

SMS / WhatsApp Reports

SMS/WhatsApp Reports give you the list of **guests who registered through the captive portal by SMS or WhatsApp**. Use it to see who registered when, to locate a record when a data-protection request arrives, and to export your guest list.

“ How do I open this screen? From the left menu, go to **Analytics and Reports** → **SMS/WhatsApp Reports**.

The screenshot shows the Useroam web application interface. On the left is a dark blue sidebar menu with the 'Useroam' logo at the top. The menu items include: Dashboard, Bumerang, Misafirler, Karşılama Portalı, Analiz ve Raporlar (expanded), Ziyaret Analitiği, 5651 Logları, İşlem Kayıtları, SMS/WhatsApp Raporları (selected), Yerel Kullanıcı Raporu, and Ayarlar. The main content area is titled 'SMS/WhatsApp Raporları' and shows the current location as 'Şuan Buradasınız'. Below the title is a breadcrumb trail: 'Dashboard > SMS/WhatsApp Raporları'. There are five filter buttons: 'Bugün', 'Dün', 'Bu Ay', 'Hepsi', and 'Özel' (highlighted in green). Below the buttons is a search bar with a magnifying glass icon and a dropdown menu showing '10'. A table with columns 'KULLANICI ADI', 'İSİM', 'SOYİSİM', 'E-POSTA', 'KAYIT TARİHİ', 'İL', 'İLÇE', 'SEMT', and 'KAYIT TİPİ' is displayed. The table content shows 'Kayıt Yok' (No Record). At the bottom of the page, there is a blue footer bar with the text 'Copyright ©2025, Useroam Teknoloji' on the left and 'Yardım | Şartlar | Gizlilik' on the right.

Choosing the period

Preset period buttons sit at the top of the page: **Today**, **Yesterday**, **This Month**, **All** and **Custom**.

Selecting **Custom** opens the *Custom Report* section:

- **Start Date** and **End Date**: pick the range from the calendar.

- **Filter Type:** determines what the range applies to — *Registration Date* (when the guest first signed up) or *Last Login* (when they last connected). Use *Registration Date* to measure new-guest acquisition and *Last Login* to find guests who are currently active.
 - The **Save** button generates the report.
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Table columns

- **USERNAME:** the guest's username in the system (usually their phone number).
- **FIRST NAME / LAST NAME:** populated if the name field is enabled on the portal.
- **E-MAIL:** populated if the email field is enabled on the portal.
- **REGISTRATION DATE:** the date and time the guest first registered.
- **PROVINCE / DISTRICT / NEIGHBORHOOD:** populated if *province/district/neighbourhood selection* is enabled on the portal.
- **REGISTRATION TYPE (KAYIT TIPI):** the channel the guest registered through (SMS or WhatsApp).

“ **If columns come back empty:** the corresponding field is set to *Hide* in the portal settings. Set it to *Show* or *Show and require* under **Captive Portal → SMS Portal Settings** (or **WhatsApp Portal**); the data starts filling in for guests who register after the change.

Navigating the list

The **10 / 25 / 50 / 100 / All** selector sets records per page and the **search box** filters instantly across all columns. When there is nothing to show, the table reads "*No Record*".

“ **Related pages:** **Guests → SMS / WhatsApp Users**, **Settings → SMS Settings**, **Settings → WhatsApp Settings**.

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