

Getting Started with Pixalink

What Is This?

Pixalink helps you turn first-time visitors into repeat customers. Your customers earn points, claim rewards, and stay connected with your business — all from their phone. This guide walks you through your first 10 minutes.

Real-Life Example


Siti just opened a bubble tea shop in Petaling Jaya. She followed this quick-start checklist and had her loyalty programme live within 10 minutes. She created a Space for her shop, added a "Free Topping" reward for 50 points, and printed a QR code for her counter. By the end of her first week, 30 customers had signed up and were already earning points on every purchase.

How to Get Started

Step 1: Explore Your Dashboard

1. Log in to your **Admin Panel** — you'll land on the **Dashboard**

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 Dashboard

Loyalty Program ^

Forms ^

Wallet Management ^

Reservation ^

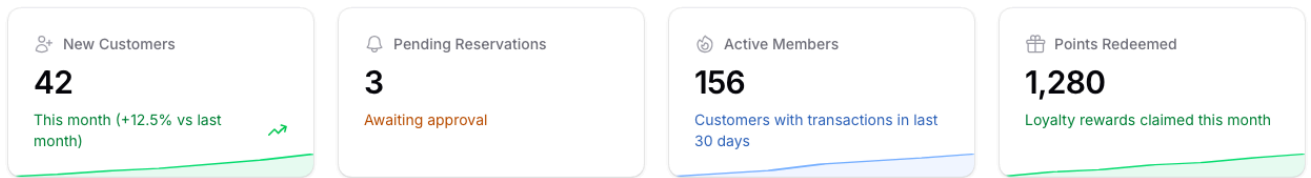
CRM ^

General ^

Settings ^

Your sidebar is organised into groups like **Loyalty Program**, **CRM**, and **General**. The Dashboard shows a live summary of your business.

2. Check your dashboard stats — you'll see **New Customers** (this month), **Pending Reservations**, **Active Members** (last 30 days), and **Points Redeemed** (this month)




Step 2: Create Your First Space

A Space represents a physical location or branch. You need at least one before anything else works.

3. Go to **Admin Panel** → **General** → **Spaces** and click **New Space**

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 Dashboard

Loyalty Program ^

Forms ^

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CRM ^

General ^

 Posts

 Spaces

Settings ^

Fill in your shop name, address, and contact details.

Name* Siti's Bubble Tea PJ What is the name of the business?	Visibility* Public ▼
Category* Cafe ▼ What is the category of the business?	Description* A cozy bubble tea shop in Petaling Jaya offering handcrafted drinks with fresh ingredients. Briefly describe what does the business do.

Switch to the **Contact** tab and add your email, phone number, website, and address.

Email hello@sitisbubbletea.com What is the email of the business?	Phone Number* +60123456789 What is the phone number of the business?
Website https://sitisbubbletea.com What is the website of the business?	
Address	
Address Line 1* 12, Jalan SS 2/55	Address Line 2 Taman Bahagia
Country* Malaysia ▼	State* Selangor ▼
City Petaling Jaya ▼	Postal Code* 47300


Once you've filled everything in, click the **Create** button at the bottom of the page to save your Space. For the full walkthrough, see [How to Create a Space](#).

Step 3: Create Your First Reward

Rewards keep customers coming back. Start simple — a free drink or a small discount.

4. Go to **Admin Panel** → **Loyalty Program** → **Rewards** and click **New Reward**


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 Dashboard

Loyalty Program

 Record Points

 Transactions

 Rewards

 E-commerce Transactions

 POS Transactions

 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback

 Feedback

 Paid Membership Types

Forms ^

Wallet Management ^

Reservation ^

CRM ^

General ^

Settings ^

Give it a name (e.g., "Free Topping"), add a description, and fill in the terms and conditions — you can pick a template to get started quickly.

Reward Details Settings Automations Notifications

Active

Reward Name*
Free Topping

Description*

B I U x₂ x²

Terms & Conditions
Choose a template or write your own terms and conditions.

Terms & Conditions Template
Gift Redemption with Purchase

Terms & Conditions*

B I U x₂ x²

Switch to the **Settings** tab. Set the **Expiration Date** and the number of **Points to Redeem** (e.g., 50 points for a free topping).

Reward Details **Settings** Automations Notifications

Validity
Set the expiration date for the reward.

Expiration Date*
12/31/2026

The last date the reward will be available - customers can still use it until 11:59 PM on this date.

Custom Valid Day(s) after redemption
 If disabled, it can be used anytime until expiry date.

Valid Day(s)
7
The reward can be used within the specified day(s) after redemption.

Details

Points

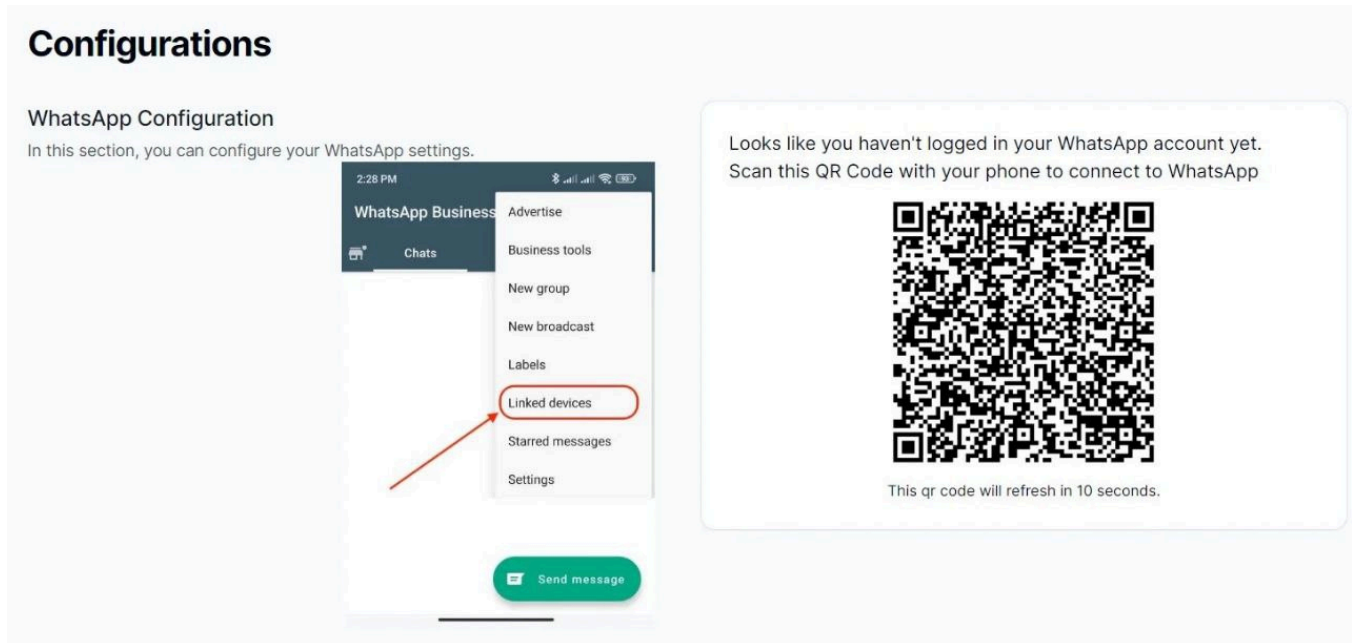
Points to Redeem*
50

Once you're happy with the details, click the **Create** button at the bottom of the page to save your Reward. See [What Are Rewards and How to Create Them](#) for the full guide.

Step 4: Connect WhatsApp

WhatsApp lets you send automated messages when customers earn points, claim rewards, or celebrate their birthday.

5. Go to **Admin Panel** → **Settings** → **Configurations** and connect your WhatsApp Business number.




For the full setup guide, see [How to Connect Your WhatsApp Business Account](#).

Step 5: Share Your Customer Portal

Your customer portal is where customers sign up, check points, and claim rewards.

6. Go to **Admin Panel** → **Loyalty Program** → **Customer Portal Design**

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 Dashboard

Loyalty Program

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 Rewards

 E-commerce Transactions

 POS Transactions

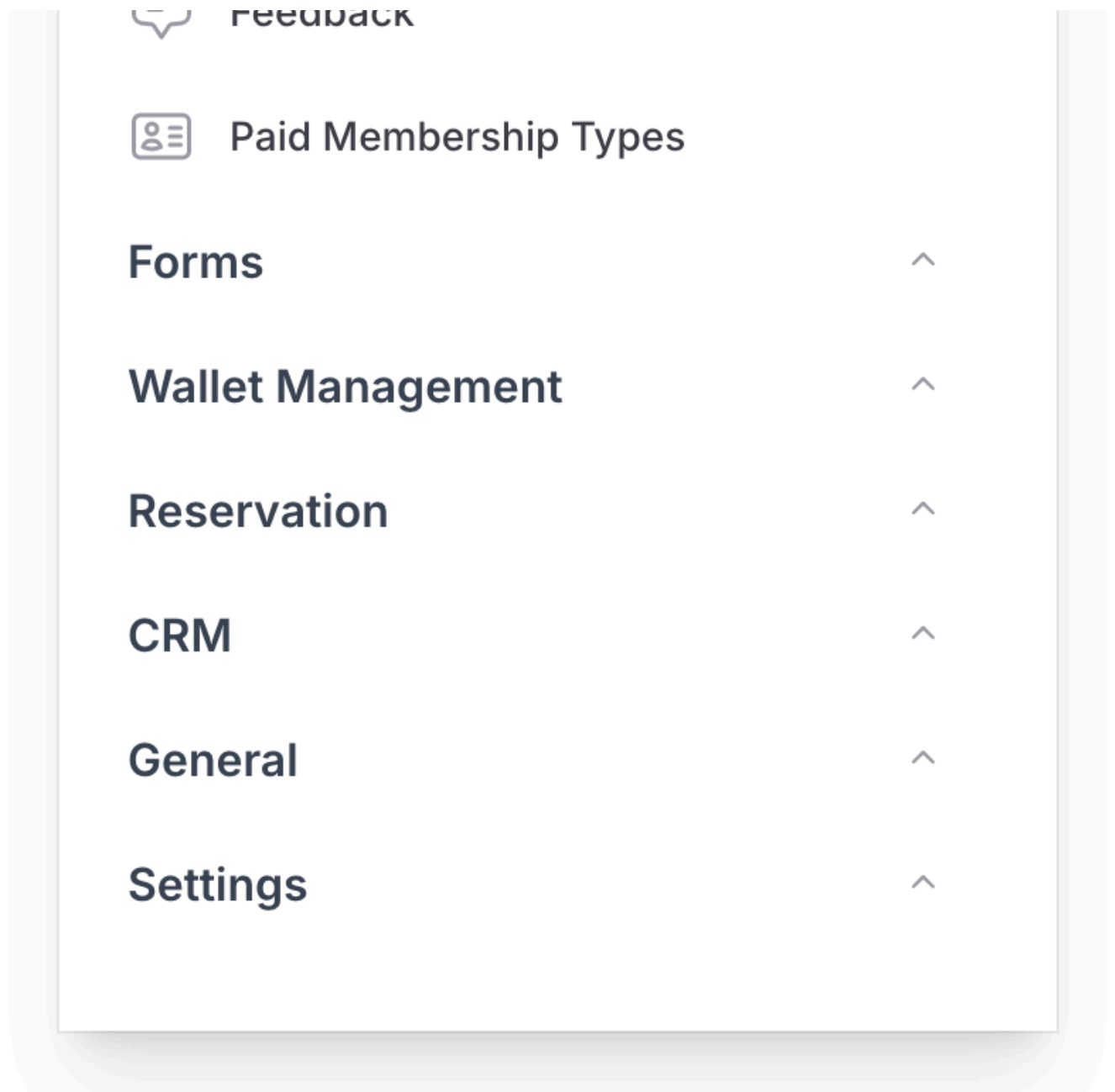
 **Customer Portal Design**

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback



7. Click **New Customer Portal** to create your first portal theme. Fill in the **Info** tab:

- **Space** (required) — select the Space you just created
- **Name** (required) — give it a name like "Default"
- **Active** — make sure this is turned on

A screenshot of a settings interface. At the top, there are five tabs: 'Info', 'Feature', 'Style', 'Layout', 'Legal', and 'Announcement'. The 'Info' tab is selected. Below the tabs, there are two dropdown menus. The first is labeled 'Space*' and has 'Siti's Bubble Tea PJ' selected. The second is labeled 'Name*' and has 'Default' selected. Below these two dropdowns, there is a toggle switch labeled 'Active' which is currently turned on (blue).

Your first theme becomes the default and runs all the time — no start or end date needed.

8. (Optional) If you have a logo or banner image ready, click the **Style** tab. Upload your **Hero Image** (the main banner at the top) and pick your brand **Primary Color** and **Secondary Color**. You can always come back and update these later.

Hero Image

Hero Image

Drag & drop your file or browse

Recommended size: 860 × 768 pixels

Display Mode

- Auto
Fits the image without cropping
- Cover
Fills the entire space, may crop edges
- Contain
Shows the full image inside the banner area

Color

Primary Color Use Default

Secondary Color Use Default


9. Click **Create** at the bottom of the page to save your portal theme. For the full customisation guide, see [How to Customise Your Customer Portal Theme](#).
10. Back on the portal list, click the **Show Customer Portal QR Code** button at the top of the page. In the modal that appears, select your **Space** from the dropdown.

Scan to Visit Customer Portal ✕

Scan this QR code to quickly access the customer portal.

Space*

Siti's Bubble Tea PJ ▼



Scan the QR code above to access your customer portal.

<http://explore.pixalink.io//demo>

[Download QR Code & Close](#) [Cancel](#)

Click the **Download QR Code & Close** button. Print the downloaded QR code and place it at your counter — customers scan it to join your loyalty programme instantly.

What Your Customers Will See

When customers scan your QR code, they'll see a branded portal with your shop name and logo. They can sign up with their phone number, view their points, browse rewards, and claim what they've earned. No app download needed.

Good to Know

- You need at least one **Space** before you can create rewards or a customer portal
- Dashboard stats refresh every 5 minutes
- You can download your QR code as PNG or PDF for printing
- Each Space can have its own portal theme and branding