

Staff

Business Staff manages the team working in your hotel and restaurant operation: **add staff, assign roles and give them access to the mobile app (/m/)**. Request assignment and departmental permissions are set from this screen.

“ How do I open this screen? From the left menu, go to **Bumerang** → **Staff**.

USEROAM

Menü

Dashboard

Bumerang

KAMPANYA

Kampanyalar

Toplu Gönderim

Gönderim Takvimi

ETKİLEŞİM

Anketler

Reklamlar

KİTLE & AI

İzinli Misafirler

Useroam AI · Otopilot

İŞLETME

Menüler

Etkinlikler

İşletme Personeli

Useroam Resort · Otel + Menü/Restoran · personel ekleyin, rol verin, mobil uygulamaya (/m/) sokun

+ Personel Ekle

Departmanlar

Etkinlikte hizmet verilen noktaları tanımlayın (kahve, yemek, vestiyer gibi). Personel yalnızca atandığı departmandan QR okutabilir.

Departman adı

Ekle

Restoran departmanlarını ekle

Temizlik, Teknik, Garson ve Mutfak departmanlarını tek seferde oluşturun; mevcut olanlara dokunmaz.

Henüz departman tanımlanmamış.

Personel Uygulaması Erişim Güvenliği

Açıkken personel mobil uygulamasına (/m/) yalnızca işletmenin Wi-Fi ağından girilebilir. Yöneticiler ve hesap sahibi her yerden erişebilir.

Sadece işletme ağından eriş

Ek izinli IP'ler (virgülle; CIDR destekli — ofis/statik IP)
ör. 88.99.100.101, 203.0.113.0/24

Kaydet

İşletmenin tanınan ağ IP'si: 10.255.255.1 · Şu anki bağlantı IP'niz: 31.223.111.27

AD	TELEFON	ROL	DEPARTMAN	AÇIK İŞ	ATALI ODA	DURUM
Demo Kullanıcı	—	Yönetici	Housekeeping Teknik Restoran Resepsiyon	0	0	Aktif
Ayşe Demir	—	Personel	Housekeeping	0	0	Aktif
Caner Şahin	—	Personel	Restoran	0	0	Aktif
Mehmet Yıldız	—	Personel	Teknik	0	0	Aktif
Zeynep Kaya	—	Personel	Resepsiyon	0	0	Aktif

Personel Otel + Menü/Restoran modüllerini görür. Departmana göre sekme görünür: housekeeping/teknik/resepsiyon → Talepler/Odalar; restoran/resepsiyon → Siparişler/Çağrılar (garson=restoran). İş ataması Talep Yönetimi'nden.

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Yardım | Şartlar | Gizlilik

Not to be confused with panel administrators: this screen manages **field staff** (who use the mobile app and close requests). Administrators who sign in to the panel live under **Settings** → **Administrators**.

1. Departments

Define the service points used at an event (coffee, food, cloakroom and so on). **Staff can only scan QR codes for the department they are assigned to** — the department is the permission boundary.

- Type a **department name** and press **Add**.
- **Add restaurant departments:** creates Cleaning, Technical, Waiter and Kitchen in one go, leaving existing ones untouched.

With none defined, it reads "*No departments defined yet.*"

2. Staff App Access Security

- **Access only from the business network:** when on, the staff mobile app (/m/) can **only be opened from the business's own Wi-Fi**. Managers and the account owner can access it from anywhere.
- **Additional allowed IPs:** a comma-separated list with CIDR support (for your office or static IPs).

The bottom of the screen shows the business's recognised network IP and your current connection IP — so you can check the right address before writing the rule.

“ **Why turn it on?** Even if a staff password leaks, the app cannot be opened from outside. If you do not want staff closing requests from home, this setting is exactly that control.

Confirm your changes with **Save**.

3. New Staff Member

- **First name** and **Last name**
 - **Mobile phone (login identity):** the staff member signs in to the app with this number.
 - **Password:** the login password.
 - **Role:** two options:
 - *Staff* — handles requests and orders.
 - *Manager* — also manages staff and assignments.
 - **Departments:** tick the departments they work in (Housekeeping, Technical, Restaurant, Reception). More than one can be selected.
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4. The staff table

- **NAME:** the staff member's name.
- **PHONE:** their login identity.
- **ROLE:** Staff or Manager.
- **DEPARTMENT:** the departments they are assigned to.
- **OPEN JOBS:** how many requests are pending on them. **Use this column to balance the workload.**
- **ASSIGNED ROOMS:** the number of rooms assigned to them.
- **STATUS:** whether the account is active.

Opening a row lets you edit the phone, role and departments; typing into **New password** changes the password (*leave it empty and the password stays as it is*).

5. What staff see in the app

Staff only see the **Hotel + Menu/Restaurant** modules. The tabs depend on their department:

- **housekeeping / technical / reception** → *Requests and Rooms*
- **restaurant / reception** → *Orders and Calls* (waiter = restaurant)

Jobs are assigned from the Request Management screen.

“ **Related pages: Hotel Solution → Request Management, Room Board, Retail → Request Monitor, Settings → Administrators.**

Revizyon #2

tugay tarafından 11 Ağustos 2026 07:36:28 oluşturuldu

tugay tarafından 11 Ağustos 2026 08:20:14 güncellendi