

# How to Change Quick Links in the Customer Portal

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## What Is This?

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Quick Links are the four round buttons that sit at the top of your customer portal home page. They give your customers one-tap access to the things they use most — placing an order, viewing rewards, checking points, or making a reservation. You can change the heading, icon, and what each button opens, so the portal points to whatever matters most to your business.

## Real-Life Example

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Aishah runs a small café in Bangsar. By default, her customer portal showed Order Now, Rewards, Membership, and Reservations. But Aishah doesn't take online orders — her customers walk in. She replaced the Order Now button with a "Menu" button that opens her digital menu in a pop-up. Within a week she noticed customers tapping the new button before they even ordered. Less confusion at the counter and faster service for everyone.

## Before You Start

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- **Customer Portal Design** appears under the **Loyalty Program** menu only when the Loyalty Program is enabled for your account.
- The **Layout** tab is available on plans that include the Custom Layout feature. If you don't see a Layout tab in Step 2, contact Pixalink support to check whether your plan includes it.

## How to Set It Up

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1. Go to **Admin Panel** → **Loyalty Program** → **Customer Portal Design** and open the design you want to edit.


## Pixalink

 Dashboard

**Loyalty Program** ^

 Record Points

 Transactions


 Rewards

 POS Transactions

 E-commerce Transactions


 **Customer Portal Design**

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback

 Paid Membership Types

**Forms** v

**Wallet Management** v

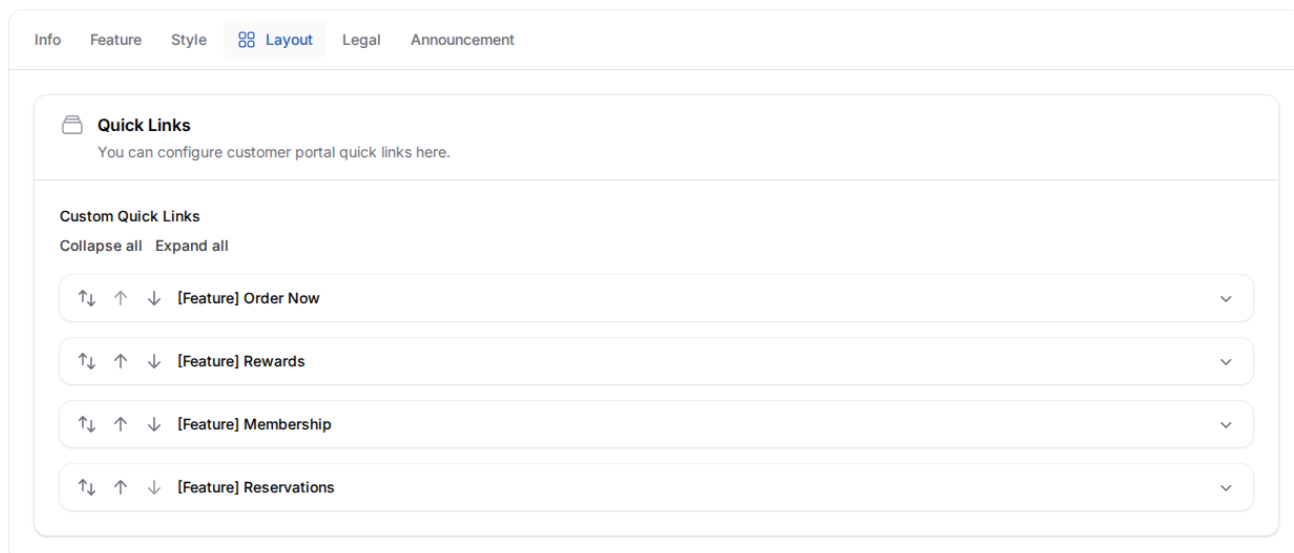
**Reservation** v

**CRM** v

**General** v

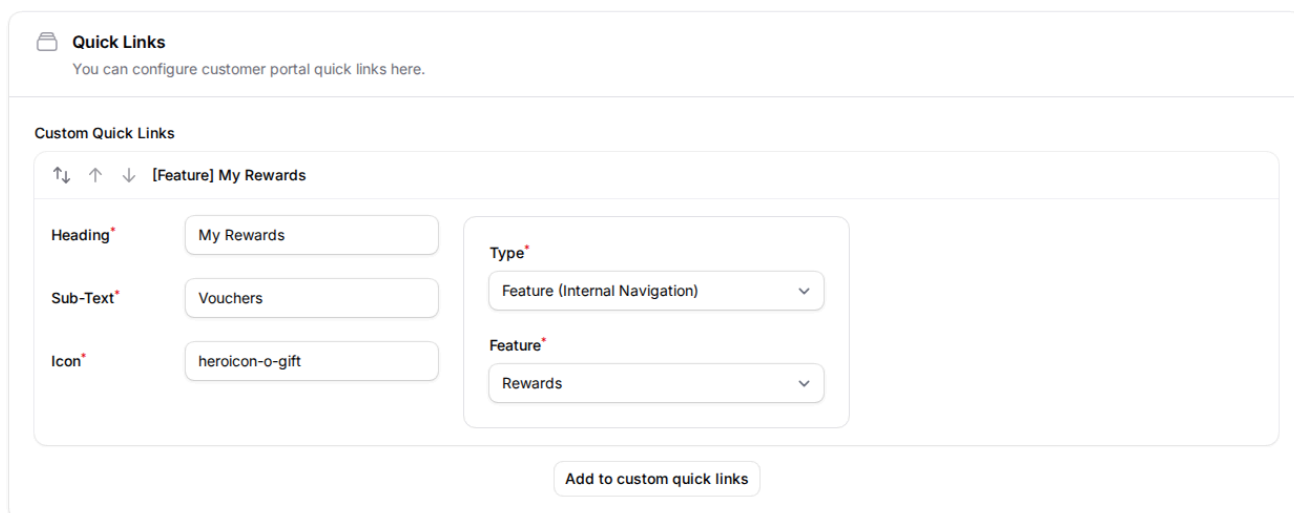
**Settings** v

2. Click the **Layout** tab and scroll to the **Quick Links** section. You'll see your four current buttons listed as cards.



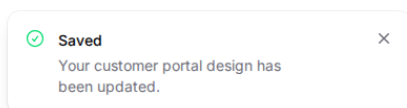
3. Click any card to open it. Update the **Heading** (max 12 characters), **Sub-Text** (max 12 characters), and **Icon**. Then pick a **Type**:

- **Feature (Internal Navigation)** — link to a built-in portal page. You'll then choose which one from a list that includes Ordering, Rewards, Membership, Reservations, Profile, Credits, Receipt Upload, Referral, and more.
- **Pop-Up** — open a styled message or image inside the portal. A **Content** editor appears where you can add formatted text and images (great for menus or terms).
- **External Link** — open any web address in a new tab. A **URL** field appears where you paste the destination address.



4. To change the **order** of the buttons, collapse any open card and use the up and down arrow buttons on the right of each card header to move it.

5. Click **Save** at the bottom of the page. Your changes go live on the customer portal right away.



## What Your Customers Will See

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Your customers see four round buttons across the top of the portal home page. Each button has the icon, heading, and sub-text you chose. Tapping a button opens the page, pop-up, or external site you linked. The buttons use your brand's primary colour, so they always match the rest of your portal.

## Good to Know

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- You can have up to **four** quick links — that's the limit. To swap one out, edit an existing card instead of trying to add a fifth.
- Headings and sub-text are capped at **12 characters** each, so keep wording short. "Order Now" (9 characters) works, "Order Right Now Please" (22 characters) won't fit.
- The **Use Default** action restores all four default quick links — including their headings, sub-text, and icons — replacing any changes you've made. Defaults are Order Now / Delivery, Rewards / Vouchers, Membership / Points, and Reservations / Timeslot.
- If you pick the **Pop-Up** type, you can add formatted text and images using the editor — useful for menus, opening hours, or quick announcements.
- Changes apply to the design you're editing. If you have separate designs per outlet, repeat these steps for each one.

## Need Help?

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If a button isn't appearing or behaving the way you expect, contact Pixalink support and we'll help you sort it.

## What's Next?

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- [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)