

Sub-Users

1. Introduction

This guide is crafted to simplify the process of managing sub-users. It provides step-by-step instructions for using the sub-user management system, enabling you to register family members, tenants, and employees seamlessly and efficiently.

2. Sub-Users

This section offers a comprehensive overview of the tools and features available for managing sub-users. It includes options for adding, editing, and removing sub-user accounts, ensuring that each sub-user is configured appropriately.

2.1 Add New Sub-User

Go to **Sub-Users > New Sub-User > Fill in details > Add**

The screenshot shows the HOBEEERVA Sub-Users management interface. The main content area is titled "Sub-Users > Approved" and displays a table of approved sub-users. The table has columns for No., Submitted, Application No., Property No., Customer Account ID, Sub-User Type, Name, and Mo. The table lists three entries:

No.	Submitted	Application No.	Property No.	Customer Account ID	Sub-User Type	Name	Mo.
38	11-Nov-2024		A-4-1	PLZ-A-4-1/3	Family Member	Snooker King Son	+80
37	30-Oct-2024			PLZ-318	Family Member	Lee Von Lili	+80
36	30-Oct-2024			PLZ-254	Family Member	Lee Von Lili	+80
35	08-Feb-2022		A-3-4	PLZ-A-3-4/3	Tenant	Patrick Au Sek Howe	+80

The right-hand sidebar contains various service icons, with the "Sub-Users" icon highlighted in a red box.

Details include:

1. Select Customer account
2. Sub-User Type
3. Relationship to
4. Select Sub-user account
5. Select whether to Email the primary contact as well for any notification generated for this sub-user

If sub-user account already exist , the following information are autofilled. Otherwise , manual fill in details are required.

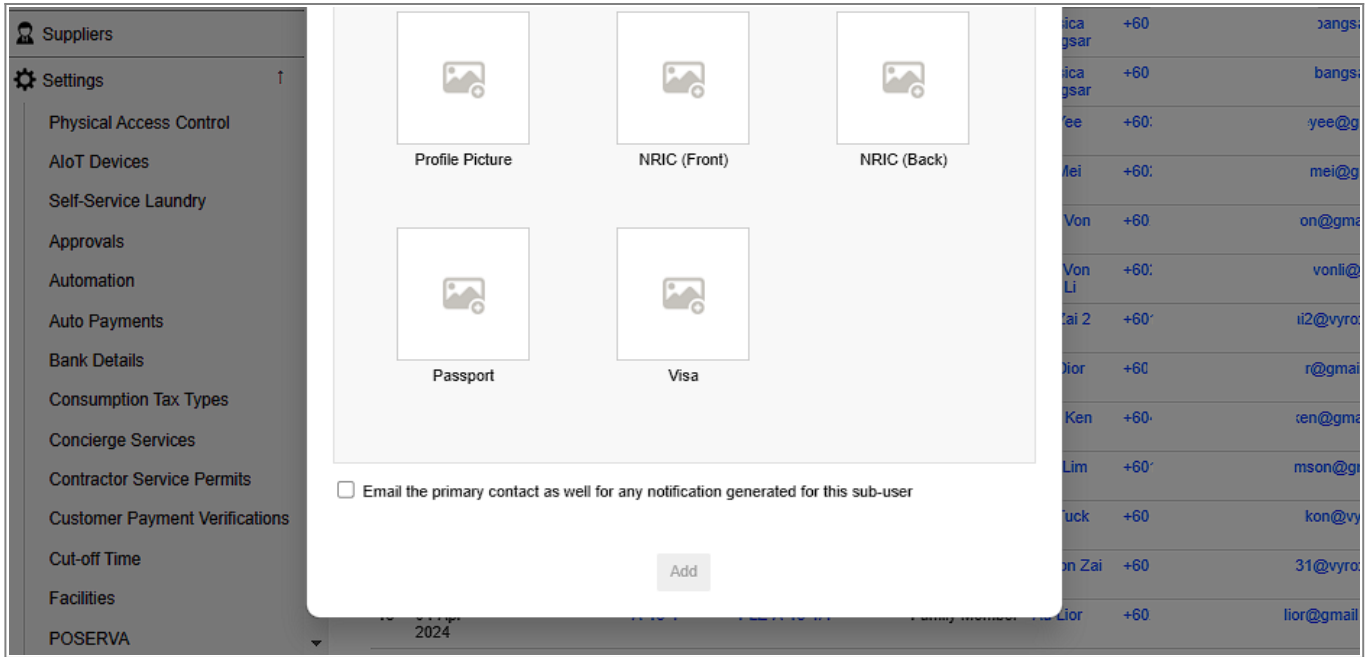
1. Select Entity type
2. Sub-User Full legal name

- 3. Sub-User National Identification Number (eg. MyKad/NRIC No.)
- 4. Sub-User Passport No.
- 5. Sub-User Country of Nationality
- 6. Sub-User Mobile Phone No.
- 7. Sub-User Alternative Contact No.
- 8. Sub-User WhatsApp No.
- 9. Sub-User Primary Email Address
- 10. Sub-User Alternative Email Address
- 11. Sub-User Date of Birth
- 12. Sub-User Gender
- 13. Insert Sub-User Profile Picture
- 14. Insert Sub-User NRIC Picture (Front & Back)
- 15. Insert Sub-User Passport Picture
- 16. Insert Sub-User Visa Picture

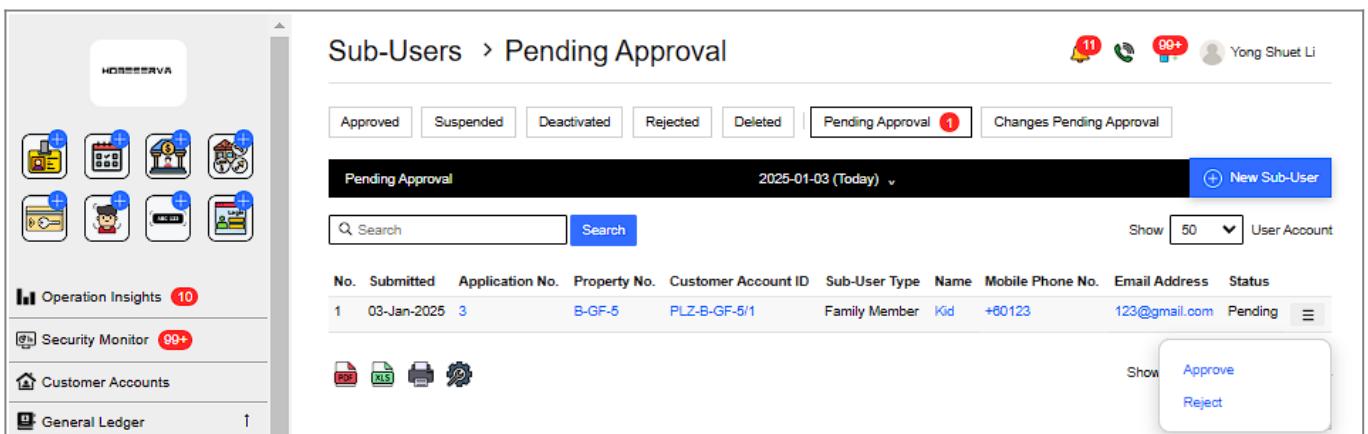
The screenshot displays a web interface for managing sub-users. A modal window titled "New Sub-User" is open, showing the following fields and options:

- Account:** Select Account
- Sub-User Type:** Family Member
- Relationship to:** Other
- Sub-User Information:**
 - Search Customer (with Search button)
 - Entity: Individual (selected)
 - Full Legal Name
 - National Identification Number (eg. MyKad/NRIC No.)
 - Passport No.
 - Country of Nationality: Malaysia
 - Mobile Phone No. (+60)
 - Alternative Contact No. (+60)
 - WhatsApp No. (+60) with a "Same as Mobile No." link
 - Primary Email Address
 - Alternative Email Address
 - Date of Birth
 - Gender: Male (selected), Female, Prefer not to say

The background shows a "Sub-Users > Approved" table with columns for Mobile Phone No. and Email Address. A sidebar on the left contains navigation options like "Operation Insights", "Security Monitor", "Customer Accounts", "General Ledger", "Financial Reports", "Properties", "Suppliers", and "Settings".

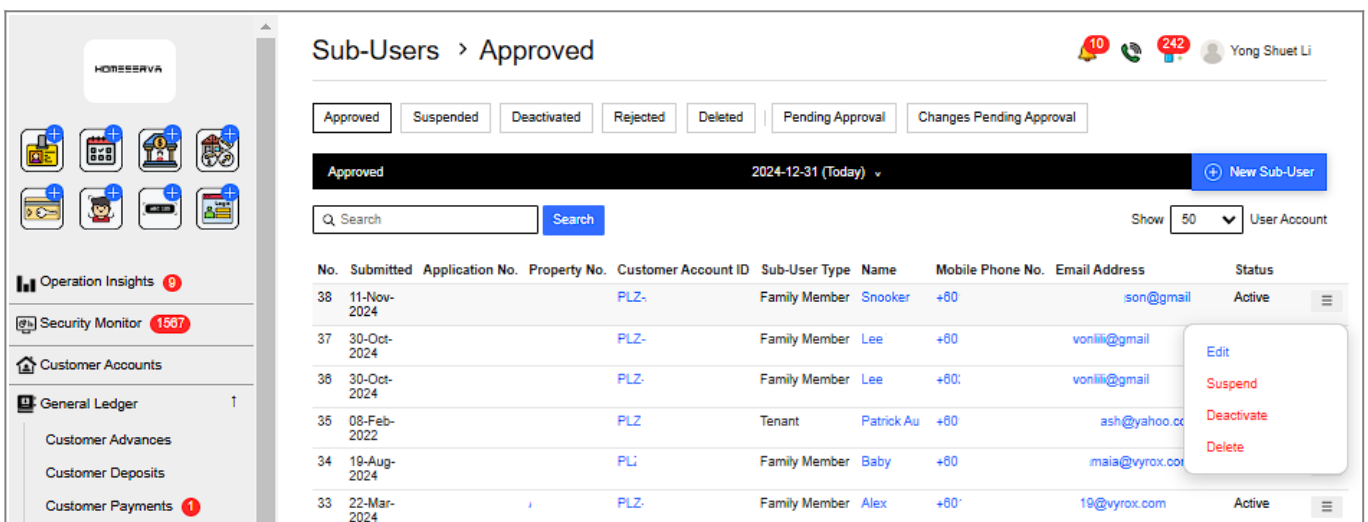


After this, management need to approve sub-user by going to **Pending Approval** page and click **Approve** to approve sub-user.



2.2 Edit, Suspend , Deactivate or Delete Sub-User

To edit , suspend , deactivate or delete sub-user , Go to **Approved** page > **Click on the triple bar of selected sub-user** > **Select either to Edit , Suspend , Deactivate or Delete Sub-User.**



After sub-user account information is edited . Go to **Changes Pending Approval** page and click **Approve** .

Sub-Users > Changes Pending Approval

Approved | Suspended | Deactivated | Rejected | Deleted | Pending Approval | Changes Pending Approval **1**

Changes Pending Approval 2025-01-03 (Today)

Search Search Show 50 Requests

No.	Created	Sub-User ID	Sub-User Name	Changes	Status
1	03-Jan-2025	100520	Kid	1 change	Pending Approval

Approve Reject

2.3 Unsuspend Sub-User

To unsuspend sub-user , Go to **Suspended page** > **Click on the triple bar of selected sub-user** > **Select Unsuspend.**

Sub-Users > Suspended

Approved | Suspended | Deactivated | Rejected | Deleted | Pending Approval | Changes Pending Approval

Suspended 2024-12-31 (Today) + New Sub-User

Search Search Show 50 User Account

No.	Submitted	Application No.	Property No.	Customer Account ID	Sub-User Type	Name	Mobile Phone No.	Email Address	Status
4	03-Aug-2024			PLZ-288	Family Member	Von	+60	i8894@gmail.com	Suspended
3	03-Aug-2024			PLZ-268	Family Member	Von	+60	von@gmail.com	Suspended
2	23-Apr-2024	A-1-16		PLZ-A-1-16/2	Family Member	Alston	+60	31@vyrox.com	Suspended
1	11-May-2023	A-5-1		PLZ-A-5-1/1	Family Member	Alex	+60	ul@vyrox.com	Suspended

Unsuspend

QnA

How to resend email if Sub-user email was not received by customer

Go to **Sub-User** > **Click on the sub-user account name** > **Choose options**

Sub-Users > Approved

Approved | Suspended | Deactivated | Rejected | Deleted | Pending Approval

Approved 2025-01-14 (Today) + New Sub-User

Search Search Show 50 User Account

No.	Submitted	Application No.	Property No.	Customer Account ID	Sub-User Type	Name	Mobile Phone
40	03-Jan-2025	3	B-GF-5	PLZ-B-GF-5/1	Family Member	Kid	+60123

The screenshot displays a user management interface with a sidebar on the left and a main content area. The sidebar includes sections for 'Operation', 'Security', 'Customer Account', 'Cash Book', 'General Ledger', 'Financial Report', 'Properties', 'Suppliers', and 'Settings'. The main content area is divided into two panels. The top panel, titled 'Customer Personal Detail', shows fields for Country of Nationality (Malaysia), Tax Identification Number (TIN), Mobile Phone No. (+60123), Alternative Contact No., WhatsApp No., Email Address (123@gmail.com), Alternative Email Address, Gender (Prefer not to say), and Date of Birth (-). It also features image upload slots for Profile Picture, NRIC (Front), NRIC (Back), Passport, and Visa. The bottom panel, titled 'User Account Detail', shows Login Username (123@gmail.com), Temporary Password (*****), and a list of account activity logs. Two links, 'Reset and Send Via Email' and 'Print App User Guide', are highlighted with a red box. An 'Edit' button is located at the bottom right of the 'User Account Detail' panel. On the right side of the interface, a list of users is visible, including 'ff 001', 'User', 'Account', and several email addresses.

Options include:


- Reset and Send Via Email
- Print App User Guide

HOMESERVA App User Guide

HOMESERVA

Dear Kid,

We are delighted to welcome you to VYROX, a project managed by Perak Corporation. The management has created a HOMESERVA user account for you, and you are only three steps away from accessing the app to enjoy the features of our services for your convenience, as outlined below:

Step 1	Please scan the QR code on the right or visit the following URL link: https://newdemo.homeserva.com/first_time_login.php using an internet browser on your device to get started (no app installation is required).	
Step 2	<p>Please skip this step if you have already activated your user account previously. Otherwise, please activate your HOMESERVA user account by logging in using your Primary Email Address 123@gmail.com as your "Username" and 3YDQ3AG3 as the "Temporary Password". Upon activating your user account, you will be required to enter your identity card number or passport number for identity verification purposes. After successful verification, you will be prompted to change the "Temporary Password" to your own password immediately for security purposes.</p> <div data-bbox="673 687 1010 752" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Username: 123@gmail.com Temporary Password: 3YDQ3</p> </div>	
Step 3	Please use your Primary Email Address 123@gmail.com as your "Username" and the "Password" you set during your user account activation in Step 2 to login and begin utilizing the app features of our services for your convenience.	

Please do not hesitate to contact our dedicated support team at +60322424598 if you have any questions or concerns regarding your HOMESERVA user account or need assistance with any aspect of HOMESERVA software or app. Thank you for joining HOMESERVA, the Artificial Intelligence of Things based Operation Management System. We are excited to have you on board and look forward to your presence on our platform.

Best regards,
The Management
VYROX

From:
<https://vyrox.com/wiki/> - **VYROX Wiki**

Permanent link:
<https://vyrox.com/wiki/doku.php?id=sub-user>

Last update: **2025/01/14 02:44**

