

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 Create Customer Account

Go to **Customer Account > New Customer Account > Fill in details > Add**

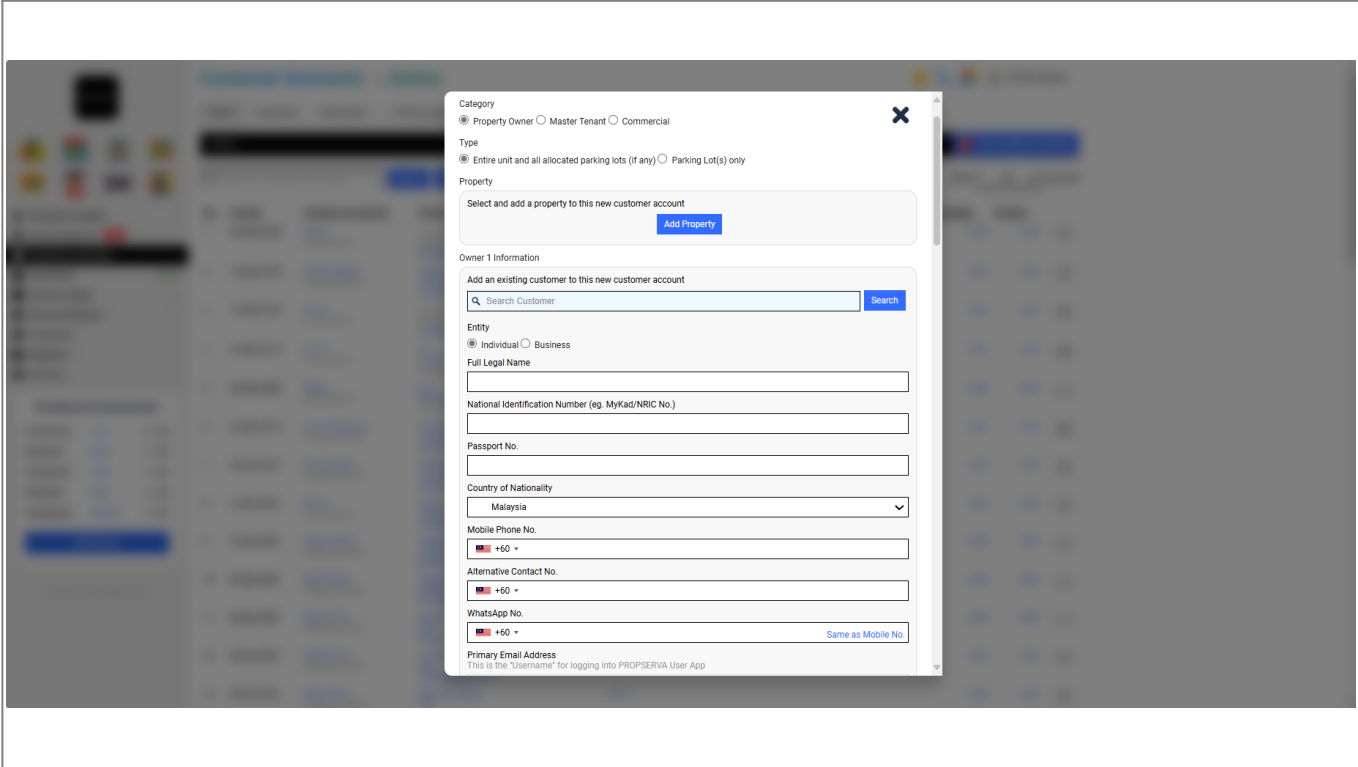
The screenshot displays the 'Customer Accounts > Active' page in the PROPSERVA system. The interface includes a sidebar with navigation options like 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'Cash Book', 'General Ledger', 'Financial Reports', 'Properties', 'Suppliers', and 'Settings'. The main content area shows a table of active customer accounts with columns for No., Created, Customer Account ID, Primary Contact, Property No., Parking Lot No., Subscribed Membership Plan, Outstanding, and Overdue. A 'New Customer Account' button is highlighted with a red box in the top right corner of the main area.

| No. | Created | Customer Account ID | Primary Contact | Property No. | Parking Lot No. | Subscribed Membership Plan | Outstanding | Overdue |
|-----|-------------|----------------------------------|---|--------------|-----------------|----------------------------|-------------|---------|
| 1 | 20-May-2025 | PLZ-5 Commercial | Full Legal Name Enter Mobile Phone No. Enter kheefatt@gmail.com | | | | 0.00 | 0.00 |
| 2 | 14-May-2025 | PLZ-B-1-888/2 Property Owner | Patrick Au +601122334455 vyroxdemo@gmail.com | B-1-888 | | | 0.00 | 0.00 |
| 3 | 10-May-2025 | PLZ-4 Commercial | Full Legal Name Enter Mobile Phone No. Enter lxn24601@gmail.com | | | | 0.00 | 0.00 |
| 4 | 02-May-2025 | PLZ-3 Commercial | lin +60555 Non App User Sign Up | | | | 0.00 | 0.00 |
| 5 | 02-May-2025 | PLZ-2 Commercial | Lin +60154141019 Non App User Sign Up | | | | 0.00 | 0.00 |
| 6 | 02-May-2025 | PLZ-A-G-Demo/1 Property Owner | Patrick Au +60196883338 patrick@vyrox.com | A-G-Demo | | | 0.00 | 0.00 |
| 7 | 28-Apr-2025 | PLZ-B-1-88/1 Property Owner | VYROX_Jimmy +60122001677 aimanhazimhendri@gmail.com | B-1-88 | | | 0.00 | 0.00 |
| 8 | 13-Apr-2025 | PLZ-1 Commercial | Cindy +60125060221 shifofclasty@gmail.com | | | | 0.00 | 0.00 |
| 9 | 10-Apr-2025 | PLZ-A-1-88/1 Property Owner | VYROX Peter +60165313713 peter@vyrox.com | A-1-88 | | | 0.00 | 0.00 |
| 10 | 08-Apr-2025 | PLZ-C-9-8/1 Property Owner | Thian Yee Chin +6596697258 th.winnie@gmail.com | C-9-8 | | | 0.00 | 0.00 |
| 11 | 08-Apr-2025 | PLZ-C-9-7/1 Property Owner | Law Ka Jun +60 jacklaw_95@hotmail.com | C-9-7 | | | 0.00 | 0.00 |
| 12 | 08-Apr-2025 | PLZ-C-9-6/1 Property Owner | Lim Pow Leng +60 zishuli@gmail.com | C-9-6 | | | 0.00 | 0.00 |
| 13 | 08-Apr-2025 | PLZ-C-9-5/1 Property Owner | Beh Yew Sheng +60 | C-9-5 | | | 0.00 | 0.00 |

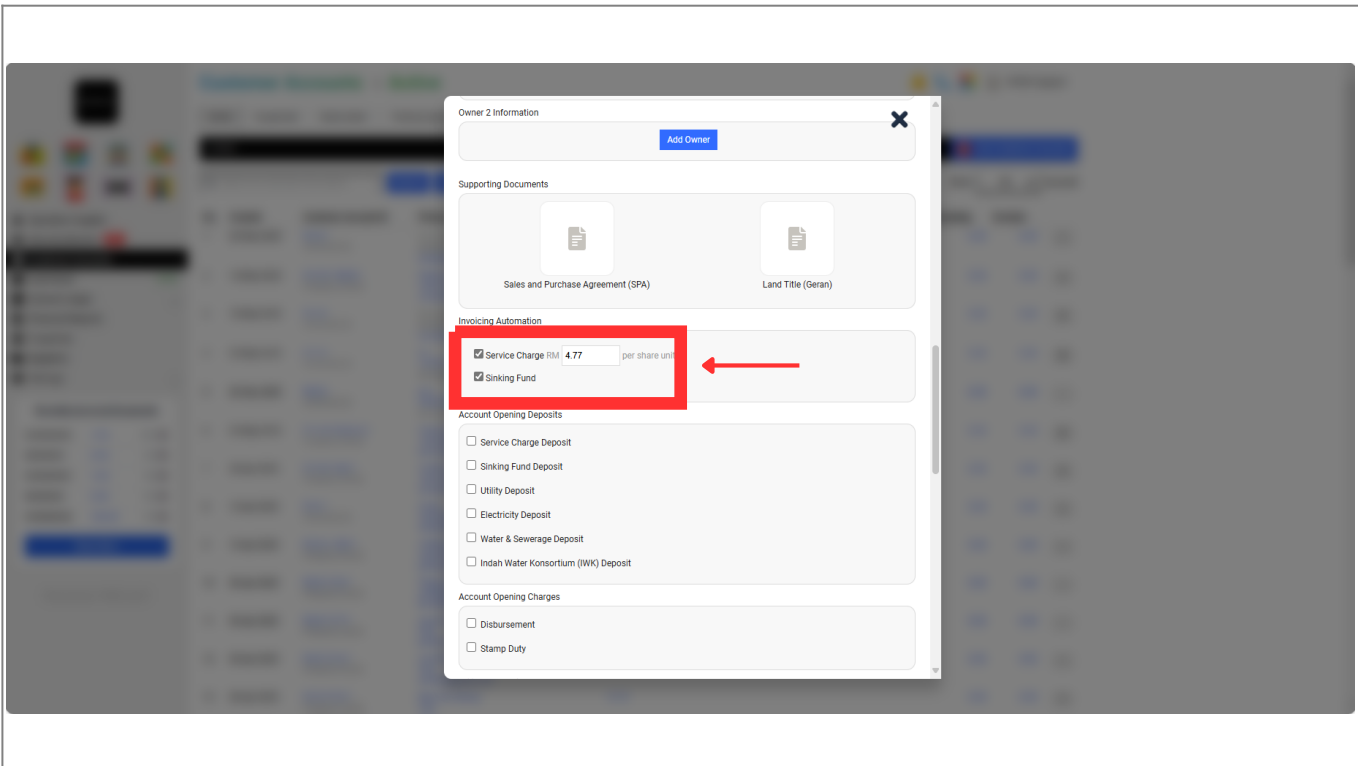
Step 1:

Details include:

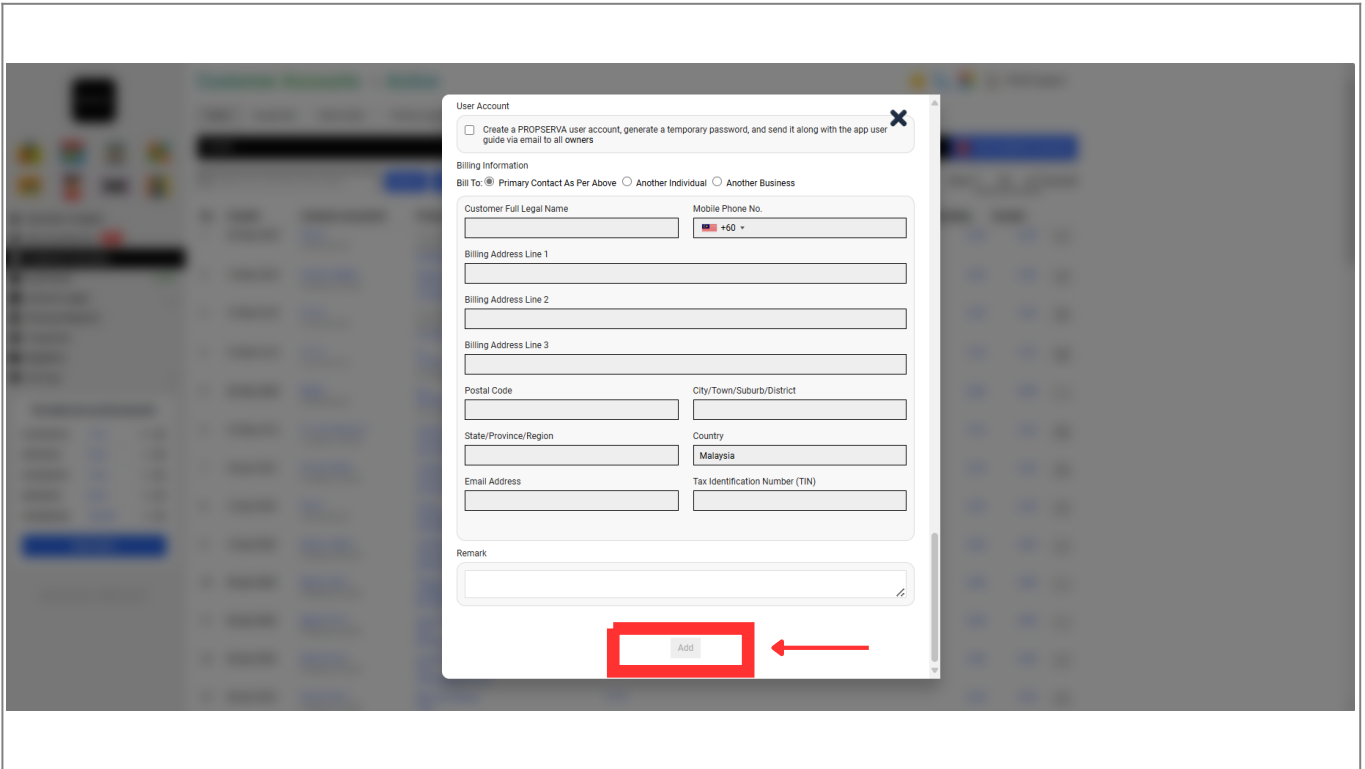
1. Add Property
2. Full Legal Name
3. National Identification Number (e.g., MyKad/NRIC No.)
4. Mobile Phone No.
5. Primary Email Address (This is the “Username” for logging into PROPSERVA User App)
6. Gender



Step 2: Please untick 2 these



After that, Click "Add"



2.2 Edit Customer Account

If you want to edit the details

Step 1:

go to **Customer Account ID**

Customer Accounts > Active

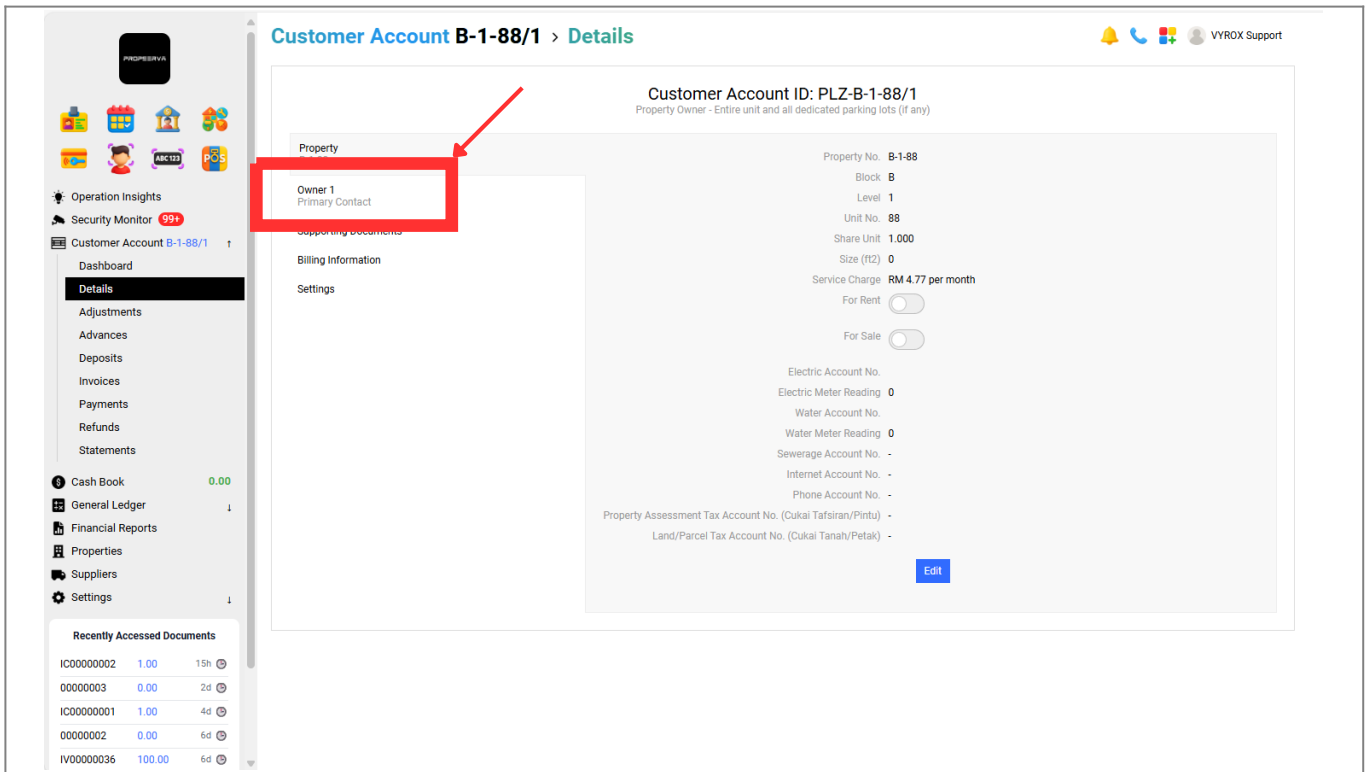
Active | Suspended | Deactivated | Pending Approval

Search by Customer Information | Search | Select a Customer Account | Pending First-Time Login | Deleted | Show 50 | Account

| No. | Created | Customer Account ID | Primary Contact | Property No. | Parking Lot No. | Subscribed Membership Plan | Outstanding | Overdue |
|-----|-------------|----------------------------------|---|--------------|-----------------|----------------------------|-------------|---------|
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| 2 | 14-May-2025 | PLZ-B-1-888/2 Property Owner | Patrick Au +601122334455 vyroxdemo@gmail.com | B-1-888 | | | 0.00 | 0.00 |
| 3 | 10-May-2025 | PLZ-4 Commercial | Full Legal Name Enter Mobile Phone No. Enter bin24601@gmail.com | | | | 0.00 | 0.00 |
| 4 | 02-May-2025 | PLZ-3 Commercial | lin +80555 Non App User Sign Up | | | | 0.00 | 0.00 |
| 5 | 02-May-2025 | PLZ-2 Commercial | Lin +6016414101 Non App User Sign Up | | | | 0.00 | 0.00 |
| 6 | 02-Apr-2025 | PLZ-A-G-Demo/1 Property Owner | Patrick Au +6016883338 patrick@vyrox.com | A-G-Demo | | | 0.00 | 0.00 |
| 7 | 28-Apr-2025 | PLZ-B-1-88/1 Property Owner | VYROX Jimmy +60122001677 aimanhazimhendri@gmail.com | B-1-88 | | | 0.00 | 0.00 |
| 8 | 13-Apr-2025 | PLZ-1 Commercial | Cindy +60125060221 shitofcstasy@gmail.com | | | | 0.00 | 0.00 |
| 9 | 10-Apr-2025 | PLZ-A-1-88/1 Property Owner | VYROX Peter +60165313713 peter@vyrox.com | A-1-88 | | | 0.00 | 0.00 |
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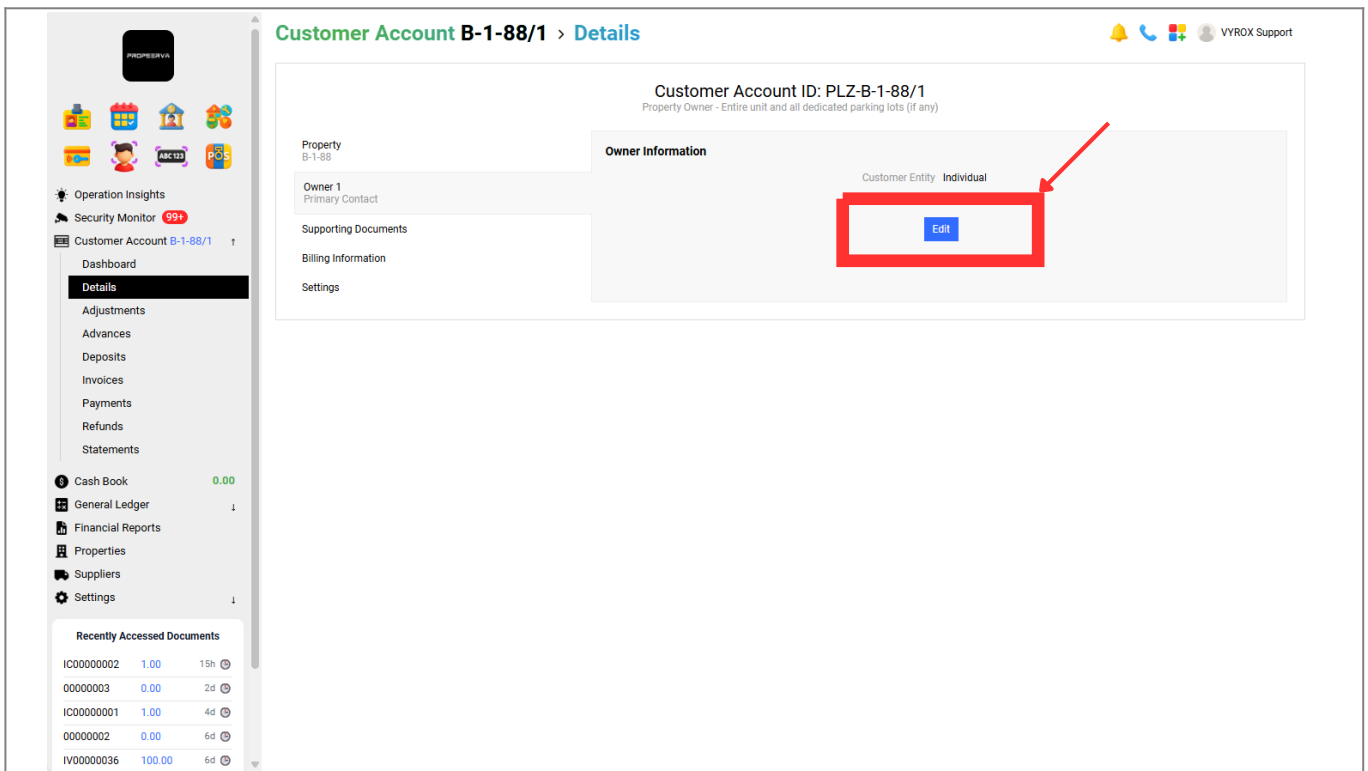
Step 2:

After click **Customer Account ID > Owner 1** or other owner



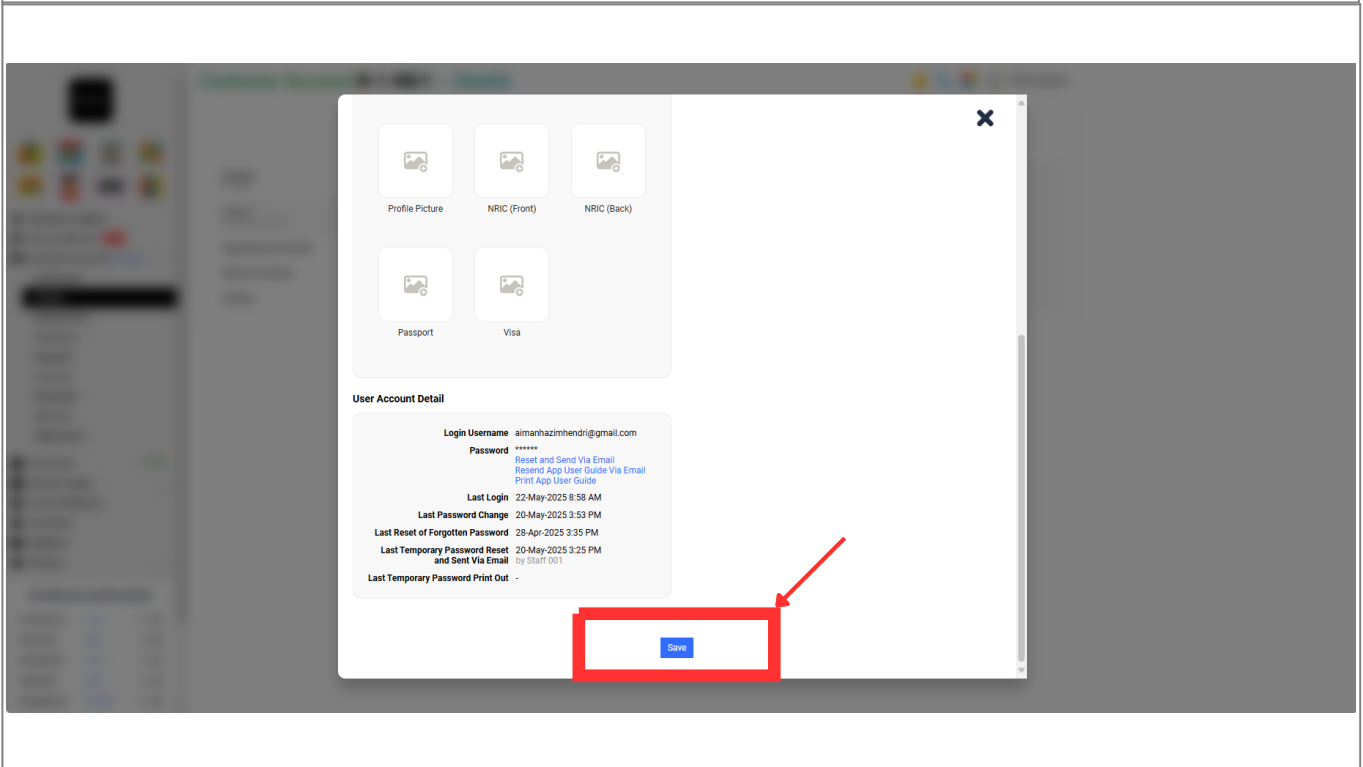
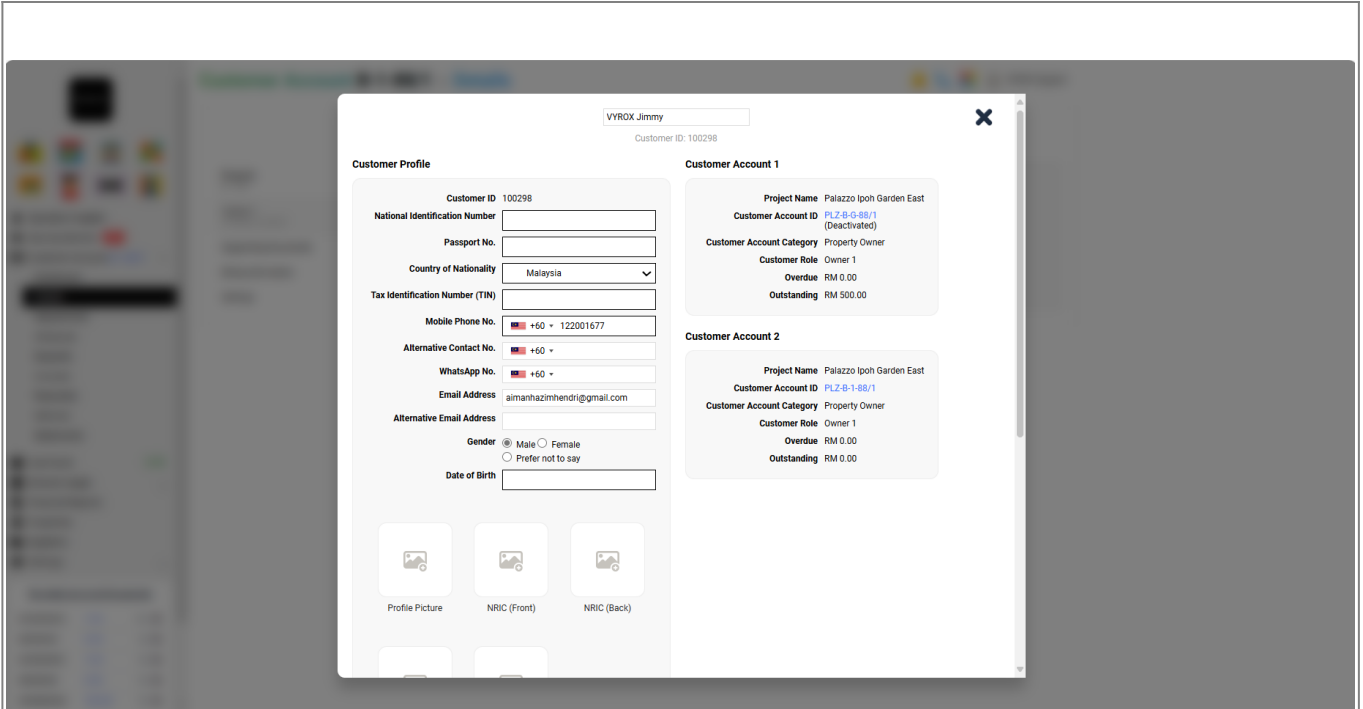
Step 3:

click **Edit**



Step 4:

After fill all the detail customer > Click save



2.3 Resend Reset Password

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