

# Getting Started with Pixalink — Your First 10 Minutes

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## What Is This?

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Pixalink is your all-in-one loyalty and rewards platform. In just a few minutes, you can go from first login to a fully working loyalty program that keeps customers coming back. This guide walks you through the five key steps to get up and running.

## Real-Life Example

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Ahmad just opened a coffee shop in Bangsar. He signed up for Pixalink and felt overwhelmed by all the options in the admin panel. But by following these five steps, he had his loyalty program live within 10 minutes. By the end of the day, his first three customers had already signed up through the portal QR code on his counter. Within a week, one regular — Wei Lin — had earned enough points to claim a free latte. Ahmad didn't have to print a single stamp card.

## Your Admin Panel at a Glance

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When you log in, you'll see a sidebar on the left with everything organised into groups. Here's what each group is for:

# Pixalink



Dashboard

## Loyalty Program



Record Points



Transactions



Rewards



E-commerce Transactions



POS Transactions



Customer Portal Design



News Feed



Referral Configuration



Tier Configuration

 Feedback

 Paid Membership Types

## Forms

 Custom Forms

## Wallet Management

 Top Up Credits

 Credits

 Credit Top Ups

 Top Up Configurations

 POS Credits

## Reservation

 Calendars

 Reservations

## CRM



 Broadcast Batches

 Campaigns

 Customers

 QR Rewards

 Tags

## General



 Posts

 Spaces

## Settings



 Users

 Configurations

- **Loyalty Program** — your rewards, points, tiers, referrals, and customer portal design
- **Forms** — custom forms for collecting information from customers

- **Wallet Management** — credit top-ups and prepaid wallet features
- **Reservation** — booking calendars and reservations
- **CRM** — your customer list, campaigns, broadcasts, and tags

- **General** — your spaces (outlets) and posts
- **Settings** — team users and system settings (including WhatsApp)

The **Dashboard** at the top gives you a quick snapshot of today's activity — points recorded, reservations, new customers, and rewards claimed.

## Five Steps to Go Live

### 1. Set Up Your Organisation Profile

Your organisation profile is the first thing to fill in — it controls the branding and contact details your customers will see. Go to your **profile menu** (top right corner) and click **Organisation Information**.

Information	
<b>Name*</b>	<b>Friendly Name</b>
Ahmad's Coffee House	Ahmad Coffee
	<small>This name will be displayed to your customers.</small>
<b>Email*</b>	<b>Phone Number*</b>
ahmad@coffeehouse.my	+60123456789

Address	
<b>Address Line 1</b>	<b>Address Line 2</b>
12, Jalan Bangsar	Bangsar Baru
<b>City</b>	<b>State</b>
Kuala Lumpur	Wilayah Persekutuan
<b>Postcode</b>	<b>Country</b>
59100	Malaysia

Fill in the following:

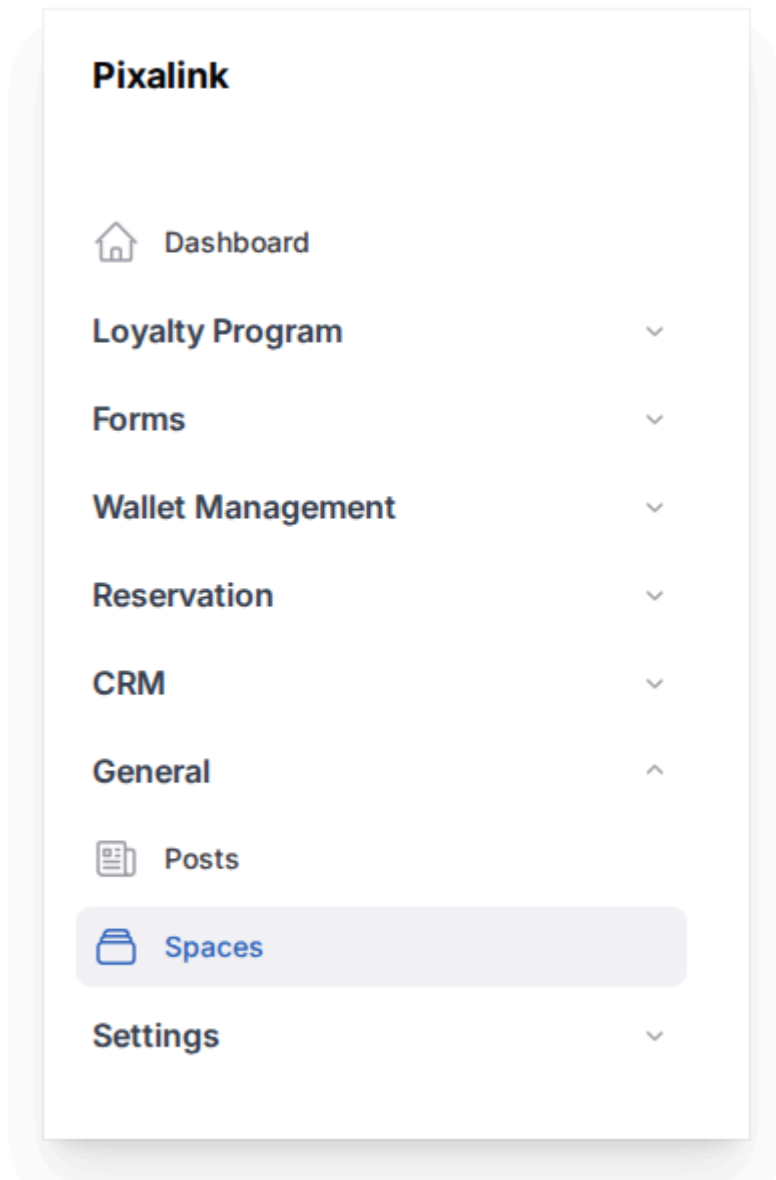
- **Name** — your official business name
- **Friendly Name** — a shorter name displayed to customers (e.g. "Ahmad Coffee" instead of "Ahmad's Coffee House Sdn Bhd")
- **Email** and **Phone Number** — so customers can reach you
- **Address** — your business address (this appears on your customer portal)

Click **Save** when you're done. You can come back and update this anytime.

### 2. Create Your First Space

A Space is your outlet or branch — it's where customers will check in, earn points, and redeem rewards. If you have one location, you'll only need one Space. Multi-branch businesses create one Space per outlet.

Go to **General** → **Spaces** in the sidebar and click **Create**.



Fill in your outlet details:

Space	
Name*	Visibility
<input type="text" value="Bangsar Outlet"/>	<input type="text" value="Public"/>
Tags	Classification
<input type="text"/>	<input type="text"/>
Description	
<input type="text" value="Our cozy coffee shop in the heart of Bangsar, serving freshly brewed specialty coffee and homemade pastries."/>	

- **Name** — your outlet name (e.g. "Bangsar Outlet")
- **Visibility** — set to **Public** so customers can find you
- **Description** — a short description of your outlet
- You can also add **Tags** and **Classification** to organise your spaces


After saving, you'll be able to add photos, contact details, and social media links in the other tabs.

Read the full guide: [How to Create a Space](#)

### **3. Create Your First Reward**


This is what gets customers excited — the reward they'll work towards. Go to **Loyalty Program** → **Rewards** and click **New Reward**.


## Pixalink

 Dashboard

**Loyalty Program** ^

 Record Points

 Transactions

 Rewards


 E-commerce Transactions


 POS Transactions


 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback

 Paid Membership Types

**Forms** v

**Wallet Management** v

**Reservation** v

**CRM** v

**General** v

**Settings** v

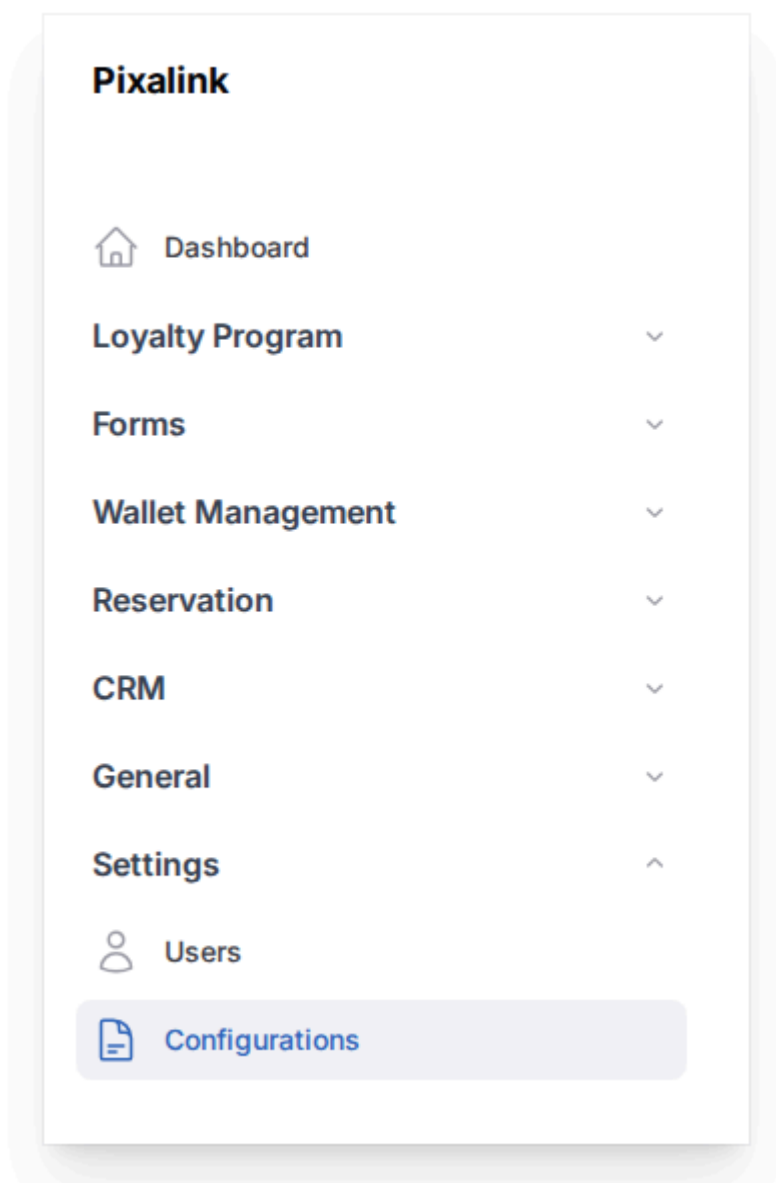
Give it a name (like "Free Coffee"), set how many points it costs, and turn on **Display in Customer Portal** so customers can see and claim it. You can also upload a photo of the reward to make it more appealing.

**Tip:** Start with something simple and achievable — a reward that costs 100–200 points encourages customers to come back quickly.

Read the full guide: [What Are Rewards and How to Create Them](#)

## 4. Connect WhatsApp

Automatic WhatsApp messages are the easiest way to keep customers in the loop — they'll get notified when they earn points, redeem rewards, or when you run a promotion. Go to **Settings** → **Configurations**.



Scroll to the WhatsApp section and scan the QR code with your WhatsApp Business app. Done in under a minute. Once connected, Pixalink will automatically send messages to your customers when key events happen.

Read the full guide: [How to Connect Your WhatsApp Business Account](#)

## 5. Share Your Customer Portal

Every Space has a unique customer portal link and QR code. This is how customers sign up, view their points, and redeem rewards — all from their phone, no app download needed.

You'll find your portal link and QR code inside your Space's settings under **General → Spaces**. Print the QR code and place it at your counter, on your menu, or at your entrance.

**Tip:** Place the QR code where customers naturally wait — at the cashier, on the table, or next to the menu board. The easier it is to scan, the more sign-ups you'll get.

## Good to Know

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- **You don't need to finish everything at once.** Start with a Space and one Reward — you can always add more later.
- **Points are earned through Record Points.** Go to **Loyalty Program → Record Points** to award points when customers make a purchase. If you use a POS system, this can happen automatically.
- **Your customers don't need to download an app.** The customer portal works in any mobile browser.
- **Everything is connected.** A customer who signs up at one outlet can earn and spend points at any of your branches.

## What's Next?

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- [What Are Rewards and How to Create Them](#) — set up your first customer reward
- [How to Create a Space](#) — add your outlet or branch
- [How to Connect Your WhatsApp Business Account](#) — send automatic loyalty notifications