **Workspaces** and click + **New workspace**. Each user's workspace state is kept for them across computers.

Roles at a glance

Every person on your account has a role. The role decides what they see and whether they use a licence seat.

Role	What they do	Uses a licence seat?
Studio admin	The account owner. Sees everything, including Studio Management, and runs the setup wizard	Yes

Role	What they do	Uses a licence seat?
Designer	Works on orders, files and tools, claims orders and sends proofs	Yes
Producer	An external customer contact who sends orders with files and follows them in their own area	No
Production worker	Sees only the work at their assigned machines, stations or departments	No
Production manager	Runs the production floor, decides on non-conformities and reviews production records	No

After signing in, each person lands in their own area: studio staff go to the dashboard, producers go to the producer area, and production-floor accounts go to the production floor.

Your first steps

If you have just created an account, we suggest this order:

1. Sign up and verify your email address (see the chapter "Account Access").
2. Run the studio setup wizard (see the chapter "Setting Up Your Studio").
3. Invite your team (see the chapter "Team and Roles").
4. Open the orders dashboard and start working (see the chapter "Orders and Stations").

How to read this guide

Each chapter stands on its own, so you can read only the one you need. Chapters 1 to 11 explain how things work. Chapters 12 to 14 are troubleshooting chapters: find the heading that matches what you see, then follow the steps. Chapter 15 explains how to contact support.

Tip: When a chapter mentions a message, it quotes its English text. If you work in the Hebrew portal, switch the language in the top bar to see the same screen in English and match it with this guide.

Important: Automated corrections are an aid, not a replacement for professional inspection. Always review the output before you send a job to production.

If you have a question this guide does not answer, write to support@pdfstudio.com.

Account Access

This chapter explains how to create a PDFFlow Studio account, verify your email address, sign in, stay signed in, reset a forgotten password and join a team through an invitation. It is for everyone who uses the portal: studio owners, designers, producers and production staff.

Signing up

Sign-up is free, and no credit card is needed for the trial.

1. Go to www.pdfstudio.com.
2. Click **Sign Up** or **Start Free Trial**.
3. Enter your **full name** and your email address.
4. Enter a **password** and type it again in **confirm password**.
5. Optionally, enter **studio name**.
6. Choose a plan and a billing cycle: **monthly** or **yearly**.
7. Tick the box to agree to the Terms of Service and Privacy Policy.
8. Enter the verification code we email you (see the next section).

If you choose the trial, your account is created immediately. Paid plans are not yet sold online: on the Pricing page they show **Contact us**. Write to sales@pdfstudio.com and we will set up your plan. When online payment opens, it will run through Paddle, our reseller and merchant of record.

Your country is detected automatically at sign-up. You set your studio's country, units and currency later, in the setup wizard or in Settings.

If you already have a licence key

Choose **I have a licence key** and enter the key you received. The key is linked to your new account. If it is a multi-user licence, you join the existing team.

Password rules

Your password must be at least 8 characters long and include:

- an English uppercase letter,
- an English lowercase letter,
- a digit,
- a special character, such as ! or @.

These rules apply everywhere in the portal. If a rule is missing, the message under the field names it, for example **Password must be at least 8 characters long**, or a message that the password must include an English uppercase letter, an English lowercase letter, a digit or a special character. If you see **The passwords don't match**, the two password fields do not match.

The email verification code

Before your account is created, PDFFlow emails a 6-digit code to the address you entered. It is a code, not a link. The sender name is "PDFFlow Studio".

1. Open the email from PDFFlow Studio.
2. Type the 6 digits into the **verification code** field on the sign-up page.
3. Complete the sign-up.

Things to know about the code:

- It is valid for 15 minutes.
- You can ask for a new one with **Send a new code** after a 60-second wait.
- After 6 wrong tries, the code is blocked and you must send a new one.
- If you verified more than 30 minutes before finishing sign-up, you need to verify again.

Tip: When you request a new code, always use the newest email. Older codes no longer work.

The Welcome page

After sign-up you see the **Welcome** page. It shows:

- your licence key with a Copy button,
- your trial end date and the days left,
- next steps: open the dashboard, set up the studio, and upload PDFs.

Important: Keep your licence key safe. You need it to connect PDFFlow IQ or additional devices. You can see it again later under **Studio Management** → **License**, and in **My account**.

Signing in

1. Go to www.pdfflowstudio.com and click **Log In**.
2. In **email or username**, enter your email address or your login name.
3. Enter your password.
4. Click the **Log in** button under the form.

Team members created by the studio can sign in with just their short login name, for example "dana", and their password. The studio is recognised automatically. The full login name looks like "dana@studio-name".

After you sign in, you land in the area for your role: studio staff go to the dashboard, producers go to the producer area, and production-floor accounts go to the production floor.

Staying signed in

Tick **Keep me signed in on this device** to stay signed in for about 7 days. Without it, your session lasts about 8 hours. Only tick it on a computer you trust.

The advanced company-server option

The sign-in page has an option **Advanced: log in to a specific company server** with a licence-key field. You need it only if your company runs its own private PDFflow server. Most customers should leave it empty.

Note: If you entered a key there and see **The company's server can't be found** or **Licence key not found**, clear the licence-key field and sign in without it.

Forgotten password

1. On the sign-in page, click **Forgot password**.
2. Enter the email address you used to sign up.
3. Click **Send reset link**.
4. Open the email and click the reset link. The link is valid for 60 minutes.
5. On the **choose a new password** page, enter your new password.
6. When you see **password reset successfully**, click **Go to sign in**.

For your security, the page always says an email was sent, whether or not the address has an account. If no account uses the address, the email says so instead of giving a link: you probably signed up with a different address, so request the reset again with that one.

Team members who were created by a manager with a short login name may not have an email address on file. If that is you, ask your studio manager to reset your password in **Studio Management → Users → Reset password**.

Changing a password you know

Open the user menu at the top, choose **My account**, then **Change password**. Enter your current password and your new password.

Account logout

After 5 wrong passwords in a row on the same account, the account is locked for 30 minutes. During that time the sign-in page keeps showing "wrong username or password", even if you now type the correct password.

To get back in, wait 30 minutes and then sign in with the correct password, or use **Forgot password**.

Separately, if many sign-in attempts fail from the same network, you see **Too many attempts**. Wait up to 15 minutes and try again.

If your studio manager has deactivated your account, you also see "wrong username or password". Only your studio manager can reactivate you.

Accepting an invitation

When a studio manager invites you by email, you receive a one-time join link that is valid for 7 days.

1. Open the link from the invitation email.
2. Enter your display name in **your name**.
3. Choose a **login name**. Use English letters, digits and . _ - only, starting with a letter or digit.
4. Choose a password that follows the password rules.
5. Click **Join the team**.

You are signed in immediately.

Producers (external customers) receive a similar invitation. It opens **access to the ordering portal** and lets them order on behalf of their company.

If an invitation link does not work, or you cannot sign in at all, see the chapter "Troubleshooting: Access and Sign-in", or write to support@pdfflowstudio.com.

Setting Up Your Studio

This chapter walks you through the studio setup wizard: your studio details, connecting the studio computer, choosing the orders and production folders, connecting your order source, setting up machines and inviting your team. It is for the studio admin (the account owner), who is the only person who can run the setup.

Opening the setup wizard

You can open the wizard in two ways:

- From the Welcome page after sign-up, click **Start studio setup**.
- At any time, open the user menu at the top and choose **Studio setup & connections**.

Only the account admin can run the wizard. Other users see **Studio setup is done by the account admin**.

You can skip any step with **Skip for now** and come back to it later. Finished steps get a green check.

Step 1: Your system

Enter the basic details of your studio:

1. Your studio name.
2. Your country. This sets your time zone and currency.
3. Your units: centimetres or inches.
4. Answer **Where do you manage your orders?**.

The choices are:

- SAP Business One
- Priority
- Hashavshevet
- An invoicing app (Morning / Green Invoice, iCount, Rivhit and similar)
- Another system with a database (SQL Server, PostgreSQL, MySQL)
- Excel / spreadsheets
- No system (PDFlow manages the orders)

You can change this later in Settings.

Step 2: Studio computer

PDFlow Intelligence, the brain of your studio (PDFlow IQ), is a small program on one computer in your studio network. It lets the portal browse and fix files in your orders folder and read your business system. Files are not stored in the cloud; a file you open in the portal is sent to your browser over an encrypted (TLS) connection. Choose a computer that is always on, if you can.

What you need:

- A Windows 10 or 11 (64-bit) computer in the studio with network access to your orders folder.
- Someone who can approve administrator access on that computer.
- Your studio's licence key. It is shown next to the download button, and under **Account**.
- Access to the studio admin's email inbox, for a one-time code.

How to connect it:

1. Click **Download the installer** (PDFlow-IQ-Setup). Do this on the studio computer, or download it elsewhere and copy it over.
2. Open the installer on the studio computer. When Windows asks for administrator approval, approve it.
3. Enter your studio's licence key and click **Next**.
4. We email a 6-digit code to the studio admin. Enter it and click **Next**. The code is valid for 15 minutes.
5. The installer checks the computer. It lists what is already there and downloads only the missing parts from their makers (Ghostscript, and the Microsoft ODBC Driver for SQL Server when you use SAP or another SQL database).
6. Click **Install**. At the end the installer says **PDFlow IQ is running and connected to your studio**.
7. Go back to the portal. Within about a minute you see **Studio computer connected**.

The installer is the same file for every studio. The licence key alone never connects a computer: the emailed code confirms that the studio admin approves it.

To update PDFlow IQ later, run the newest installer on the same computer and choose **Update PDFlow IQ and keep the connection**. No code is needed.

To remove it, use Windows **Settings** → **Apps** → **PDFlow IQ** → **Uninstall** (on installations older than version 3.10.3 the entry may still show the earlier product name). You are asked whether to also delete the computer's PDFlow settings and connection details: choose **Yes** if the computer will no longer be used with PDFlow, or **No** if you plan to reinstall.

You can also connect a studio computer outside the wizard: **My Desktop** → **Connect PDFlow IQ**. After connecting, the computer appears under My Desktop as **connected** or **not connected**.

Note: The connect page also offers an advanced manual install. We recommend the automatic installer. If you are stuck, contact PDFlow support at support@pdfflowstudio.com.

Step 3: Orders folder and production folder

This step needs a connected studio computer. You can also change these folders later in **Studio Management** → **Settings**.

The orders folder

Your **orders folder** is the network folder where your order folders live, one folder per order. Every sub-folder inside it appears on the dashboard as an order. PDFlow also creates a folder there for every new order.

1. Click **Choose orders folder**.
2. Browse to the folder on your network and select it.

The production folder

When a client approves a proof, the whole order folder moves to your **production folder**, and the order enters the **In production** station.

Important: The production folder must be outside the orders folder. Otherwise, moved orders reappear as new orders. The portal warns you about this.

Tip: A production folder on the same network share as the orders folder moves orders instantly. A folder on a different share copies files one by one, which can be slow.

Step 4: Order connection

This step connects PDFlow to the place where your orders come from. You can also do it later in **Studio Management** → **Settings**, on the card **Order database connection**.

A connected studio computer is needed first. The connection is made from the studio computer on your local network. The database password is stored only on that computer; it is not stored in the cloud. PDFlow only reads from your business system; it does not write to it.

SAP Business One

1. Fill in **server address**, the database name, the username and the password.
2. Click **Test connection**.

We recommend a dedicated read-only SAP login. Your IT person can create it with a script PDFlow provides. To get the script, contact PDFlow support at support@pdfflowstudio.com.

Priority

- On-site Priority with an SQL server: choose **Another system** and match the fields.
- Priority cloud: a direct connection is in development. Meanwhile, choose "No system" and import your orders from Excel.

Hashavshevet

- With an SQL database: choose "Another system" and match the fields.
- Otherwise: choose "No system" and import Hashavshevet's Excel export.

Invoicing apps (Morning, iCount, Rivhit and similar)

A direct connection is in development. Meanwhile, PDFlow manages your orders, and you can import customers and items from Excel.

Another database (SQL Server, PostgreSQL, MySQL)

1. Choose the database type.
2. Fill in the connection details.
3. Load the tables.
4. Match the fields in **Field matching**.

Excel or no system

PDFlow manages your orders.

1. Click **Import from Excel/CSV**.
2. Check the columns. They are pre-matched by name, and you can correct them.
3. Click **Check without saving** for a dry run.
4. Import.

Importing again updates existing orders and never duplicates them. You can also create orders with **New order** on the station board. Creating orders in PDFlow is available only when your studio works without a business system.

Naming your system

What is your system called? lets you set the name shown in the portal instead of "SAP", for example "Priority".

Step 5: Machines and stations

Set up your production floor so order lines are routed to machines. If your business system names a machine on each order line, you can import those values and turn them into machines and stations in

one click. Click **Open the workflow builder**. The chapter "Production Floor" explains the builder in detail.

Step 6: Team

Invite your designers, production-floor workers and producers. Click **Go to users and invitations**. The chapter "Team and Roles" explains every option.

Finishing

Click **Finish — go to the dashboard**.

Your studio profile and settings

After setup, you can review and change your studio details at any time in **Studio Management** → **Settings**. There you find:

- studio details,
- country, time zone and units,
- the orders and production folders,
- the order source,
- email notification preferences.

If a step does not work as described, see the chapter "Troubleshooting: Studio Connection", or write to support@pdfstudio.com.

Team and Roles

This chapter explains how to add people to your PDFFlow Studio account, what each role can do, and how to deactivate someone who no longer needs access. It is for studio admins, who manage the team, and for anyone who wants to understand what their own role allows.

Where you manage the team

Everything in this chapter happens in **Studio Management** → **Users**. Only the studio admin sees this page. Other users see **No management permission**.

The page has these sections:

- **Team members:** studio admins and designers.
- **Pending invitations:** invitations sent but not yet accepted.
- **Producers:** your external customer contacts.
- **Production team:** production workers and production managers.

At the top you also see **Seat usage**: how many licence seats are in use and how many are free.

Roles and what they can do

Role	What they can do	Uses a licence seat?
Studio admin / Company admin	The account owner. Sees everything, including Studio Management: users, licence, settings, workflow, analytics and history. Runs the setup wizard.	Yes
Designer	Works on orders, files and tools; claims orders; sends proofs. Does not see the Studio Management menu.	Yes
Producer (external)	A person on your customer's side, bound to a customer card in your business system. Sends orders with files and follows them in their own area only. Never sees your accounting data.	No
Production worker	Sees only the order lines at the machines, stations or departments they are assigned to. Marks steps done, checks quality, reports problems and returns orders to the studio.	No

Role	What they can do	Uses a licence seat?
Production manager	Runs the whole floor or chosen departments: non-conformity decisions, unmatched lines, re-routing and production records.	No

Production workers and production managers cannot change studio data.

Note: A production worker with no assignment sees no work. The portal shows **Not assigned — sees no jobs** next to their name.

Inviting a team member by email

An invitation lets the person choose their own name, login name and password.

1. Go to **Studio Management** → **Users**.
2. In **Pending invitations**, click **Invite by email**.
3. Enter the person's email address.
4. Choose the **role**: designer or admin.
5. Click **Send invitation**.

The person receives a one-time join link that is valid for 7 days. The invitation appears under Pending invitations until they accept it. A pending invitation reserves a seat.

If the email could not be sent, the portal shows the link so you can pass it on yourself. Click **Copy link**. The link is shown only at that moment.

To withdraw an invitation, click **Cancel invitation** next to it.

The chapter "Account Access" describes what the invited person sees when they accept.

Creating a team member directly

Use this when you prefer to set up the login yourself, for example for someone without an email address.

1. Go to **Studio Management** → **Users**.
2. Click **Add user**.
3. Enter the **first name** and **last name**.
4. Enter a **login name (in English)**. Your studio suffix is added automatically, for example dana@your-studio.
5. Enter a password, or click **Generate password**.

6. Choose the role.
7. Click **Create user**.
8. Copy the login details and give them to the person.

Important: The password is shown only once. Copy it before you close the message.

The person signs in with the short login name and password only. PDFlow recognises the studio automatically.

Adding production-floor accounts

Production workers and managers do not use licence seats.

1. Go to **Studio Management** → **Users** → **Production team**.
2. Click **Add to production team**.
3. Choose the role: **Production worker** or **Production manager**.
4. Enter the name, the login name in English and a password (or generate one).
5. Click **Create account**.
6. Click **Assign** and choose the machines, stations or departments this person works at.
7. Click **Save**.

For a production manager, leaving the assignment empty means the whole floor.

Tip: Set up your machines, stations and departments in the workflow builder first. The chapter "Production Floor" explains how.

Adding producers

Producers are your external customer contacts who send orders through the portal. They do not use licence seats. You add them in **Producers** → **Add producer**. The chapter "Producers and Incoming Orders" explains the full process.

Changing a role

In the team list, click **Change role** next to the person and choose the new role.

Resetting someone's password

If a team member forgot their password, or has no email address on file:

1. Find the person in the list.

2. Click **Reset password**.
3. Confirm with **Reset**.
4. Copy the new password shown and give it to the person.

This works for team members, production-floor accounts and producers.

Deactivating and reactivating a user

When someone leaves or no longer needs access, deactivate them instead of sharing their login.

1. Find the person in the list.
2. Click **Deactivate**.

The person's status changes to **Deactivated**, and they can no longer sign in. Deactivating an unused designer is also a way to free a licence seat.

To give access back, click **Activate** next to the person. Only a studio admin can reactivate a user.

Note: A deactivated person who tries to sign in sees "wrong username or password". If a team member reports this, check whether their account is deactivated.

When all seats are taken

If you see **All licence seats are taken** or **There are no free seats on the studio's licence**, you have two options:

1. Deactivate a user who no longer needs access, or cancel a pending invitation.
2. Upgrade your plan in **Studio Management** → **License**.

Remember that producers and production-floor accounts never count as seats.

For help with invitations or sign-in problems, see the chapter "Troubleshooting: Access and Sign-in", or write to support@pdfstudio.com.

Orders and Stations

This chapter explains the orders dashboard, claiming orders, the station board that moves orders from intake to production, and the permanent order history. It is for studio admins and designers who work on orders every day.

The orders dashboard

Click **Orders** in the top bar to open the dashboard.

When your studio computer is connected, the dashboard shows the real order folders from your orders folder. Every sub-folder is one order. For each order you see:

- **Delivery date:** **due today**, **tomorrow** or **overdue**.
- **Urgency:** **Urgent**.
- **Files:** how many files the order contains.
- **Analysis status:** for example **N issues**, **N RGB images** or **low resolution**.
- **Proof status:** **proof sent**, **client approved** or **changes requested**.

Click an order to open its folder in the file workspace, where you can see each file's analysis and run tools. The chapter "Files and Analysis" explains the workspace.

Note: If the studio computer is briefly unreachable, the dashboard shows **Reconnecting — showing the last known state**. Your orders stay on screen and refresh automatically when the connection returns.

Claiming an order

Claiming tells the rest of the team that you are working on an order, so two people do not work on the same job.

1. Find the order on the dashboard.
2. Click **Claim now**.

The order is now locked to you. Other people see **Locked by ...** with your name. They can still click **Open read-only** to look at it without changing anything.

Filtering the dashboard

Use the filters to focus on the orders you need:

- **Mine:** orders you claimed.
- **Free:** orders nobody has claimed.
- **With others:** orders claimed by someone else.
- **Closed:** finished orders.

If you use PDFFlow Connect

Accounts on the PDFFlow Connect track see a local folder board instead. Click **Choose folder** in Chrome or Edge and point it at a folder on your computer. Each sub-folder is an order. Files are uploaded only when you run a tool, and the result is saved back beside the original. PDFFlow Connect is in beta and is included in the free trial.

The browser may ask for permission again. If you see **Reconnect the orders folder**, click **Reconnect** and allow access. Other browsers, such as Firefox or Safari, show **Works in Chrome or Edge**; open the portal in Chrome or Microsoft Edge instead.

The station board

Click **Kanban** in the top bar to open the station board. It shows every order as a card in the column of its current station:

Station	Meaning
Intake	The order has arrived
Design	A designer is preparing the artwork
Prepress	Files are being checked and fixed for print
Ready to print	Files are ready; the order waits for client approval
In production	The client approved and the order is on the floor

Your studio admin can rename stations, and can hide Design or Prepress if your studio does not use them, in the workflow builder.

How orders move

- **Intake** → **Design** happens automatically.
- **Ready to print** → **In production** happens when the client approves the proof.
- The other moves are made by your team, one station at a time.

If you try to skip a station, you see **You can only move to an adjacent station**. A studio admin can override this.

Moving an order to the next station

1. Open the station board.
2. Move the order card to the next column.
3. PDFlow runs a readiness check and shows the result.
4. If all checks pass, the order moves.

Design → **Prepress** requires that:

- a designer has claimed the order,
- every file is linked to an order line,
- every file has a material,
- analysis has finished with no failures,
- there is no unacknowledged change from your business system.

Prepress → **Ready to print** requires that:

- files are organised by material, or all files are print-ready,
- there is no unacknowledged change from your business system,
- when production routing is on, every order line is routed to a machine.

If a check fails, you see **Not all checks passed** with the list of missing items. The best option is to fix the listed items and try again. If you have a good reason, you can click **Move anyway**. This is recorded in the order history.

Orders that go back to Design

An order is flagged for a return to Design when:

- the client asks for changes to the proof, or
- the order changed in your business system after work started. The card shows **Order changed in SAP**.

To clear a change flag, open the order, review what changed, and click **OK — I've seen it**.

Adding a designer's note

In the file workspace you can add a designer's note to an order. A marker then appears on the order's card on the board, so the next person knows to read it.

Creating new orders

If your studio works without a business system, you can create an order with **New order** on the station board. When your orders come from a business system, you create them there as usual.

When orders leave the board

Completed orders leave the board when the order is closed in your business system.

Order history

PDFFlow keeps a permanent history of every order: every claim, tool run, upload and closure, with who did it and when.

1. Go to **Studio Management** → **Order history**.
2. Search for an order number.
3. Read the order's journey from start to finish.

Order history is available to studio admins. The production floor keeps its own detailed production record, described in the chapter "Production Floor".

Tip: Studio admins can see team productivity in **Studio Management** → **Analytics**. The numbers appear as your team claims orders and runs tools.

If orders are missing from the dashboard or not updating, see the chapter "Troubleshooting: Files and Orders", or write to support@pdfflowstudio.com.

Files and Analysis

This chapter explains where your print files live in PDFFlow Studio, how to upload files in the browser, and how to read the automatic analysis results. It is for designers, prepress operators and studio admins.

Two places to work with files

PDFFlow gives you two ways to work with files:

	File workspace on your studio computer	Browser uploads
Where	My Desktop → your studio	Files in the top bar
Where the files are	On your studio network, where they already are	Uploaded to PDFFlow's servers, accessible only to your account
Best for	Everyday order work	Quick checks and one-off files

The file workspace on your studio computer

When your studio computer is connected, open **My Desktop** and choose your studio. You can also open an order from the dashboard, which takes you straight to its folder.

In the workspace you can:

- browse your studio's network folders,
- see thumbnails and the analysis of each file,
- run tools on one file or on many files at once, in place,
- link each file to an order line, and set its material and quantity,
- rename files,
- click **Save by material** to sort files into material sub-folders,
- add a designer's note to the order,
- create a proof for the whole order with **Order proof** / **Create proof**.

Tools in the workspace

You can run these tools on files in the workspace: fix rich black, add bleed, convert to CMYK, PDF/X-4 conversion and check, convert text to outlines, add or remove crop marks, drill holes (on a DrillHole

layer), create a CutContour around the artboard or at the TrimBox, finishing-layer processing, image upscaling, downscale to 300 DPI, PDF cleanup, and a combined **Fix press-ready**.

Fixed files and originals

A fixed file is marked **Fixed · original archived**. PDFFlow keeps the original. To get it back, click **Download original (before fix)**.

Note: If the studio computer is off, you see **PDFFlow IQ is not connected right now**. The data shown is from its last report.

Uploading files in the browser

1. Click **Files** in the top bar.
2. Drag your files into the page, or click **Choose files**.
3. Wait while the files upload and are analysed.

Accepted file types: PDF, TIFF, JPG, PNG and EPS.

Each file shows a status:

Status	Meaning
Waiting	The file is in the queue
Analysing	PDFFlow is checking the file
Ready	Analysis finished; results are available
Error	Something went wrong with this file

To see the results, open the file. You can also **Download** or **Delete** it.

Browser-uploaded files are the ones you use with the browser tools. The chapter "Prepress Tools" explains them.

What the analysis checks

PDFFlow analyses every file automatically. The results are shown under **Analysis results** for browser uploads, and next to each file in the studio workspace.

Check	What it tells you
Page size	The size of each page
Colour mode and colour space	Whether the file is RGB or CMYK, and whether it uses spot colours

Check	What it tells you
Image resolution	Resolution compared with the real print size
Fonts	Whether fonts are missing or not embedded
Layers	Which layers the file has, such as finishing layers
Bleed	Whether the file has bleed
Transparency	Whether the file contains transparency
PDF/X status	Whether the file meets PDF/X
Pages	How many pages the file has
Health score and findings	An overall score, with errors and warnings listed

Resolution is judged against the real print size

PDFFlow does not use a fixed 300 DPI rule. It judges image resolution against the size the job will actually be printed at. In the studio workspace you may see a message such as **Recommended for printing up to W×H cm at this quality**. This tells you the largest size the file can be printed at with good quality.

Reading the findings

The findings are listed as **errors** and **warnings**. Deal with errors before the file goes to print, and review each warning to decide whether it matters for this job.

On the orders dashboard, the same results appear as short labels, for example **N issues**, **N RGB images** or **low resolution**.

Large files

Very large files get a quick first result, and the message "full analysis continues in the background" tells you the complete analysis is still running. Come back a little later to see the full results.

Important: The analysis helps you catch problems early, but it does not replace a professional check. Always review a file before it goes to production.

Files and the station board

Analysis also matters for moving orders. To move an order from Design to Prepress, analysis must have finished with no failures, every file must be linked to an order line, and every file must have a material. The chapter "Orders and Stations" explains the readiness checks.

If an upload fails or the analysis does not finish, see the chapter "Troubleshooting: Files and Orders", or write to support@pdfstudio.com.

Prepress Tools

This chapter explains each prepress tool you can run in the browser: what it does, when to use it, how to run it and what to check afterwards. It is for designers and prepress operators.

Where the tools are

Click **Tools** in the top bar. The browser tools work on files you uploaded under **Files**. The processing runs on PDFFlow's servers, and you download the result in your browser.

If your studio computer is connected, you can also run tools directly on files in your order folders from **My Desktop**. That workspace offers more tools and saves results beside the originals. The chapter "Files and Analysis" describes it.

How to run any tool

Every browser tool works the same way:

1. Click **Tools** and choose a tool.
2. Under **1. Choose a file**, pick one of your uploaded files. If the list is empty, you see **No files — upload files first**. Upload a file on the Files page, then come back.
3. Under **2. Settings**, choose the options for the tool. Some tools have no options.
4. Click **Run**.
5. Wait while the file is processed. You see **Queued for processing** and then **Processing on the server**.
6. When you see **Processing completed successfully**, click **Download processed file**.

Messages you may see

Message	Meaning	What to do
Processing completed successfully	Done	Download the result and check it
Processing failed on the server. Check the file and try again.	Processing failed	Check that the file opens correctly, re-export it as PDF if needed, and run the tool again
Processing is still running on the server. Check again later on the Files page.	The file is large and still processing	Come back later and check the Files page

Important: Automated corrections are an aid, not a replacement for professional inspection. Always open and review the processed file before it goes to production.

The tools

Preflight check

What it does: A full quality check of your PDF: resolution, colour, fonts, bleed and transparency.

When to use it: Before you send any file to print, and whenever you receive a file from a client.

Options: None.

What to check afterwards: Read the list of findings. Fix errors first, then review each warning. Remember that PDFFlow judges resolution against the real print size, not a fixed 300 DPI.

Rich black fix

What it does: Converts black in your file to a press-ready rich CMYK black.

When to use it: When large black areas would print as a flat, weak black.

Options: Black type:

- warm rich black (the default),
- cool rich black,
- registration.

What to check afterwards: Open the result and look at the black areas, and especially at text and thin lines, before you print. PDFFlow's rule is that text and thin lines stay pure black (K only), so they print sharply.

Bleed generation

What it does: Adds bleed around your design automatically.

When to use it: When a file has no bleed, or too little bleed, for a job that will be trimmed.

Options: Bleed size (mm): 3, 4 or 5 mm. The default is 3 mm.

What to check afterwards: Look at the edges of the result. Make sure the extended area looks natural and that nothing important sits too close to the trim line.

Convert to CMYK

What it does: Converts RGB colours to CMYK using an ICC profile.

When to use it: When the analysis shows RGB images or RGB colour in a file that will print on a CMYK press.

Options: ICC profile:

- FOGRA39 (the default),
- FOGRA51,
- GRACoL2013.

Choose the profile that matches your press and paper. If you are not sure which one to use, ask your print production manager.

What to check afterwards: Compare the colours with the original. Bright RGB colours can look duller in CMYK. This is normal, but check that the result is acceptable for your client.

Resolution enhancement (AI)

What it does: Upscales low-resolution images with AI.

When to use it: When an image is too small for the size it will be printed at, and you cannot get a better original from the client.

Options:

- **Scale factor:** ×2 or ×4. The default is ×2.
- **Format:** PNG or JPEG. The default is PNG.

What to check afterwards: Zoom in on the result, especially on faces, text in the image and fine detail. Upscaling improves a low-resolution image but cannot recover detail that was never there.

Tip: Always ask the client for a higher-resolution original first. Use upscaling when that is not possible.

Dieline layers

What it does: Creates or fixes a finishing layer as a real spot-colour layer.

When to use it: For jobs that are die-cut, creased, perforated or drilled, when the cut lines are missing or not set up correctly.

Options: Layer type:

- CutContour (the default),
- Crease,
- Perforation,
- DrillHole.

What to check afterwards: Open the result and check that the finishing layer is on its own layer, in the right place, and named as your cutting equipment expects.

Tools available only in the studio workspace

When your studio computer is connected, the file workspace offers additional tools that are not in the browser Tools page, including PDF/X-4 conversion and check, convert text to outlines, add or remove crop marks, create a CutContour around the artboard or at the TrimBox, downscale to 300 DPI, PDF cleanup, and a combined **Fix press-ready**. In the workspace you can also run a tool on many files at once.

Fixed files in the workspace are marked **Fixed · original archived**, and the original can always be downloaded with **Download original (before fix)**.

If a tool fails repeatedly on the same file, or the result looks wrong, see the chapter "Troubleshooting: Files and Orders", or write to support@pdflowstudio.com with the file name and the time you ran the tool.

Proofs and Client Approval

This chapter explains how to create a proof for an order, send it to your client, what your client sees, and what happens when they approve or ask for changes. It is for designers and studio admins who send proofs, and it is also useful to share with clients who are unsure how to approve.

How proof approval works

PDFlow lets your client approve an order without phone calls. You create one proof sheet for the whole order, send your client a secure link, and your client approves from any device, including their phone. When they approve, the order moves to production on its own.

Before you create a proof

A proof is most useful when the order's files are already organised. Before you create it, make sure that in the file workspace:

- every file is linked to its order line,
- every file has a material and quantity set.

The proof shows each graphic with its quantity, size and material, grouped by order line, so this information comes from what you set on the files.

Creating a proof

Proofs are created from an order in the file workspace on your studio computer.

1. Open the order from the dashboard. Its folder opens in the file workspace.
2. Click **Order proof** or **Create proof**.
3. PDFlow builds one proof sheet for the whole order: every graphic, with quantity, size and material, grouped by order line.
4. Review the proof before you send it.

Sending the proof to your client

You have two options:

- **Email the client:** PDFlow emails the approval link to your client.
- **Copy link:** copy the link and send it yourself, for example in a message you already have open with the client.

The order's status on the dashboard changes to **Proof sent**.

Important: The approval link is valid for 7 days. If your client has not responded by then, send a new proof link.

What your client sees

Your client opens the link on any device. They do not need an account or a password.

They see the proof with the size, material and quantity of every item, and two choices:

- **✓ Approve the proof:** the client enters the approver's full name and confirms that colours on screen can differ from the printed result.
- **Request changes:** the client writes a comment explaining what they want changed.

Tip: If your client is not sure what to do, tell them: "Open the link, check each item's size, material and quantity, then tap Approve, or tap Request changes and write what you need."

Messages your client may see

Message	Meaning	What to do
The link has expired or is not valid. Contact the studio for a new link.	The link has expired or is not valid	The studio sends a new proof link
This proof has already been answered.	This proof has already been answered	Nothing to do; the studio already has the answer

When the client approves

When your client approves:

1. The dashboard shows **Client approved**.
2. The whole order folder moves from your orders folder to your production folder automatically.
3. The order enters the **In production** station on the station board.
4. The order's lines appear on the production floor for the workers at the right machines and stations.

Note: For the automatic move to work, your production folder must be set in **Studio Management** → **Settings**, and it must be outside the orders folder. See the chapter "Setting Up Your Studio".

When the client requests changes

When your client asks for changes:

1. The dashboard shows **Changes requested**.
2. The order is flagged for a return to **Design**.
3. Read the client's comment.
4. Make the changes to the files.
5. Create a new version of the proof and send it to the client.

The approved proof version is also what production workers see on their job cards, so they always work from what the client approved.

Good practice

- Check the proof yourself before you send it. The client approves what they see.
- Send the proof as soon as the files are ready, so the 7-day link does not run out while the client is still deciding.
- If a client says the link does not work, send a fresh link rather than forwarding the old one.

If a proof link does not open, or an approved order does not move to production, see the chapter "Troubleshooting: Files and Orders", or write to support@pdflowstudio.com.

Producers and Incoming Orders

This chapter explains external producers: how a studio adds them, how producers send orders and files through their own ordering portal, and how the studio links incoming orders to its business system. The first part is for studio admins; the second part is for producers themselves; the last part is for studio staff who handle incoming orders.

What a producer is

A producer is a person on your customer's side, for example a buyer or project manager at a company that orders print from you regularly. In PDFFlow, each producer is bound to that customer's card in your business system.

Producers:

- send orders with artwork through their own ordering portal,
- follow their own orders only,
- never see your studio's accounting data,
- do not use licence seats.

Note: Currently, producers are bound to an SAP customer card. SAP must be connected and your studio computer must be online when you add a producer.

For the studio: adding a producer

1. Go to **Studio Management** → **Users** → **Producers**.
2. Click **Add producer**.
3. Search for the customer card in SAP by name or code.
4. Pick a contact person from that card.
5. Choose how to give access: - **Invite by email**: the producer receives a link and chooses their own login name and password. - **Create user now**: you set the password and hand it over.

If you see **SAP is not configured in the studio**, set up your SAP connection in **Studio Management** → **Settings** first.

You can reset a producer's password, deactivate a producer or reactivate them from the same list, just like team members.

For producers: using the ordering portal

When you sign in as a producer, you land in the ordering portal. You see only your own company's orders.

Sending a new order

1. Click **New order**.
2. Enter the **order subject**.
3. Choose the requested delivery date.
4. Add items. Pick each item from the studio's item list, or describe it in words if you cannot find it.
5. Enter the quantity for each item.
6. Drag the artwork file onto each item.
7. Add any extra files, such as sketches or references, under **Additional files for the order**.
8. Send the order.

Your draft is saved automatically while you type. You see **Saving draft....** You can leave and resume the draft later.

Supported files

You can upload PDF, AI, EPS, PSD, TIF/TIFF, JPG, PNG, BMP, WEBP, SVG and ZIP files. Very large files are supported, up to about 5 GB per file by default. If you see **This file type is not supported**, save the file in one of the formats above.

File checks

Each file is checked against its item. For example:

- die-cut items need a CutContour spot line on its own layer, set to overprint,
- creased or folded items need a Crease spot line.

If a check finds a mismatch, you can replace the file, or confirm it as it is with **I confirm the file as it is**. The studio sees that you confirmed it.

Following your orders

Open **My orders** to see your orders and their stages. **Production progress** shows where each item is on the production floor right now.

Cancelling an order

You can cancel an order only before the studio starts working on it. After that, contact the studio directly.

Changing your company details

Your company name, contacts and VAT number come from the studio's records. To change them, contact the studio.

Tip: If you cannot sign in, contact the studio that invited you. They can reset your password.

For the studio: handling incoming orders

Click **Incoming orders** in the top bar. A badge shows how many orders are waiting. The screen has two lists:

- **Waiting to be linked:** new orders from producers.
- **Linked:** orders you have already linked.

Linking an incoming order

1. Open the incoming order.
2. Check the artwork. Each file has been checked against its item, and any mismatch the producer confirmed "as is" is shown.
3. Open the order in SAP as you normally do.
4. In the portal, click **Link to SAP order**.
5. Type the SAP order number, digits only.
6. Click **Link and copy files**.

PDFFlow creates the order folder on your studio computer and copies the producer's files into it. The order then appears on your dashboard like any other order.

If the SAP order belongs to a different customer, the portal asks **Link anyway?** before linking. Check the order number before you confirm.

Items described in words

When a producer described an item in free text, the order shows **Item needs to be matched**. Pick the real item from your catalogue before linking.

Messages on the incoming screen

Message	What to do
PDFFlow IQ is not connected right now — the order was saved, try again when the computer is on	Your studio computer is offline. The order is saved; try again when the computer is on
The orders folder has not been set yet (Studio Management → Settings)	Choose your orders folder in Studio Management → Settings

Message	What to do
Some files were not copied	Some files were not copied. Click Copy the files again

Direct uploads when the studio is offline

Producers' files go to your studio. If your studio computer is offline and a file is too large to hold temporarily, the producer sees **The studio is not connected right now and the file is too large to store in the cloud — try again when the studio is back online**. Make sure your studio computer stays on during working hours.

For more help, see the chapter "Troubleshooting: Files and Orders", or write to support@pdfstudio.com.

Production Floor

This chapter explains the production floor in PDFFlow Studio: what production workers and production managers see, how to use job cards, how quality checks and non-conformities work, and how the studio admin sets up machines, stations and departments in the workflow builder. It is for production staff, production managers and studio admins.

How work reaches the floor

When a client approves an order's proof, the order enters the **In production** station. Each order line is routed to the right machine or station, and it appears as a job card for the people assigned there.

Routing works automatically when your business system names a machine on each order line, and that name is linked to a machine in the workflow builder.

Note: If you see **The production process has not been set up yet**, the studio admin must set up machines and stations first. See "The workflow builder" below.

For production workers

Open **Production** in the top bar. Production-floor accounts land here automatically after signing in.

You see job cards only for the machines, stations or departments you are assigned to. If you see no work, either nothing is waiting, or you have not been assigned yet. Ask your studio admin to assign you.

What a job card shows

- the order and the order line,
- size and quantity,
- the sales agent,
- designer notes,
- the files,
- the approved proof version.

Buttons on a job card

Button	When to use it
Done	You finished your step on this line

Button	When to use it
Passed	The item passed your quality check
Failed	The item failed your quality check
Report a problem	Something is wrong with the item or the job
Return to studio	The job cannot continue and needs the studio's attention

Return to studio sends the order back to **Ready to print** with your note, so the studio knows why.

Choosing where an item goes next

When your station leads to more than one place, PDFlow asks **Where does ... go next?** Choose the next machine or station.

Marking several jobs done at once

Use **Group by item** to mark several orders with the same item done in one go.

Reporting a problem

1. On the job card, click **Report a problem**.
2. Choose the reason: print defect, colour off, wrong size, wrong or damaged material, finishing defect, file problem, handling damage, or other.
3. Add a note if it helps.
4. Submit the report.

The line is then held with **Waiting for a production manager's decision** until a production manager decides what to do.

Note: If the studio computer is off, line details and files are unavailable, but you can still mark steps done.

For production managers

Production managers see the whole floor, or only the departments they were assigned to.

Deciding on non-conformities

When a worker reports a problem, choose one of these decisions:

Decision	Meaning
Reprint	Print the item again

Decision	Meaning
Rework	Fix the item, starting again from a step you choose
Use as is	Use the item despite the problem. A justification is required
Scrap	Discard the item

Routing unmatched lines

Unrouted lines lists order lines where your business system sent a machine name that does not match any machine in PDFlow. Pick the right machine for each line. To stop this happening again, the studio admin can add that name to the machine in the workflow builder.

Reports

Production managers can see reports on first-pass quality, the average time per step, and non-conformities by reason and by decision.

The production record

The production record is a permanent, traceable history of every order line: who did what, where and when. You can print it, save it as PDF, or download it as CSV. Use it to answer customer questions, investigate a problem, or support your quality system.

The workflow builder (for studio admins)

Open **Studio Management** → **Workflow**. Here you describe how your studio and your floor work.

Studio stations

Rename the studio stations to match your language, and hide **Design** or **Prepress** if your studio does not use them.

Machines

Add your printers, cutters and other machines. For each machine:

1. Enter its name.
2. Set its **default finishing route**: the stations an item goes through after this machine.
3. Enter the machine's name or names as they appear in your business system, so order lines are routed to it automatically.

Routing turns on when you add your first machine.

Stations without a machine

Add stations for work that does not need a machine, such as finishing, lamination, mounting, packing, quality control, installation and delivery.

Departments

Group machines and stations by floor area or team. Departments make it easy to assign workers and managers.

Importing from SAP

Click **Import from SAP** to load the machine values from your SAP order lines and turn them into machines and stations in one go.

Non-conformity reasons

Edit the list of reasons workers can choose when they report a problem.

Deleting and retiring

You can delete an item you created by mistake. An item that production already used is retired instead of deleted, so your records stay complete.

The builder also shows a visual flow chart of your routes, and this view is being extended.

Assigning people

After setting up the floor, add production workers and managers in **Studio Management** → **Users** → **Production team**, and assign each person to machines, stations or departments. A production manager with no selection covers the whole floor. The chapter "Team and Roles" explains how.

If workers see no jobs or lines are not routed, write to support@pdfstudio.com.

Licences and Plans

This chapter explains the free trial, the plans listed on the PDFFlow pricing page, where to see your licence status, what happens when a trial ends, and how to get help with billing. It is for studio owners and admins who manage the account; designers will find the section on the trial ending useful too.

Every account needs a licence

Every PDFFlow Studio account needs an active licence, either a trial or a paid plan. Your plan sets how many users (seats) and devices you can have.

Producers and production-floor accounts (production workers and production managers) do not count as seats. Only studio admins and designers use seats.

The free trial

- The trial lasts 2 months (60 days).
- You get full access to all tools.
- No credit card is needed.
- The trial is offered once per customer.

From 4 days before the end of your trial, a reminder appears: **N days left in your trial**, with an upgrade button.

The plans

These are the public list prices from the Pricing page, in euros. Yearly billing saves about 20%.

Plan	Price	Users	Devices	Highlights
Trial	Free, 2 months	1	1	Web portal
Starter	€49/month (€470/year)	1	2	
Professional	€149/month (€1,430/year)	Up to 5	10	Web portal for the admin, user management, team file sharing
Business	€349/month (€3,350/year)	Up to 20	40	Web portal for all users, productivity analytics, full studio management, custom ICC profiles; includes the PDFFlow Studio track

Plan	Price	Users	Devices	Highlights
Enterprise	Custom pricing	Unlimited	Unlimited	API and integrations, on-premise deployment, custom SLA

For Enterprise pricing, click **Contact Sales** on the Pricing page.

The two product tracks

The Pricing page also shows two ways of working with PDFFlow:

- **PDFFlow Studio** — "one installed agent, your whole team, from anywhere". One program is installed on your studio's main computer, and everyone on your account works from any computer through the browser. Files stay on your studio storage. It is available now, on the Business and Enterprise plans.
- **PDFFlow Connect** — "zero install, straight from your browser". It works in Chrome or Edge only. You point it at a folder on your computer, files are read locally, and orders appear only on that computer and browser. It is intended for a solo operator or a single workstation (Trial, Starter and Professional plans). PDFFlow Connect is in beta and is included in the free trial.

Choosing a plan at sign-up

When you sign up, you can choose a plan and **monthly billing** or **yearly billing**. Choosing the trial creates your account immediately. Paid plans are not yet sold online: the Pricing page shows **Contact us** for them, and sales@pdfflowstudio.com sets up your plan. When online payment opens, it will run through Paddle, our reseller and merchant of record. PDFFlow never stores your full card details.

Seeing your licence status

Go to **Studio Management** → **License**. Only the studio admin can see this page. It shows:

- your plan and billing cycle,
- your trial end date or next renewal date,
- the price,
- usage: users and devices,
- your licence key.

From this page you can also:

- **Upgrade plan,**
- **Manage billing,**
- **Cancel subscription.**

You can also see your licence key in **My account**.

Important: Keep your licence key safe. You need it to connect PDFFlow IQ or additional devices. Never send your full licence key by email, including to support.

Changing or cancelling your plan

- **Upgrades** take effect immediately.
- **Downgrades** take effect at the end of the current billing period.
- **Cancelling** is possible at any time and takes effect at the end of the current billing period.

When the trial ends

When your trial ends, your account pauses. A screen titled **Your trial has ended** covers the app.

Your data is kept: files, orders, settings and team all stay as they were.

- **If you are the studio admin:** click **Upgrade now** and choose a plan. Your account continues where you left off.
- **If you are a designer:** the screen asks you to contact your studio manager, who can upgrade the account.

While the account is paused, only the licence page, **My account** and checkout stay reachable.

When all seats are used

If you see **No free licence seats** or **All licence seats are taken**, you have two options:

1. Deactivate a user who no longer needs access, in **Studio Management** → **Users**.
2. Upgrade your plan in **Studio Management** → **License**.

Billing questions

The PDFFlow team handles every billing question personally. Contact PDFFlow support at support@pdfflowstudio.com, or use the contact form on www.pdfflowstudio.com and choose the topic "pricing & licensing", for:

- invoices and charges,
- refunds and VAT,
- custom prices and discounts,
- extending a trial,
- moving a licence,
- a payment that failed, or a payment page that showed **We could not verify the payment**.

Tip: If a payment page showed an error, first check your email for your licence key. If it did not arrive, write to support@pdfstudio.com with the time of the payment and the email address you used. Never include your card details.

Troubleshooting: Access and Sign-in

This chapter helps you solve problems with signing up, the email verification code, signing in, resetting your password, a locked account and invitation links. It is for anyone who cannot get into PDFFlow Studio. Find the heading that matches what you see and follow the steps.

I didn't receive the verification code

Why this happens: The email may be in your spam or promotions folder, it may be delayed, or the email address may have a typo.

What to do:

1. Check your spam and promotions folders for an email from "PDFFlow Studio".
2. Wait a minute; emails can take a little time to arrive.
3. Check the spelling of the email address on the sign-up page.
4. After 60 seconds, click **Send a new code**.
5. Use the code from the newest email only.

If you see **We couldn't send the code. Check the address and try again.**, the address is probably mistyped. Correct it and try again.

If the code still does not arrive after a couple of attempts, contact PDFFlow support at support@pdfflowstudio.com.

The site says my code is wrong, expired, or I tried too many times

Why this happens: The code is valid for 15 minutes and is blocked after 6 wrong tries. Each time you request a new code, the older codes stop working.

What to do:

1. If you see **Wrong code — check the email and try again**, retype the code from the newest email.
2. If you see **The code has expired — you can send a new one**, click **Send a new code**.
3. If you see **Too many attempts — send a new code**, click **Send a new code**.
4. Enter the new code within 15 minutes.

Sign-up says my email must be verified

Why this happens: You see **Verify your email address with the code sent to it** when the code was not entered, or when you verified more than 30 minutes before finishing sign-up.

What to do:

1. Enter the verification code, if you have not done so.
2. If you verified a while ago, click **Send a new code** and verify again.
3. Complete the sign-up straight away.

Sign-up says the username already exists

Why this happens: **User creation failed... the username may be taken** or **Username already exists** means an account may already exist with these details.

What to do:

1. Go to **Log In** and try to sign in.
2. If you do not remember the password, click **Forgot password**.

If you believe this is a mistake, contact PDFlow support at support@pdfflowstudio.com.

My password is not accepted at sign-up

Why this happens: Passwords must be at least 8 characters and include an English uppercase letter, an English lowercase letter, a digit and a special character, such as ! or @.

What to do:

1. Read the message under the password field; it tells you which rule is missing.
2. Check that your keyboard is set to English.
3. Type the same password in both fields. **The passwords don't match** means the two fields differ.

It says "wrong username or password"

Why this happens: You see **Incorrect username or password** when the details are wrong. You see the same message when the account is temporarily locked after 5 wrong passwords (for 30 minutes), or when your studio manager has deactivated your account.

What to do:

1. Check that Caps Lock is off and that your keyboard is set to English.
2. Try your email address, or your short login name (for example "dana"), in the **Email or username** field.
3. If you tried several times, wait 30 minutes, then sign in carefully with the correct password.
4. If you still cannot sign in, click **Forgot password** and set a new password.
5. If you are a team member, ask your studio manager. They can reset your password or reactivate your account in **Studio Management** → **Users**.
6. If you are a producer, contact the studio that invited you.

It says "too many attempts, wait a minute"

Why this happens: You see **Too many attempts. Wait a minute and try again.** after too many failed sign-ins from the same network.

What to do:

1. Wait up to 15 minutes.
2. Sign in carefully with the correct details.

Sign-in fails with a licence-key or company-server error

Why this happens: You filled in the licence-key field under **Advanced: log in to a specific company server**. It is needed only by companies that run their own private PDFlow server. Messages include **The company's server can't be found** and **Licence key not found**.

What to do:

1. Clear the licence-key field.
2. Sign in with only your username and password.

It says the service is not available

Why this happens: **The service is unavailable right now. Try again in a moment.** or **The sign-up server is unavailable right now** means a temporary service problem.

What to do:

1. Wait a few minutes.
2. Try again.

If it continues for more than a few minutes, contact PDFlow support at support@pdfflowstudio.com.

I didn't receive the password reset email

Why this happens: The email may be in spam, you may have used a different address, or you may be a team member without an email address on file.

What to do:

1. Check your spam and promotions folders.
2. Wait a few minutes.
3. Make sure you entered the address you signed up with, and request again.
4. If you are a team member who signs in with a short login name, ask your studio manager to reset your password in **Studio Management** → **Users** → **Reset password**.

If you are the account owner and still receive no email, contact PDFlow support at support@pdfflowstudio.com.

The email says no account uses my address

Why this happens: You asked to reset a password with an address that has no PDFFlow Studio account. You probably signed up with a different email address.

What to do:

1. Request the reset again with the other address you might have used.
2. If you sign in with a short login name as a team member, ask your studio manager to reset your password.
3. If you never had an account, sign up with the link in the email.

The reset link doesn't work

Why this happens: **The reset link is invalid or incomplete** means the link is broken or cut off, often because only part of it was copied. **Password reset failed. The link may have expired** means the link is older than 60 minutes or was already used.

What to do:

1. Click **Request a new link**.
2. Open the newest email.
3. Click the link directly in the email, instead of copying it.
4. Choose your new password within 60 minutes.

My invitation link doesn't work

Why this happens: **This invitation cannot be used** means the link is invalid, older than 7 days, cancelled or already used.

What to do:

1. Ask your studio manager to send a new invitation.
2. Open the new link within 7 days.

It says there are no free seats

Why this happens: **There are no free seats on the studio's licence — contact your manager** means all licence seats on the studio's plan are taken.

What to do:

1. Tell your studio manager.
2. The manager can deactivate an unused user or cancel a pending invitation, or upgrade in **Studio Management** → **License**.

The login name I chose is taken

Why this happens: That login name is taken — **choose another** means someone in the studio already uses that login name.

What to do: Choose a different login name, using English letters, digits and . _ - only.

I can't see "Studio Management"

Why this happens: Only the studio admin sees Studio Management. Other users see **No management permission**.

What to do: Ask your studio admin to make the change for you, or to change your role.

A screen says "Your trial has ended"

Why this happens: The 2-month free trial is over and the account is paused. Your files, orders, settings and team are kept.

What to do:

1. If you are the studio admin, click **Upgrade now** and choose a plan.
2. If you are a designer, ask your studio manager to upgrade the account.

The chapter "Licences and Plans" explains what stays reachable while the account is paused.

When to contact support

Write to support@pdfstudio.com if a problem continues after these steps, if the account owner cannot get back in, or if you suspect someone else has accessed your account. Never send your password in an email.

Troubleshooting: Studio Connection

This chapter helps you solve problems with the studio computer, where PDFlow Intelligence (PDFlow IQ), the brain of your studio, runs, the installer, the orders and production folders, and the connection to your order source, such as SAP. It is for studio admins and the person who looks after the studio computer. Find the heading that matches what you see and follow the steps.

The installer says the licence key was not found

Why this happens: You see **This licence key was not found or is not active**. The key was mistyped, or the licence has expired or is suspended.

What to do:

1. Copy the key from the portal: it is shown next to **Download the installer**, and under **Account**.
2. Paste it into the installer exactly, including the dashes (PDF-XXXX-XXXX-XXXX-XXXX).
3. If the licence has expired, see the chapter on licences and plans.

The installation code does not arrive, or is not accepted

Why this happens: The code goes to the studio admin's email address, not necessarily to the person installing. It is valid for 15 minutes, and a new one can be requested once a minute.

What to do:

1. Ask the studio admin to check their inbox and spam folder. The installer shows the start of the address it was sent to.
2. If the code expired or was entered wrong too many times, click **Back** in the installer, then **Next** again to get a new code.

The installer finished but the computer shows "Offline"

Why this happens: PDFlow IQ was installed but has not reported to the portal yet. It may still be starting, the computer may have no internet access, or security software may be blocking it from going online.

What to do:

1. Wait two minutes and refresh the portal page.
2. Restart the studio computer. PDFlow IQ starts with Windows.
3. Make sure the computer can open <https://www.pdfflowstudio.com> in a browser.
4. If it still shows **Offline**, contact PDFlow support at support@pdfflowstudio.com. Tell us the computer's name as shown in the portal and the message the installer showed at the end.

Windows or my antivirus warns about the installer

Why this happens: Windows and some antivirus programs warn about, or briefly hold for analysis, installers they have not seen often yet.

What to do: Download the installer only from the portal (**Download the installer**). Do not disable your antivirus, firewall or Windows security. If the warning blocks the installation, contact PDFlow support at support@pdfflowstudio.com and tell us exactly what it says. A screenshot helps.

I don't have administrator access on the studio computer

Why this happens: Windows asks for administrator approval once during installation.

What to do: Ask the person who manages the computer, such as your IT person, to run the installer with you and approve the prompt.

The studio computer shows "not connected"

Why this happens: You see **PDFlow IQ is not connected right now**, or the computer shows **Not connected** under My Desktop. The studio computer is off, asleep, restarting, or has lost its internet connection.

What to do:

1. Make sure the studio computer is switched on and awake.
2. Check that it has an internet connection.
3. Wait a minute; PDFlow IQ starts with Windows.
4. Refresh the portal page.

Tip: Set the studio computer's power settings so it does not go to sleep during working hours.

While the computer is off, the portal shows data from its last report. If it stays disconnected after these steps, contact PDFlow support at support@pdfflowstudio.com.

The dashboard says it is reconnecting

Why this happens: **Reconnecting — showing the last known state** means a short connection drop.

What to do: Wait. The board refreshes automatically.

It says the orders folder is not set

Why this happens: You see **No orders folder has been set** or **The orders folder has not been set yet** when no orders folder has been chosen yet.

What to do:

1. Go to **Studio Management** → **Settings**.

2. Click **Choose orders folder**.
3. Select the network folder where your order folders live.

The dashboard is empty

Why this happens: No orders on the server yet means the chosen folder is wrong or empty, or it has no sub-folders yet.

What to do:

1. Check which folder is selected in **Studio Management** → **Settings**.
2. Make sure that folder contains your order folders. Each sub-folder is one order.
3. Click **Rescan**.

It says a folder is not available on PDFFlow IQ

Why this happens: The folder ... is not available on PDFFlow IQ means the folder was deleted or moved, or it is outside the folders the studio computer can reach.

What to do:

1. Check that the folder still exists on your network storage.
2. Check that the studio computer can open it.
3. Select the folder again in **Studio Management** → **Settings**.

Approved orders reappear as new orders

Why this happens: Your production folder is inside your orders folder, so moved orders are picked up again.

What to do:

1. Go to **Studio Management** → **Settings**.
2. Choose a production folder outside the orders folder.

Moving approved orders to production is slow

Why this happens: The production folder is on a different network share, so files are copied one by one.

What to do: Choose a production folder on the same network share as the orders folder. Moves on the same share are instant.

Test connection says "Could not reach PDFFlow IQ"

Why this happens: The connection test runs on the studio computer, not in the cloud. **Could not reach PDFFlow IQ** means the portal cannot reach that computer at all, so SAP was never asked. It is not a wrong SAP password or address.

What to do:

1. Check the studio computer's status on the dashboard or under **My Desktop**. If it shows **Offline** or **Not connected**, fix that first. See **The installer finished but the computer shows "Offline"** and **The studio computer shows "not connected"**.
2. When the computer shows as connected, click **Test connection** again.

Tip: Connect PDFlow with a dedicated read-only database login, not the SQL administrator (sa). PDFlow only reads, and a read-only login keeps your business data safe.

The SAP connection test fails

Why this happens: **No connection to SAP from the studio computer** means the studio computer is connected, but the SAP server cannot be reached from it, or the details are wrong.

What to do:

1. Check that the SAP server is running.
2. Check that the studio computer can reach the SAP server on your network.
3. Check the **server address**, database name, username and password.
4. Click **Test connection** again.

It says the SQL Server connection component is missing

Why this happens: **The SQL Server connection component is missing (pyodbc / ODBC Driver 17)** means the Microsoft ODBC Driver for SQL Server is not installed on the studio computer.

What to do: Run the newest installer again on the studio computer and choose **Update PDFlow IQ and keep the connection**. On the checks page, make sure **Microsoft ODBC Driver for SQL Server** is ticked; the installer downloads it from Microsoft. If the message stays, contact PDFlow support at support@pdfflowstudio.com.

SAP says the read-only user has no permission

Why this happens: You see **The SAP read-only user does not have permission...** or **SAP returned no values — check the CUFD / UFD1 permissions**. The read-only SAP login does not have all the read permissions PDFlow needs.

What to do: Your SAP administrator must grant the read permissions. PDFlow provides a script for this; contact PDFlow support at support@pdfflowstudio.com to get it. Do not change SAP permissions yourself unless you are the SAP administrator.

It says SAP is not configured when I add a producer

Why this happens: **SAP is not configured in the studio** means no order source is connected yet. Producers are bound to an SAP customer card.

What to do:

1. Connect SAP in **Studio Management** → **Settings** → **Order database connection**.
2. Make sure the studio computer is online.
3. Add the producer again.

The order source settings say to connect PDFlow IQ first

Why this happens: **Connect PDFlow IQ first** appears because the connection to your business system is made from the studio computer.

What to do: Connect your studio computer first (setup wizard step 2), then return to the order source settings.

My system (Priority cloud, Morning, iCount, Rivhit) is not in the list

Why this happens: Direct connections to Priority cloud and to invoicing apps are in development.

What to do: Choose "No system" and import your orders, customers and items from Excel with **Import from Excel/CSV**. On-site Priority or Hashavshevet with an SQL database can be connected through **Another system**.

I'm looking for the desktop application

Why this happens: PDFlow is now web-first, and the desktop-installer download page was removed from the website. Old desktop download links now open the dashboard. The only installer in the portal is the studio computer's installer (PDFlow IQ).

What to do: If you need the desktop application, or have a question about an existing desktop installation, contact PDFlow support at support@pdfflowstudio.com.

The computer is connected, but the portal says to connect PDFlow IQ

Why this happens: You see **Connect PDFlow IQ first**, or the setup wizard keeps waiting for the studio computer, although PDFlow IQ on that computer is running. PDFlow IQ belongs to the account whose licence key was typed into the installer. If you are signed in to the portal with a different account, that account has no studio computer.

What to do:

1. Check which account you are signed in with (the name and email under your name at the top right).
2. Sign out, and sign in with the account that received the installation code by email.
3. If you want the computer on the other account instead, run the installer again on the studio computer, choose **Connect this computer to a studio again**, and enter that account's licence key.

Sending diagnostic information to support

When support asks for diagnostic information, these three checks and the log files show what is happening on the studio computer. They contain no passwords. Do them on the studio computer itself.

1. **Is PDFFlow IQ running?** Press **Windows key + R**, type `services.msc` and press Enter. Find **PDFFlow IQ** (on older installations: PDFFlow Bridge) and note its **Status** (Running, or empty).
2. **Does it answer?** In a browser on that computer, open `http://127.0.0.1:8000/health`. You should see the word **healthy**. If nothing opens, try the port written in the file `C:\ProgramData\PDFFlowStudio\data\active_port` instead of 8000 (on a computer set up with an older version: `C:\PDFFlowStudio\data\active_port`). The ProgramData folder is hidden and protected: paste the path into the File Explorer address bar and confirm the administrator prompt.
3. **Can the computer reach PDFFlow?** In the same browser, open `https://api.pdfflowstudio.com/health`. You should see **healthy**.
4. **The log files:** open the folder `C:\ProgramData\PDFFlowStudio\logs` (older versions: `C:\PDFFlowStudio\logs`; Windows asks for administrator confirmation) and attach these files to your email to support@pdfflowstudio.com: - `PDFFlowStudioServer.out.log` - `PDFFlowStudioServer.err.log` - `cloudflared.log`

Windows may hide the `.log` ending, so the files can appear as `PDFFlowStudioServer.out`, `PDFFlowStudioServer.err` and `cloudflared`. Send the log files as attachments, not as screenshots, if you can: support reads them in full.

Important: Never send the file `.env.studio` or anything else from the `C:\ProgramData\PDFFlowStudio\data` folder (or `C:\PDFFlowStudio\data` on an older version). They hold the computer's connection keys and settings, and support never needs them.

When to contact support

Write to support@pdfflowstudio.com if the studio computer stays disconnected, the installer does not complete, or your order source still fails after these steps. Include the exact message, the time and a screenshot. Never send database or SAP passwords by email.

Troubleshooting: Files and Orders

This chapter helps you solve problems with uploading files, analysis, tool results, orders that are missing or not moving, proof links and producer uploads. It is for designers, prepress operators, studio admins and producers. Find the heading that matches what you see and follow the steps.

My file won't upload

Why this happens: The file type is not supported, or the connection dropped during the upload.

What to do:

1. Check the file type. On the **Files** page you can upload PDF, TIFF, JPG, PNG and EPS.
2. If the file is in another format, save or export it in one of these formats.
3. Try the upload again.
4. If a file shows **Error** after upload, delete it with **Delete** and upload it again.

The analysis doesn't finish

Why this happens: Large or heavy files take longer. For large files you may see "full analysis continues in the background". **Analysis failed — the file may be too heavy** means the analysis could not complete.

What to do:

1. Wait a few minutes and check again.
2. If the analysis failed, run it again.
3. If it fails again, open the file in your design application and re-export it as PDF, then upload the new file.

If the same file keeps failing, contact PDFFlow support at support@pdfflowstudio.com with the file name and the time.

A tool says processing failed

Why this happens: **Processing failed on the server. Check the file and try again.** usually means a problem with the file, or a processing error.

What to do:

1. Open the file on your computer and check that it opens correctly.
2. Re-export it as PDF if needed, and upload it again.
3. Run the tool again.

If the tool fails again with the same file, contact PDFFlow support at support@pdfflowstudio.com. Include the file name, the tool you used and the time.

A tool is still running

Why this happens: Processing is still running on the server. Check again later on the Files page. means the file is large and is still being processed.

What to do:

1. Leave the page.
2. Come back later and check the **Files** page.

The tool result looks wrong

Why this happens: Automated corrections are an aid, not a replacement for professional inspection. The right option depends on your file and your press.

What to do:

1. Check which options you chose, for example the ICC profile, the black type, the bleed size or the layer type.
2. Run the tool again on the original file with different options.
3. In the studio workspace, download the original with **Download original (before fix)** if you need to start again.
4. For images, remember that upscaling cannot recover detail that was never there. Ask the client for a better original if possible.

If a result is clearly wrong, send the file name, the tool, the options and the time to support@pdfflowstudio.com.

My orders are missing from the dashboard

Why this happens: The studio computer is offline, the orders folder is not set or is the wrong folder, or the order folder is not directly inside the orders folder.

What to do:

1. Check that the studio computer shows **Connected** under **My Desktop**.
2. Check the orders folder in **Studio Management** → **Settings**.
3. Make sure each order is a sub-folder directly inside that folder.
4. Click **Rescan**.
5. Check the filters. **Mine** shows only your orders, and **Closed** shows finished ones.

The dashboard isn't updating

Why this happens: **Reconnecting — showing the last known state** means a short connection drop, and **PDFlow IQ is not connected right now** means the studio computer is offline. In both cases you see the last known state.

What to do:

1. Wait a minute; the board refreshes automatically.
2. If it does not, check that the studio computer is on, awake and online.
3. Refresh the page.

I can't move an order to the next station

Why this happens: The readiness check found missing items (**Not all checks passed**), or you tried to skip a station (**You can only move to an adjacent station**).

What to do:

1. Read the list of failed checks.
2. Fix the listed items: claim the order, link every file to an order line, set a material for every file, wait for the analysis to finish, acknowledge any business-system change, or route every line to a machine.
3. Move the order one station at a time.
4. If you have a good reason, click **Move anyway**. The move is recorded.

An order shows "order changed in SAP"

Why this happens: **Order changed in SAP** means the order changed in your business system after work started. The order is flagged for a return to Design.

What to do:

1. Open the order and review what changed.
2. Update the files if needed.
3. Click **OK — I've seen it**.

An order is locked by someone else

Why this happens: **Locked by ...** means a colleague claimed the order.

What to do: Click **Open read-only** to look at it, or ask your colleague to hand it over.

My client says the proof link doesn't work

Why this happens: **The link has expired or is not valid. Contact the studio for a new link.** means the link is older than 7 days, or it is incomplete. **This proof has already been answered.** means the proof was already approved or answered.

What to do:

1. Open the order in the file workspace.
2. Create the proof again.
3. Send the new link with **Email the client** or **Copy link**.
4. Ask the client to use the newest link only.

An approved order didn't move to production, or came back as a new order

Why this happens: The production folder is not set, or it is inside the orders folder.

What to do:

1. Go to **Studio Management** → **Settings**.
2. Choose a production folder outside the orders folder, preferably on the same network share.

A production worker sees no jobs

Why this happens: The worker is not assigned to any machine, station or department, or no approved work is waiting.

What to do:

1. The studio admin assigns the worker in **Studio Management** → **Users** → **Production team** → **Assign**.
2. New jobs appear when a client approves an order.

A producer's upload fails

Why this happens: **The studio is not connected right now and the file is too large to store in the cloud** means the studio computer is offline and the file is too large to hold until it returns. **This file type is not supported** means the file is in a format the portal does not accept.

What to do:

1. Producers: try again later, when the studio is back online.
2. Producers: use a supported type: PDF, AI, EPS, PSD, TIF/TIFF, JPG, PNG, BMP, WEBP, SVG or ZIP.
3. Studio: make sure your studio computer is on during working hours.

A producer can't cancel an order

Why this happens: An order can be cancelled only before the studio starts working on it.

What to do: The producer contacts the studio directly.

Files from an incoming order were not copied

Why this happens: **Some files were not copied** means the upload stopped part-way, for example because the connection dropped.

What to do: Click **Copy the files again**.

When to contact support

Write to support@pdfstudio.com if a problem repeats with the same file or order after these steps. Include what you clicked, the exact message, the time, your browser and the file name. See the chapter "Contacting Support" for more.

Contacting Support

This chapter explains how to reach PDFFlow support, what to include so we can help you quickly, and how support cases and replies work. It is for everyone who uses PDFFlow Studio: studio owners, managers, designers, production staff and producers.

How to contact us

You can reach the PDFFlow team in two ways:

- **Email:** write to support@pdfflowstudio.com.
- **Contact form:** go to www.pdfflowstudio.com/contact and choose a topic: demo, pricing & licensing, support, partnership or other. A person from the PDFFlow team replies.

There is no published phone number for support. Please use email or the contact form.

Tip: Before you write, check the troubleshooting chapters of this guide. Many common problems, such as a missing verification code or a studio computer that shows "not connected", can be solved in a minute.

Who should contact whom

Some questions are best answered inside your own studio:

If you are...	And you need...	Contact...
A designer	A password reset, reactivation, a role change or more seats	Your studio admin
A production worker or manager	Access to more machines or stations	Your studio admin
A producer	Sign-in help, a password reset, a change to your company details or a cancelled order	The studio that invited you
A studio admin	Anything this guide does not solve	PDFFlow support

What to include in your request

The more we know, the faster we can help. Please include:

1. **What you were trying to do.** For example, "I was adding bleed to a file" or "I was connecting our studio computer".
2. **The steps you took.** What you clicked, in order.
3. **The exact message you saw.** Copy the text, in Hebrew or English, exactly as it appears.
4. **A screenshot** of the screen, if you can.
5. **The time** it happened, as exactly as possible.
6. **Your browser**, for example Chrome or Edge.
7. **File names and order numbers**, if the problem is about a file or an order.
8. **Your role**, for example studio admin, designer or producer.

Important: Never send passwords, your full licence key, database or SAP passwords, or payment card details by email. We will never ask for them.

Support cases and case numbers

Every email you send to support belongs to a numbered support case.

- When you write for the first time, a new case opens, and our reply shows its case number in the subject line (for example "[Case #123]"). Keep that subject when you reply.
- While your case is open, every email you send joins the same case, so you do not need to explain the background again.
- Our replies come in the same email conversation as your message, so you can simply reply to continue.

Tip: Mention your case number if you contact us about the same problem from a different email address.

How replies work

- Replies are written in English.
- The reply gives you concrete steps, using the English names of the menus and buttons in the portal.
- Some requests are handled personally by the PDFlow team. When that is the case, the reply tells you that the team will take care of it.

Requests the PDFlow team handles personally

These always go to a person on the PDFlow team:

- billing, invoices, charges and refunds,
- plan or price questions beyond the public Pricing page, and trial extensions,

- licence transfers or changes,
- account or data deletion, and requests to access or correct your personal data,
- changes to account ownership or your account email address,
- a suspected security issue or unauthorised access to your account,
- a problem you can repeat every time, such as a tool that always fails on the same file,
- a service that has been unavailable for more than a few minutes.

Closing a case

When a reply resolves your question, it asks whether there is anything else we can help with. If we do not hear back, the case closes automatically after two days. If you reply that you are all set, it closes straight away.

If you write again after a case has closed, a new case opens with a new number. Your earlier cases are kept, so we still have the history.

Your data and privacy

You keep ownership of your files. To request access to, correction of, or deletion of your personal data, or deletion of uploaded files, write to support@pdfflowstudio.com. The Terms of Service and Privacy Policy are at www.pdfflowstudio.com/terms and www.pdfflowstudio.com/privacy.

- PDFlow uses only essential cookies: your sign-in session and your language.
- Payments are processed by Paddle, our reseller and merchant of record; PDFlow never stores your full card details.
- The Terms are governed by the law of the State of Israel, with the courts of Tel Aviv.

We are here to help. Write to support@pdfflowstudio.com at any time.

Version history

Version	Date	Changes
1.7.0	2026-10-11	Product renamed: PDFFlow IQ (PDFFlow Intelligence). PDFFlow Bridge is now PDFFlow Intelligence (PDFFlow IQ). Screens, the installer and this guide use the new name; the Windows service and the program folder keep their old names on computers installed before 3.10.3.
1.6.0	2026-10-07	- Payments are handled by Paddle, our reseller and merchant of record. Paid plans are set up through sales@pdfflowstudio.com until online payment opens. - PDFFlow Connect is in beta and included in the free trial.
1.5.0	2026-10-02	Chapter 13: how to send diagnostic information to support (the Bridge service status, its health page, whether the computer reaches PDFFlow, and which log files to attach), and what to do when the computer is connected but the portal asks to connect a studio server (signed in with a different account).
1.4.0	2026-10-02	- Chapter 3: the studio computer installer (PDFFlow Bridge) is the same file for every studio, confirmed with the licence key and a code emailed to the studio admin; it installs only missing parts; how to update and uninstall it. - Chapter 13: new fixes for a licence key that is not found, an installation code that does not arrive, a computer that shows Offline after installing, and Test connection saying Could not reach the studio server; the ODBC driver now comes from the installer. - Chapters 2 and 12: a password-reset request for an address with no account now gets an email saying so.
1.3.0	2026-09-29	- The guide is now the single knowledge source for PDFFlow support: details that lived only in the support knowledge base were added (exact password and sign-in messages, the trial-ended screen, browser support for PDFFlow Connect, rich-black rules, contact, privacy and payment facts). - Chapter 15 describes replies as using the English names of menus and buttons.
1.2.0	2026-09-29	The free trial is now 2 months (60 days).

1.1.1	2026-09-29	Chapter 15: the case number now appears in the subject line of our replies.
1.1.0	2026-09-29	- English-only edition: every screen, button and message is now referred to by its English name, with no Hebrew text. - Clearer wording for two upload error messages in chapter 14.
1.0.0	2026-09-29	First edition: 15 chapters covering getting started, account access, studio setup, team and roles, orders and stations, files and analysis, prepress tools, proof approval, producers and incoming orders, the production floor, licences and plans, three troubleshooting chapters and contacting support.