

How to Give Staff Access to Only Their Outlet

What Is This?

Stop branch staff mixing up outlets. Give each branch a login that only shows its own reservations, point history and figures, while head office keeps the full picture.

Real-Life Example

Farah owns Kopi Senja, a cafe with outlets in Mid Valley and One Utama. Her Mid Valley supervisor, Wei Lin, kept scrolling past One Utama's reservations and once recorded points against the wrong outlet. Farah edited Wei Lin's login and picked only "Mid Valley" under **Limit Access to** Now Wei Lin's reservations, point history and dashboard figures show Mid Valley only, and the points and vouchers he records go to Mid Valley automatically. He can still look up any member, because a One Utama regular who visits Mid Valley should still collect points there.

How to Set It Up

1. Go to **Admin Panel** → **Settings** → **Users**.

 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

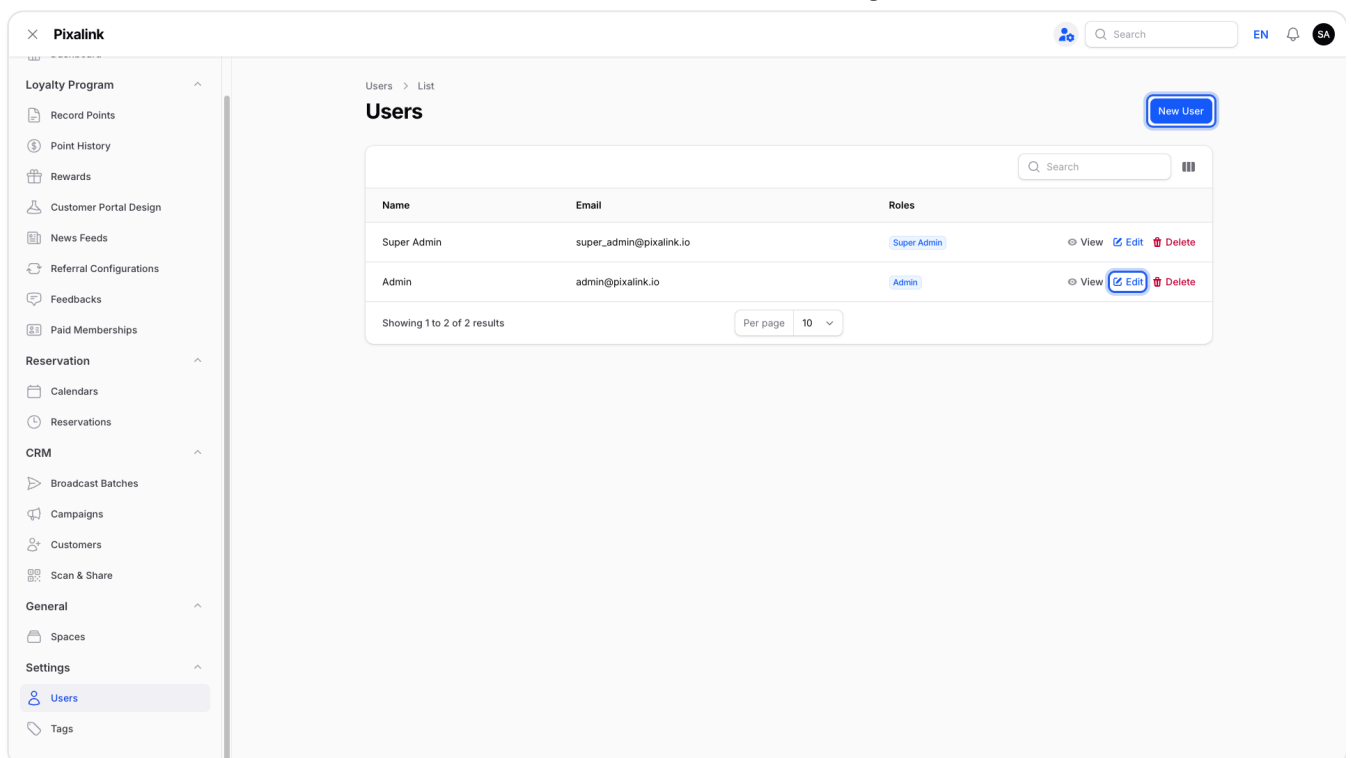
Settings ^

 Users

 Configurations

 Tags

2. Click **New User** for a new teammate, or click **Edit** on an existing teammate's row.



The screenshot shows the Pixalink web application interface. On the left is a sidebar menu with categories: Loyalty Program, Reservation, CRM, General, and Settings. The 'Users' option under Settings is highlighted. The main content area is titled 'Users' and shows a list of two users. A 'New User' button is in the top right corner. The user list table has columns for Name, Email, and Roles. Each row has 'View', 'Edit', and 'Delete' action links. The 'Edit' link for the 'Admin' user is circled in blue. At the bottom of the table, it says 'Showing 1 to 2 of 2 results' and 'Per page 10'.

Name	Email	Roles	
Super Admin	super_admin@pixalink.io	Super Admin	View Edit Delete
Admin	admin@pixalink.io	Admin	View Edit Delete

3. Fill in the teammate's **Name** and **Email**.

Users > Create

Create User

Name*
Wei Lin

Email*
weilin@kopisenja.my

Limit Access to ...
Select an option

You are inviting a new user for **Pixalink Sdn Bhd**.
They will receive an email with a link to set their password.

Roles
Select an option

Create Create & create another Cancel

4. Pick one or more outlets in **Limit Access to** Leave it empty only for people who should see every outlet.

Users > Create

Create User

Name*
Wei Lin

Email*
weilin@kopisenja.my

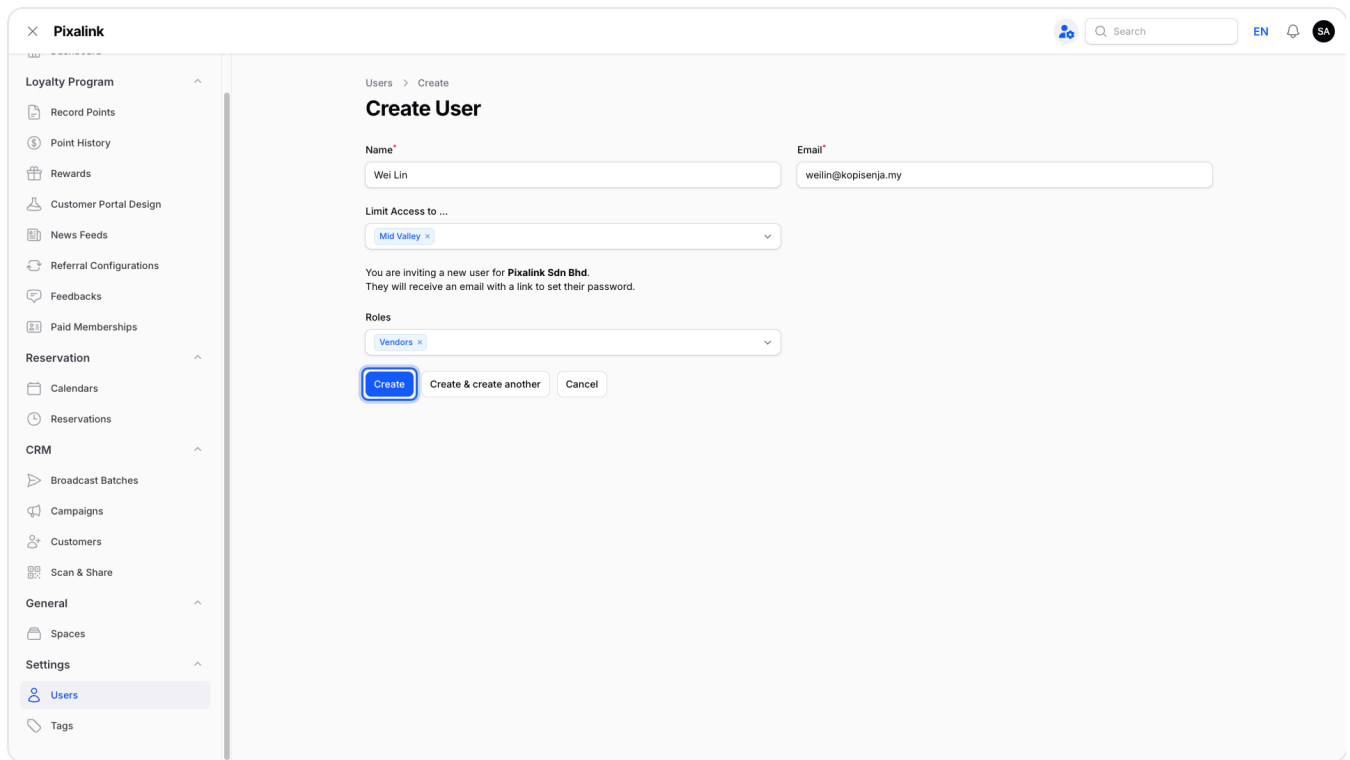
Limit Access to ...
Mid Valley x

You are inviting a new user for **Pixalink Sdn Bhd**.
They will receive an email with a link to set their password.

Roles
Select an option

Create Create & create another Cancel

5. Set **Roles** to **Vendors**, then click **Create** (or **Save changes** when editing).



Limited to their outlets:

- **Reservation** → **Reservations, Calendars and Tables**
- **Loyalty Program** → **Point History**, plus **Wallet Management** → **Credit History** and **Credit Top-Ups**
- **Spaces, News Feeds, Customer Portal Design, Feedbacks, Scan & Share, Orders, Ecommerce Transactions** and **POS Credits**
- Most dashboard figures, and the Analytics dashboards
- The outlet used when recording points, topping up credits or validating a voucher
- **Settings** → **Users**, which only lists teammates whose access includes the same outlets

Still shared across all outlets:

- **CRM** → **Customers**. Members belong to your whole business, so any outlet can serve them.
- **POS Transactions, Rewards, Tier Configurations** and **Broadcast Batches**
- Point History and Credit History entries with no outlet attached, such as referral bonuses

Outlet-limited staff can't see **CRM** → **Campaigns** at all.

What Your Customers Will See

Nothing changes for your customers. They still collect points and redeem rewards at any outlet.

Good to Know

- An empty **Limit Access to ...** means every outlet, including outlets you open later.
- Teammates can't change **Limit Access to ...** on their own login.

- A teammate limited to some outlets can only give other logins those same outlets, never more.

Need Help?

Reach out to our support team and we'll help you set up branch logins.

What's Next?

- [How to Invite Your Team and Manage Roles](https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2) (https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2)
- [Admin Panel Logins Explained](https://kb.pixalink.io/articles/admin-panel-logins-explained-devices-staff-permissions) (https://kb.pixalink.io/articles/admin-panel-logins-explained-devices-staff-permissions)