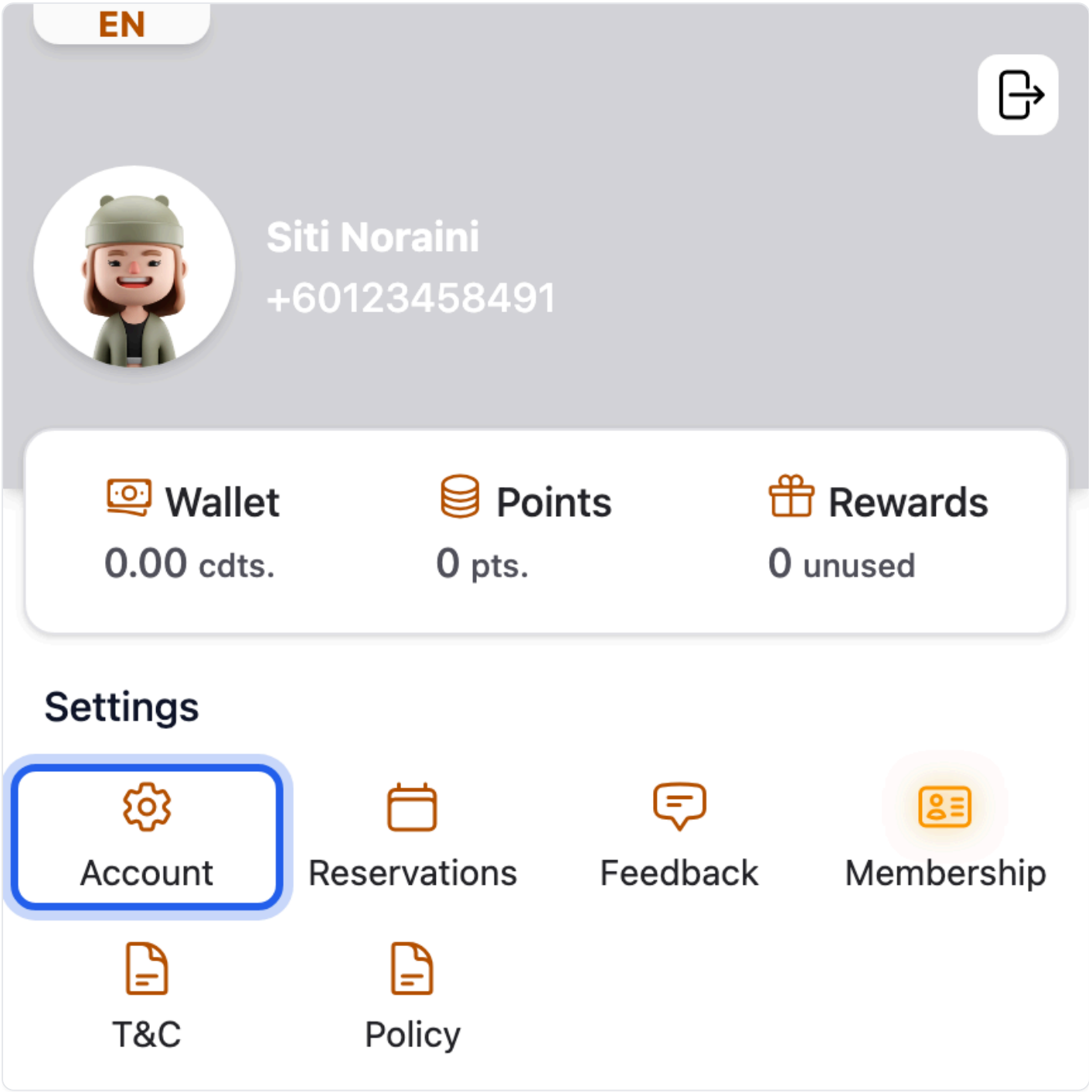
What Is This?

Account Settings is the page where your customers manage their own details in your portal. They can update their profile, pick a language and turn notifications on or off. Customers who fix their own details don't need to message your staff for small changes.

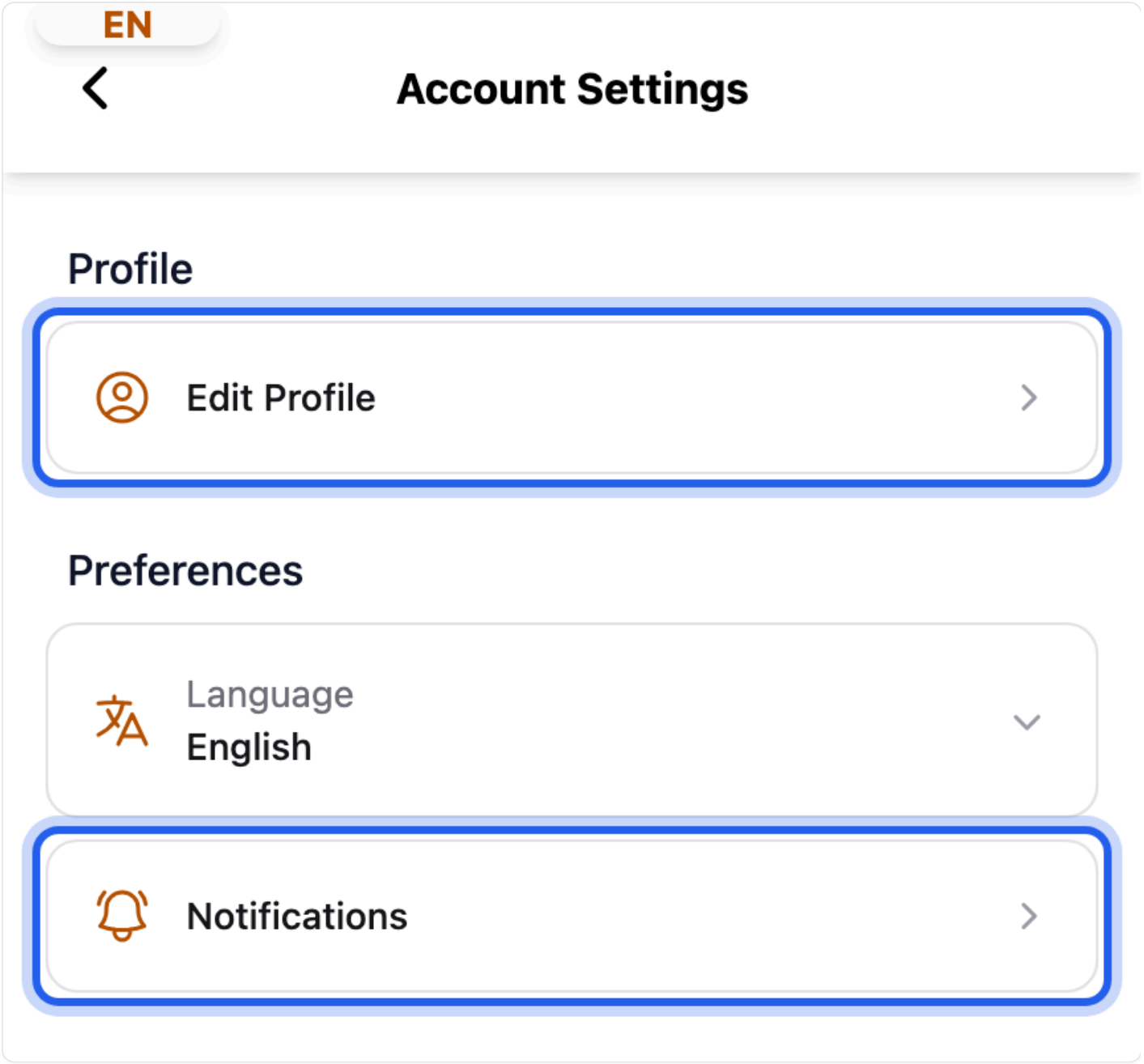
How It Works

Customers open it from **Profile**, then the **Account** tile under **Settings**.



The Account tile sits under Settings, after Contact us if you show your contact details.

The page has a header with the title and a back button, like the other portal pages.



Edit Profile is always there. Language and Notifications show only when your business has them.

Edit Profile opens a form with the customer's own details:

- **Name**, **Email** and **Gender**.
- **Date of Birth**. A customer can set it once. After that, it's locked.
- **I want to receive marketing campaigns.** This checkbox shows only if your business lets customers opt out. If a customer unticks it, their status changes to Do Not Contact. Ticking it again later switches them back to Open. You can also change the customer's **Status** in the admin panel.
- **Avatar**, if your business allows profile photos.
- Your customer custom fields, unless you've hidden them from the portal. View-only fields show but can't be changed.

Customers can't change their phone number here.

EN



Siti Noraini
+60111222337

Back

Edit Profile

Name*

Siti Noraini

Email*

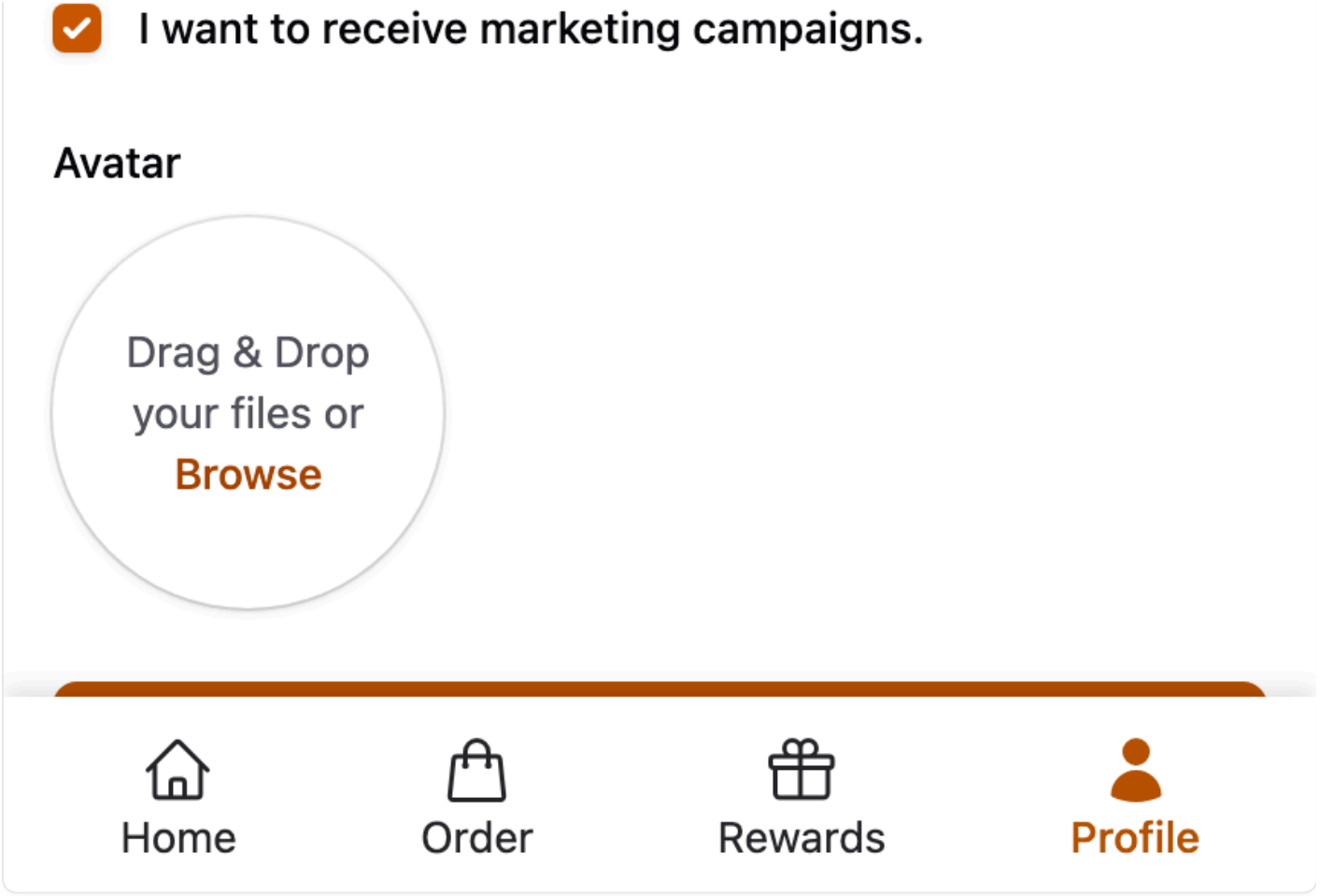
siti.noraini@woo.pixalink.io

Gender*

Female

Date of Birth

01/01/1990



The Date of Birth field is greyed out because this customer already set it.

Language opens a list of the languages your portal offers. The choice is saved to the customer's account. So the portal opens in that language the next time they log in, on any phone. The language button at the top of every portal page stays in place too.

EN

Account Settings

Profile

Edit Profile

Preferences

Language
English

EN English

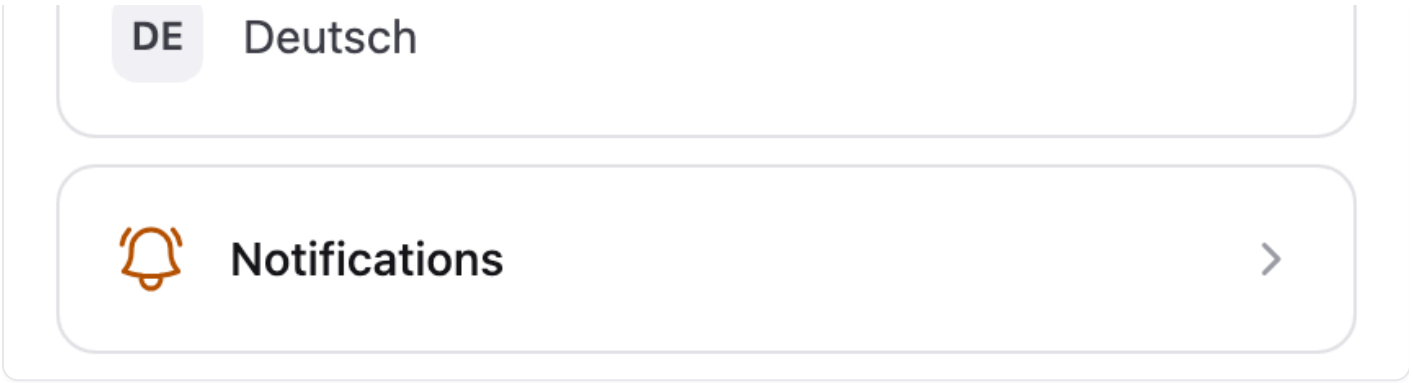
MS Bahasa Melayu

ZH 简体中文

TA தமிழ்

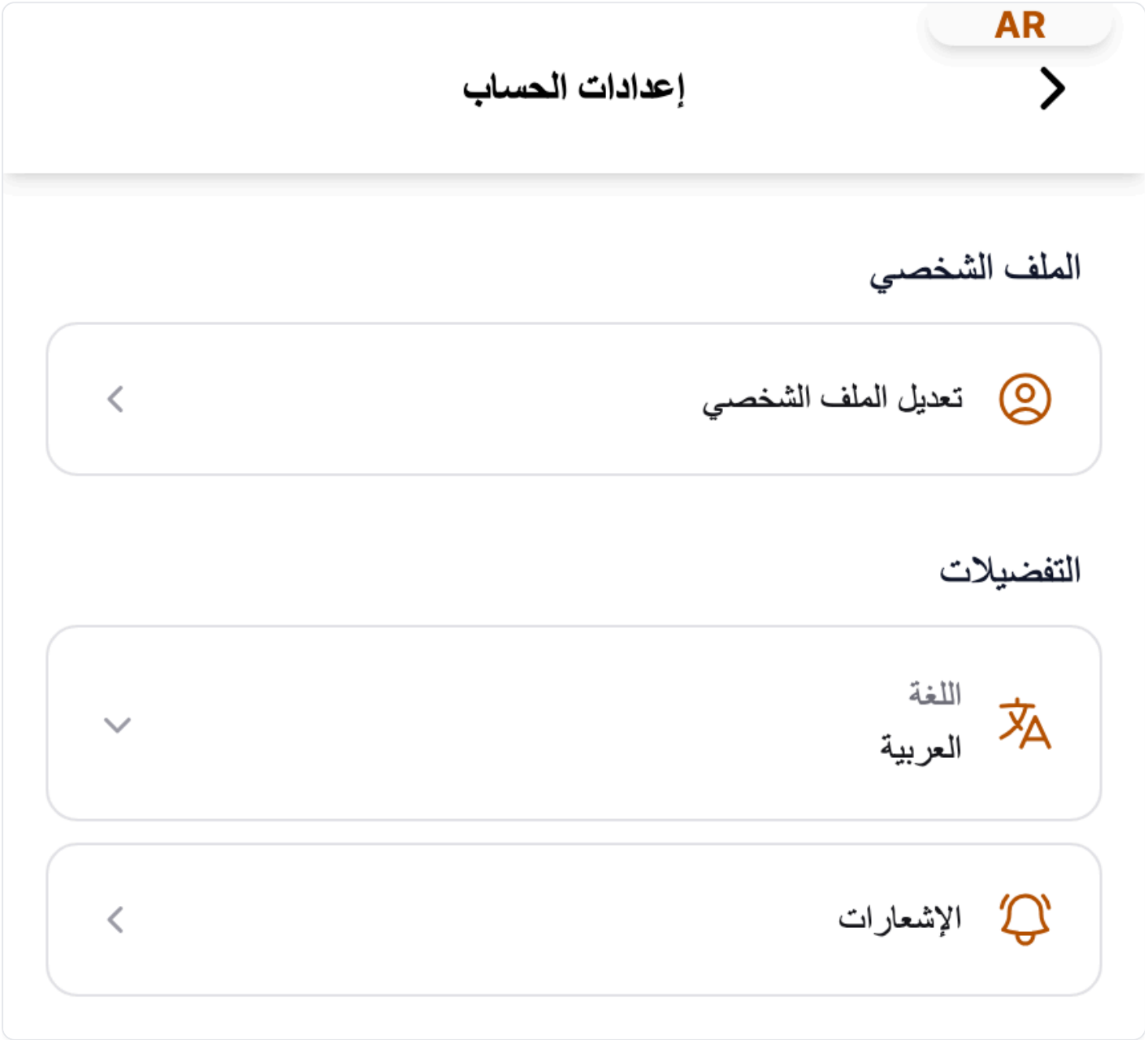
AR العربية

JA 日本語



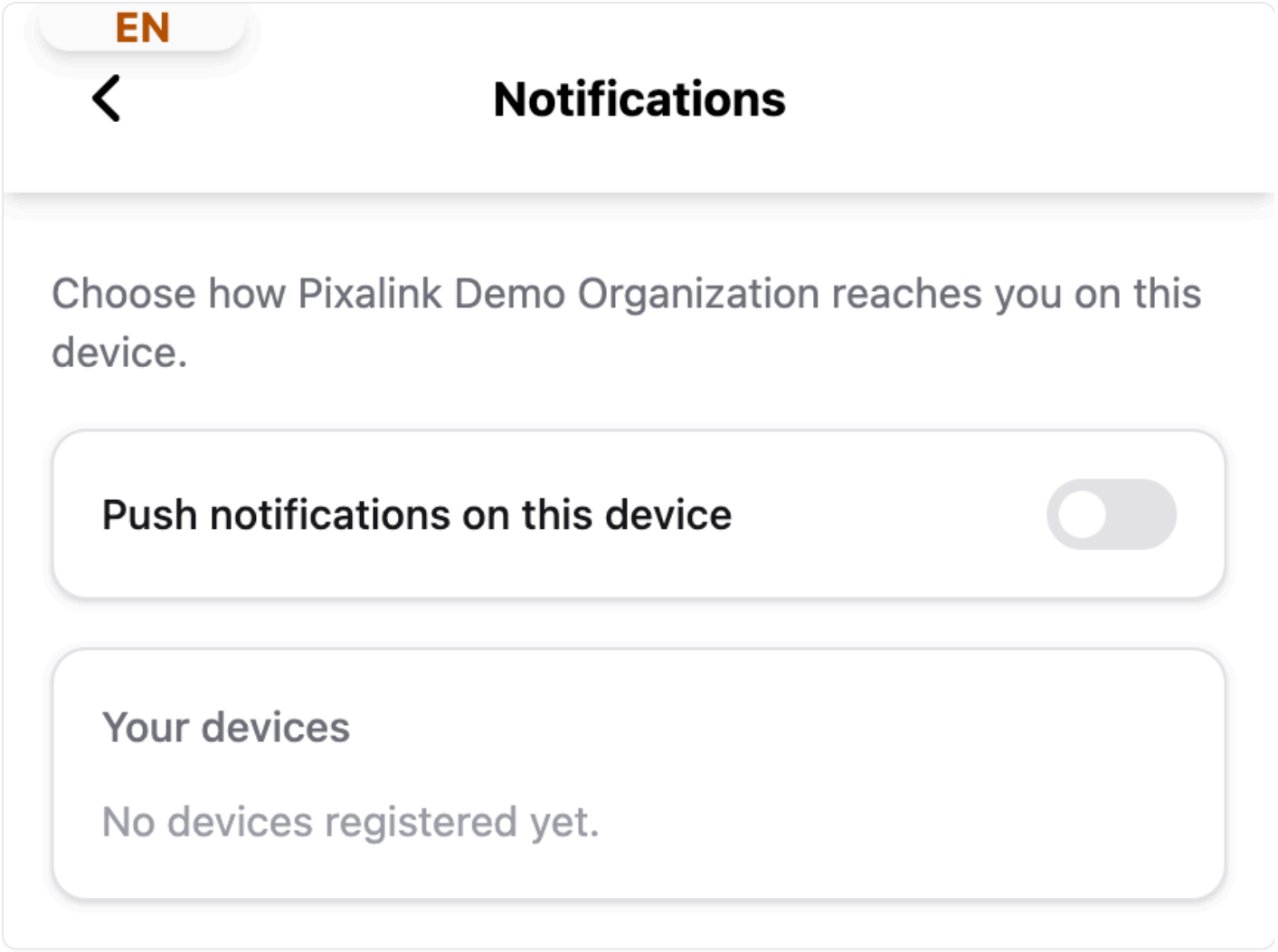
Only the languages switched on for your business appear here.

Languages written right to left, such as Arabic, turn the whole page around.



In Arabic, the back button and the arrows move to the other side.

Notifications lets a customer turn push notifications on or off. Turning it on signs up the phone they're using. Turning it off stops push notifications on all their devices. The page also lists their devices.



To get notifications on a second phone, the customer turns the switch on with that phone too.

Real-Life Example

Priya runs a nail salon in Petaling Jaya with Tamil and English-speaking regulars. One regular kept asking staff to fix her email so she could get receipts. Priya showed her **Profile**, then **Account**, then **Edit Profile**. The customer changed her email and picked Tamil under **Language**. The next week she logged in from her new phone, and the portal opened in Tamil straight away.

Good to Know

- The **Language** row appears only when your portal has more than one language.
- The **Notifications** row appears only when push notifications are switched on for your business.
- A customer who never picks a language gets the language from your portal's normal order. See What Language Your Customer Portal Opens In (https://kb.pixalink.io/articles/what-language-your-customer-portal-opens-in).

Need Help?

If you want the **Language** or **Notifications** row to appear for your customers, ask Pixalink support. Both are switched on for your business by our team.

What's Next?

- What Language Your Customer Portal Opens In (https://kb.pixalink.io/articles/what-language-your-customer-portal-opens-in)
- How to Share Your Customer Portal and Get Your First Members (https://kb.pixalink.io/articles/how-to-share-your-customer-portal-and-get-your-first-members)