

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 'Sub-Users > Approved' section of the HOBSEERVA system. The interface includes a navigation sidebar on the left and a main content area. The main content area features a filter bar with options: Approved, Suspended, Deactivated, Rejected, Deleted, Pending Approval, and Change. Below the filter bar is a search bar and a table of approved sub-users. The table has the following data:

No.	Submitted	Application No.	Property No.	Customer Account ID	Sub-User Type	Name	Mobile No.
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

On the right side of the interface, there is a grid of icons for various features. The 'Sub-Users' icon, which shows a person with a plus sign, is highlighted with a red box. Other icons include Complaints, Incident Reports, Defect Reports, Management Accounts, Meeting Minutes, Emergency Numbers, Emergency SOS Requests, and Card Access.

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

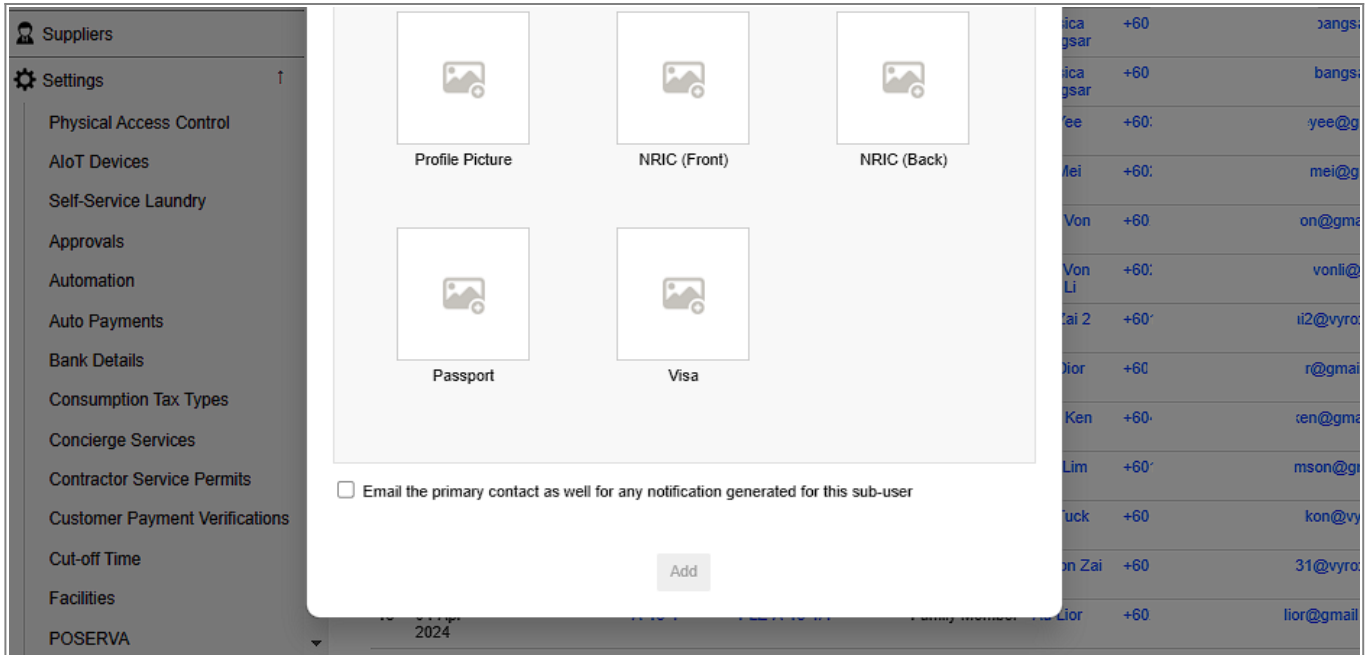
If sub-user account already exist , the following information are autofilled. Otherwise , manual fill in details are required.

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

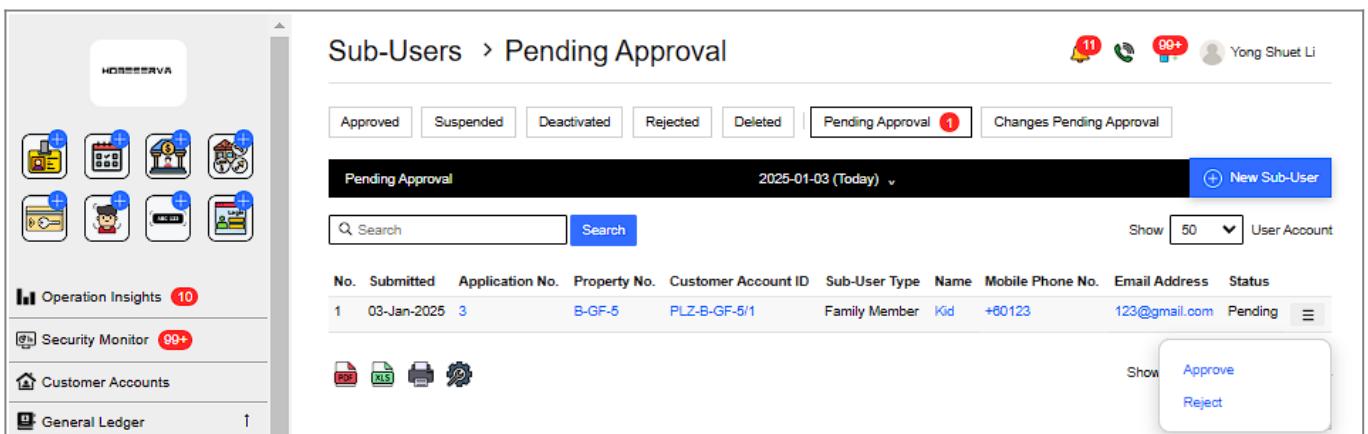
- 3. Sub-User National Identification Number (eg. MyKad/NRIC No.)
- 4. Sub-User Passport No.
- 5. Sub-User Country of Nationality
- 6. Sub-User Mobile Phone No.
- 7. Sub-User Alternative Contact No.
- 8. Sub-User WhatsApp No.
- 9. Sub-User Primary Email Address
- 10. Sub-User Alternative Email Address
- 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 application interface. On the left is a sidebar menu with categories like 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'General Ledger', 'Financial Reports', 'Properties', 'Suppliers', and 'Settings'. The main content area is titled 'Sub-Users > Approved' and shows a list of sub-users with columns for Mobile Phone No. and Email Address. A modal window titled 'New Sub-User' is open in the foreground, containing the following form fields:

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

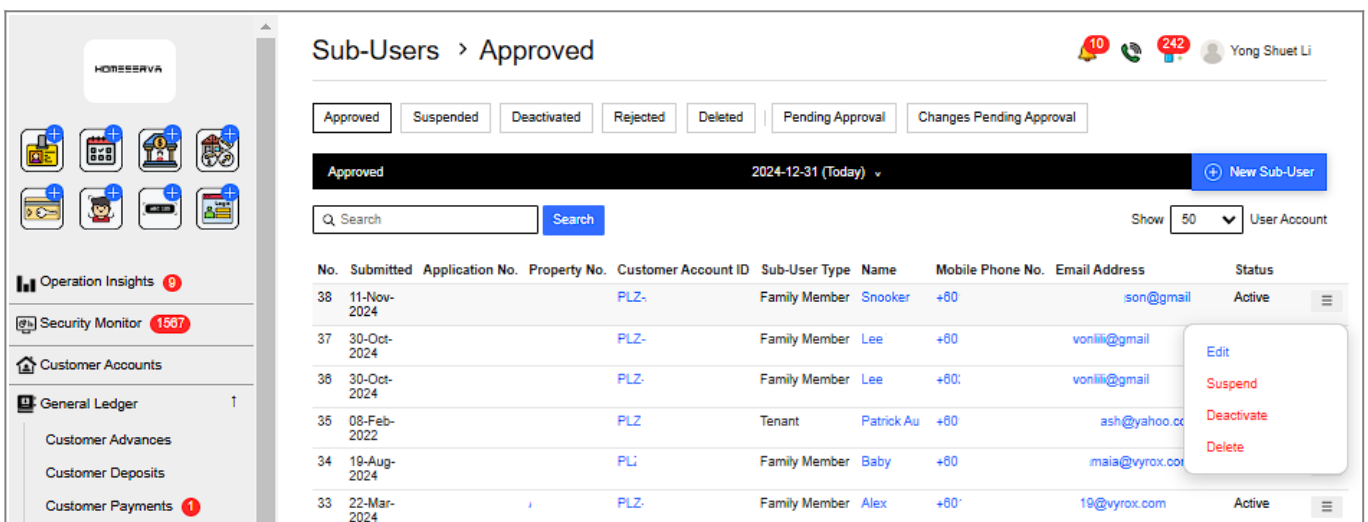


After this, management need to approve sub-user by going to **Pending Approval** page and click **Approve** to approve sub-user.

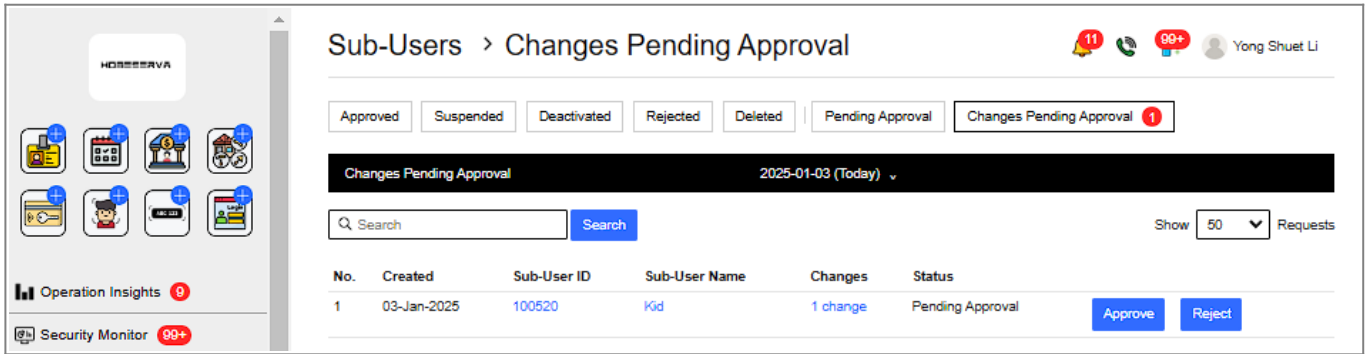


2.2 Edit, Suspend , Deactivate or Delete Sub-User

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.**

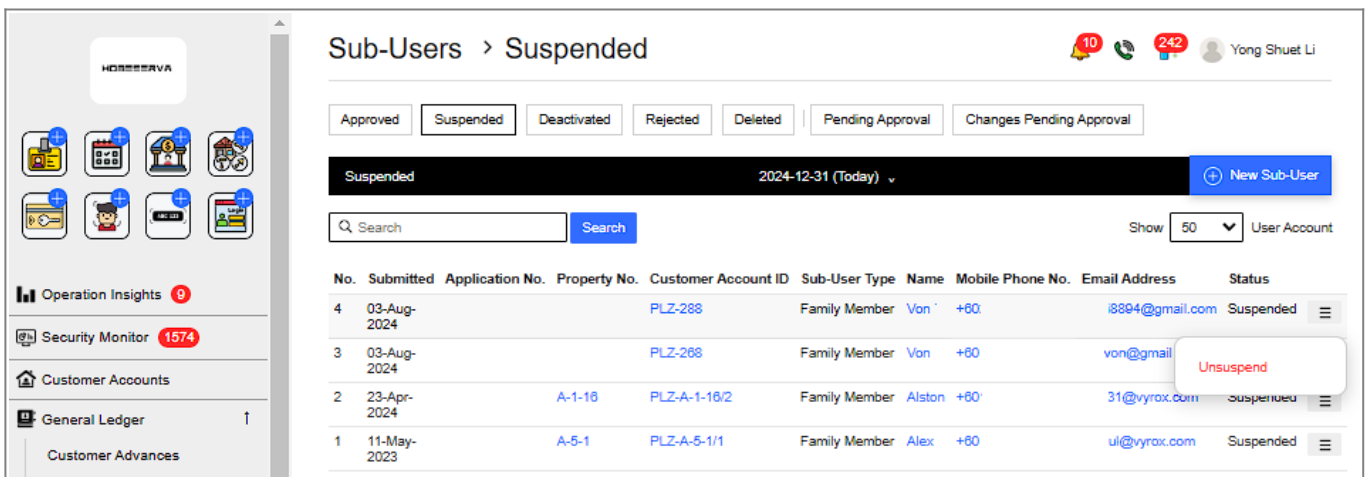


After sub-user account information is edited . Go to **Changes Pending Approval** page and click **Approve** .



2.3 Unsuspend Sub-User

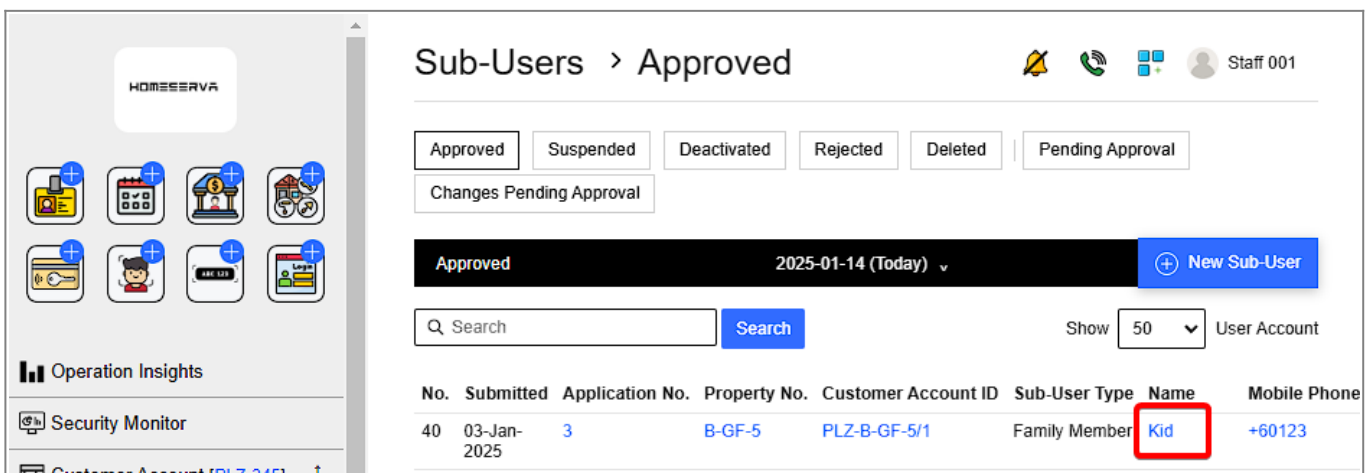
To unsuspend sub-user , Go to **Suspended page** > **Click on the triple bar of selected sub-user** > **Select Unsuspend.**



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**



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 shows personal details for a user with the following information:

- 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
- Date of Birth: -

Below the text fields are five image upload slots labeled: Profile Picture, NRIC (Front), NRIC (Back), Passport, and Visa. The bottom panel, titled 'User Account Detail', shows account information:

- Login Username: 123@gmail.com
- Temporary Password: *****
- Last Login: -
- Last Password Change: -
- Last Reset of Forgotten Password: -
- Last Temporary Password Reset and Sent Via Email: -
- Last Temporary Password Print Out: -

Two links are visible under the 'Temporary Password' field: 'Reset and Send Via Email' and 'Print App User Guide', both 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 other users is partially visible, including names like 'ff 001', 'User', 'Account', and various 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="673 685 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

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