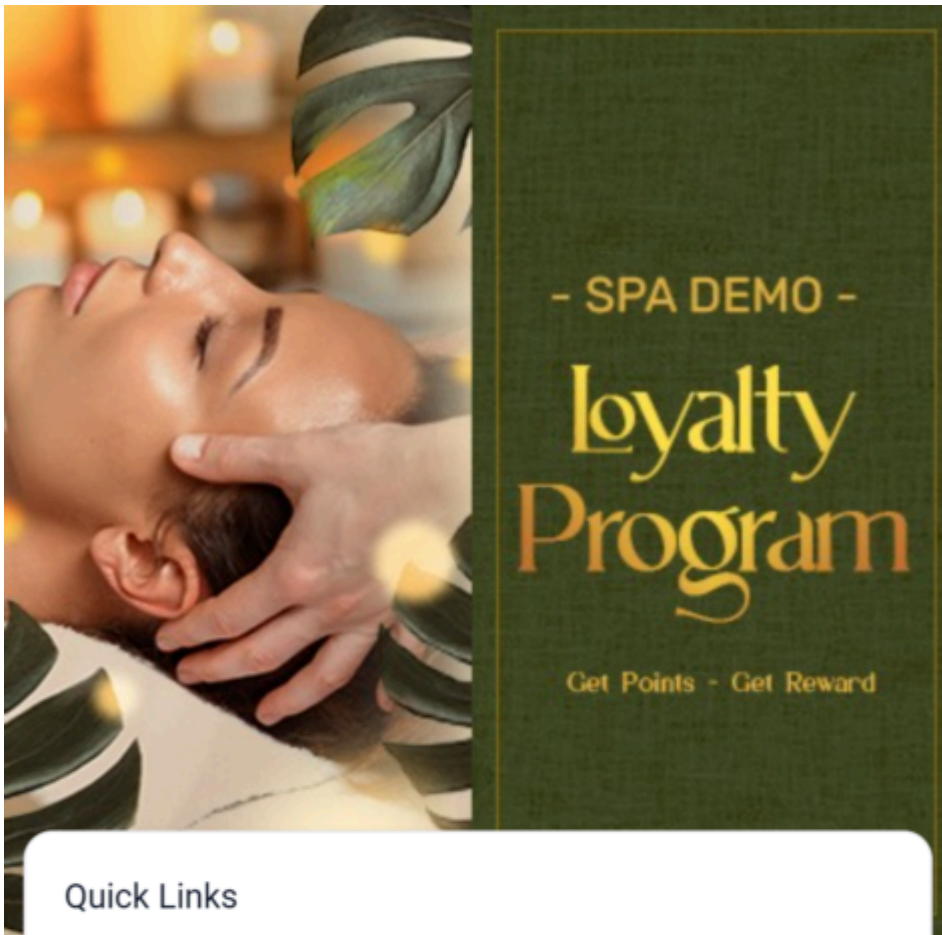


What Is the Customer Portal?

The Customer Portal is a customisable loyalty page where you can reflect your brand — your logo, colours, and homepage banner — all in one place. You can also enable features like a reservation system, referral program, feedback collection, and reward redemption so your customers have everything they need on one page.

Example: Wei Lin owns a bubble tea chain with three outlets. She creates a Customer Portal with her brand colours, logo, and a homepage banner featuring her latest promotion. She enables the reservation system and referral program, so customers can book a table and refer friends — all from one page.

@youtube (<https://www.youtube.com/watch?v=O0QZt2cZFD4>)



- SPA DEMO -
Loyalty Program
Get Points - Get Reward

Quick Links



Order Now
Delivery



Rewards
Vouchers



Membership
Points



Reservations
Timeslot




Amy

Member

0 860
Rewards Points




Home


Order


Rewards


Profile



Amy

+6281360956168

 Wallet

0.00 cdt.

 Points

860 pts.

 Rewards

0 unused

Settings



My Profile



My Inbox



Reservations



Feedback



T&C



Policy

 **pixalink**

Powered By  **pixalink**



Home



Order



Rewards

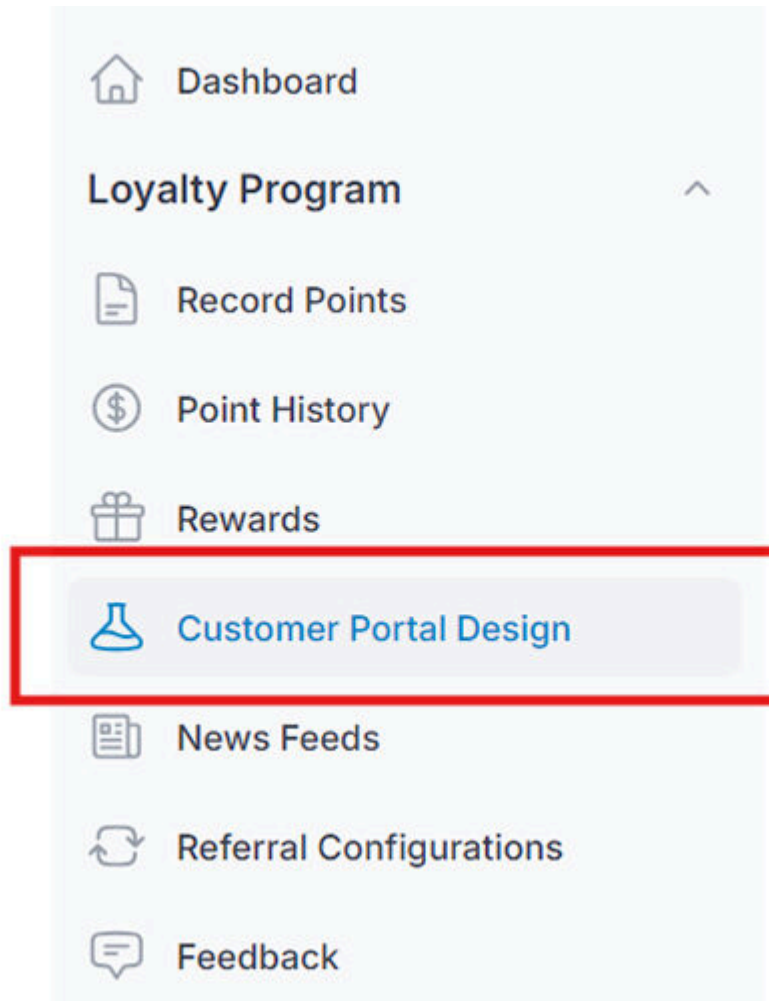


Profile

How to Create the Customer Portal

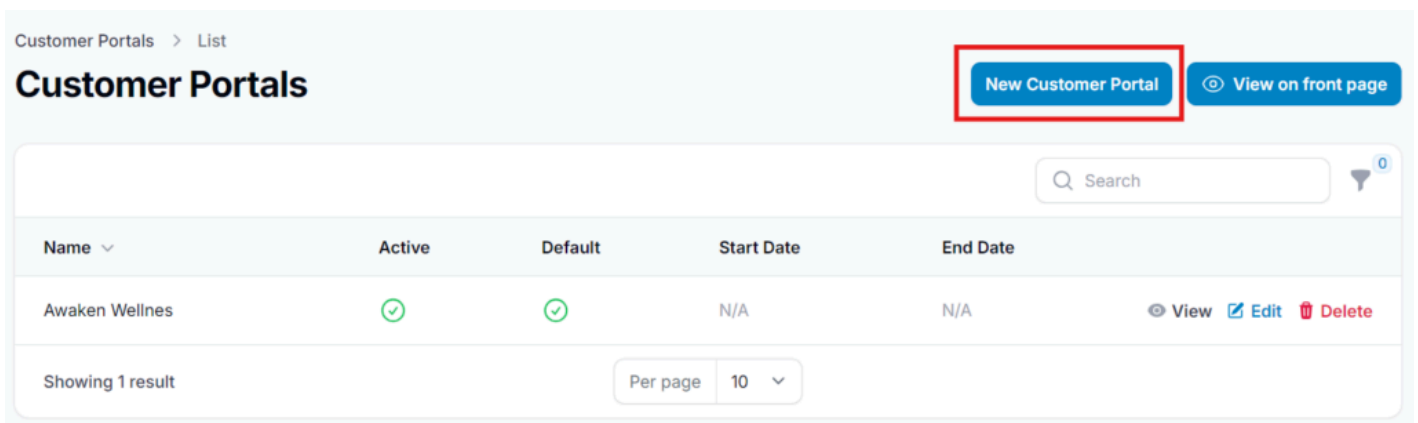
Step 1: Access the Customer Portal Design Section

Go to **Admin Panel > Loyalty Program > Customer Portal Design**.



Step 2: Click "New Customer Portal"

Click the **New Customer Portal** button to begin creating a new portal.



Step 3: Complete Required Details and Customize the Design

Fill in the required fields for your portal. The form has six tabs: **Info**, **Feature**, **Style**, **Layout**, **Legal**, and **Announcement**. Click the **Style** tab to customise the visual design, including

colours and layout. Use the **"Where is this used?"** option to preview where each section appears on the portal. You may also enable specific features for your portal under the **Feature** tab.

Note: the **Legal** tab lets you customise how your Terms and Conditions and Privacy Policy are shown to customers — see the Legal section below for full details.

Info Feature **Style** Legal Announcement

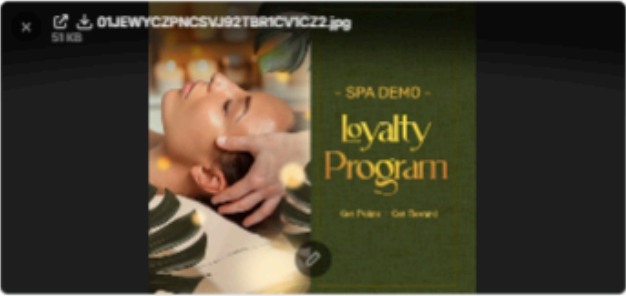
Hero Image

Hero image [Where is this used?](#) Hero image display mode

Auto
Fits image to background without cropping. Ideal when the image is the exact optimal size.

Cover
Fills background with image, might crop.

Contain
Fits image background container without cropping.



Optimal size is 430×384 pixels.


Color

Primary color [Use Default](#) Secondary color [Use Default](#)

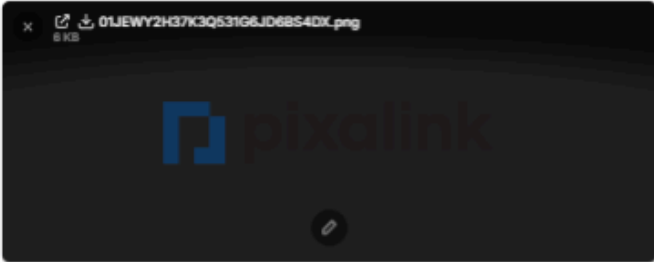
#3d4520 #003100

Favicon [Where is this used?](#) Logo [Where is this used?](#)

[Where is this used?](#) [Where is this used?](#)




Size: 150 × 150 (1:1)
Format: .png, .jpeg, .ico



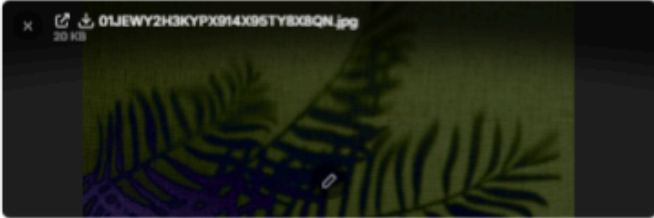
Size: 300 × 150 (2:1)
Format: .png, .jpeg, .webp

Desktop backdrop [Where is this used?](#) Cover background [Where is this used?](#)

[Where is this used?](#) [Where is this used?](#)



Size: 1920 × 1080
Format: .png, .jpeg, .webp



Size: 430 × 190
Format: .png, .jpeg, .webp

Reservation

Enabled

Mode

Pixalink's Reservation System

Transaction

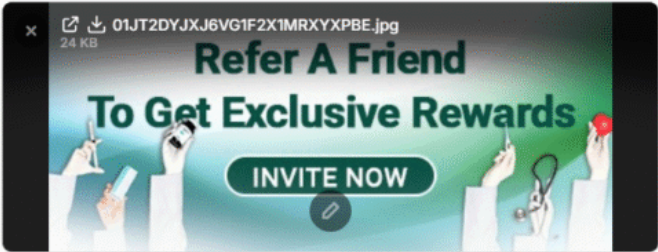
Display points expiry in customer portal

If enabled, the points expiry will be displayed in customer portal.

Referral Program

Enabled

Referral cover Where is this used?



Optimal size for background images is 860x380 pixels.

Referral Field Visibility

Always show

How should the referral's phone number field be displayed in customer portal?

Ordering System

Enabled

Provider

Custom Link

URL

https://www.blackmores.com.my/conditions/blackmores-daily-protect-c

The url that link to your order system.

Step 4: Click "Create" to Finalize

Click **Create** to finalize your portal setup. Your portal will now appear on the front page. Click **"View on Front Page"** to preview how it looks to your customers.

Customer Portals > List

Customer Portals

[New Customer Portal](#)
[View on front page](#)

Name	Active	Default	Start Date	End Date	
Awaken Wellnes	✔	✔	N/A	N/A	View Edit Delete

Showing 1 result Per page 10

Event-Specific Themes

You can create an additional portal with a unique design for events while keeping your default theme unchanged. This allows you to run limited-time campaigns or seasonal themes without disrupting your primary branding.

To create an event-specific theme:

1. Click **New Customer Portal**.
2. Fill in the event-specific details and design.
3. Set the **active duration** for the event theme. The portal will automatically revert to your default theme when the set time ends.
4. Click **Create** to finalize.

Customer Portals > List

Customer Portals

[New Customer Portal](#) [View on front page](#)

Search

Name	Active	Default	Start Date	End Date	
Awaken Wellnes	✓	✓	N/A	N/A	View Edit Delete

Showing 1 result

Per page 10

Customer Portals > Create

Create Customer Portal

Info Feature Style Legal Announcement

Space*
Awaken Wellness

Name* Christmas Is active

Start Date* Dec 25, 2024 End Date* Jan 5, 2025

[Create](#) [Create & create another](#) [Cancel](#)

Search

Name	Active	Default	Start Date	End Date	
Awaken Wellnes	✓	✓	N/A	N/A	View Edit Delete
Christmas	✓	✗	Dec 25, 2025	Jan 5, 2026	View Edit Delete

Showing 1 to 2 of 2 results

Per page 10

Ordering System

Enable this feature if your business sells products or operates a restaurant. There are two options available:

Custom Link

Attach a URL to redirect customers to your existing external ordering system.

Ordering System

Enabled

Provider

Custom Link ▼

URL ^{*}

The url that link to your order system.

Beep by StoreHub

Integrate with Beep by StoreHub if you do not have an existing ordering system. This option requires a separate subscription with StoreHub.

Ordering System

Enabled

Provider

Beep by Storehub ▼

Beep Url ^{*}

The url that you get by scanning the QR Code

Custom Button

The custom button appears on the customer's profile page and can be configured to redirect customers to an external link. You can also assign an existing announcement to the button via the "**Announcement Pop-Up**" option, which displays the announcement when the button is clicked.



Amy

+6281360956168

Wallet

0.00 cdt.

Points

860 pts.

Rewards

0 unused

Settings



My Profile



My Inbox



Reservations



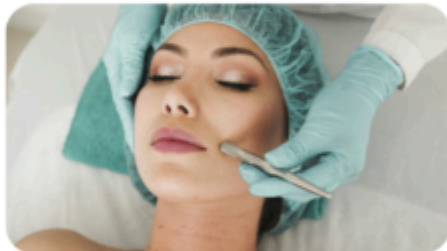
Feedback



T&C



Policy



pixalink

Powered By pixalink



Home



Order



Rewards



Profile

Custom Button

Enabled


Button 1 ^

Mode

External link v

URL*

Image*



Optimal size for background images is 203x114 pixels.

Button 2 ^

Mode

Announcement pop-up v

Image*

Drag & Drop your files or [Browse](#)

Optimal size for background images is 203x114 pixels.

Understanding the Legal Tab

Customise how your Terms and Conditions and Privacy Policy are displayed to customers. There are four options available:

- **Default** - Uses the Pixalink default terms and privacy policy.
- **Text** - Enter your own content, which will be displayed directly on the page.
- **Link** - Redirect customers to an external URL containing your legal documents.
- **File** - Upload a PDF file that customers can download.



Amy

+6281360956168



Wallet

0.00 cdt.



Points

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Settings



My Profile



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Reservations



Feedback



T&C




Policy




Home


Order


Rewards


Profile

Customer Portals > Edit

Edit Customer Portal

Delete

 View on front page

Info Feature Style **Legal** Announcement

Terms & Conditions

Mode*

Default (Pixalink Default)

Privacy Policy

Mode*

Default (Pixalink Default)

Select an option

Default (Pixalink Default)

Text

Link

File

Save changes

Cancel

What Your Customers Will See

Your customers will see a branded loyalty page when they visit your Customer Portal link. They can view their points, browse rewards, make reservations, and access any features you have enabled — all in your brand's look and feel.

Good to Know

- You can create multiple portal themes — use event-specific themes for seasonal promotions without changing your default design
- Event themes automatically revert to the default design when the active duration ends

- The portal supports six configurable tabs: Info, Feature, Style, Layout, Legal, and Announcement
- Custom buttons on the customer profile page can link to external URLs or trigger announcement pop-ups