

# Customer Account

## 1. Introduction

This guide provides a comprehensive procedure for optimising and improving property management operations by utilising the PROPSERVA Smart Integrated Property Management System, which was developed by VYROX INTERNATIONAL SDN BHD. PROPSERVA is a comprehensive suite of tools that is specifically designed for property managers, building administrators, and facility operators to effectively manage a variety of property administration-related tasks.

## 2. Customer Account

The PROPSERVA platform provides a secure customer account system for property administration, allowing users to efficiently update profiles, manage invoicing, monitor visitors, and handle maintenance requests. Users are accountable for the precision and backup of their data. The platform strictly enforces utilisation terms, which include the prohibition of unauthorised software distribution and the restriction of commercial use. In general, PROPSERVA's client account streamlines and safeguards property administration for both residents and managers.

### 2.1 Customer Account

Go to **Card Access > New Card Access > Fill in details > Add**

The screenshot displays the 'Card Access > Approved' section of the PROPSERVA system. The main content area features a table of approved card access records. The table has the following columns: No., Approved, Unit, Card Holder, Card Type, Expiry Date, Vehicle Plate Recognition, and Vehicle. The records listed are as follows:

No.	Approved	Unit	Card Holder	Card Type	Expiry Date	Vehicle Plate Recognition	Vehicle
592	11-Apr-2025 11:29 AM	C-9-8	C98 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
591	11-Apr-2025 11:29 AM	C-9-8	C98 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
590	11-Apr-2025 11:27 AM	C-9-7	C97 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
589	11-Apr-2025 11:27 AM	C-9-7	C97 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
588	11-Apr-2025 11:26 AM	C-9-6	C96 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
587	11-Apr-2025 11:26 AM	C-9-6	C96 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
586	11-Apr-2025 11:25 AM	C-9-5	C95 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
585	11-Apr-2025 11:24 AM	C-9-5	C95 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
584	11-Apr-2025 11:24 AM	C-9-3	C93 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
583	11-Apr-2025 11:24 AM	C-9-3	C93 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
582	11-Apr-2025 11:23 AM	C-9-2	C92 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
581	11-Apr-2025 11:23 AM	C-9-2	C92 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
580	11-Apr-2025 11:22 AM	C-9-1	C91 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
579	11-Apr-2025 11:22 AM	C-9-1	C91 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
578	11-Apr-2025 11:22 AM	C-8-8	C88 Unit (Owner)	Resident - Block C	10-Apr-2035	No	
577	11-Apr-2025 11:21 AM	C-8-8	C88 Unit (Owner)	Resident - Block C	10-Apr-2035	No	

The interface also includes a sidebar on the left with navigation options such as 'Security Monitor', 'Customer Account C-9-8/1', 'Cash Book 0.00', 'General Ledger', 'Financial Reports', 'Properties', 'Suppliers', and 'Settings'. A right-hand menu contains various system icons, with 'Card Access' highlighted in a red box. The top right corner shows 'VYROX Support' and a date filter for '2025-04-14 (Today)'.

**Card Access > Approved**

2025-04-14 (Today) + New Card Access

Approved Rejected Expired Lost/Damaged Suspended Deleted Pending Approval Show 50 Card Access

Q Search Search

No.	Approved	Unit	Card Holder	Card Type	Expiry Date	Vehicle Plate Recognition	Vehicle Plate No.	Deposit	Charge	Status
592	11-Apr-2025 11:29 AM	C-9-8	C98 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
591	11-Apr-2025 11:29 AM	C-9-8	C98 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
590	11-Apr-2025 11:27 AM	C-9-7	C97 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
589	11-Apr-2025 11:27 AM	C-9-7	C97 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
588	11-Apr-2025 11:26 AM	C-9-6	C96 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
587	11-Apr-2025 11:26 AM	C-9-6	C96 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
586	11-Apr-2025 11:25 AM	C-9-5	C95 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
585	11-Apr-2025 11:24 AM	C-9-5	C95 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
584	11-Apr-2025 11:24 AM	C-9-3	C93 Unit (Owner)	Resident - Block C	10-Apr-2035	No		RM 0.00	RM 0.00 / Month	Active
583	11-Apr-2025 11:24 AM	C-9-	C93 Unit	Resident -	10-Apr-	No		RM	RM 0.00 /	Active

### Step 1:

Details include:

1. Select category
2. Category Type
3. Select Tower/Block
4. Tower/Block Type
5. Select Level
6. Level Type
7. Select Unit
8. Unit Type
9. select account

Select A Customer Account

Active Accounts Inactive Accounts

Q Unit / Lot / Name / Mobile / IC / Passport Search + Create New Customer Account

Category	Tower/Block	Level	Unit	Account
Unit (298)	Not Applicable (0)	Not Applicable (0)	A-G-1 (1)	A-G-1/1
Parking Lot (0)	A (97)	A-G (8)	A-G-2 (1)	
Business (1)	B (121)	A-1 (9)	A-G-3 (1)	
All (298)	C (80)	A-2 (8)	A-G-4 (1)	
		A-3 (8)	A-G-5 (1)	
		A-4 (8)	A-G-6 (1)	
		A-5 (8)	A-G-7 (1)	

Display Preference:  Property  Parking Lot  Business

Account Selected: Property No.: A-G-1, Account ID: A-G-1/1, Account No.: 2

Primary Contact Details: Primary Contact Person: AG1 Unit, Mobile Phone No.: [blurred], Email Address: [blurred]

Select

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