

How to Rename Your Business, Outlets, and Customer Portal

What Is This?

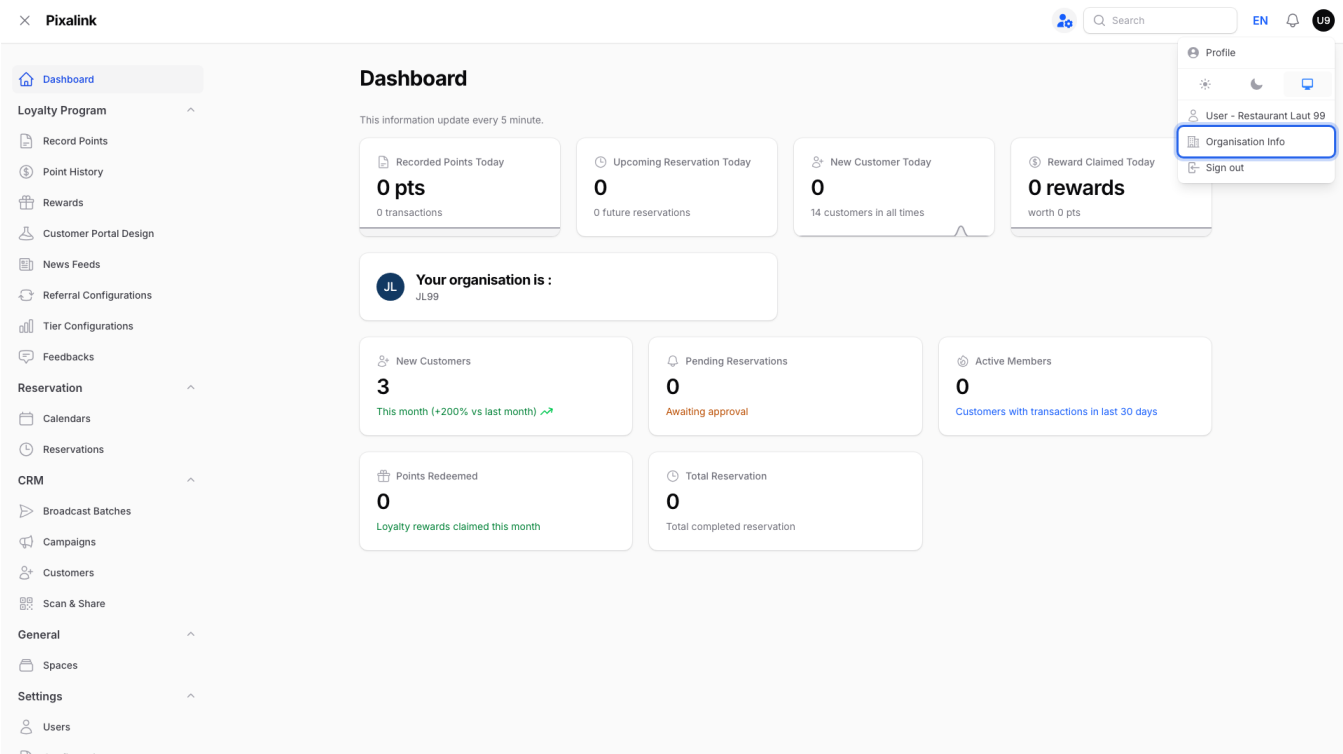
Your business name lives in three places, and each one is changed on its own. This guide shows where to change your official business name, your outlet names, and the name customers see on your loyalty portal. A few minutes is all it takes to match your new brand everywhere.

Real-Life Example

Ahmad runs Kopi Corner, a cafe in Bangsar. He rebrands the shop as "Kopi Corner Roasters" and wants the new name everywhere. He updates the outlet name under Spaces, so new booking confirmations show the fresh name. He also updates the Friendly Name, so the portal greets members with "Kopi Corner Roasters". His printed QR codes still work because the portal link never changes. Within the hour, customers see the new name on every screen.

How to Set It Up

1. Click your profile icon in the top-right corner, then click **Organisation Info**.



2. Type your official business name in the **Name** box. This name appears on invoices and receipts.

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Organisation Information

You can update your organisation information here.

Information

Name*

JL99 Group

Friendly Name

JL99

This is a friendly name for your organisation. It will be used in the email signature.

Email*

vendor1@pixalink.io

Phone Number*

016-624 7922

Address

Address Line 1*

No 39, Jalan Desa 1/1

No 824, Lebu 57,

Address Line 2

Taman Desa

Perdana Rishyakaran

Country*

Malaysia

State*

Melaka

City*

Ayer Molek

Postal Code*

58100

88205

Save

3. Type the short name customers should see in **Friendly Name**, then click **Save**. This name shows on your portal and in marketing emails.

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City*

Ayer Molek

Postal Code*

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Save

4. Go to **Admin Panel** → **General** → **Spaces** to rename an outlet.

 Dashboard

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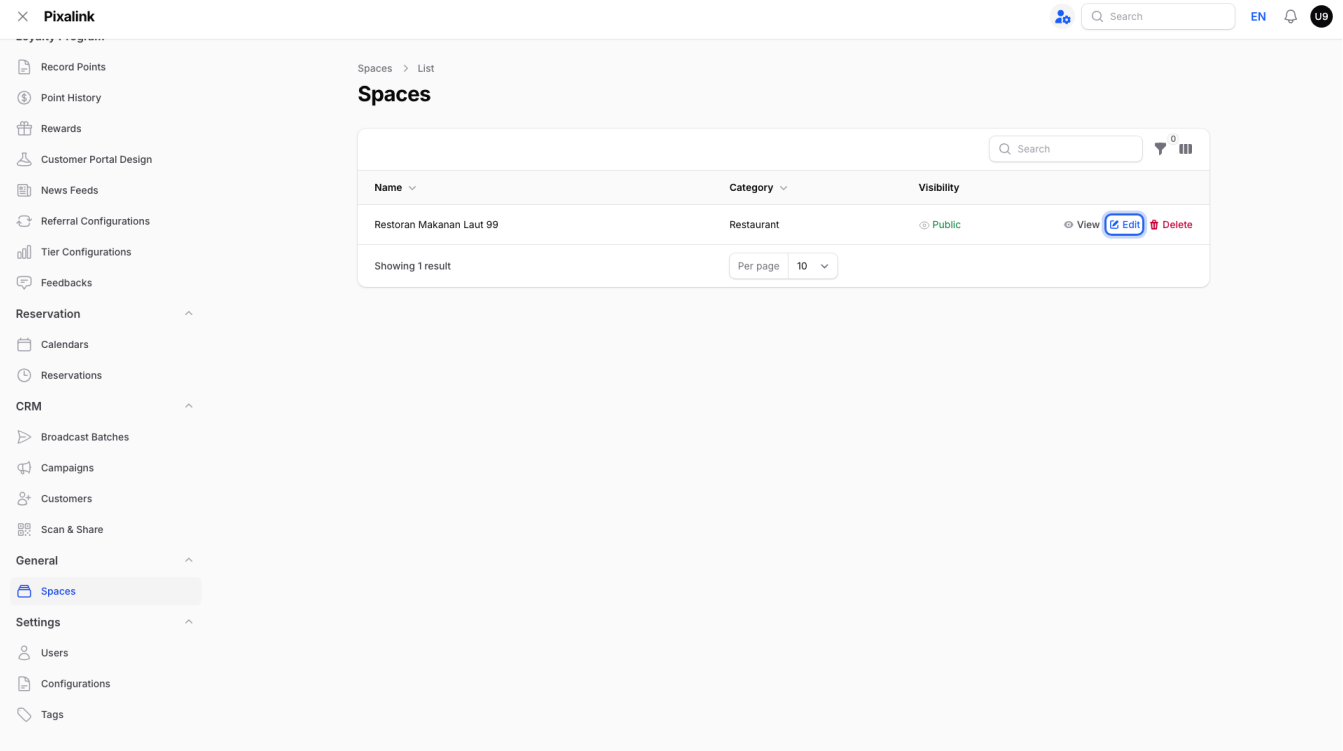
Settings

 Users

 Configurations



5. Click **Edit** next to the outlet you want to rename.



6. Type the new outlet name in **Name**, then click **Save changes**.

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Record Points

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Tags

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Search

Spaces > Restoran Makanan Laut 99 > Edit

Edit Restoran Makanan Laut 99

View

Delete

Space

Contact

Social Media

Media

Name*

Restoran Makanan Laut 99

What is the name of the business?

Visibility*

Public

Tags

New tag

Seafood x

Classification

New tag

Best Seafood in Town x

Category*

Restaurant

X

What is the category of the business? Let us know if you cannot find the category you are looking for.

Description*

Restoran Makanan Laut 99 is a seafood restaurant located in the Kepong area. It is a popular spot for those who love seafood, offering a wide selection of fresh, flavorful dishes made with the finest ingredients. The restaurant has a cozy, welcoming atmosphere and friendly staff who are always ready to help guests choose the perfect meal.

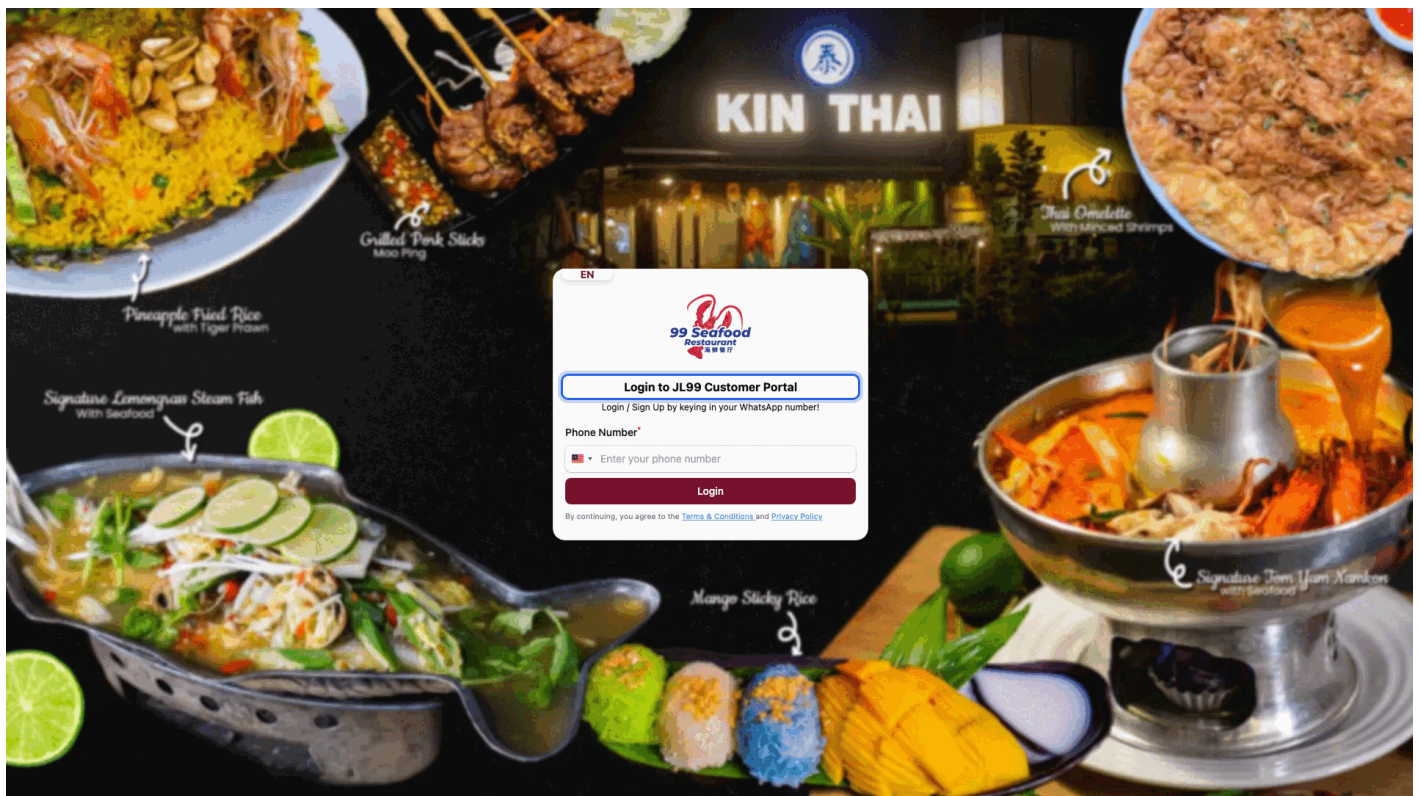
Briefly describe what does the business do.

Save changes

Cancel

What Your Customers Will See

The portal login screen and member pages greet customers with your Friendly Name. If Friendly Name is empty, the portal shows the outlet name instead. Booking confirmations show the outlet name as the location.



Good to Know

- Your portal link and printed QR codes stay the same after any rename.

- The portal can keep showing the old name for up to an hour. To refresh it right away, open **Customer Portal Design**, edit your design, and click **Save**.
- Booking confirmations sent after the rename use the new outlet name. Messages already sent keep the old one.
- Renaming changes labels only. Your customers, points, and rewards are not touched.
- The outlet name also appears next to each customer, showing where they signed up.

Need Help?

Contact our support team if a name still looks wrong after an hour.

What's Next?

- [How to Set Up Your Organisation Profile](#)
- [How to Change the Icons on Your Portal Buttons and Quick Links](#)
- [Getting Started with Pixalink — Your First 10 Minutes](#)