How to Change the Country Code on Your Portal Login

What Is This?

Your portal login shows a country flag beside the phone number. When it matches your customers, they type their number and log in. When it's wrong, every customer must find their country first, and some give up.

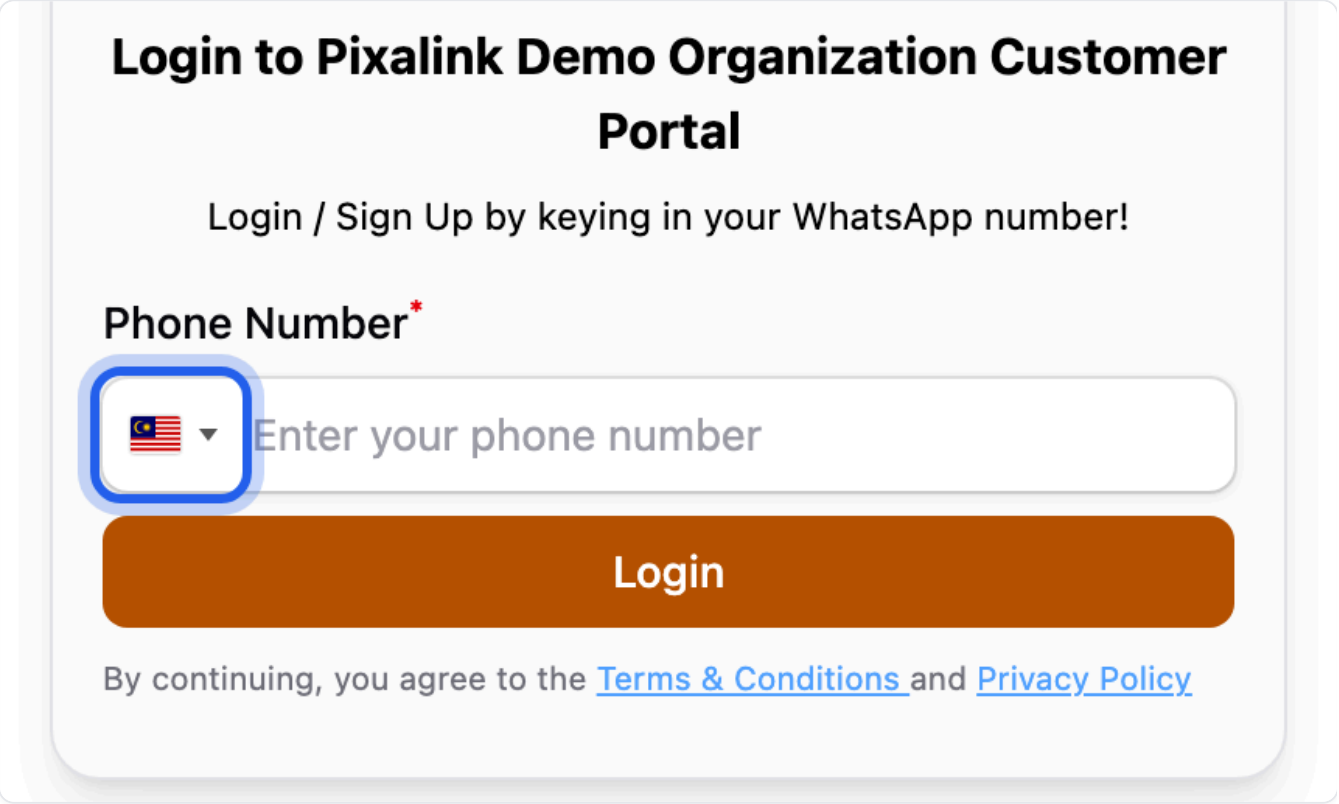
Real-Life Example

Wei Lin runs a bubble tea shop in Johor Bahru. Most of her members cross over from Singapore. Her portal login showed Malaysia +60, so Singapore customers kept typing their number with the wrong code. Her registered address had to stay in Malaysia, so she asked Pixalink support to set Singapore as her default phone country. Now Singapore +65 is already selected, and sign-ups at her counter go faster.

How to Set It Up

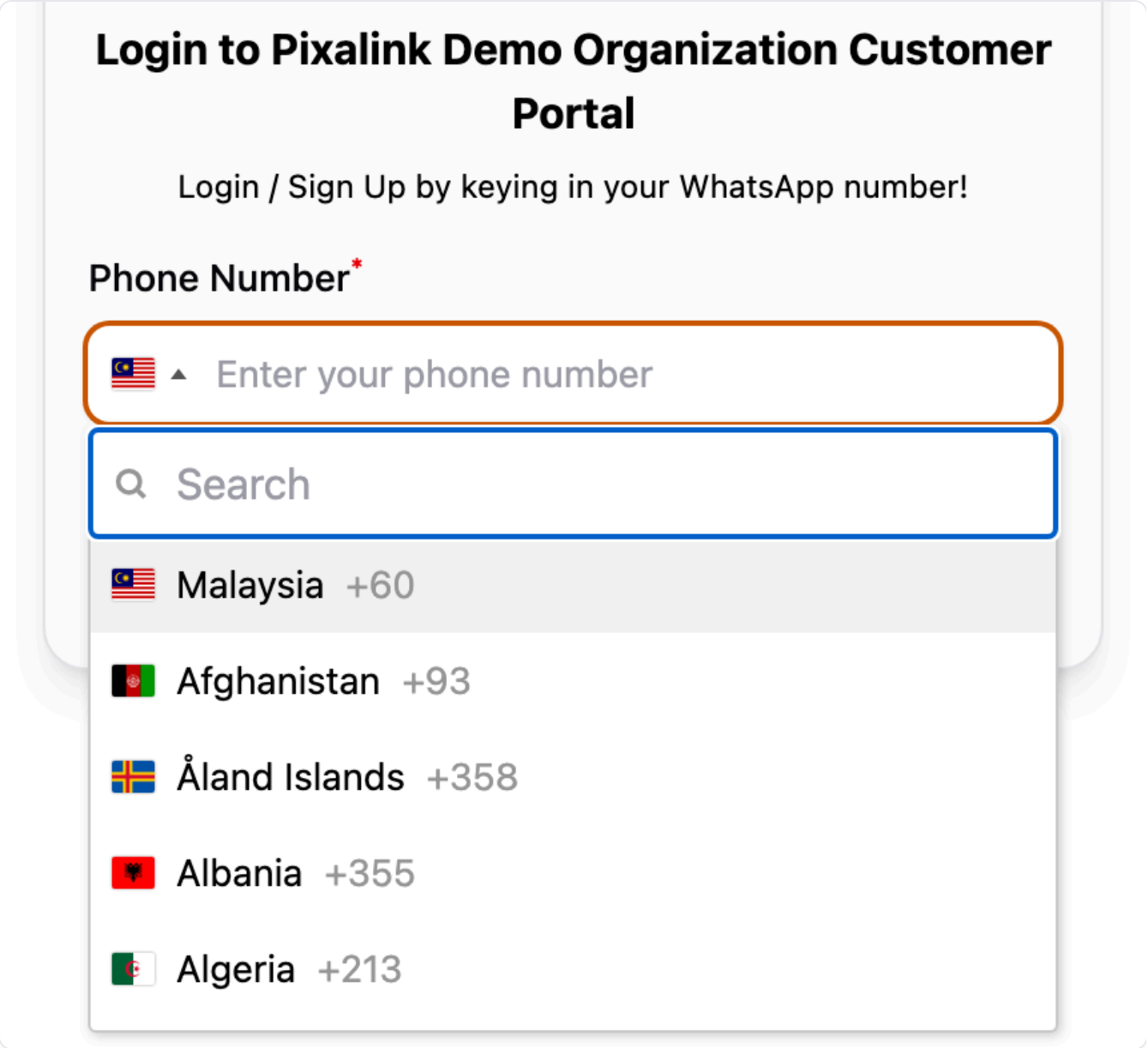
The login uses your business address country, unless Pixalink support has set a different default for you.

1. Open your portal login page and look at the flag beside **Phone Number**.



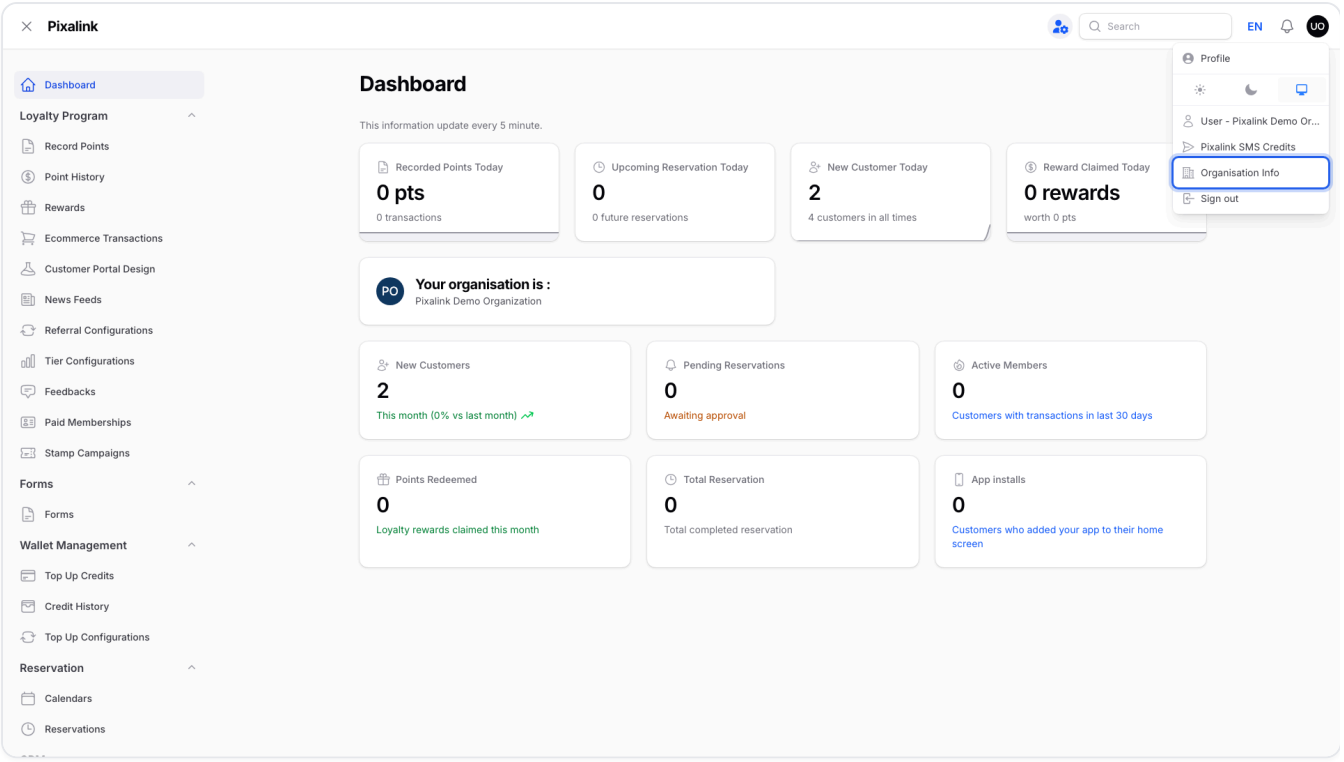
This flag is the country your customers start with.

2. Tap the flag to see the country list.



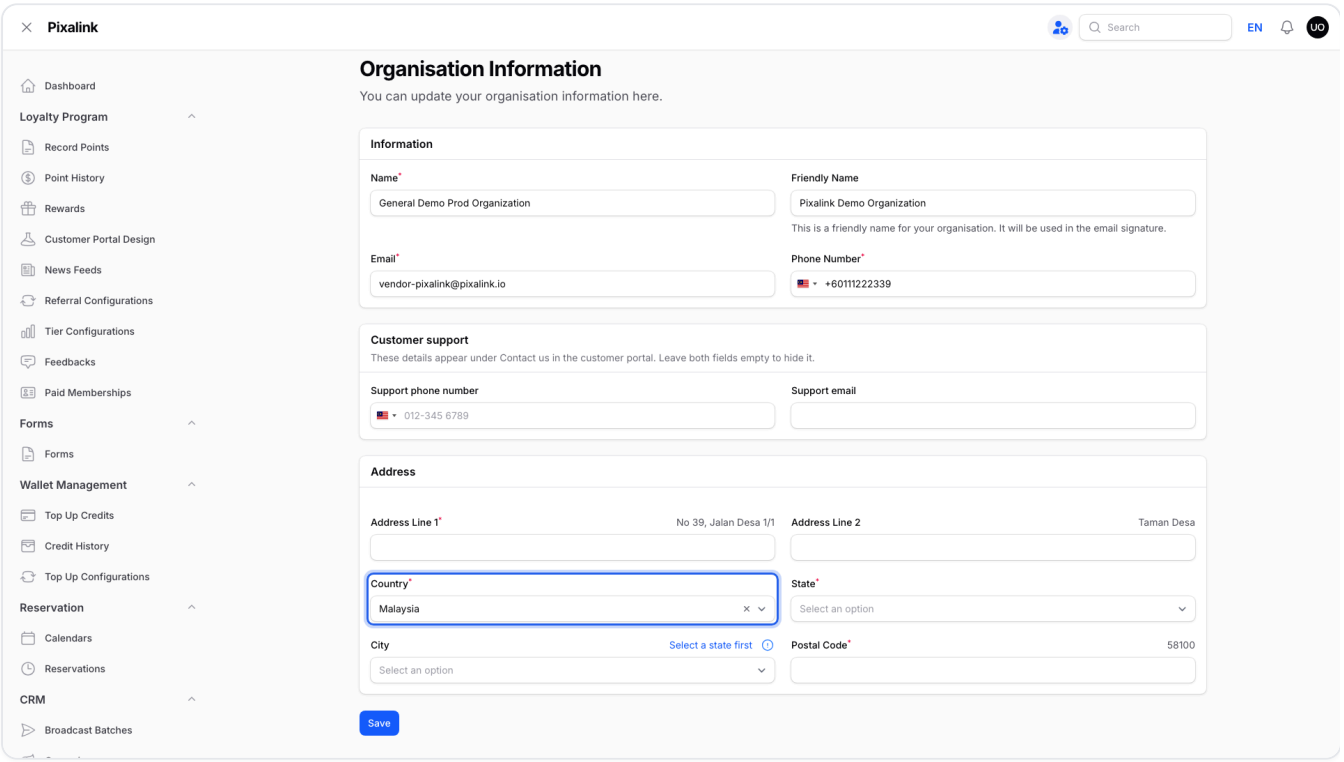
The shaded country is your default. Close the list without picking anything.

3. If the country is wrong, click your profile avatar at the top right, then click **Organisation Info**.



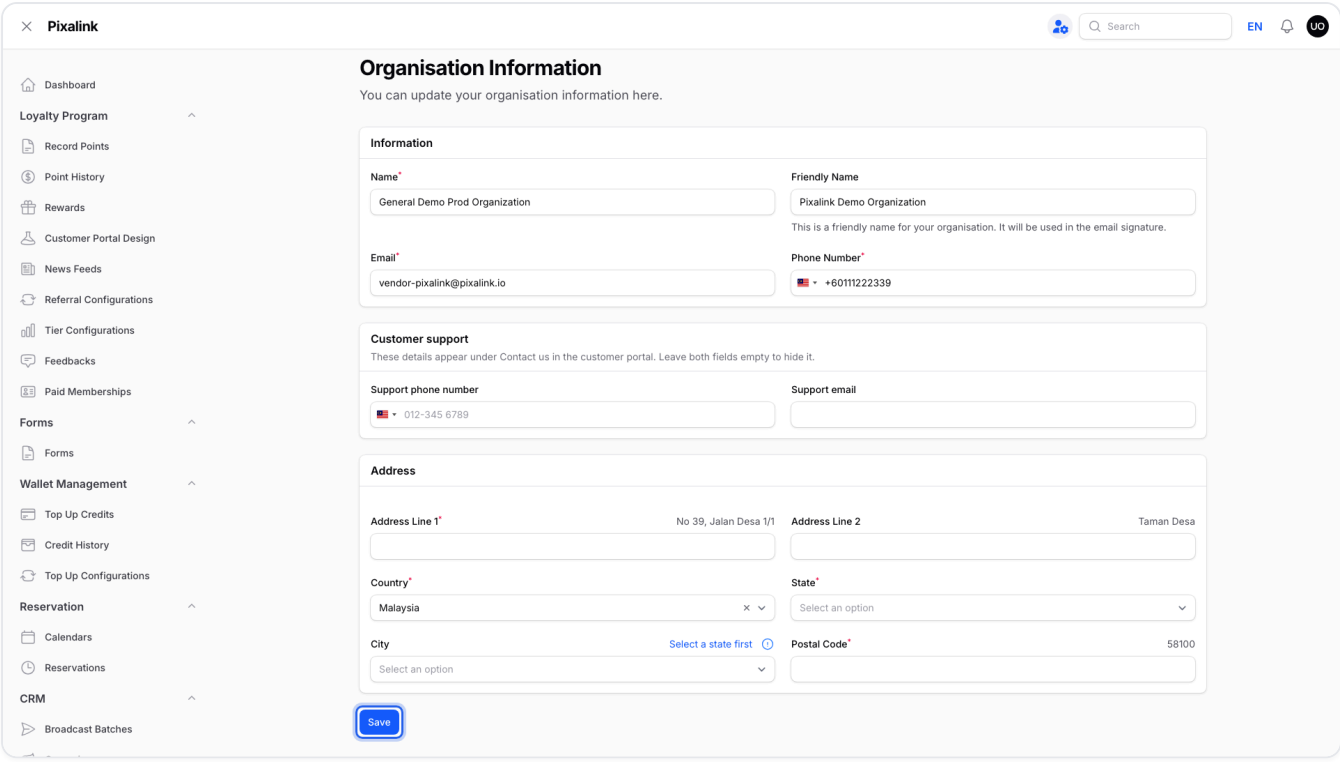
Organisation Info *holds your business address.*

4. Choose your real business country in **Country** under **Address**.



Pick the country where your business is. Then check State and City again.

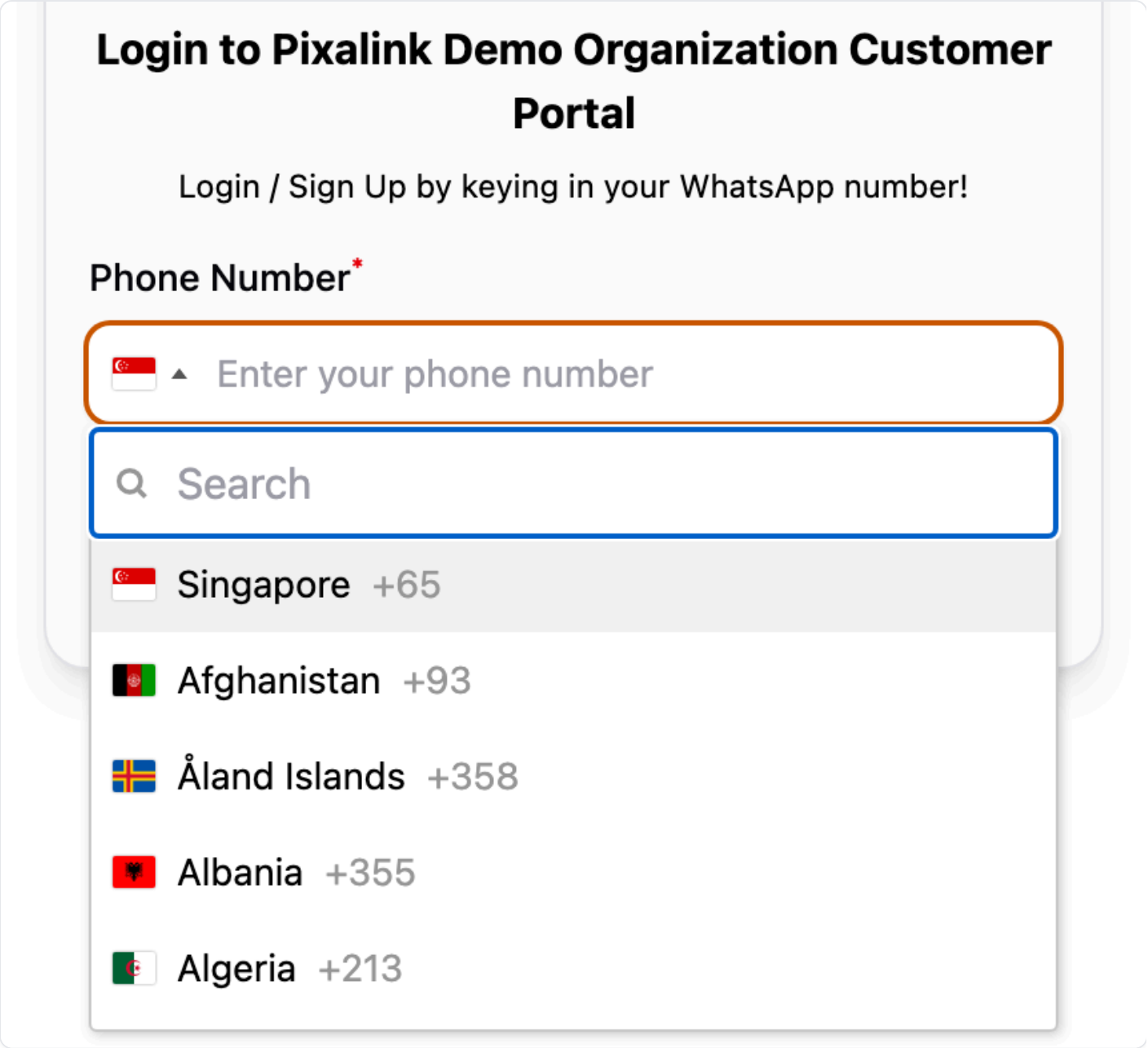
5. Click **Save**.



The portal login can take up to an hour to show the new country.

What Your Customers Will See

Customers see your country already selected. Customers from other countries can still tap the flag and pick their own.



A portal with Singapore set as the default phone country.

Good to Know

- The same default applies to phone fields in your admin panel, such as when you add a customer.
- The countries your customers' phone numbers come from most often move to the top of the list. Pixalink updates this about once a month.
- Only change **Country** if your business address really is in that country. Your address is also used for new outlets.
- The default phone country is a separate setting from your address. Pixalink support sets it, and it wins over your address country.

Need Help?

If your address must stay in one country but most of your customers use phone numbers from another, ask Pixalink support to set your default phone country. Tell us which country you want first

on the login.

What's Next?

- How to Set Up Your Organisation Profile (https://kb.pixalink.io/articles/how-to-set-up-your-organisation-profile)
- How to Share Your Customer Portal and Get Your First Members (https://kb.pixalink.io/articles/how-to-share-your-customer-portal-and-get-your-first-members)