

How to Add Custom Buttons to Your Customer Portal

What Is This?

Custom Buttons are two banner-style images on your customer portal home page. You can use them to point customers to your booking page, your Instagram, or a special pop-up message. Each button uses a 16:9 image you upload yourself.


Real-Life Example

Wei Lin runs Gentle Pets, a pet grooming salon in Damansara. Her customers kept asking how to book a grooming slot online, and she wanted them to follow her Instagram for new puppy photos. She turned on Custom Buttons, uploaded a blue "Book a grooming slot" banner linked to her booking page, and a pink "Follow us on Instagram" banner linked to her profile. Within a week, Instagram followers grew by 30 and online bookings started replacing phone calls.


How to Set It Up


1. Go to **Admin Panel** → **Loyalty Program** → **Customer Portal Design** and click **Edit** on your theme


Pixalink


 Dashboard


Loyalty Program

 Record Points

 Transactions


 Rewards

 E-commerce Transactions

 POS Transactions

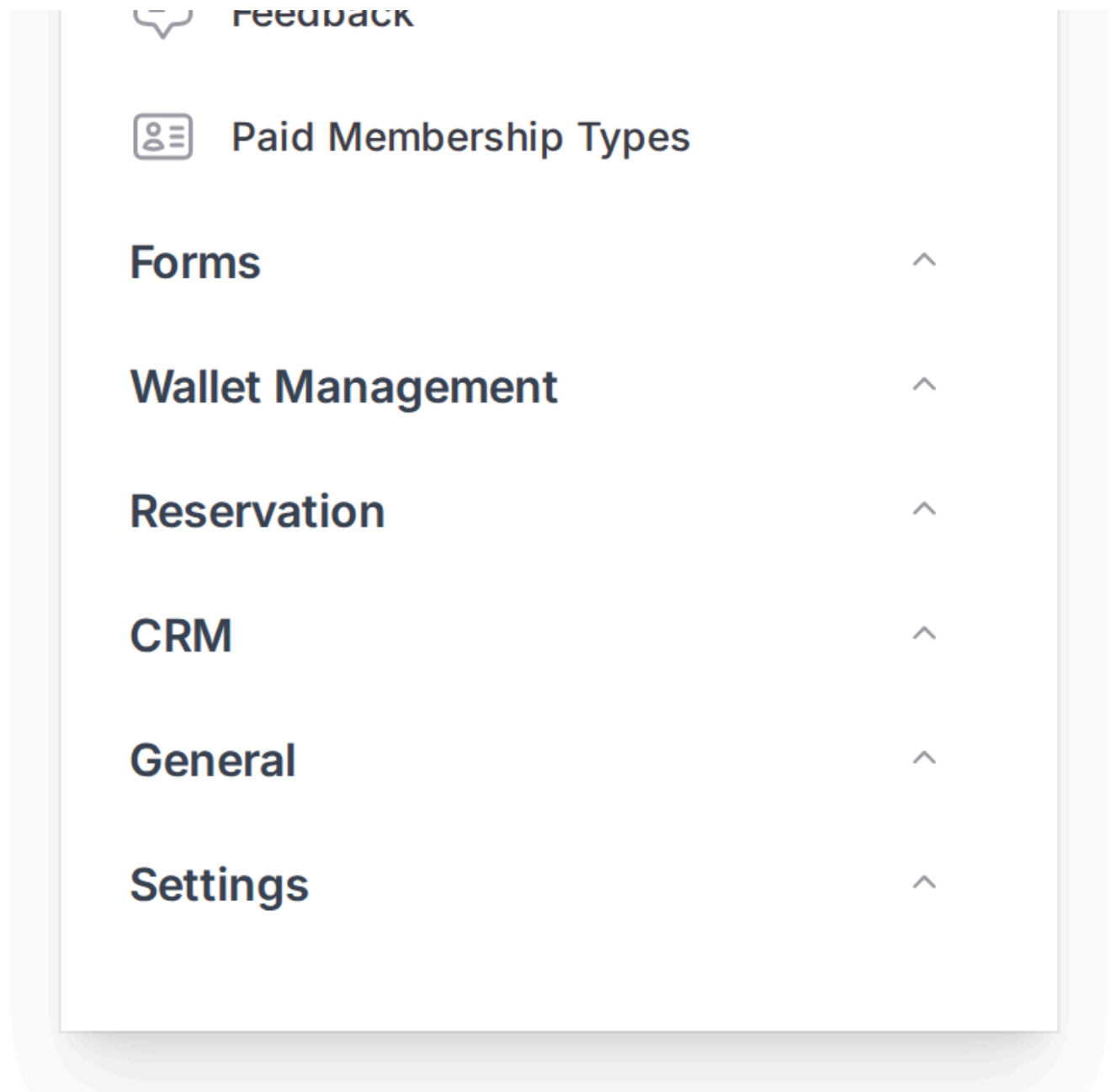
 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback



2. Open the **Feature** tab at the top of the form

A settings form with a horizontal tab bar at the top containing 'Info', 'Feature', 'Style', 'Layout', 'Legal', and 'Announcement'. The 'Feature' tab is selected. Below the tabs are four sections, each with a title and an 'Enabled' toggle switch:

- Reservation**: Enabled
- Redeem Code**: Enabled
- Custom Button**: Enabled
- Feedback**: Enabled

3. Find the **Custom Button** section and turn on **Enabled**. **Button 1** and **Button 2** appear below

Custom Button

Enabled

Button 1

Button 2

4. Click **Button 1** to open it, pick a **Mode**, fill in the field that appears, then upload an **Image** (16:9, optimal 308 × 228 pixels). Repeat for **Button 2** if you want a second one. Click **Save** at the bottom

Button 1

Mode

External link

URL

<https://gentlepets.my/booking>

Image

Drag & drop your file or browse

Optimal size for background images is 308 × 228 pixels.

What Your Customers Will See

Two banner images appear side by side on the home page, just below the Settings icons. Tapping a button does whatever you set it to do — open your link, show your pop-up, or open your announcement.

Settings



My Profile



My Inbox



Reservations



Feedback



Forms Centre



Membership



Scan & Share



T&C



Policy



Redeem Code



Good to Know

- You can have a maximum of **2 buttons** — keep it simple.
- Each button has three **Mode** options:
 - **External link** — opens any URL in a new tab (your booking page, Instagram, menu PDF).
 - **General pop-up** — shows a custom title and message inside the portal.
 - **Announcement pop-up** — opens your active announcement (only works when you have one turned on).
- The image is **required**. Use a clean banner that says what the button does.
- **Optimal image size:** 308 × 228 pixels (16:9). Larger images get cropped to fit.
- You only need to set up Button 1 if you want one button — Button 2 is optional.

Need Help?

Can't see the **Custom Button** section? Send us a message.

What's Next?

- [What Is the Customer Portal and How to Set It Up](https://kb.pixalink.io/articles/what-is-the-customer-portal-and-how-to-set-it-up) (https://kb.pixalink.io/articles/what-is-the-customer-portal-and-how-to-set-it-up)
- [How to Customise Your Customer Portal Theme](https://kb.pixalink.io/articles/how-to-customise-your-customer-portal-theme) (https://kb.pixalink.io/articles/how-to-customise-your-customer-portal-theme)
- [Quick Links on Your Customer Portal](https://kb.pixalink.io/articles/quick-links-on-your-customer-portal) (https://kb.pixalink.io/articles/quick-links-on-your-customer-portal)