

What Is This?

Icons are the small pictures on your customer portal buttons: the round **Quick Links** near the top of the home page and the **Navigation** bar at the bottom. A clear icon helps customers spot a button at a glance, so a "Book" button with a calendar icon guides them faster. This guide shows how to change both.

Real-Life Example

Wei Lin runs a bubble tea shop called Sip and Chill. Her "Order" button showed a shopping-cart icon, but she does not sell online, so it kept sending people to an empty page. She switched it to a menu icon and renamed the button "Menu". Counter questions dropped almost overnight, and the fix took two minutes.

Before You Start

- **Customer Portal Design** sits under the **Loyalty Program** menu once your Loyalty Program is active.
- Icons are edited on the **Layout** tab, available when the Custom Layout feature is on. If you do not see a Layout tab in Step 2, contact Pixalink support.

How to Set It Up

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

 Dashboard

Loyalty Program

 Record Points

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 Calendars

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

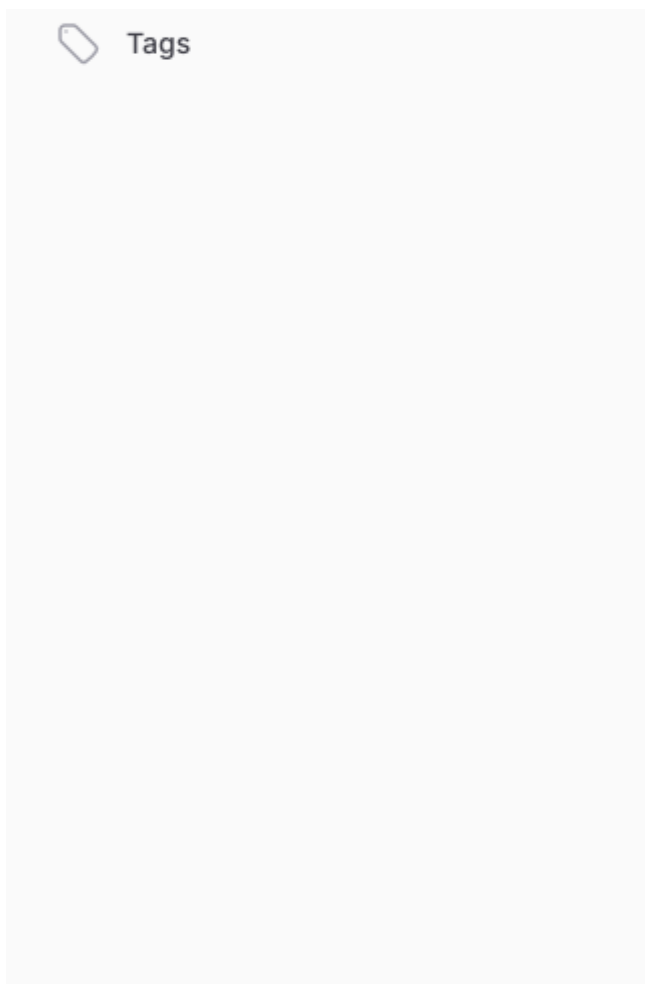
General

 Spaces

Settings

 Users

 Configurations



2. Click the **Layout** tab. You will see two sections: **Quick Links** (the round buttons up top) and **Navigation** (the bottom bar). Icons work the same in both.

Info Feature Style Layout Legal Announcement

 **Quick Links**
You can configure customer portal quick links here.

 **Navigation**
You can configure the navigation of the customer portal here.

3. Open a section, then click a card to expand it. Find the **Icon** field on the left, beside the button's live preview.

 **Quick Links**
You can configure customer portal quick links here.

Custom Quick Links

↑↓ ↑ ↓ [Feature] My Rewards

Heading*

Sub-Text*

Icon*

My Rewards

Vouchers

heroicon-o-gift

Type*

Feature*

Feature (Internal Navigation) ▼

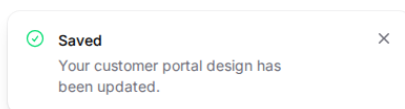
Rewards ▼

Add to custom quick links

4. Click the **Icon** field, type a keyword such as "gift" or "menu", and select an icon. The preview updates straight away.

The screenshot shows a 'Navigation' configuration panel. At the top, there's a title 'Navigation' with a location pin icon and a subtitle 'You can configure the navigation of the customer portal here.' Below this, there are four input fields: 'Icon*' with a house icon and the text 'Heroicon o home', 'Label*' with the text 'Home', 'Type*' with a dropdown menu showing 'Select an option', and 'Feature*' with a dropdown menu showing 'Select an option'. Each field has a red asterisk indicating it's required.

5. Click **Save** at the bottom of the page. Your new icons go live right away.



What Your Customers Will See

Quick Link icons appear in the round buttons at the top of the home page, and Navigation icons appear in the bottom bar. Each takes on your brand's primary colour and highlights when a customer is on that page.

Good to Know

- **An icon is required** on every button, so you can change it but not leave it blank.
- **Search by what the icon shows**, using words like "star", "heart", "cart", or "map".
- **Use Default resets the icons too**, restoring the standard buttons and their original icons.
- **The icon does not set the destination**, which is controlled by the separate **Type** field.

Need Help?

If an icon is not showing the way you expect, contact Pixalink support and we will help.

What's Next?

- [How to Change Quick Links in the Customer Portal](#)
- [Custom Navigation Buttons on Your Customer Portal](#)