

How to Share Your Customer Portal and Get Your First Members

What Is This?

Your customer portal is where customers sign up, collect points, and redeem rewards. But it only works if people can find it. This guide shows you how to share your portal link and QR code so customers can start joining your loyalty programme right away.

Real-Life Example

Siti just finished setting up her loyalty programme for her bubble tea shop in Subang Jaya. She created her rewards, set up her tiers, and designed her customer portal. But after a week, she still had zero members. The problem? She hadn't shared her portal link anywhere. Once Siti printed her QR code and placed it at the counter, she got 30 new signups in the first weekend. She also posted the link on her Instagram bio and picked up another 15 members that month. Now her regulars earn points on every visit.

How to Find Your Portal Link

1. Go to **Admin Panel** → **Loyalty Program** → **Customer Portal Design**

Loyalty Program



Rewards



Tiers



Stamp Cards



Birthday Configurations



Customer Portal Design

Forms

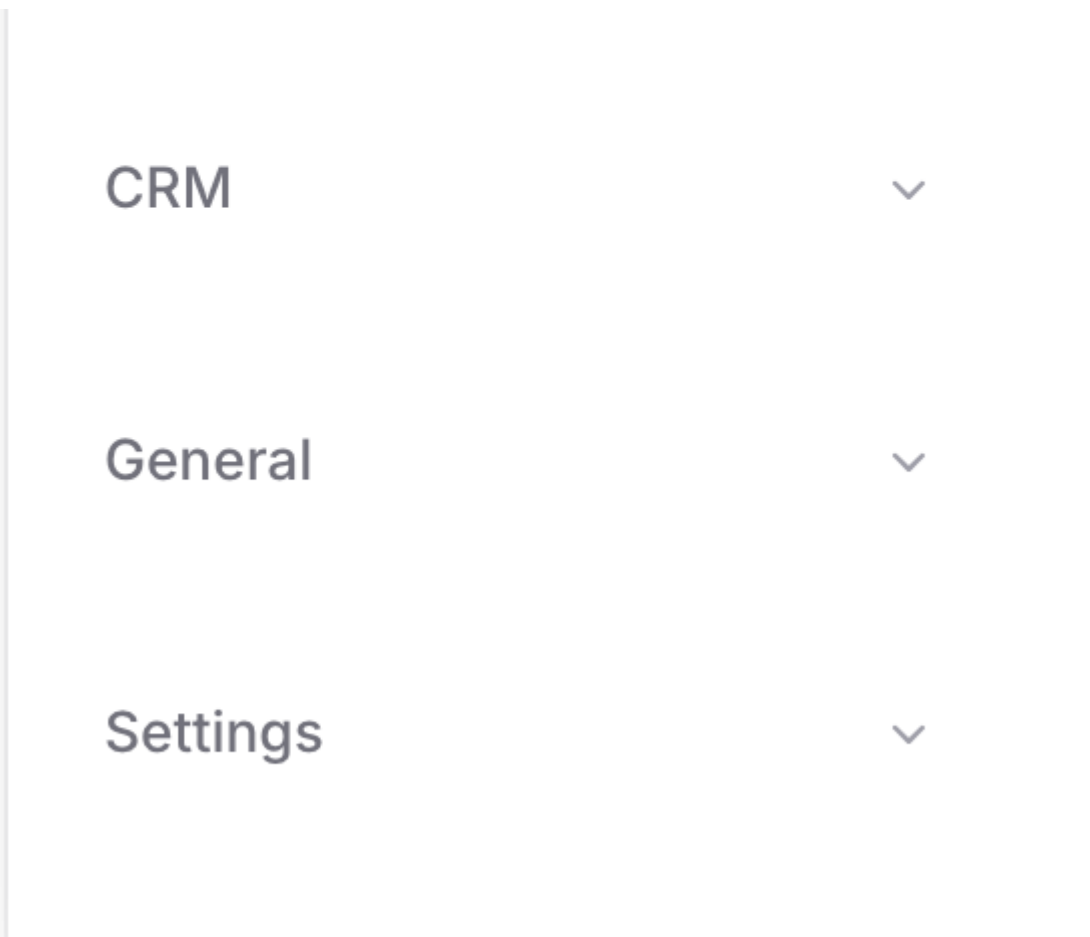


Wallet Management



Reservation





2. Click the **View on Front Page** button at the top of the page. If you have more than one outlet, pick the outlet you want from the dropdown first.

Loyalty Program > Customer Portal Themes

Customer Portal Themes

New customer portal

View on Front Page

Show Customer Portal QR Code

3. Your customer portal opens in a new tab. Copy the URL from your browser's address bar — this is the link you'll share with customers.

Your portal link looks like this: `https://explore.pixalink.io/l/<your-space-slug>`. For example, a bubble tea shop with the slug `zuo-an-bangsar` will see `https://explore.pixalink.io/l/zuo-an-bangsar`. If you've connected your own custom domain, your link will use that domain instead.

How to Get Your QR Code

4. Go back to **Admin Panel** → **Loyalty Program** → **Customer Portal Design**
5. Click the **Show Customer Portal QR Code** button at the top of the page.

Loyalty Program > Customer Portal Themes

Customer Portal Themes

New customer portal

View on Front Page

Show Customer Portal QR Code

6. Pick your outlet from the **Space** dropdown. The QR code appears on screen along with your portal link.

Share Customer Portal

Scan this QR code, copy the link, or open the page directly. Use the Download button to save a PNG for print or sharing.

Space

Zuo An Bangsar

QR Code

Scan the QR code below to access your customer portal.



Shareable link

<https://explore.pixalink.io/l/zuo-an-bangsar/home>



Copy this link to share the customer portal via WhatsApp, email, or social media.

7. Click **Download PNG** to save the QR code as an image you can print or share. Use the copy icon next to the **Shareable link** field to copy the portal URL straight to your clipboard.

Where to Share Your Portal

Here are the most effective places to put your portal link and QR code:

In-store (QR code)

- Print the QR code and place it at your counter or cashier
- Add it to table tents, menu inserts, or standees
- Put it near your entrance so customers see it while waiting

Online (portal link)

- Add the link to your Instagram, Facebook, or TikTok bio
- Include it in your WhatsApp business profile
- Add it to your Google Business listing under "Links"
- Put it in your email signature

On printed materials (QR code)

- Add it to flyers, receipts, or business cards
- Print it on packaging or takeaway bags

How to Track New Signups

- 9. Go to **Admin Panel** → **CRM** → **Customers** to see your full member list.
- 10. Use the **Source** filter and select **Loyalty** to see only customers who signed up through your portal link or QR code.

Customers			
Active filters: Source: Loyalty			
Name	Phone Number	Source	Joined at
Aishah Binti Ahmad	+60 12-345 6789	Loyalty	12 Mar 2026
Wei Lin Tan	+60 12-908 3344	Loyalty	15 Mar 2026
Ahmad Faizal	+60 13-456 1122	Loyalty	18 Mar 2026
Priya Raman	+60 11-556 7788	Loyalty	22 Mar 2026
Siti Nurhaliza	+60 13-987 4422	Loyalty	26 Mar 2026
Farah Diana	+60 17-221 9090	Loyalty	2 Apr 2026

- 11. Use the **Joined At** date filter to see signups from a specific time period — handy for measuring how well your QR code placement is working.

Good to Know

- Your QR code and portal link both point to the same page — the customer experience is identical either way.
- Customers sign up using their phone number and receive an OTP to get started. No app download is needed.
- If you have multiple outlets, each outlet can have its own QR code. Customers who scan it get linked to that outlet automatically.
- **View on Front Page** appears once you have at least one outlet set up. **Show Customer Portal QR Code** is always visible, but the outlet dropdown inside it only lists outlets that have a Customer Portal theme — you will need to create a theme before a QR code can be generated for that outlet.

Need Help?

Reach out to our support team — we're happy to help you get started.

What's Next?

- [How to Design Your Customer Portal](#) — customise the look and feel of your portal
- [How to Set Up Your First Reward](#) — create rewards for your new members to redeem