

How to Reorder Newsfeed Items

What Is This?

Your loyalty portal can show multiple news items and announcements to customers. Reordering lets you control which one appears first — drag any item up or down the list and the portal updates immediately.


Real-Life Example

Aisyah runs a bubble tea chain and has three newsfeed items live: a loyalty points reminder, a CNY promotion, and a new menu announcement. She wants the CNY promotion at the top for the festive season. She drags it to position one, clicks the checkmark, and every customer who opens the portal now sees the CNY banner first.


How to Set It Up


1. Go to **Loyalty Program** → **News Feeds** in the left sidebar


Pixalink

 Dashboard


Loyalty Program

 Record Points

 Transactions


 Rewards

 E-commerce Transactions


 POS Transactions

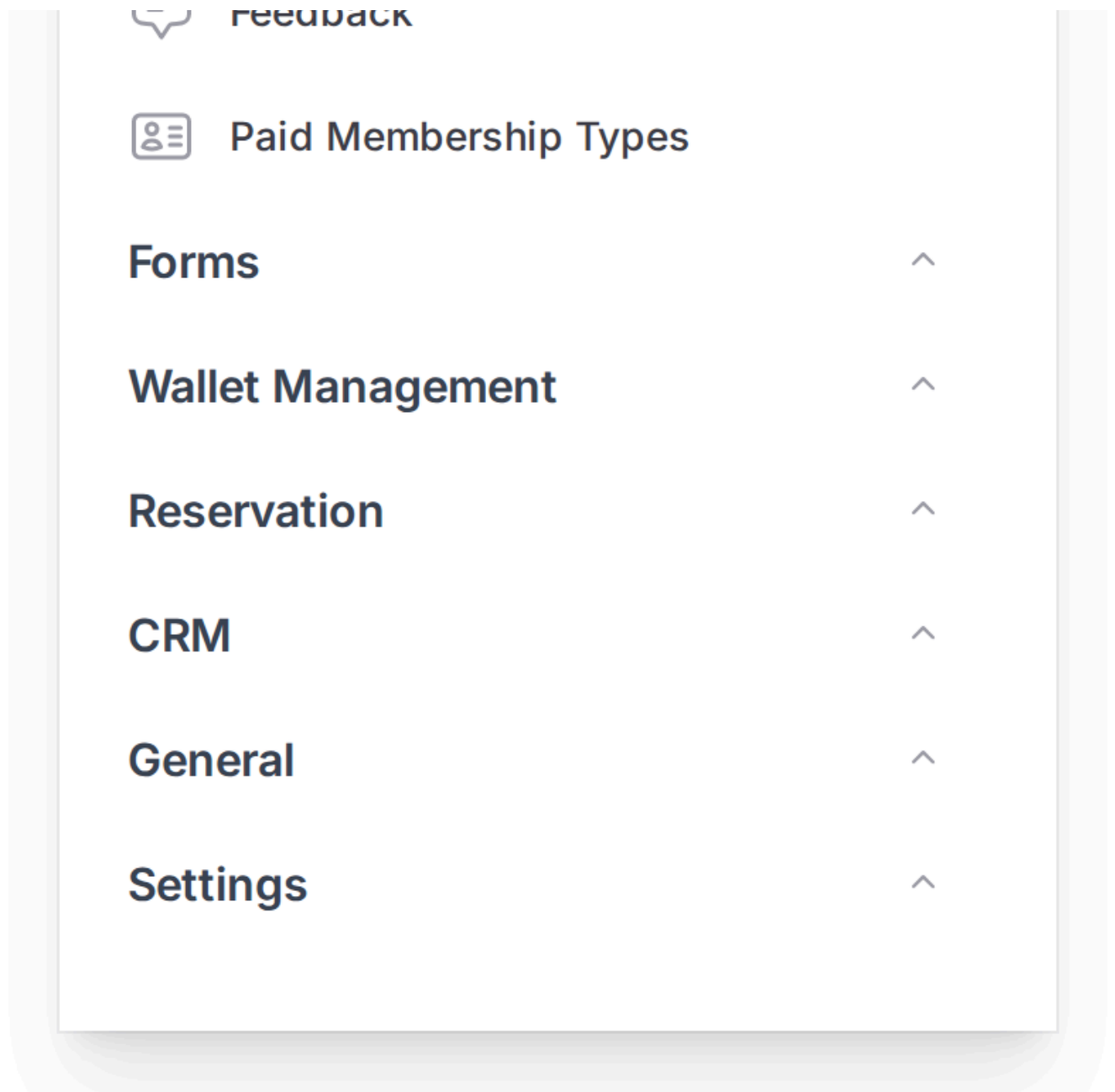
 Customer Portal Design

 News Feed

 Referral Configuration

 Tier Configuration

 Feedback



2. The table shows drag handles on the left side of each row — grab the handle next to the item you want to move, drag it to the new position, then release

News Feeds				
Name	Start Date	End Date	Active	Type
CNY Promotion 2025	01 Jan, 2025	28 Feb, 2025	✓	Pop Up
Loyalty Points Reminder	01 Jan, 2025		✓	Internal Navigation (Within Customer Portal)
New Menu Announcement	15 Feb, 2025	15 Mar, 2025	✓	External Link

3. Click the **checkmark** button that appears to save the new order — the portal updates straight away

What Your Customers Will See

Newsfeed items appear on the loyalty portal in the exact order you set. The item at position one is the first thing customers see when they open the portal.

Good to Know

- Only active newsfeed items within their scheduled dates are visible to customers — you can reorder inactive items too, and the order is saved for when they go live
- If you have multiple locations, reordering is per-location — switch to the relevant location using the space dropdown before dragging
- Changes take effect immediately — no need to publish or refresh anything on the customer side

What's Next?

- [How to Create a Newsfeed Item](#) — add a new announcement to your portal