

# Customer Account

## 1. Introduction

This guide provides a comprehensive procedure for optimising and improving property management operations by utilising the VYROX VIP Smart Integrated Property Management System, which was developed by VYROX INTERNATIONAL SDN BHD. VYROX VIP 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 VYROX VIP 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, VYROX VIP client accounts streamline and safeguard property administration for both residents and managers.

### 2.1 Create Customer Account

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

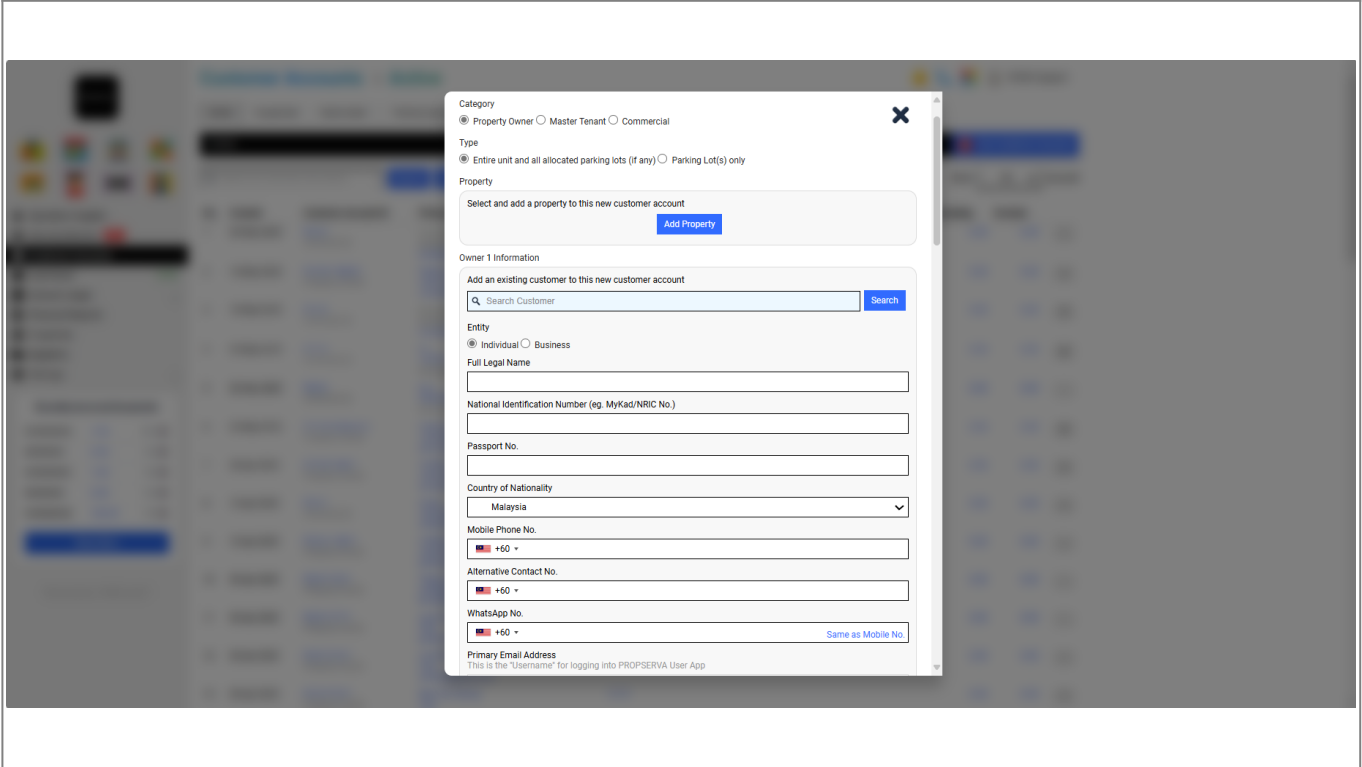
The screenshot displays the 'Customer Accounts > Active' page. On the left is a navigation sidebar with options like 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'Cash Book', 'General Ledger', 'Financial Reports', 'Properties', 'Suppliers', and 'Settings'. The main area shows a table of active 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

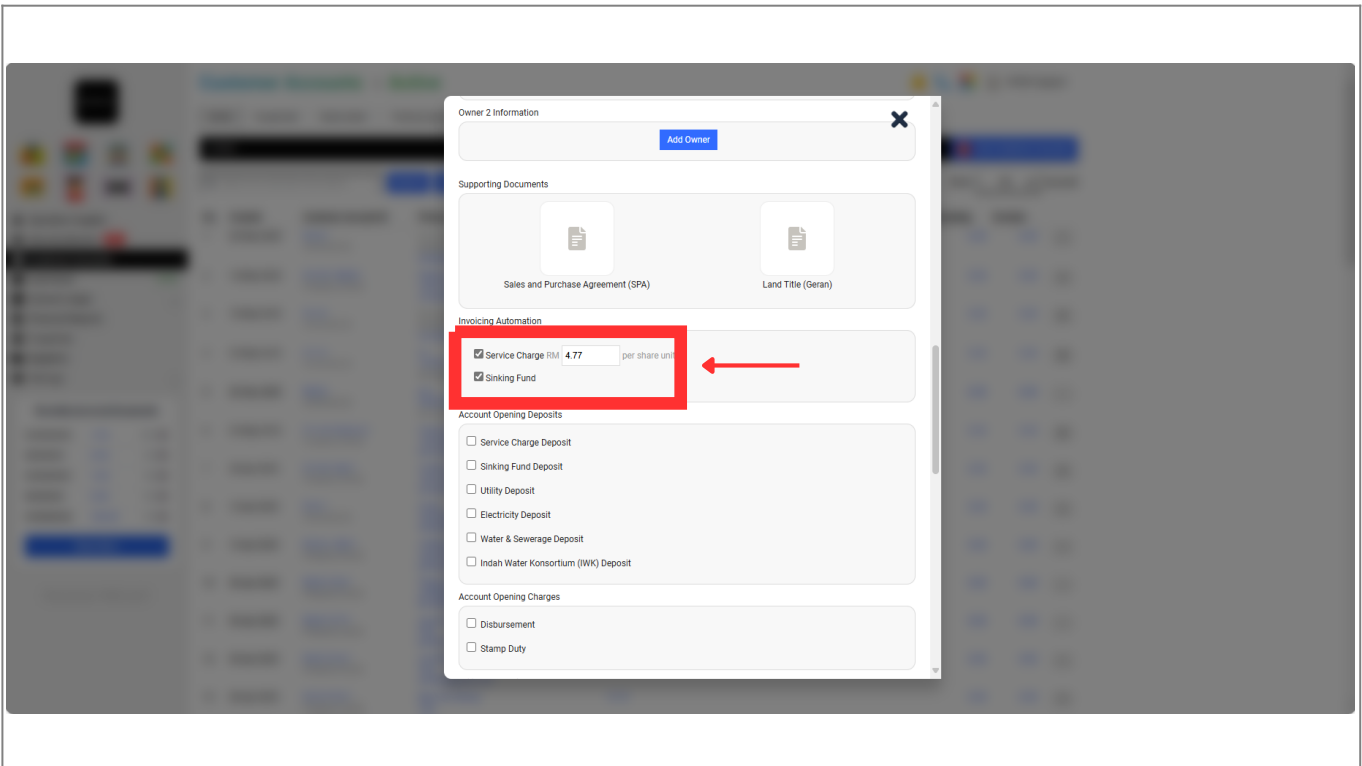
### Step 1:

Details include:

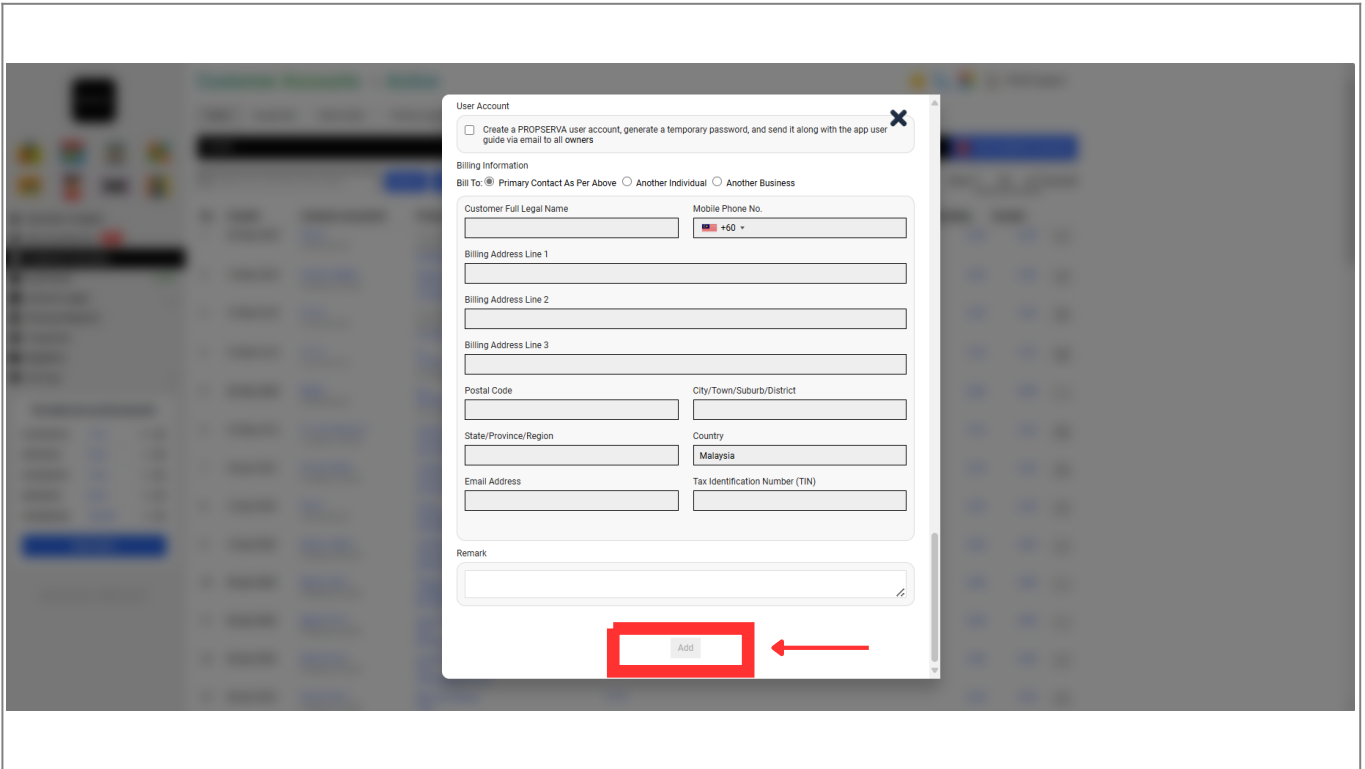
1. Add Property
2. Full Legal Name
3. National Identification Number (e.g., MyKad/NRIC No.)
4. Mobile Phone No.
5. Primary Email Address (This is the "Username" for logging into PROPSERVA User App)
6. Gender



**Step 2:** Please untick 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**

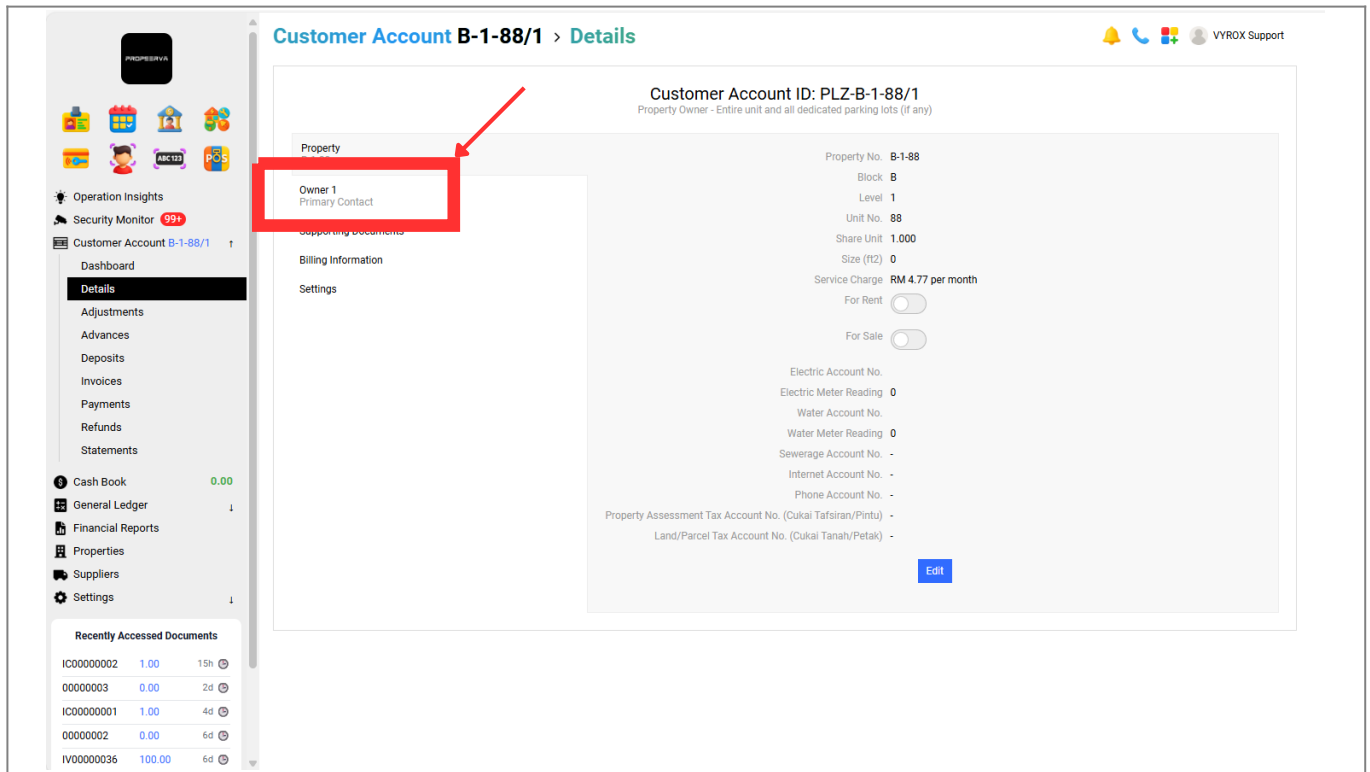
Active | Suspended | Deactivated | Pending Approval

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
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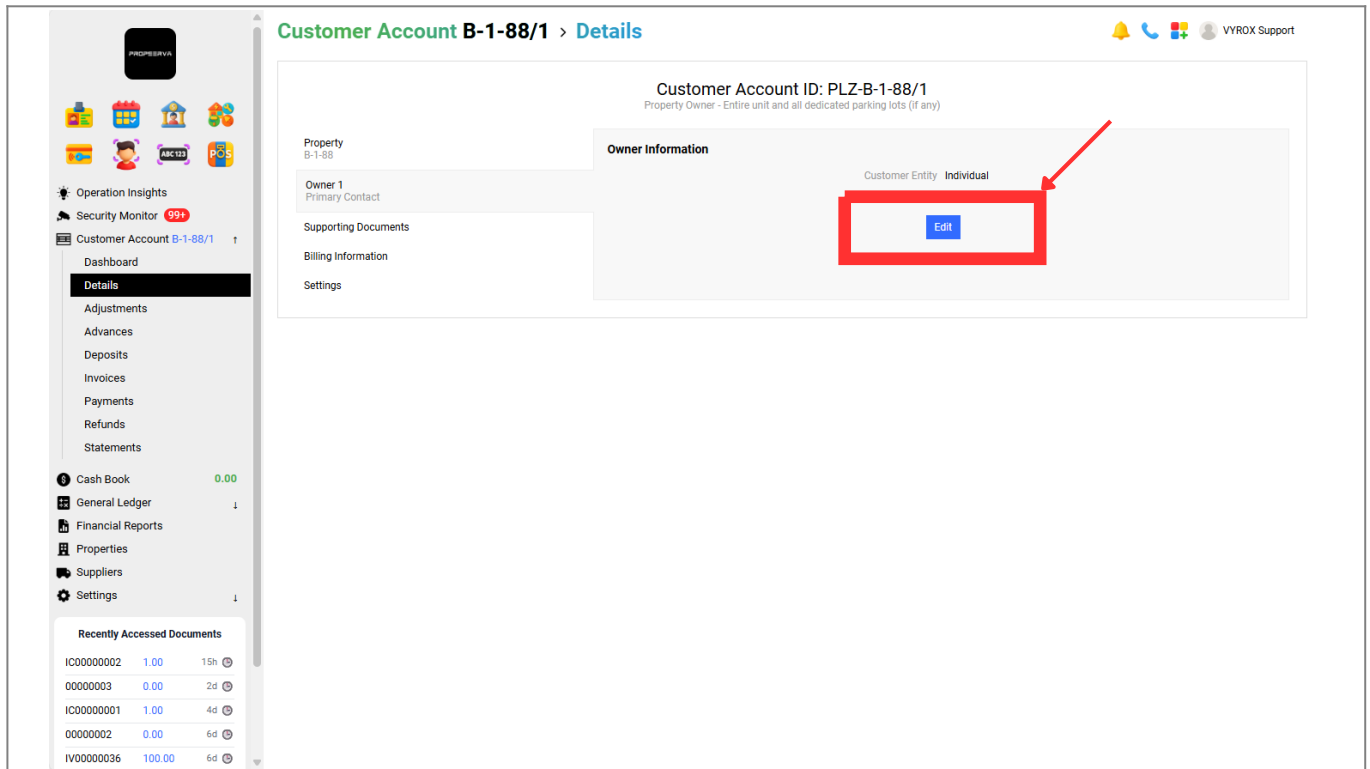
### Step 2:

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



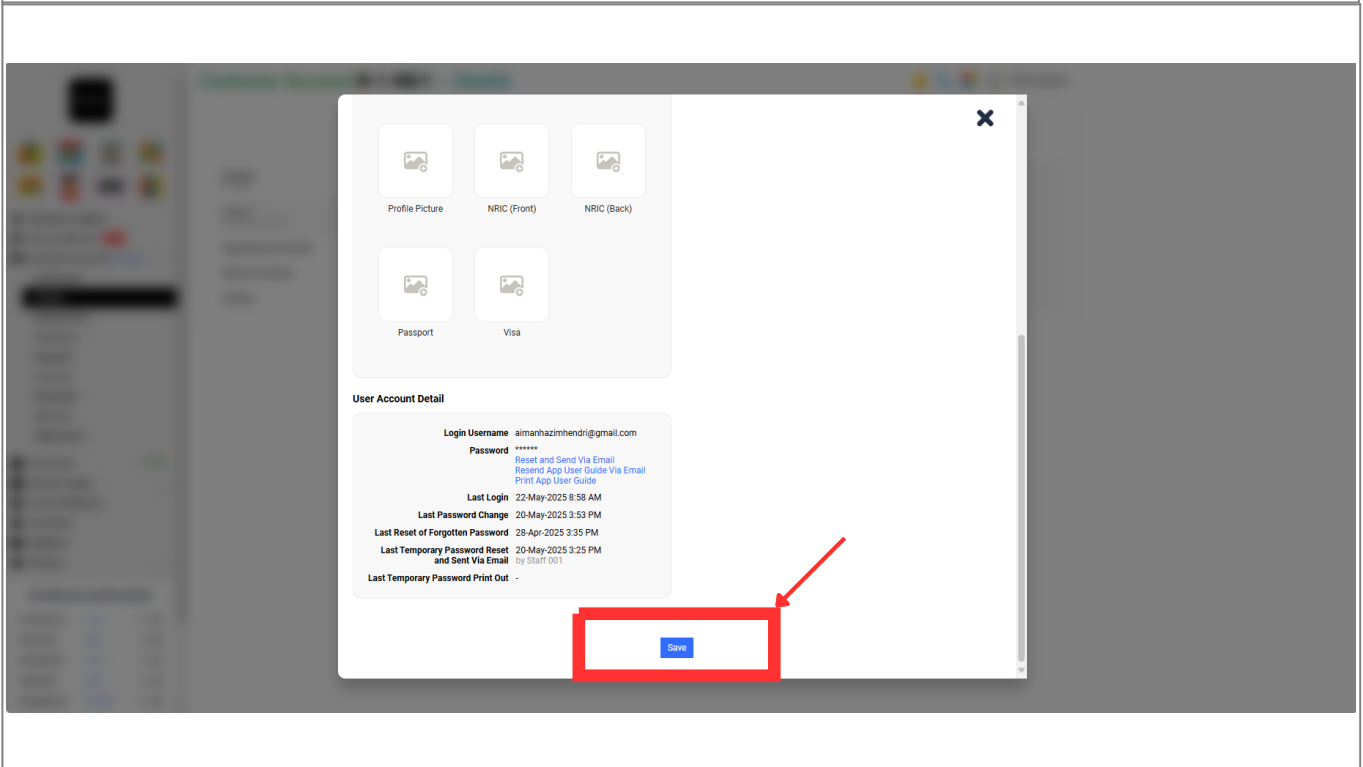
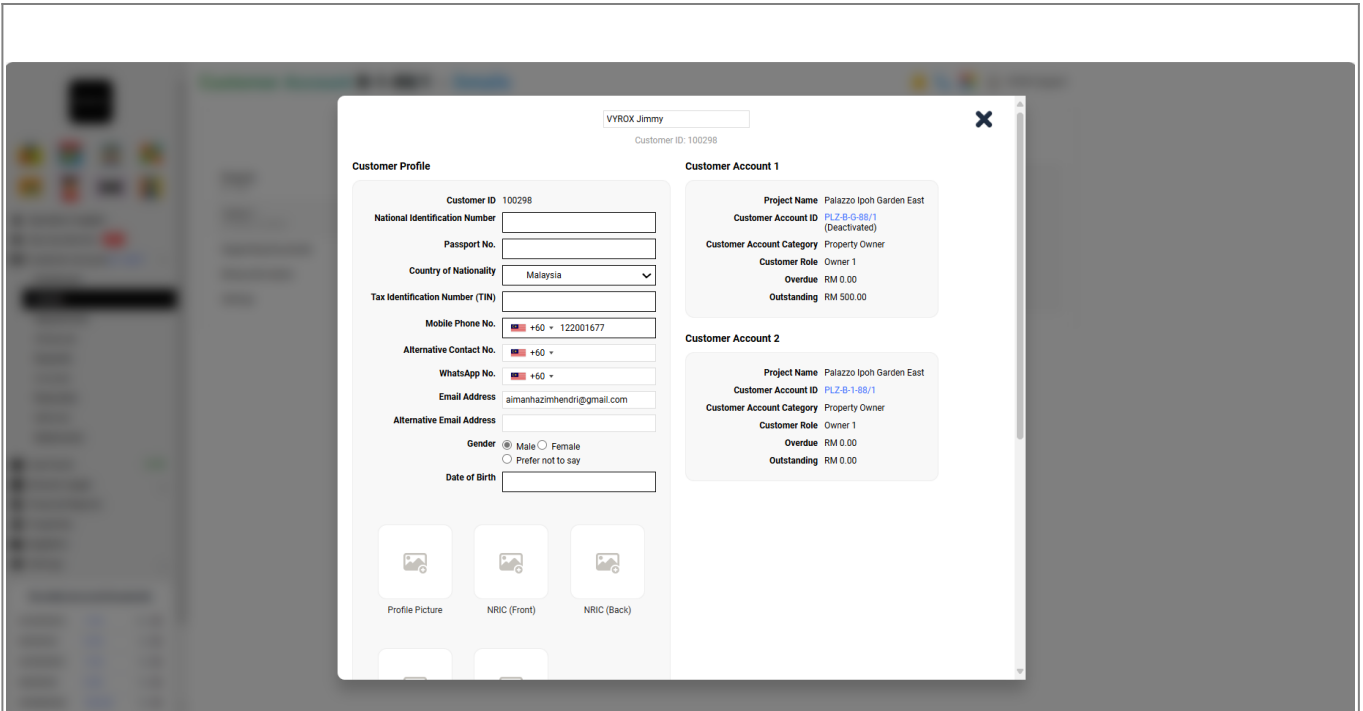
### Step 3:

click **Edit**



### Step 4:

After filling in all the detail customer > Click save



### 2.3 Reset Password And Via Email

If you want to reset via email

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

## QUESTION 2

Last update: 2025/08/20 07:16

customer\_accounts [https://www.vyrox.com/wiki/doku.php?id=customer\\_accounts&rev=1755674202](https://www.vyrox.com/wiki/doku.php?id=customer_accounts&rev=1755674202)

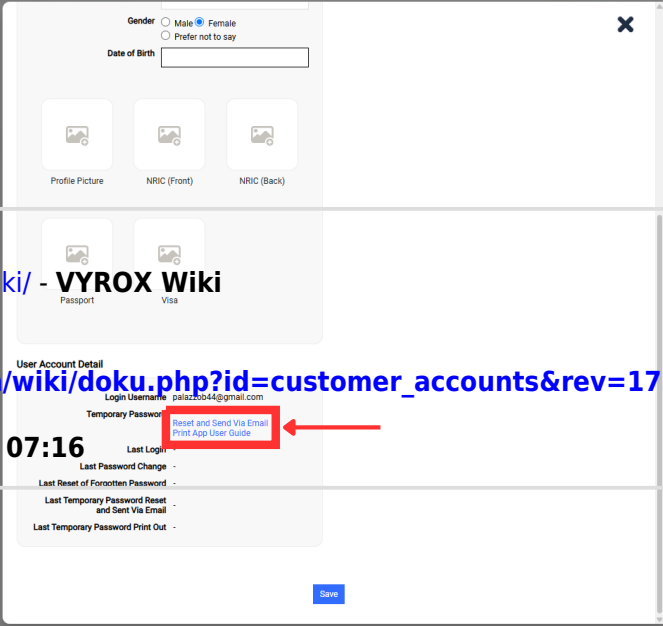
Why does the system say my email is already in use when I can't find it in VYROX VIP?

Procedures:  
1. 2. 3.


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Last update: 2025/08/20 07:16



The screenshot shows a 'User Account Detail' form. It includes fields for Gender (Male, Female, Prefer not to say), Date of Birth, and upload buttons for Profile Picture, NRIC (Front), NRIC (Back), Passport, and Visa. Below these are sections for 'User Account Detail' (Login Username: pallas2004@gmail.com), 'Temporary Password', and a list of account activity logs. A red box highlights the 'Reset and Send Via Email' option in the 'Temporary Password' section, with a red arrow pointing to it.



## Q&A

### QUESTION 1

Why does the system say my email is already in use when I can't find it in VYROX VIP?

Procedures:

1. Customer Account
2. Click on the customer account and select the right three lines in the box.
3. Choose the deactivate.
4. Click 'ok', refresh the page and click 'Continue' to deactivate the account.