

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**

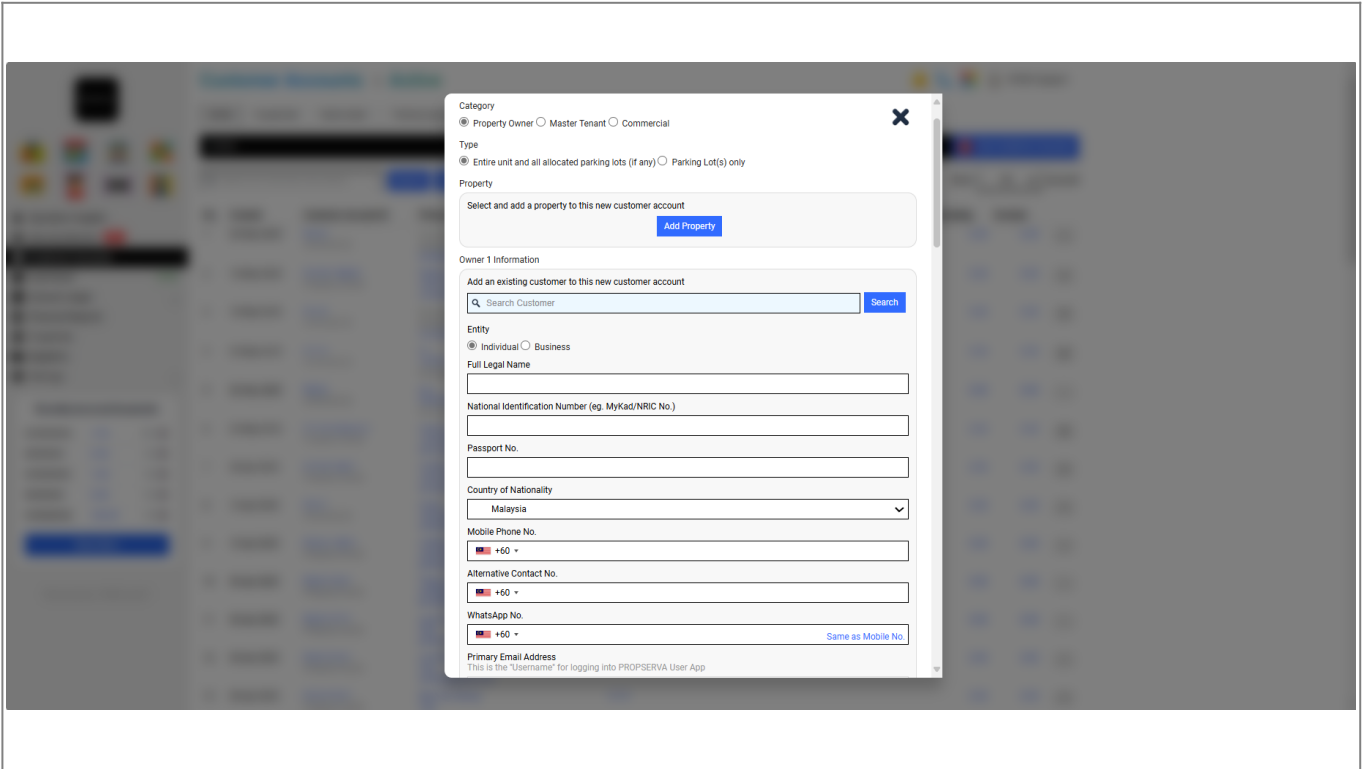
The screenshot displays the PROPSERVA Customer Accounts management interface. The top navigation bar includes the PROPSERVA logo, a search bar, and a 'New Customer Account' button highlighted with a red box. Below the navigation, there are tabs for 'Active', 'Suspended', 'Deactivated', and 'Pending Approval'. 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 red arrow points to the 'Customer Accounts' menu item in the left sidebar.

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

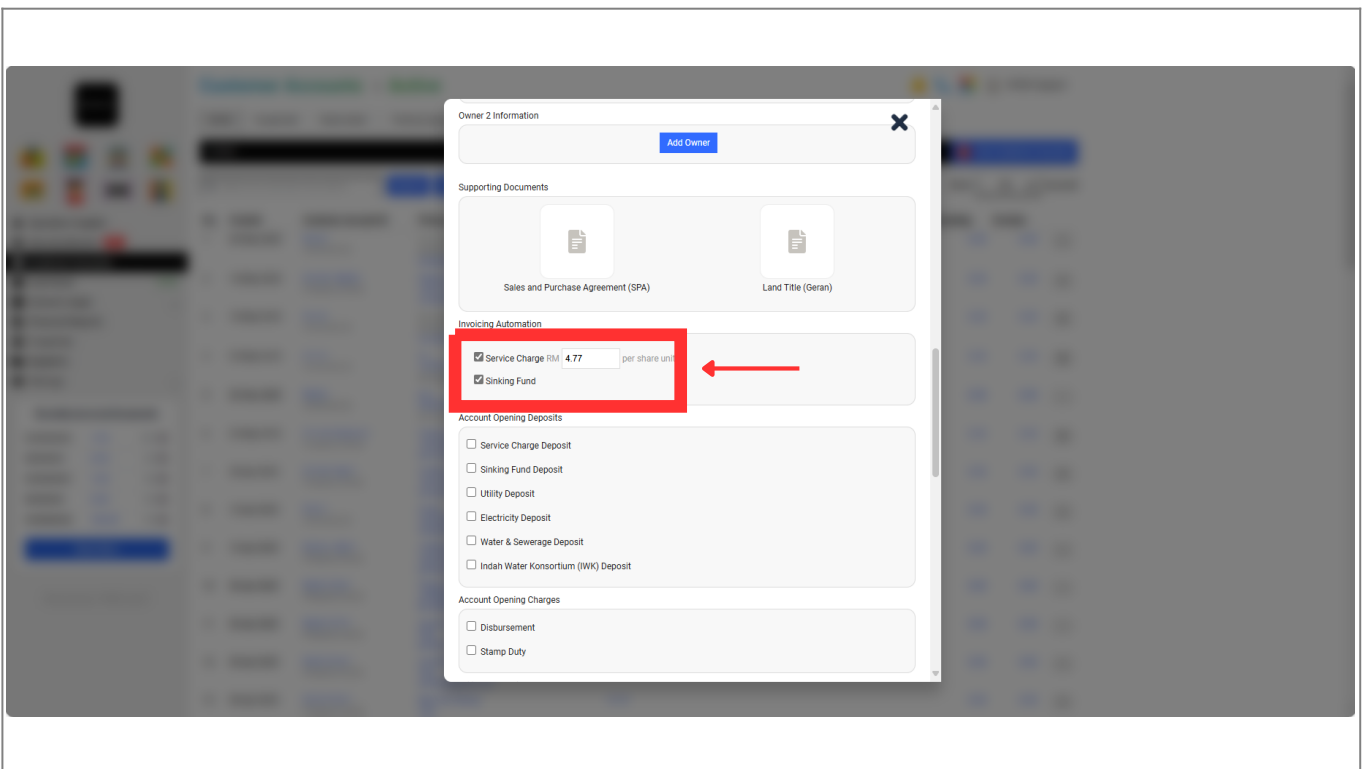
Step 1:

Details include:

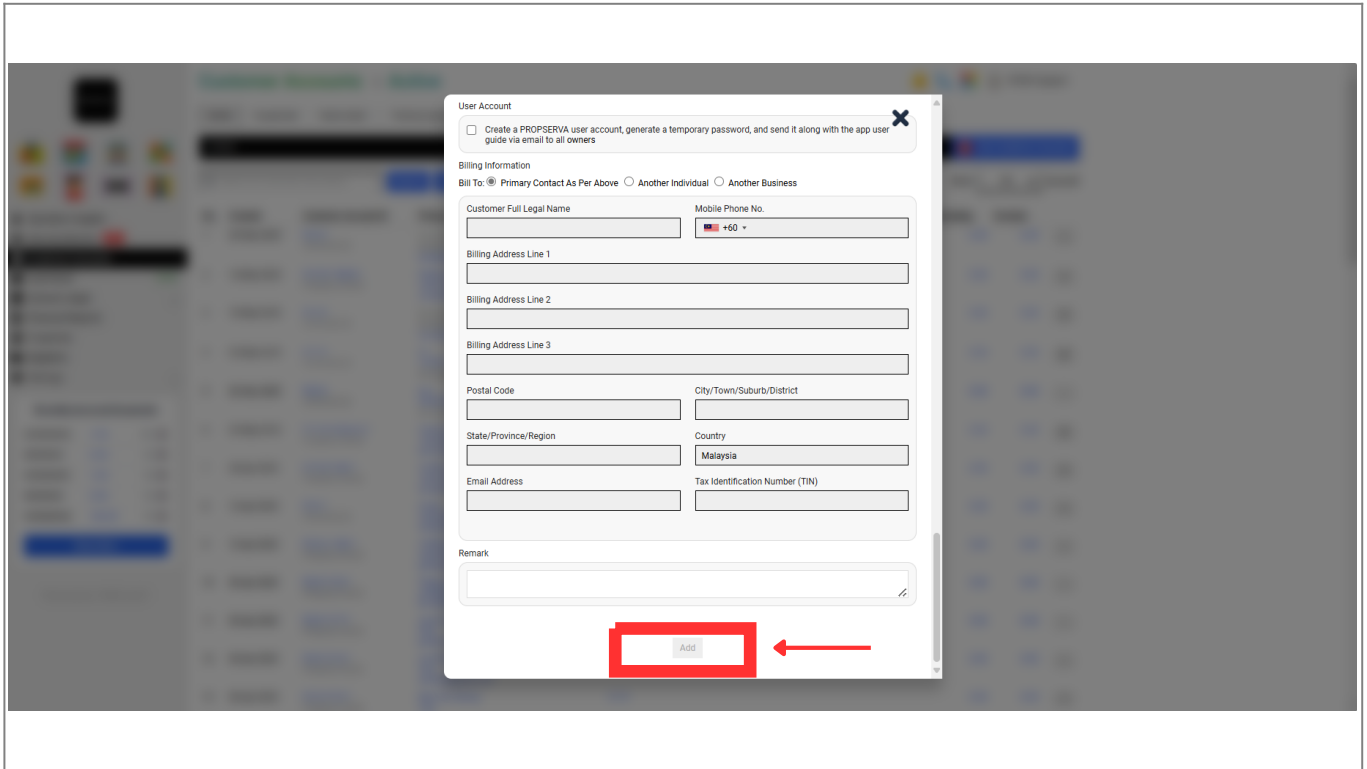
- 1. Add Property
- 2. Full Legal Name
- 3. National Identification Number (e.g., MyKad/NRIC No.)
- 4. Mobile Phone No.
- 5. Primary Email Address (This is the "Username" for logging into PROPSERVA User App)
- 6. Gender



Step 2: Please untick these 2 boxes



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

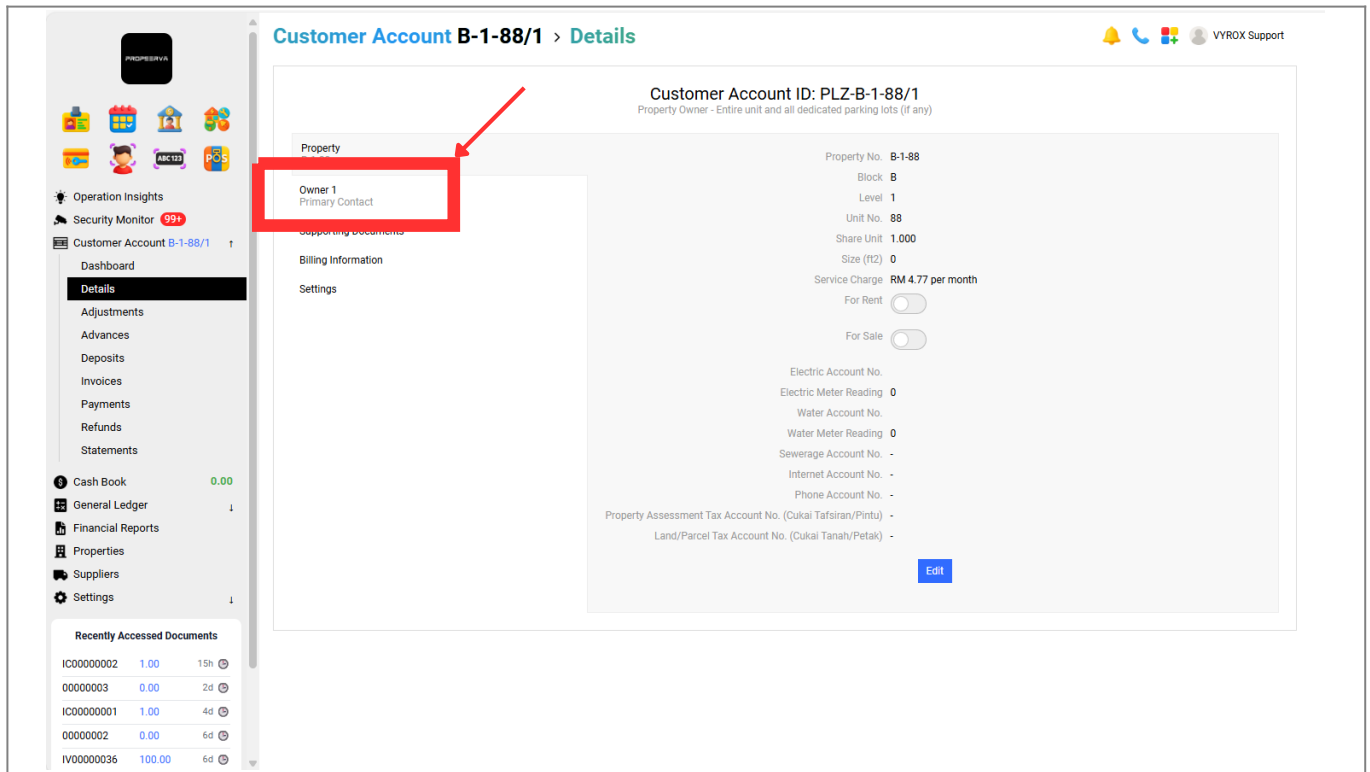
Active | Suspended | Deactivated | Pending Approval

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

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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
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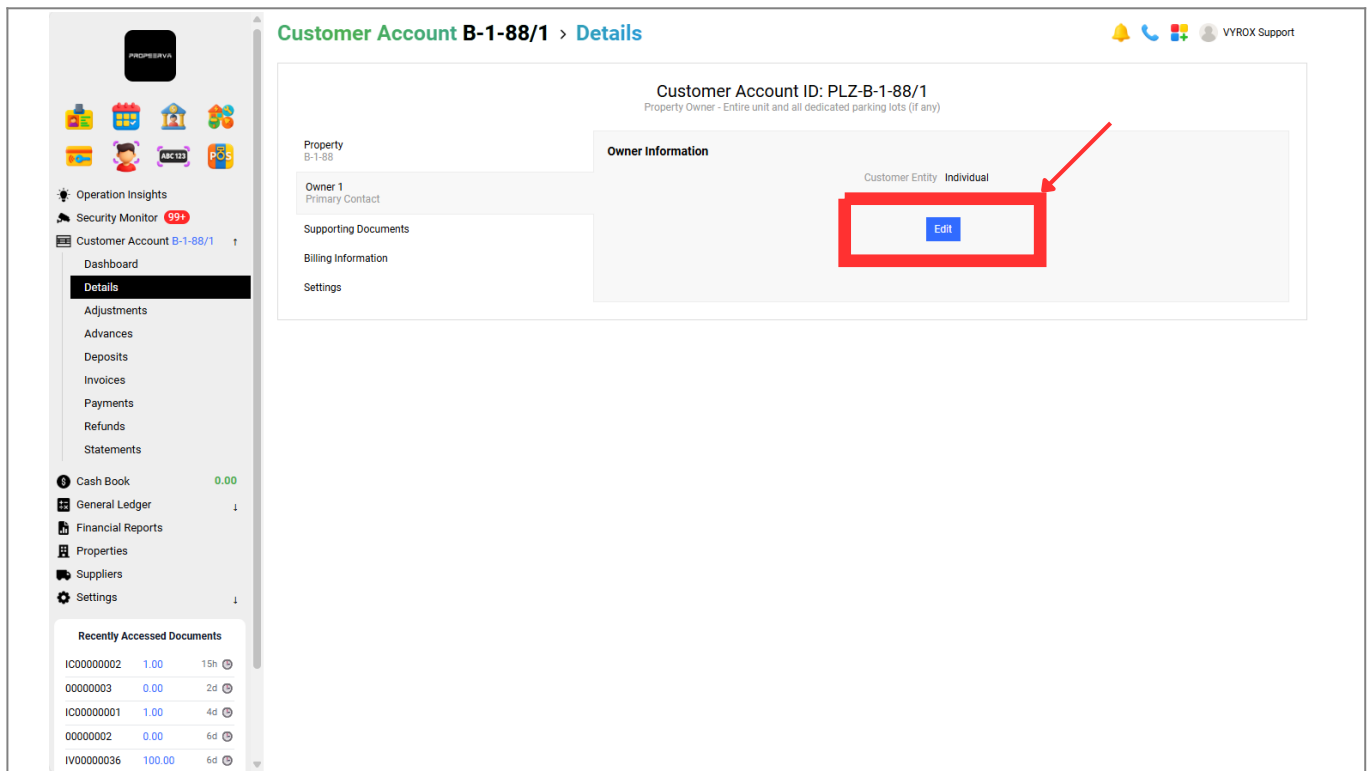
Step 2:

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



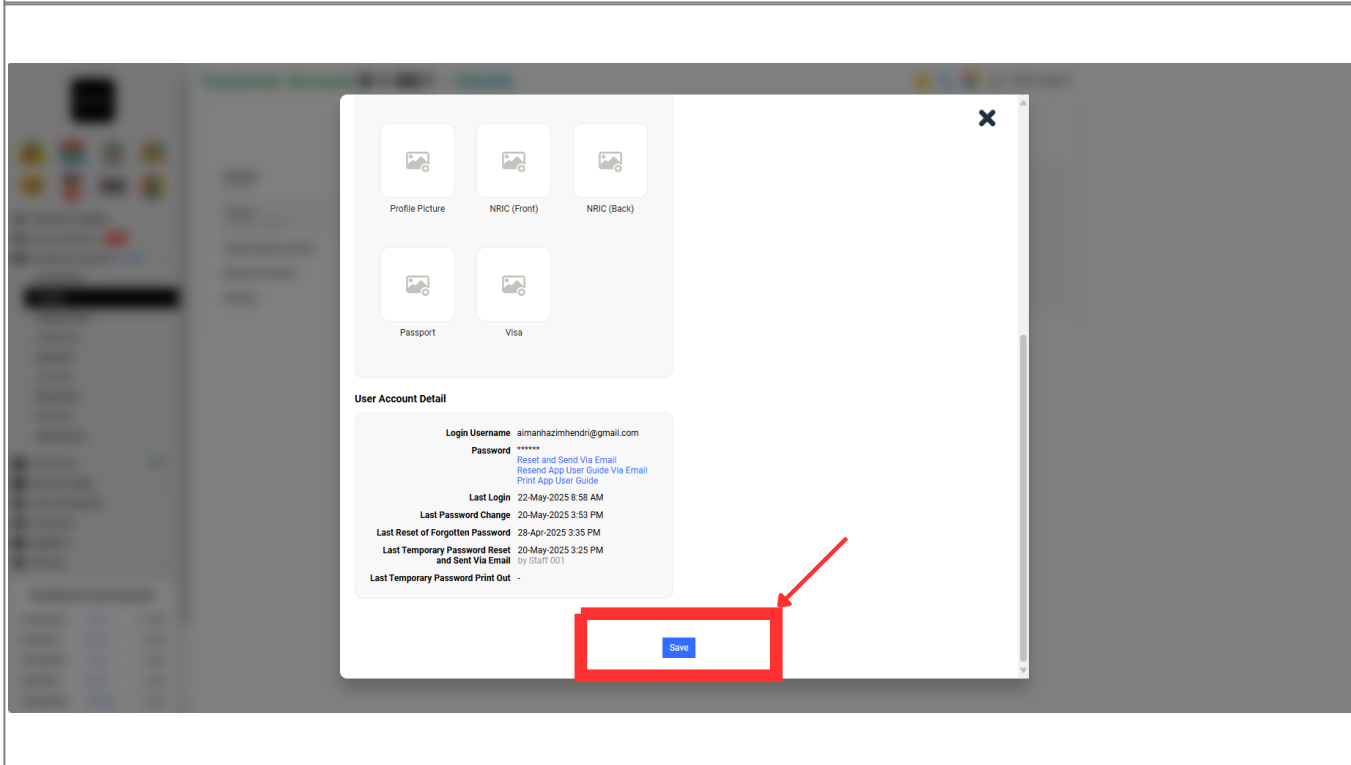
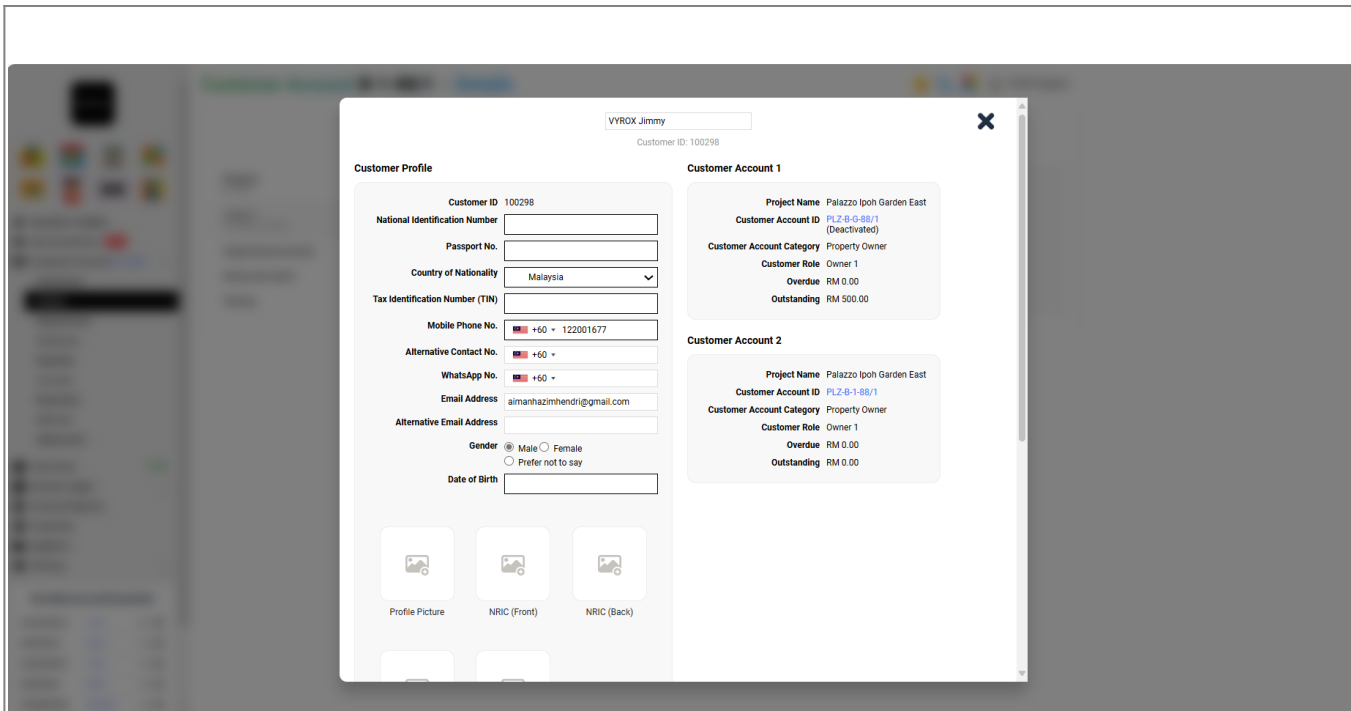
Step 3:

click **Edit**



Step 4:

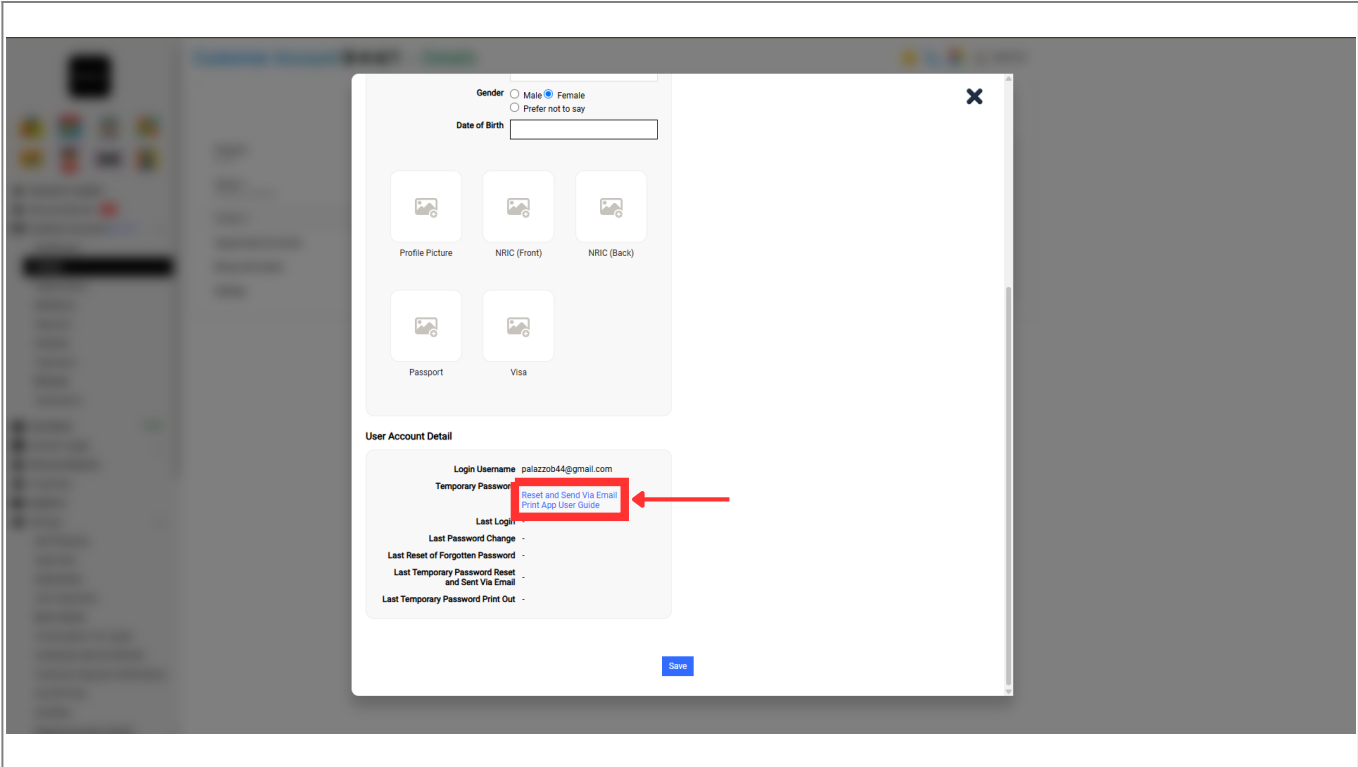
After fill all the detail customer > Click save



2.3 Resend Reset Password

If you want to reset and via email

click **Reset and via email Referring to step 4 in customer account part**



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