

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**

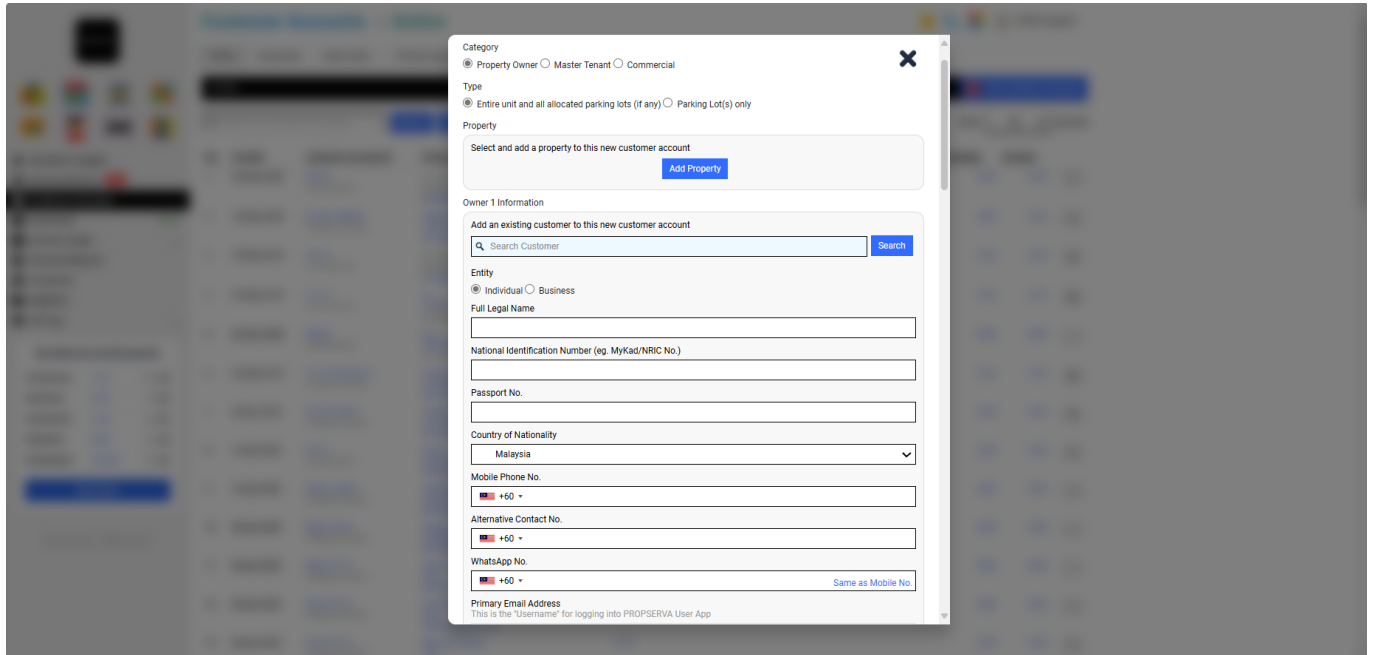
The screenshot displays the 'Customer Accounts > Active' page. On the left is a navigation sidebar with options like 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'Cash Book', 'General Ledger', 'Financial Reports', 'Properties', 'Suppliers', and 'Settings'. The main area shows a table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

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 kxz24601@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 +60164141019 Non App User Sign Up				0.00	0.00
6	02-May-2025	PLZ-A-G-Demo/1 Property Owner	Patrick Au +60196863338 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 shifofctasty@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

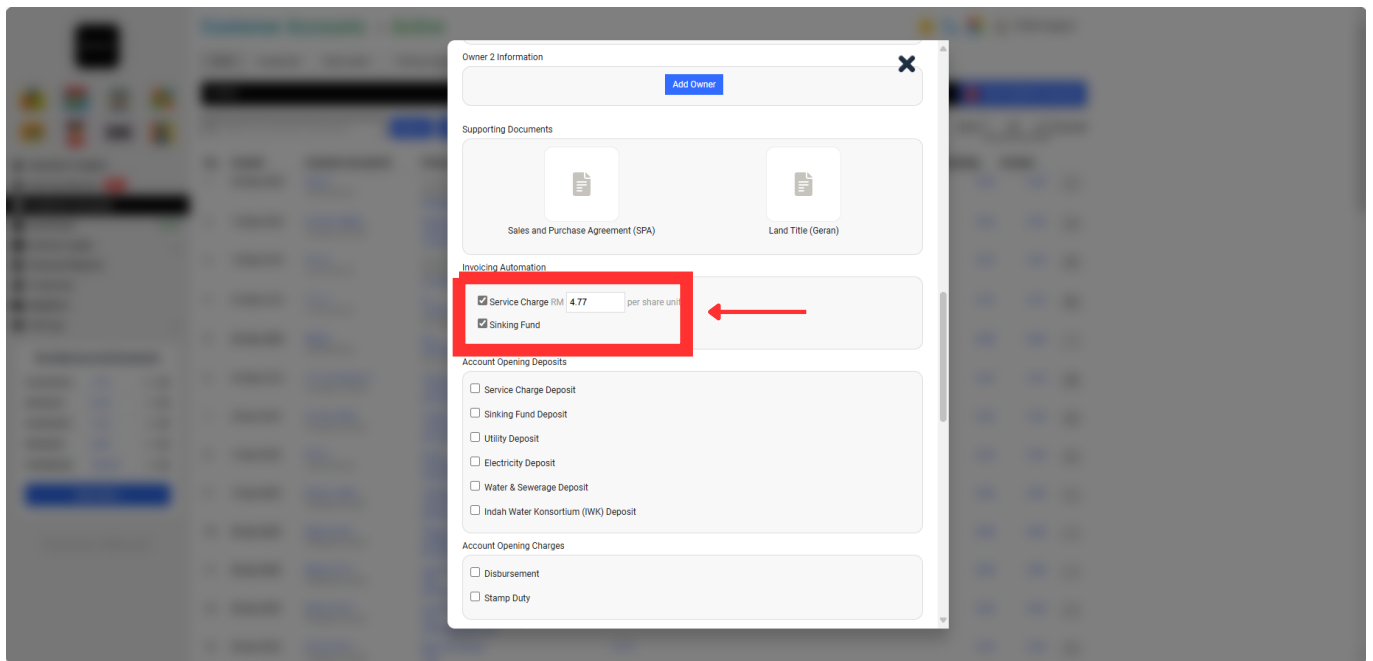
Step 1:

Details include:

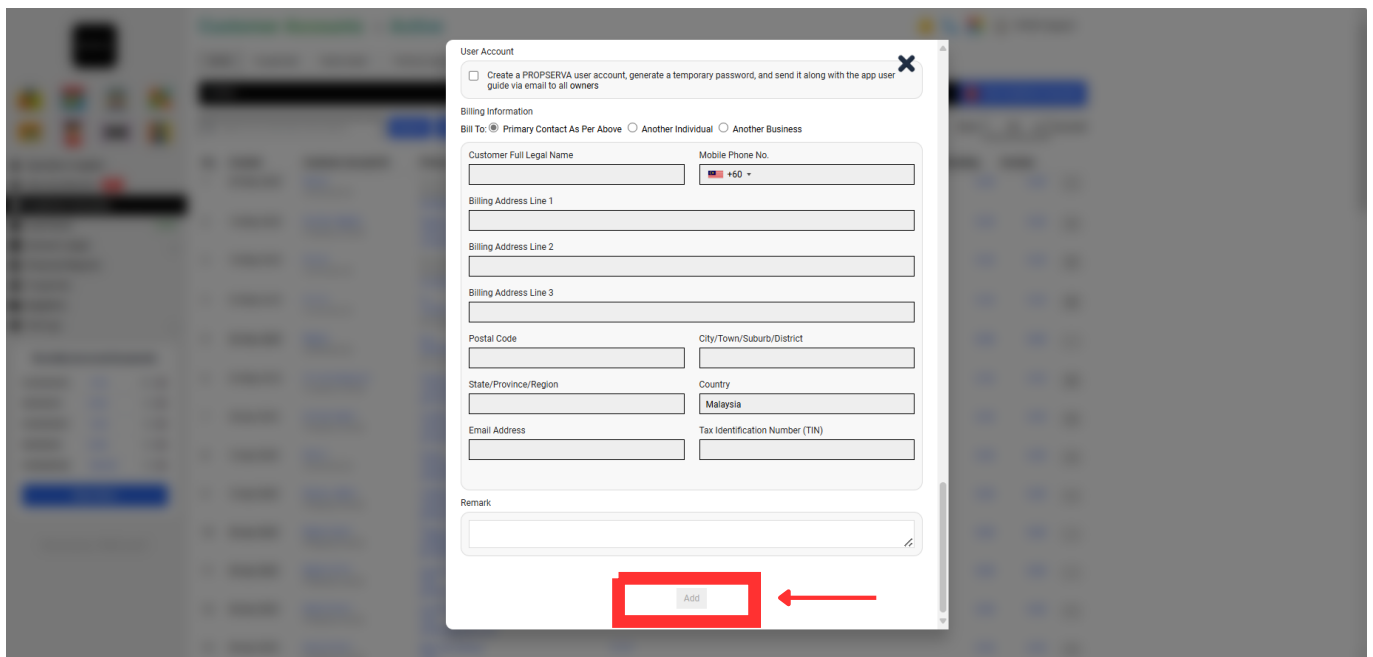
1. Add Property
2. Full Legal Name
3. National Identification Number (e.g., MyKad/NRIC No.)
4. Mobile Phone No.
5. Primary Email Address (This is the "Username" for logging into PROPSERVA User App)
6. Gender



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**

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 lxin24601@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 +6016414101 Non App User Sign Up				0.00	0.00
6	02-May-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 aiman@azimhendri@gmail.com	B-1-88			0.00	0.00
8	13-Apr-2025	PLZ-1 Commercial	Chndy +60125060221 shitofctasty@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 2:

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

Customer Account ID: PLZ-B-1-88/1
Property Owner - Entire unit and all dedicated parking lots (if any)

Owner 1
Primary Contact

Property No. **B-1-88**
Block **B**
Level **1**
Unit No. **88**
Share Unit **1.000**
Size (ft2) **0**
Service Charge **RM 4.77 per month**
For Rent
For Sale

Electric Account No.
Electric Meter Reading **0**
Water Account No.
Water Meter Reading **0**
Sewerage Account No. -
Internet Account No. -
Phone Account No. -
Property Assessment Tax Account No. (Cukai Tafsiran/Pintu) -
Land/Parcel Tax Account No. (Cukai Tanah/Petak) -

[Edit](#)

Step 3:

click **Edit**

Customer Account B-1-88/1 > Details

Customer Account ID: PLZ-B-1-88/1
Property Owner - Entire unit and all dedicated parking lots (if any)

Property: B-1-88

Owner Information

Customer Entity: Individual

Owner 1: Primary Contact

Supporting Documents

Billing Information

Settings

Recently Accessed Documents

Document ID	Amount	Time
IC00000002	1.00	15h
00000003	0.00	2d
IC00000001	1.00	4d
00000002	0.00	6d
IV00000036	100.00	6d

Step 4:

After filling in all the detail customer > Click save

Customer Profile

Customer ID: 100298

National Identification Number: [Input Field]

Passport No.: [Input Field]

Country of Nationality: Malaysia

Tax Identification Number (TIN): [Input Field]

Mobile Phone No.: +60 - 122001677

Alternative Contact No.: +60 - [Input Field]

WhatsApp No.: +60 - [Input Field]

Email Address: almanhazimhendri@gmail.com

Alternative Email Address: [Input Field]

Gender: Male Female Prefer not to say

Date of Birth: [Input Field]

Profile Picture, NRIC (Front), NRIC (Back)

Customer Account 1

Project Name: Palazzo Ipoh Garden East

Customer Account ID: PLZ-B-1-88/1 (Deactivated)

Customer Account Category: Property Owner

Customer Role: Owner 1

Overdue: RM 0.00

Outstanding: RM 500.00

Customer Account 2

Project Name: Palazzo Ipoh Garden East

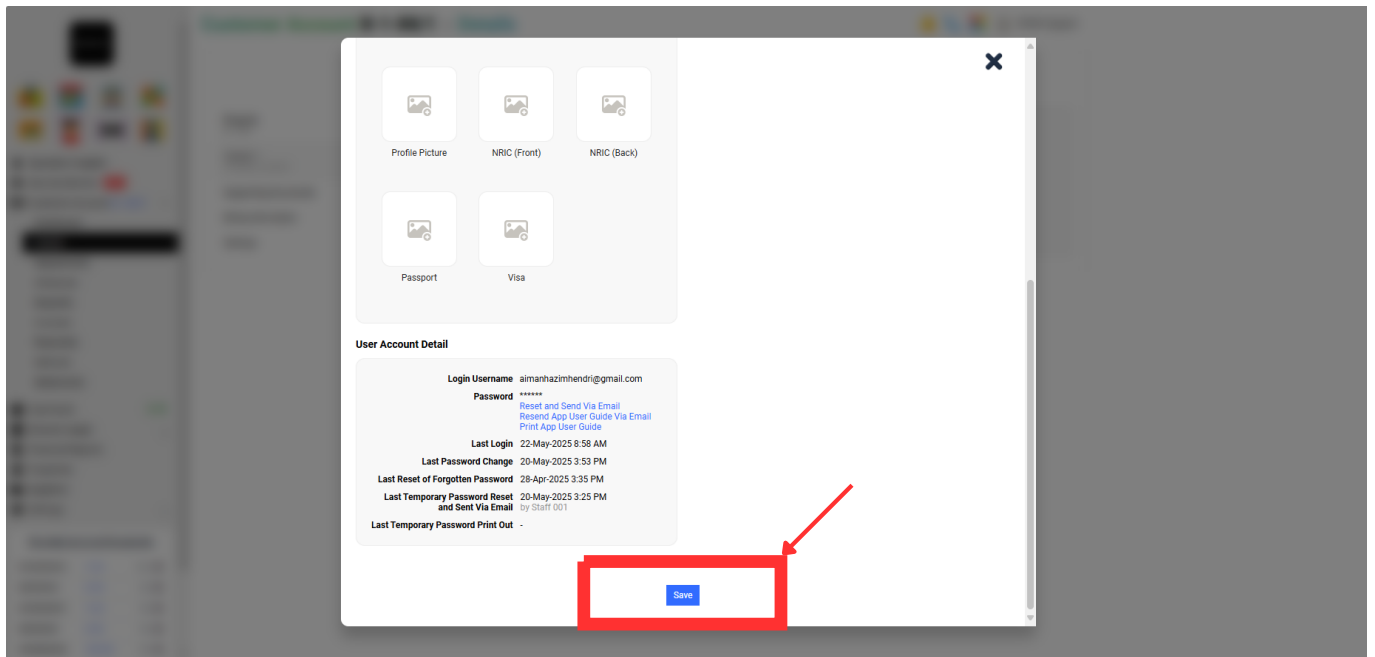
Customer Account ID: PLZ-B-1-88/1

Customer Account Category: Property Owner

Customer Role: Owner 1

Overdue: RM 0.00

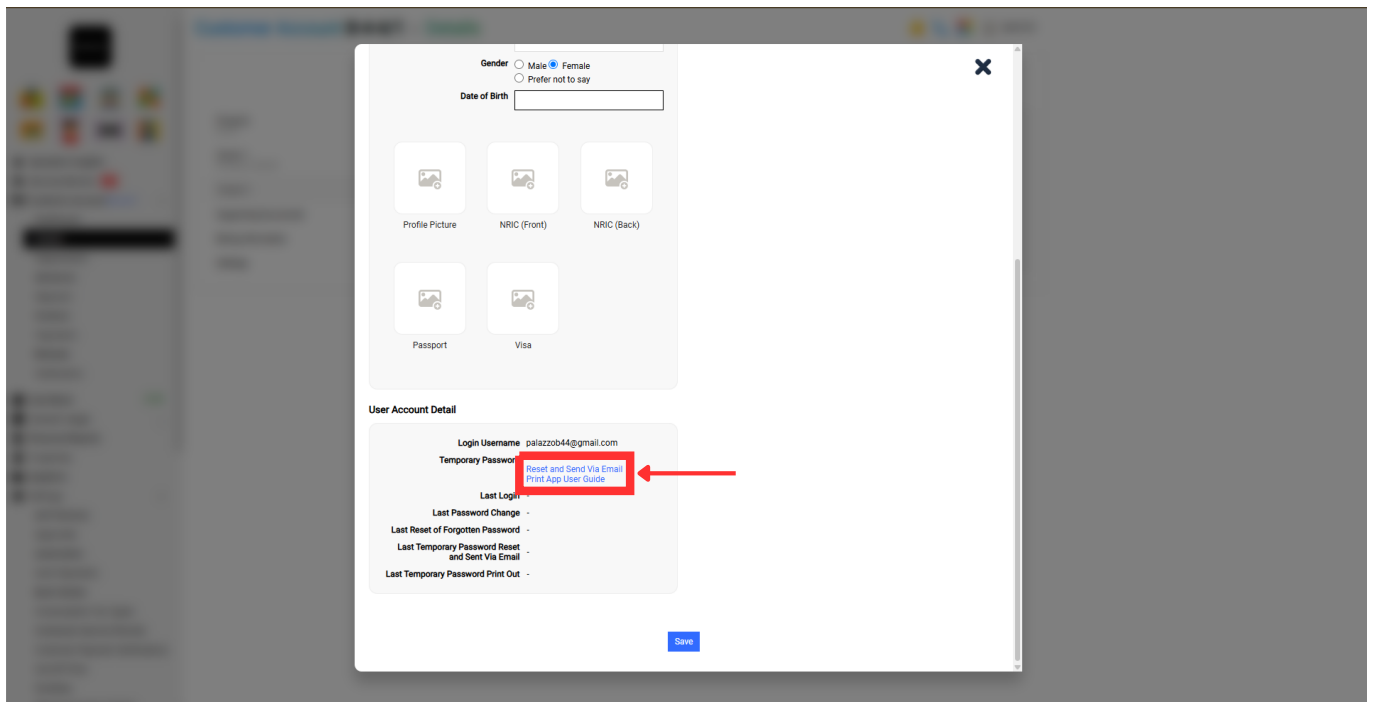
Outstanding: RM 0.00



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**



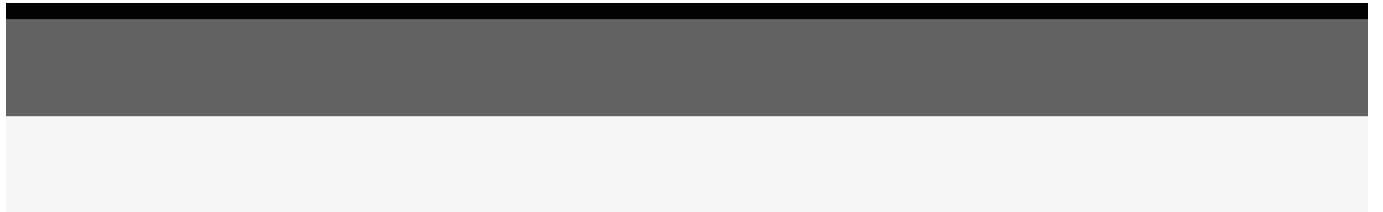
Q&A

QUESTION 1

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

Procedures:

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



After you deactivate the account and want to add the new resident. Please follow the steps, beginning from early. step.

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