

# Customer Account

## 1. Introduction

This guide provides a comprehensive procedure for optimising and improving property management operations using 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 various 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**

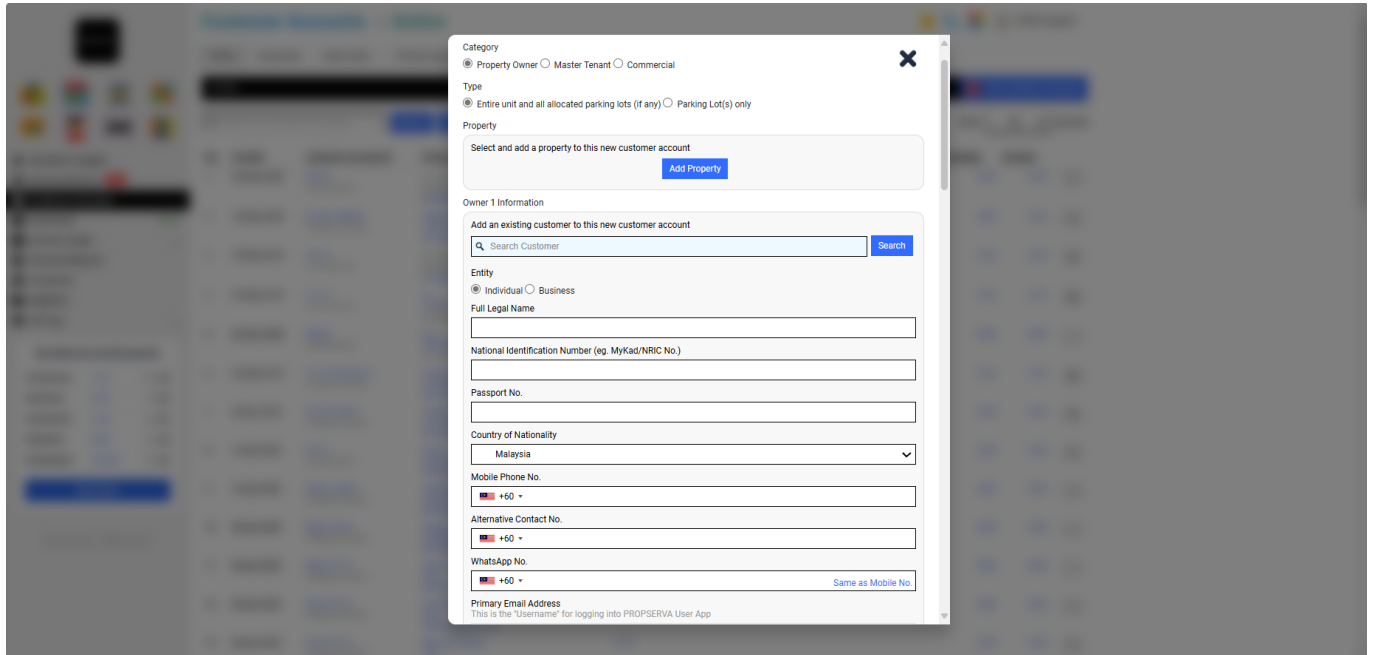
The screenshot displays the 'Customer Accounts > Active' page. On the left is a navigation sidebar with options like 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'Cash Book', 'General Ledger', 'Financial Reports', 'Properties', 'Suppliers', and 'Settings'. The main area shows a table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

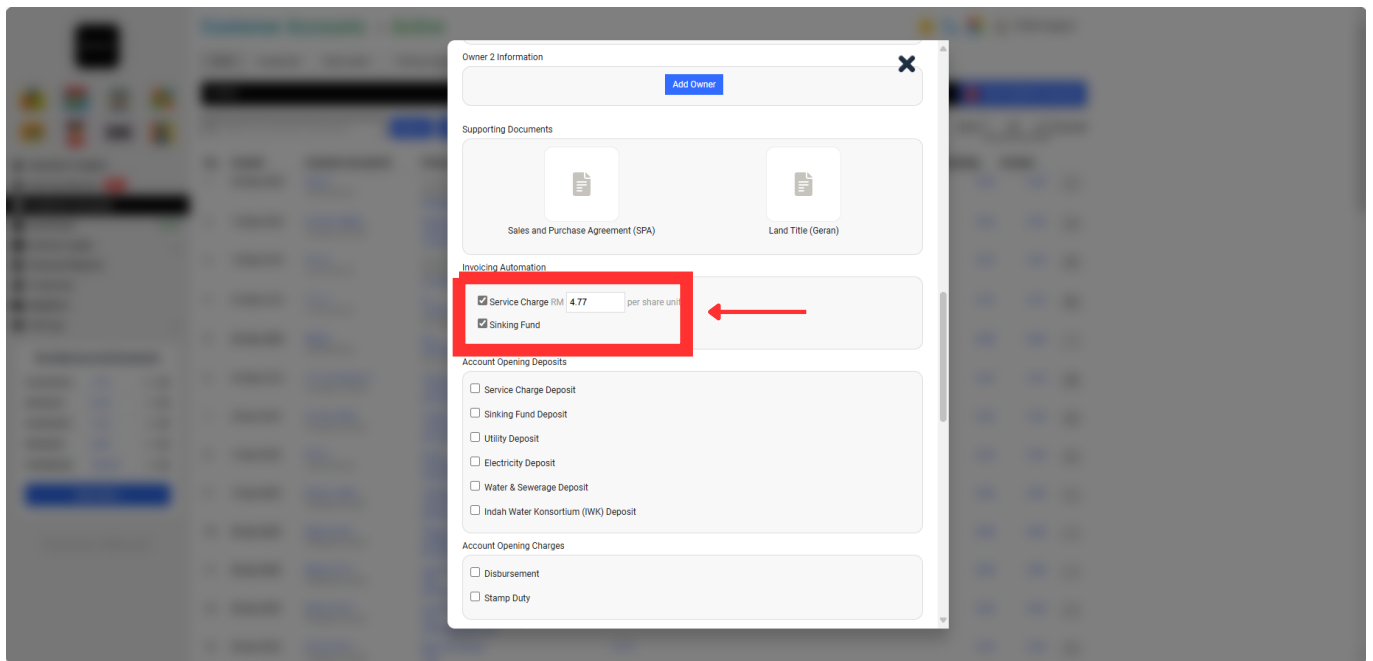
### Step 1:

Details include:

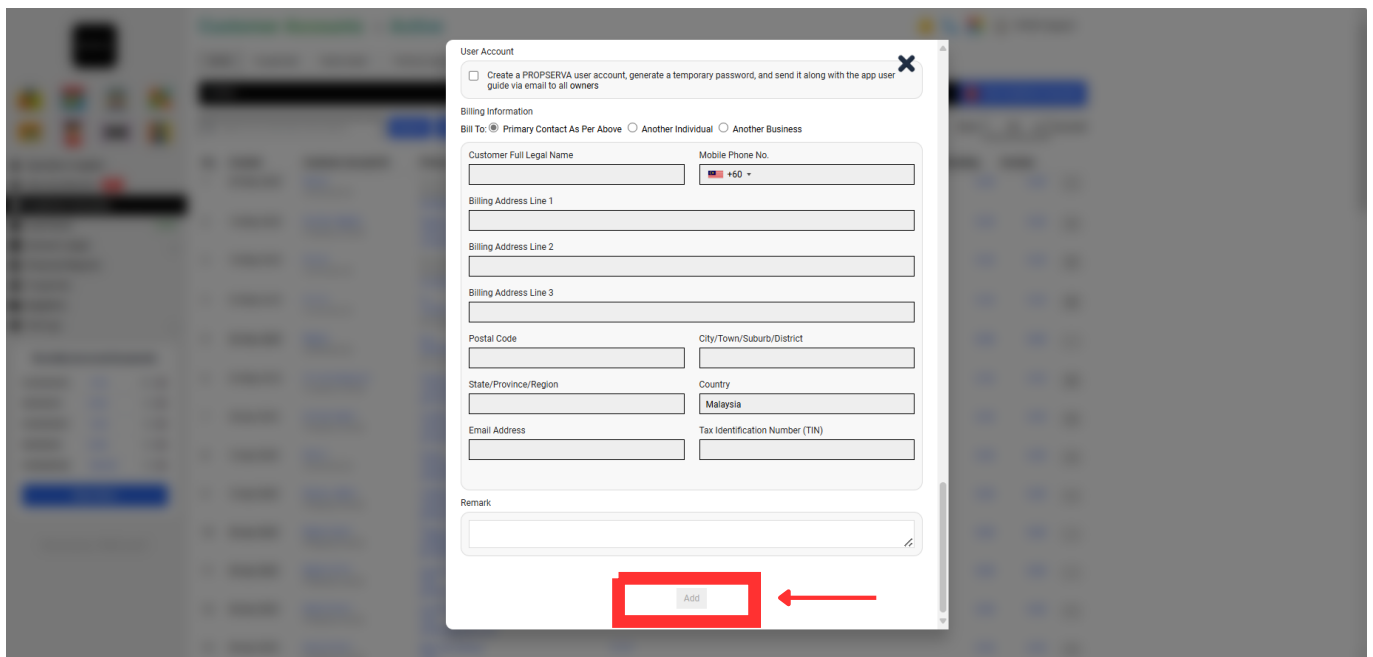
1. Add Property
2. Full Legal Name
3. National Identification Number (e.g., MyKad/NRIC No.)
4. Mobile Phone No.
5. Primary Email Address (This is the "Username" for logging into PROPSERVA User App)
6. Gender



**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-1-88/2 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 +606883338 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@hazimhendri@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)

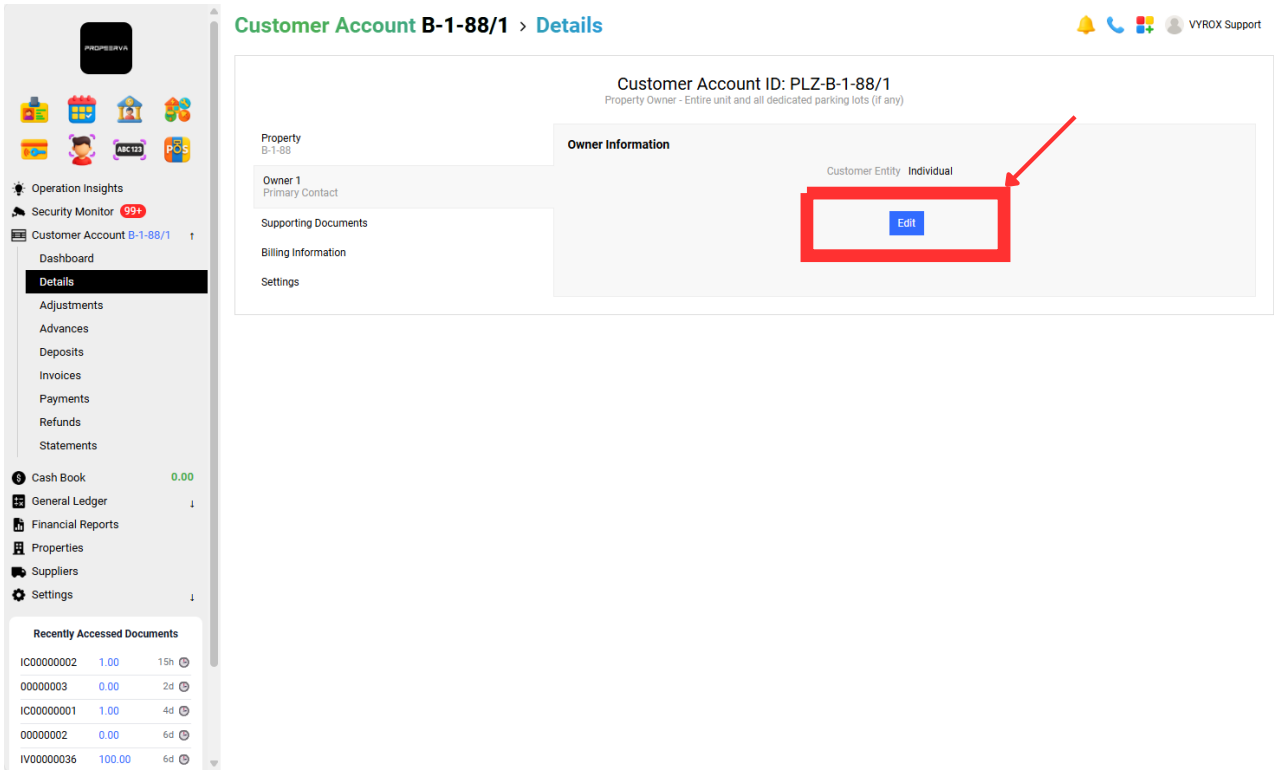
Property No. B-1-88  
Block B  
Level 1  
Unit No. 88  
Share Unit 1.000  
Size (ft2) 0  
Service Charge RM 4.77 per month  
For Rent   
For Sale

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](#)

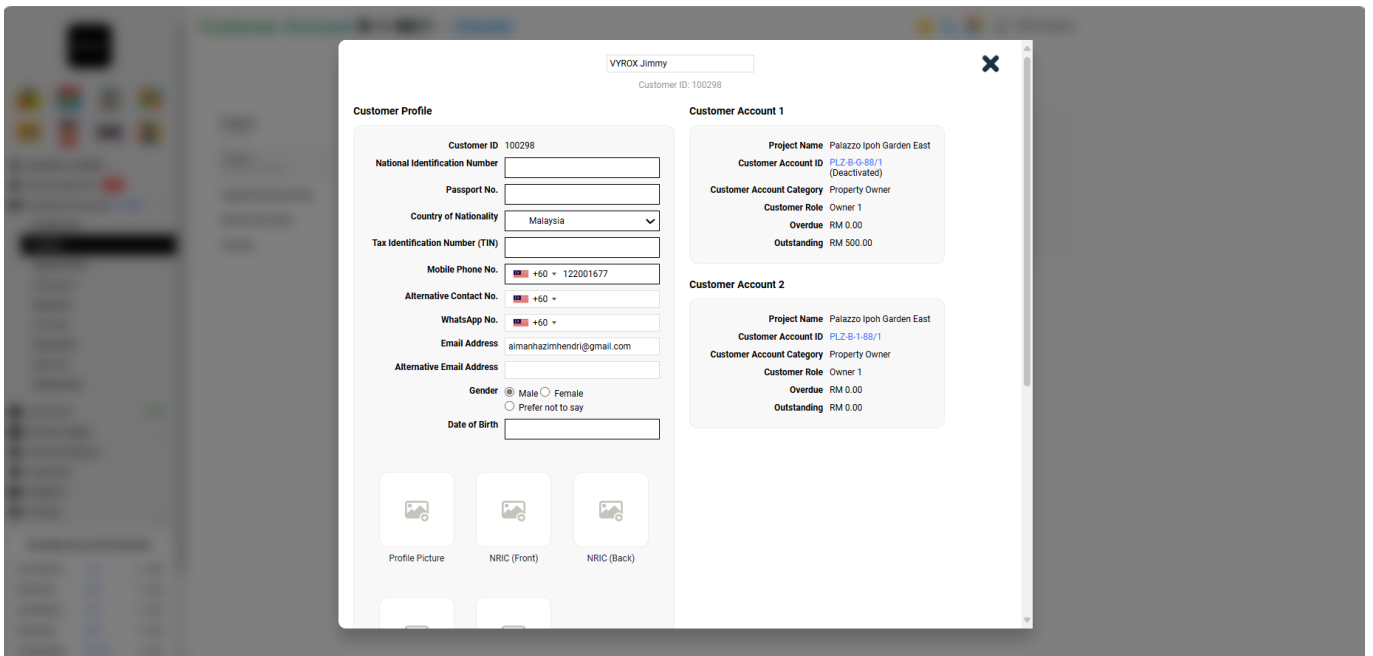
**Step 3:**

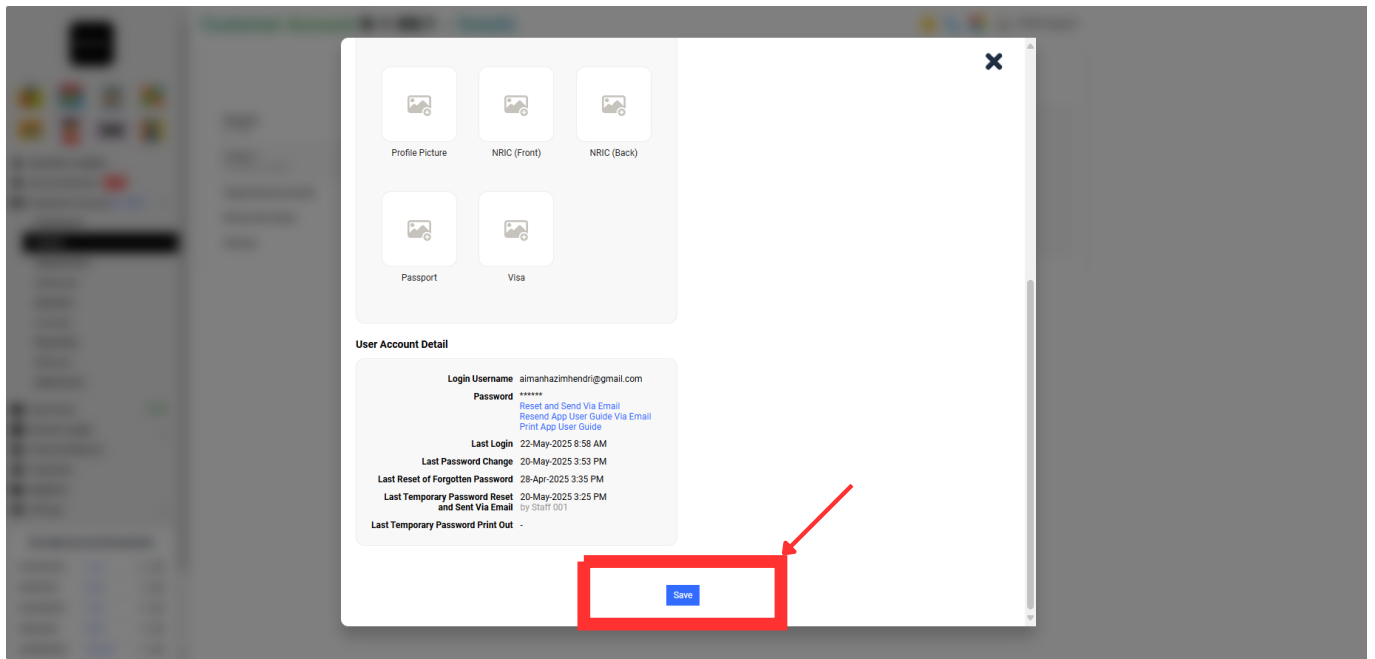
click **Edit**



### Step 4:

After filling in all the detail customer > Click save

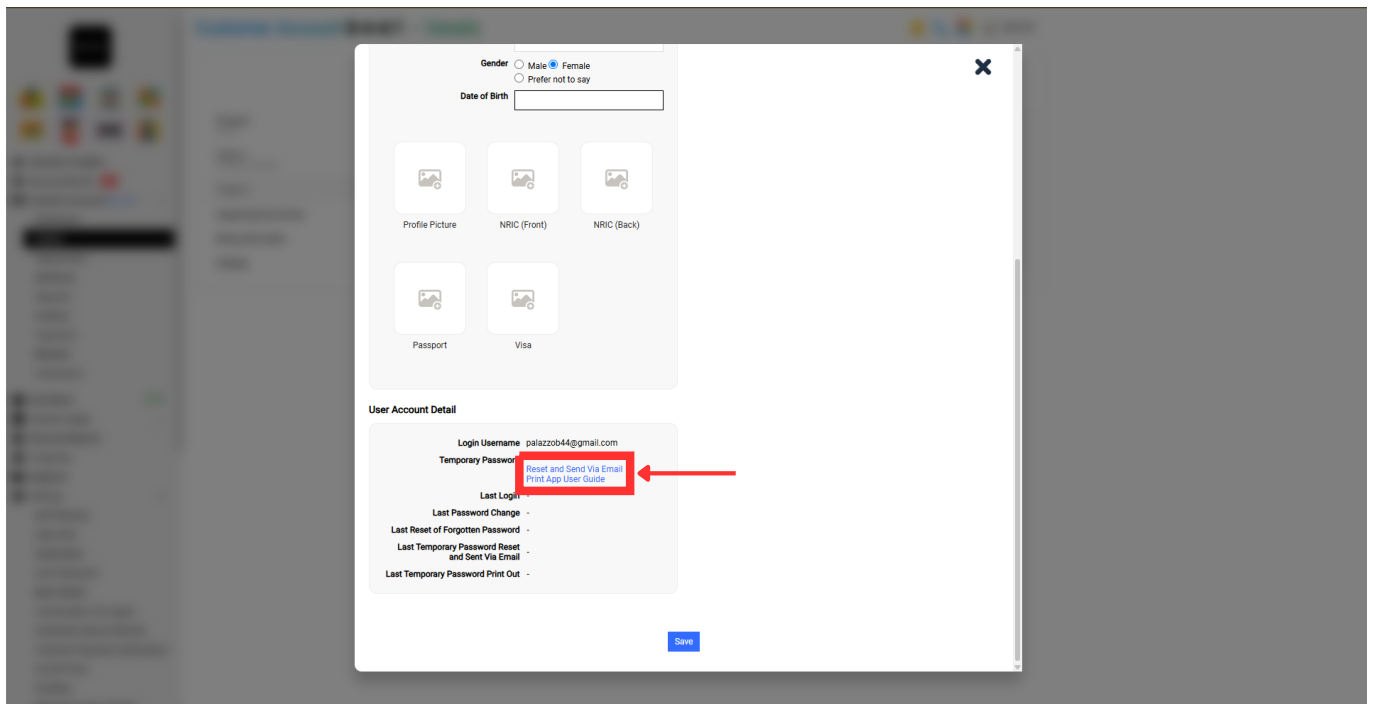




### 2.3 Reset Password And Via Email

If you want to reset via email

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



# Q&A

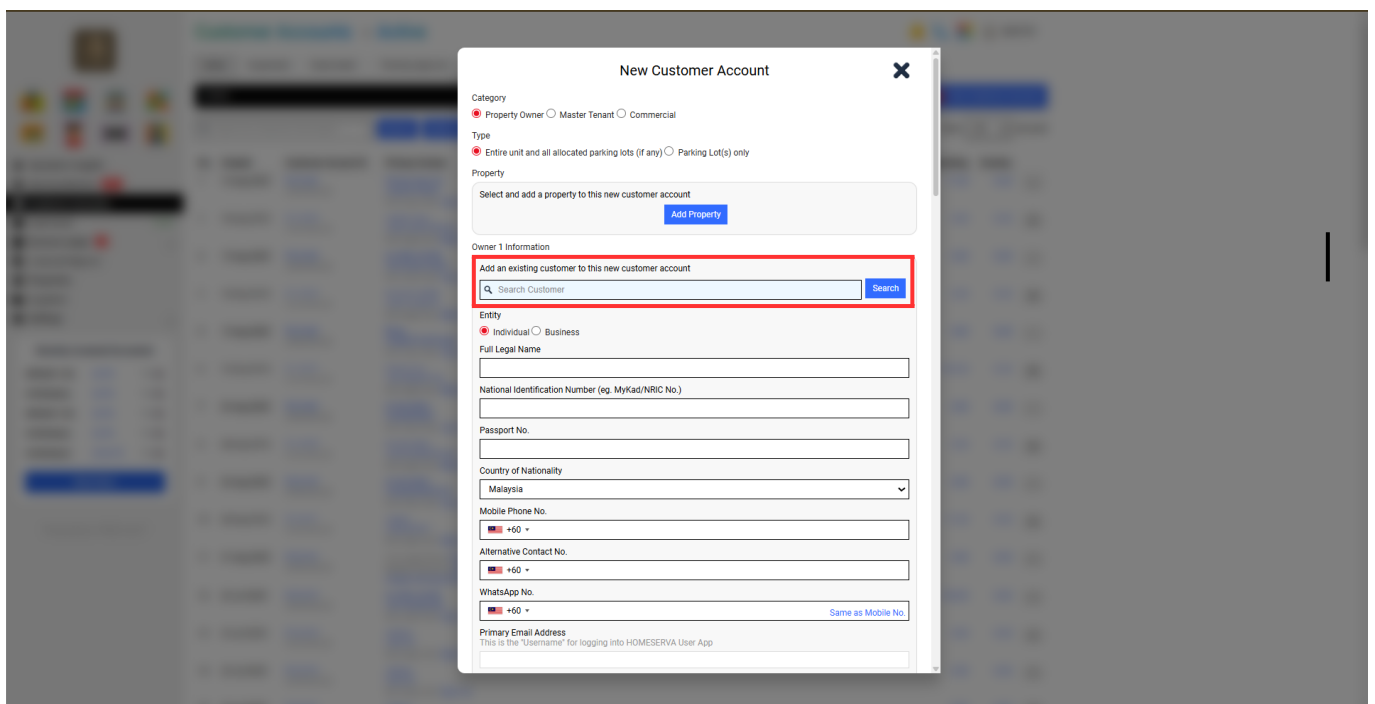
## QUESTION 1

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

Go to **Customer Account > New Customer Account > Search The Email.**

### Step 1:

1. Copy the email address that you want to check.
2. Customer Account
3. Click on the customer account and paste at "Add an existing customer to this new customer account".



The screenshot shows a 'New Customer Account' form with the following sections:

- Category:**  Property Owner  Master Tenant  Commercial
- Type:**  Entire unit and all allocated parking lots (if any)  Parking Lot(s) only
- Property:** Select and add a property to this new customer account.
- Owner 1 Information:**
  - Individual  Business
  - Full Legal Name:
  - National Identification Number (eg. MyKad/NRIC No.):
  - Passport No.:
  - Country of Nationality:
  - Mobile Phone No.:
  - Alternative Contact No.:
  - WhatsApp No.:
  - Primary Email Address:

A red box highlights the search field in the 'Owner 1 Information' section, which contains the text 'Add an existing customer to this new customer account' and a search input field with a magnifying glass icon and a 'Search' button.

If you have an active email in the system and want to change it. All you have to do is deactivate the customer account first.

## QUESTION 2

If the unit was occupied by the previous owner, now change to the new owner?

### Step 1:

Procedures:

1. Customer Account
2. Click on the customer account and select the appropriate three lines in the box.
3. Click the deactivate.
4. To deactivate the account, click 'ok', refresh the page, and then click 'continue'.



\*Note: After you've wanted to add the new resident. Please follow the steps in order, beginning early.\*

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