

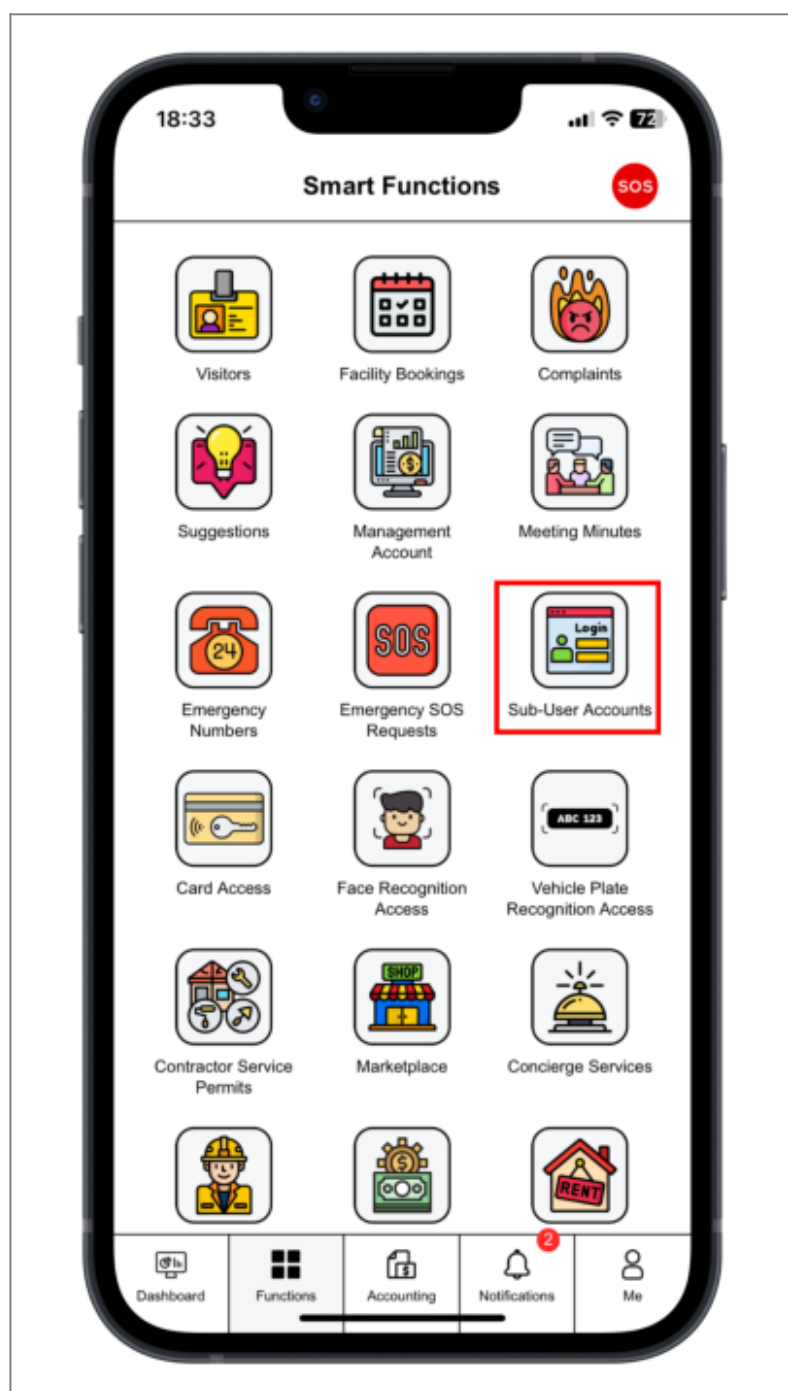
Sub-Users

Introduction

This guide explains how to create and manage sub-user accounts effectively. Follow these steps to add sub-users and manage their access permissions seamlessly.

Step 1: Create Sub-Accounts

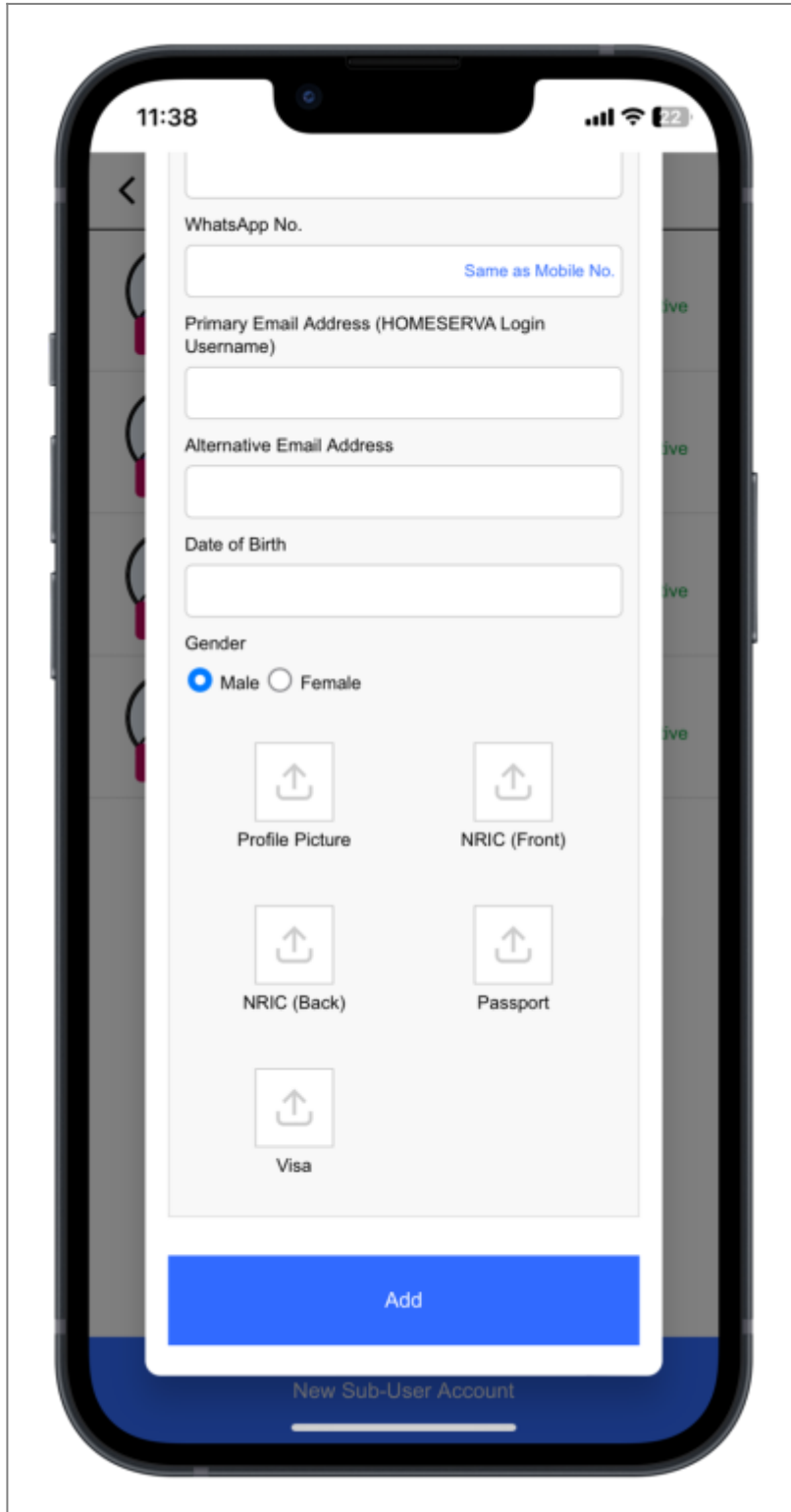
Click **“Sub-User Account”** to create accounts for family members or tenants.



Step 2: Fill In Sub Accounts Details

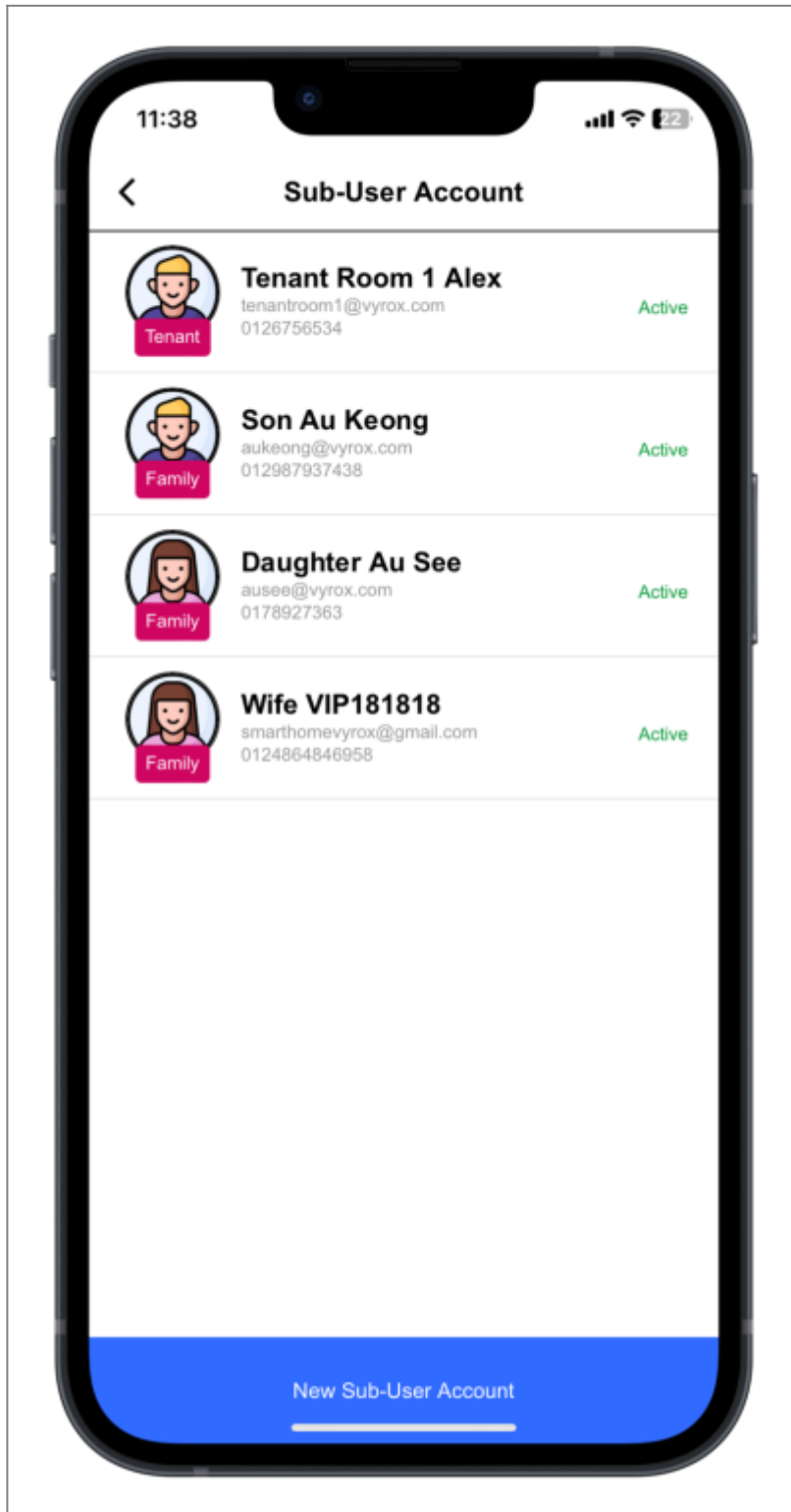
Fill in Sub-user Name, NRIC / Passport No., Mobile Phone No. and Email Address.

Click **“Add”** to create.



Step 3: Check New Created Account Status

New created sub accounts will be listed in this page.



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

Changes 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

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 -

Profile Picture

NRIC (Front)

NRIC (Back)

Passport

Visa

Customer Role Family Member 1

Overdue RM 0.00

Outstanding RM 2.10

User Account Detail

Login Username 123@gmail.com

Temporary Password *****

[Reset and Send Via Email](#)

[Print App User Guide](#)

Last Login -

Last Password Change -

Last Reset of Forgotten Password -

Last Temporary Password Reset and Sent Via Email -

Last Temporary Password Print Out -

[Edit](#)

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 style="border: 1px solid black; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <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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Last update: **2025/01/14 02:42**

