Captive Studio: Designing Your Login Page

What is it for?

Captive Studio lets you design the login page (captive portal) that opens on a guest's phone when they join your Wi-Fi. You pick a ready-made look, add your logo, venue photo and main colour, fine-tune details such as corners, alignment and button order, and edit the texts on the login screen. The phone preview on the right shows every change exactly as your guests will see it.

> **The key rule:** changes to the look (look, logo, photo, colour, fine tuning, Edit mode) do not reach guests until you press **Publish**. **Save draft** keeps them for you only. The **Texts** section is the one exception: as soon as you press **Save texts**, guests see the new texts, without waiting for Publish.

When do I use it?

- You want your login page to look more modern and match your brand.
- Your logo, venue photo or brand colour has changed.
- You want to change the order of the login buttons (for example WhatsApp on top) or highlight one of them.
- You want to change the welcome text, the login title or the button labels and translate them into all languages.
- You have a website and want to take the logo, colour and photo from it automatically.

Before you start

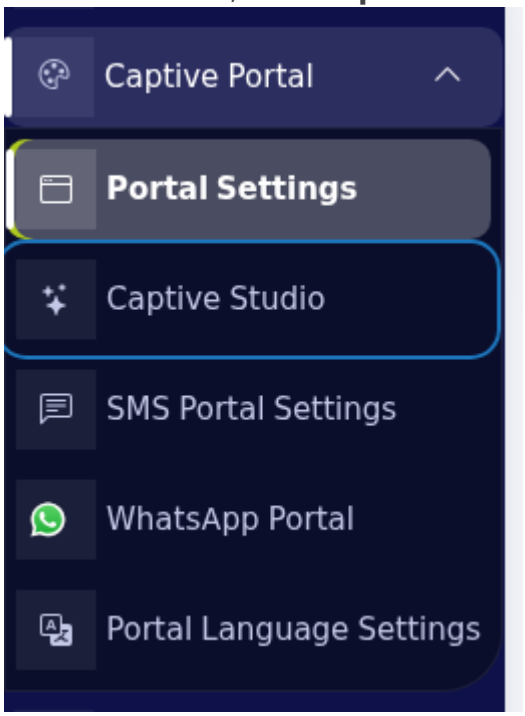
- Captive Studio is currently available on selected Sophos devices only. If you do not see **Captive Studio** in the left menu, keep editing your login page in Portal Settings.

- Settings apply to the selected device. If you have several devices, select the right one first (Device Selection).
- To make changes you need edit permission for Portal Settings. With view-only permission the page shows *You can only view this page; you do not have permission to make changes.* at the top and the save buttons are disabled.
- Prepare a PNG, JPG, WebP or GIF file for the logo, and a PNG, JPG or WebP file for the venue photo. Files can be up to 15 MB. Do not resize them yourself: the system scales the logo to at most 600 pixels and the photo to at most 1080 pixels and saves them as WebP. SVG is not accepted.
- This screen does not turn login methods (SMS, WhatsApp) on or off; SMS Portal Settings and WhatsApp Portal Settings do. The studio only styles the look and the buttons of these methods.

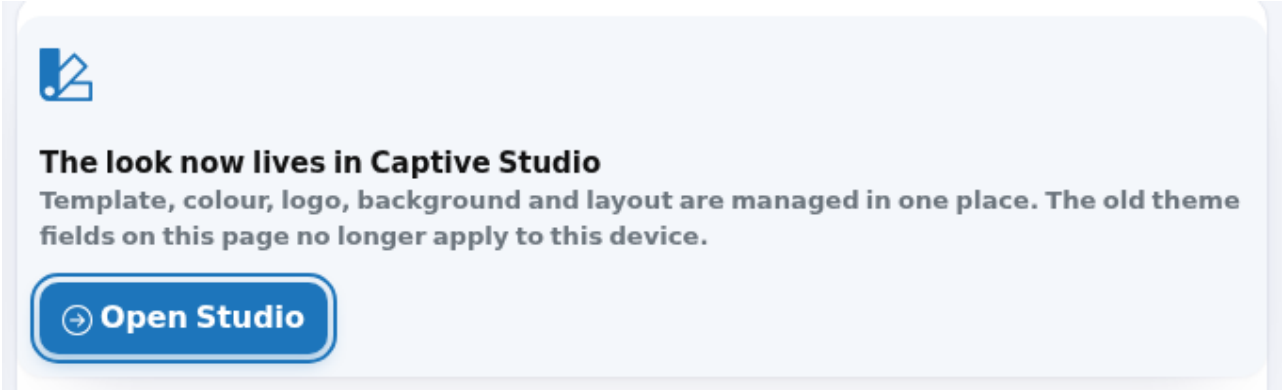
Step by step

Opening the studio

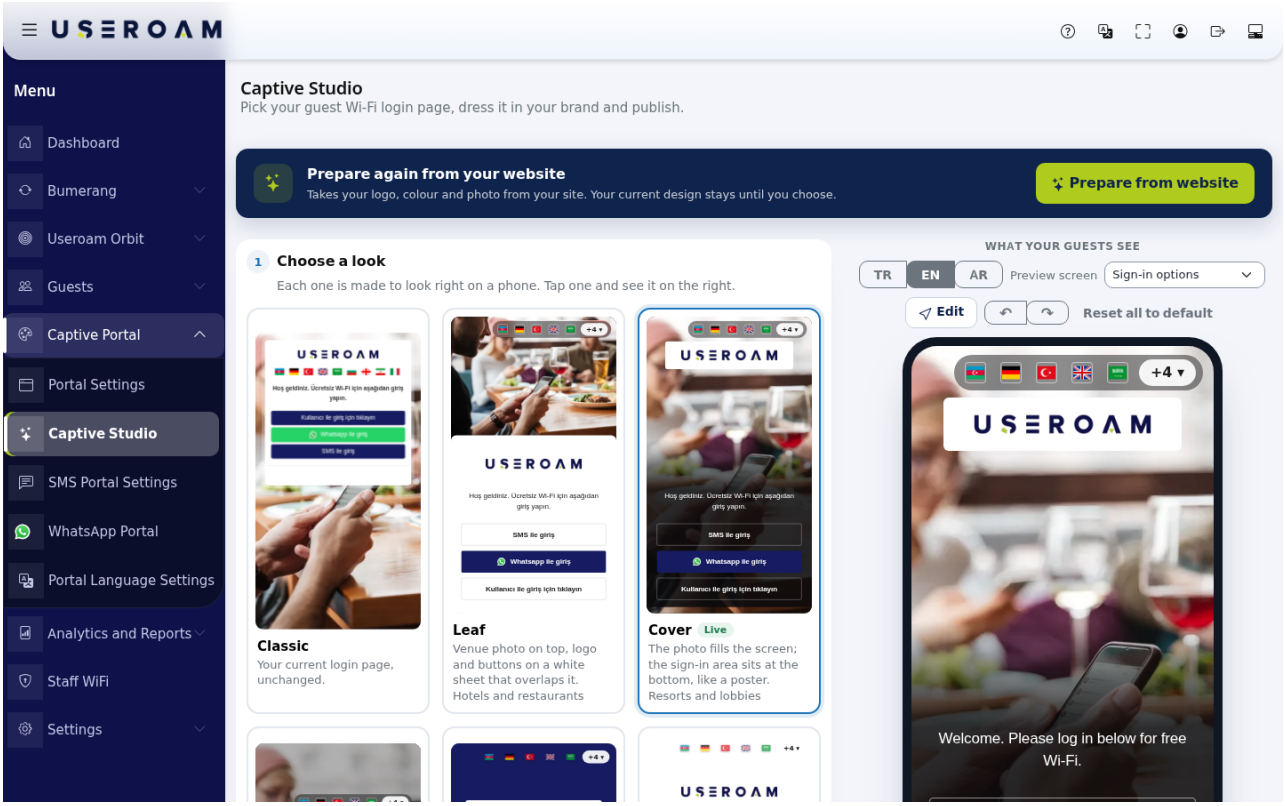
1. In the left menu, click **Captive Portal → Captive Studio**.



2. On devices where the studio is available, **Portal Settings** shows the card **The look now lives in Captive Studio** at the top. It says *Template, colour, logo, background and layout are managed in one place. The old theme fields on this page no longer apply to this device.* In place of the theme tab there is a preview titled *What guests see (published)*. The **Open Studio** button takes you to the same screen.



3. The screen title is **Captive Studio**, with *Pick your guest Wi-Fi login page, dress it in your brand and publish.* below it. On the left you find the cards **Choose a look**, **Your brand**, **Fine tuning**, **All layout options** and **Texts**; on the right the **What your guests see** phone preview; at the bottom the **Live** status line with **Save draft** and **Publish**. The navy strip at the top is the **Prepare from website** shortcut.



On a phone or a narrow screen the cards stack and the preview sits below them.

USEROAM

Captive Studio

Pick your guest Wi-Fi login page, dress it in your brand and publish.

Prepare again from your website

Takes your logo, colour and photo from your site. Your current design stays until you choose.

Prepare from website

1 Choose a look

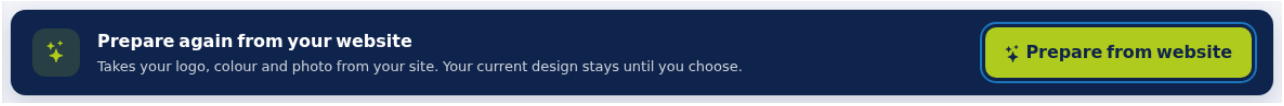
Each one is made to look right on a phone. Tap one and see it on the right.



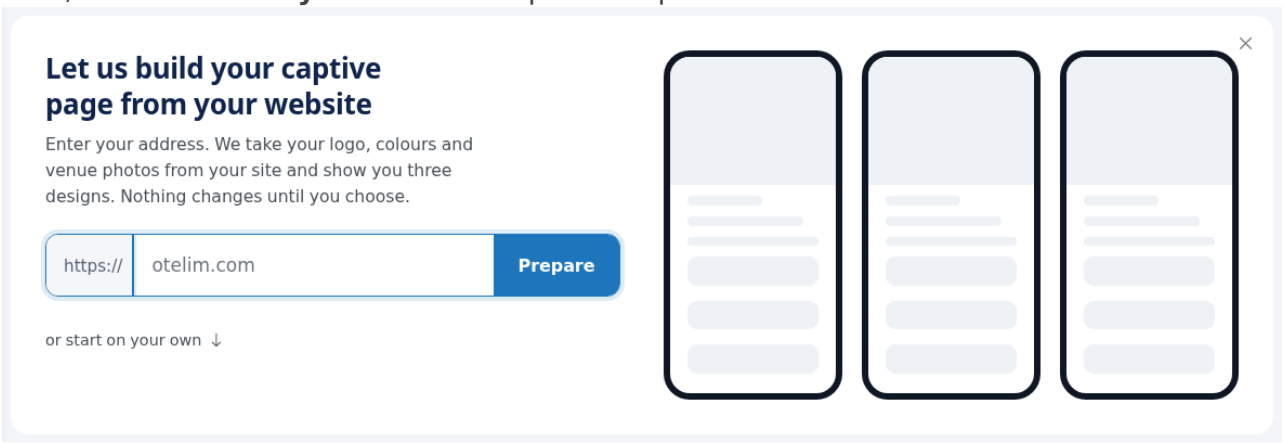


Prepare from your website

4. If you have already published a look or saved a draft, the strip **Prepare again from your website** appears at the top, with *Takes your logo, colour and photo from your site. Your current design stays until you choose.* below it. To use it, press **Prepare from website** on the right. If you have no design yet, the card below is open straight away instead of the strip.

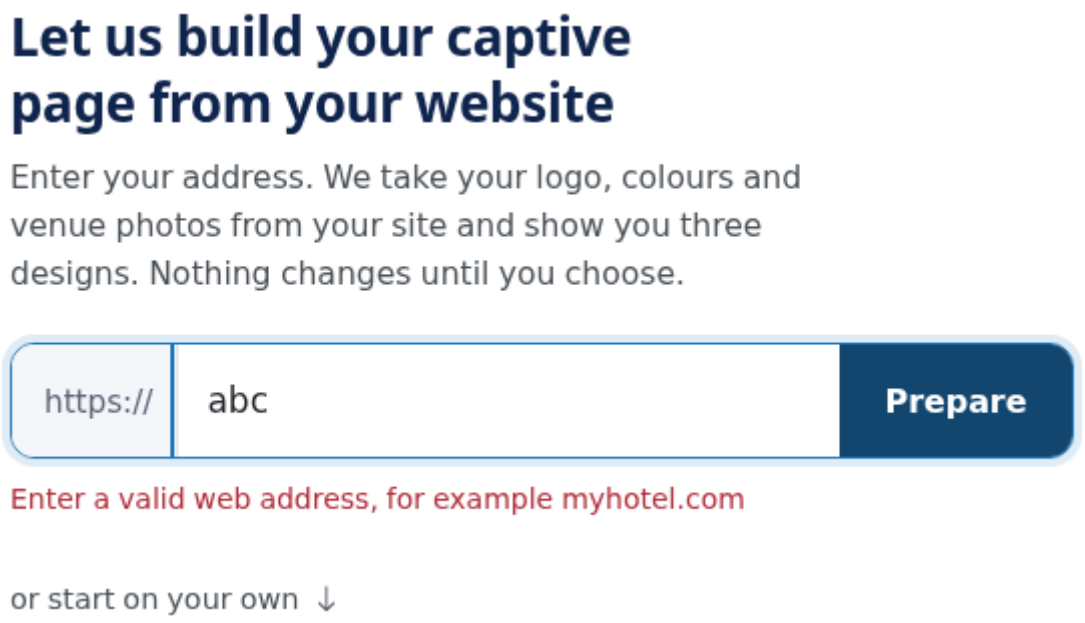


5. The **Let us build your captive page from your website** card says *Enter your address. We take your logo, colours and venue photos from your site and show you three designs. Nothing changes until you choose.* Type your site address in the box next to **https://** (for example *myhotel.com*) and press **Prepare**. Use the cross in the top right to close the card, or **or start on your own** to skip this step.



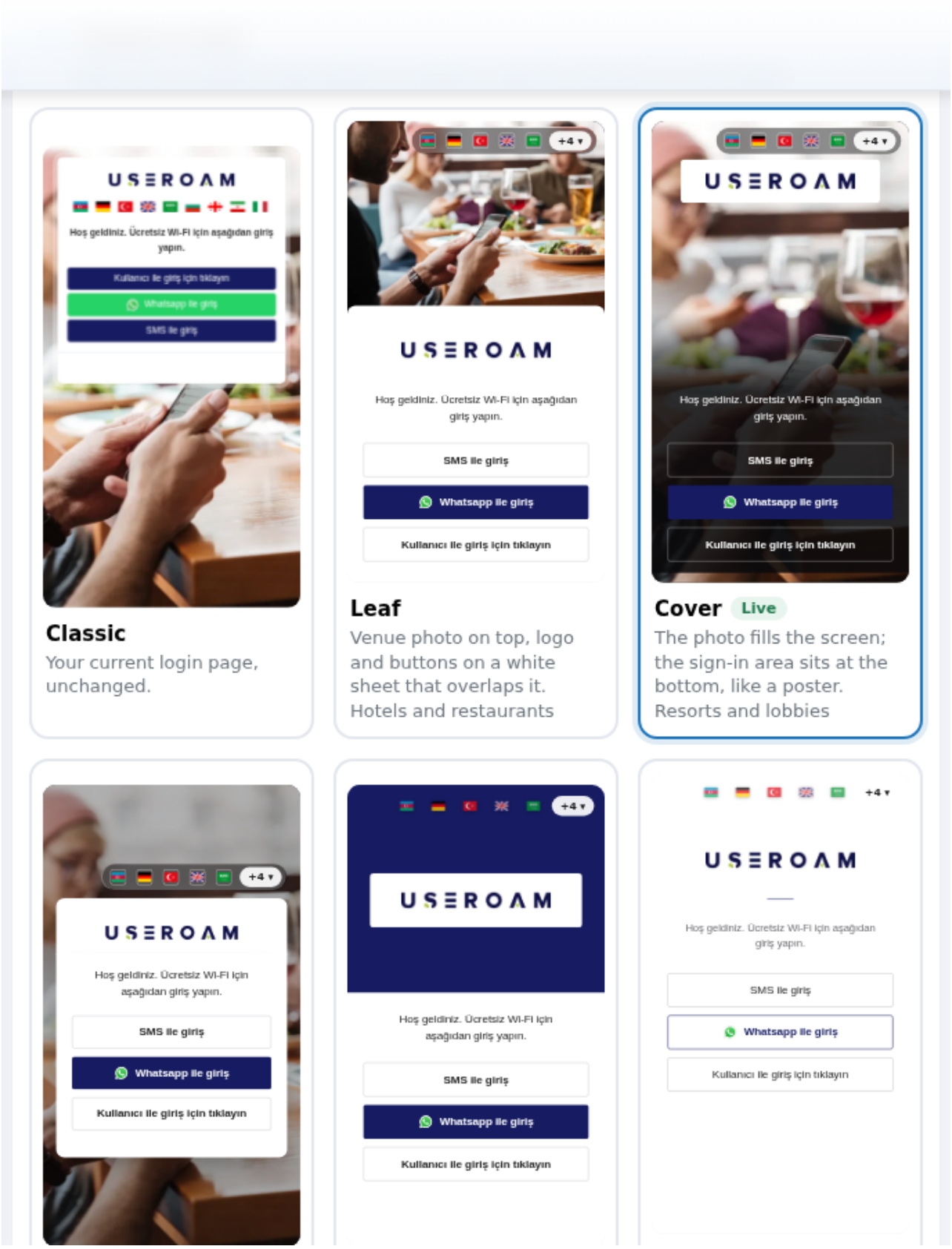
It usually takes 10 to 45 seconds (*This usually takes 10 to 45 seconds.*). Meanwhile the steps tick off one by one: **Reading your site**, **Logo**, **Colours**, **Photos**, **Preparing designs**. A step that finds nothing shows *Not found*. If your site has no suitable venue photo, a stock photo for your sector is suggested, its thumbnail is labelled **Stock** and the note *We could not find a suitable venue photo on your site, so we suggested a stock photo for your sector. You can upload your own at any time.* appears. If the site photos cannot be verified the note is *We could not verify the photos on your site right now, so we suggested a stock photo. You can pick one from your site instead.* If no logo is found you see *No logo found. You can upload one under Your brand.*
At the end the title becomes *Three designs for (your business name)* and up to three phone previews appear; the first one is labelled **Suggested**, with the note *Pick one. You can change the logo, colour and photo below; your choice is saved as a draft, not published.* Clicking one of the suggested colours or photos updates all three previews. Press **Use this** under the design you like: it is applied to the screen and **saved as a draft** , not published (*The design is saved as a draft. Review it below and publish when ready.*). To try another site, press **Try another address**.
If the site suggests a welcome text, a **Suggested welcome text** box appears. **Use as welcome text** puts the suggestion into the Turkish welcome box of the **Texts** card but does not save it; check it and press **Save texts**. The status reads *The suggestion was put into the welcome text. Check it and press Save texts.*

6. If the address is not valid, a red message appears under the box (for example *Enter a valid web address, for example myhotel.com*). Correct it and press **Prepare** again. This can be run at most 10 times per hour for one device. Other messages are listed in Warnings and errors below.



Look

7. The **1 Choose a look** card offers six options. Each card shows a small preview, the name, a short description and the kind of business it suits. Above them it says *Each one is made to look right on a phone. Tap one and see it on the right.* The look your guests currently see has a green **Live** label next to its name.
   - **Classic**: *Your current login page, unchanged.*
   - **Leaf**: *Venue photo on top, logo and buttons on a white sheet that overlaps it.* Suits: *Hotels and restaurants*.
   - **Cover**: *The photo fills the screen; the sign-in area sits at the bottom, like a poster.* Suits: *Resorts and lobbies*.
   - **Card**: *A narrow white card centred over your photo.* Suits: *Boutique hotels, clinics, offices*.
   - **Section**: *Your brand colour with a large logo on top, white space below.* Suits: *Chains, shops, malls*.
   - **Minimal**: *No photo; a large logo, a thin colour line and plenty of space.* Suits: *Fine dining, galleries, offices*.



8. Click a card. It gets a blue frame and the preview on the right switches to that look at once. The status line shows *unsaved changes*: your choice has not been saved anywhere yet.



Classic

Your current login page, unchanged.



USEROAM

Hoş geldiniz. Ücretsiz Wi-Fi için aşağıdan giriş yapın.

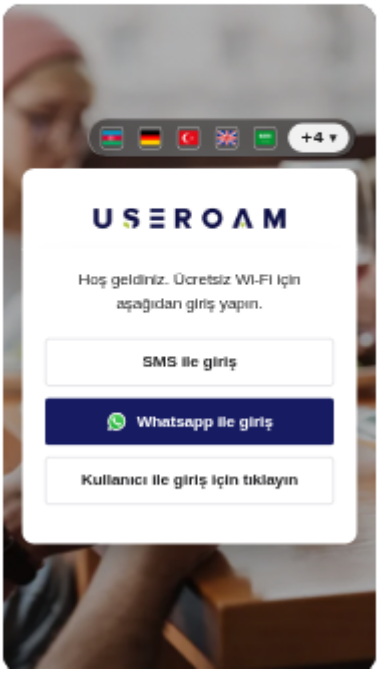
SMS ile giriş

Whatsapp ile giriş

Kullanıcı ile giriş için tıklayın

Leaf

Venue photo on top, logo and buttons on a white sheet that overlaps it. Hotels and restaurants



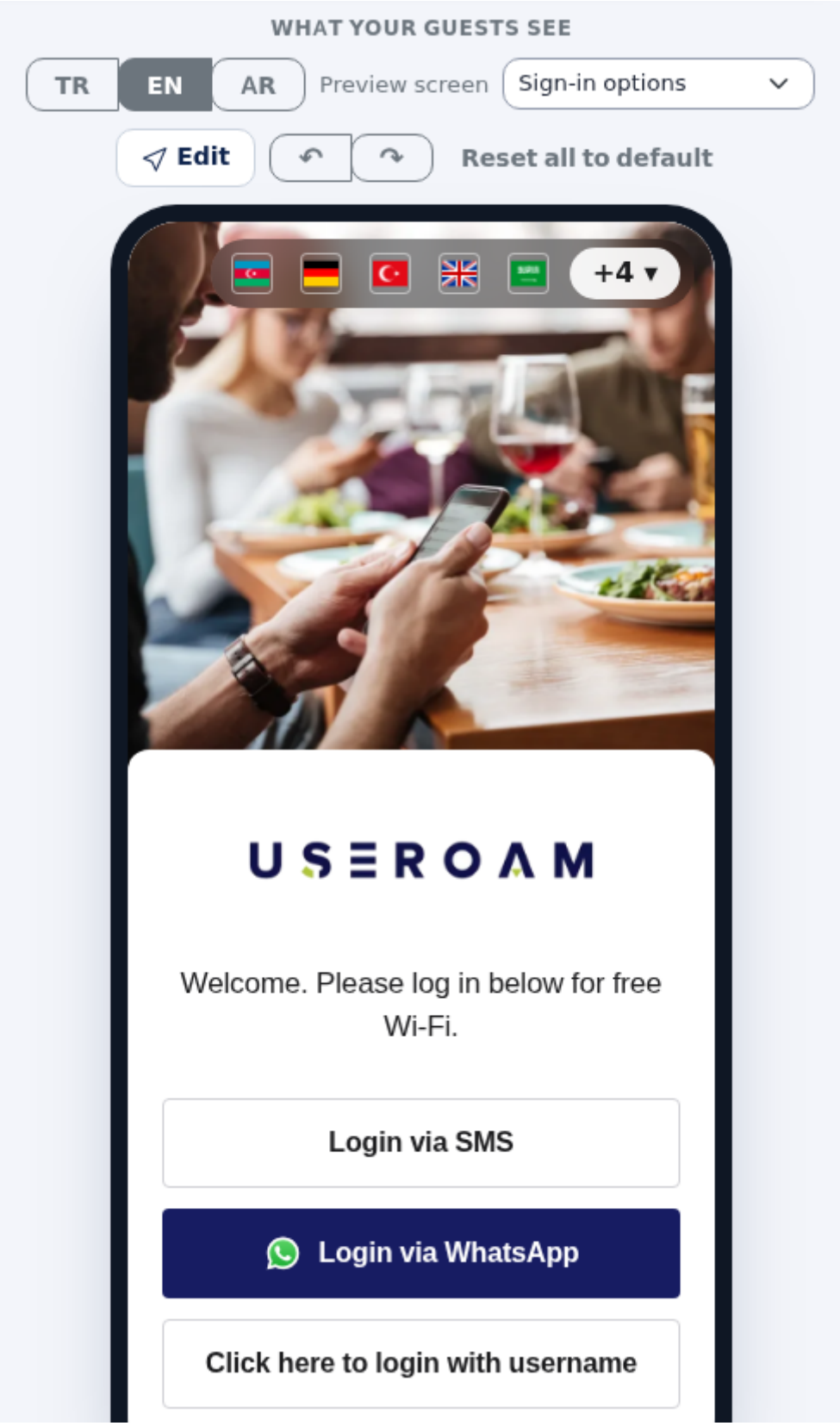


Hoş geldiniz. Ücretsiz Wi-Fi için aşağıdan giriş yapın.

SMS ile giriş

Whatsapp ile giriş

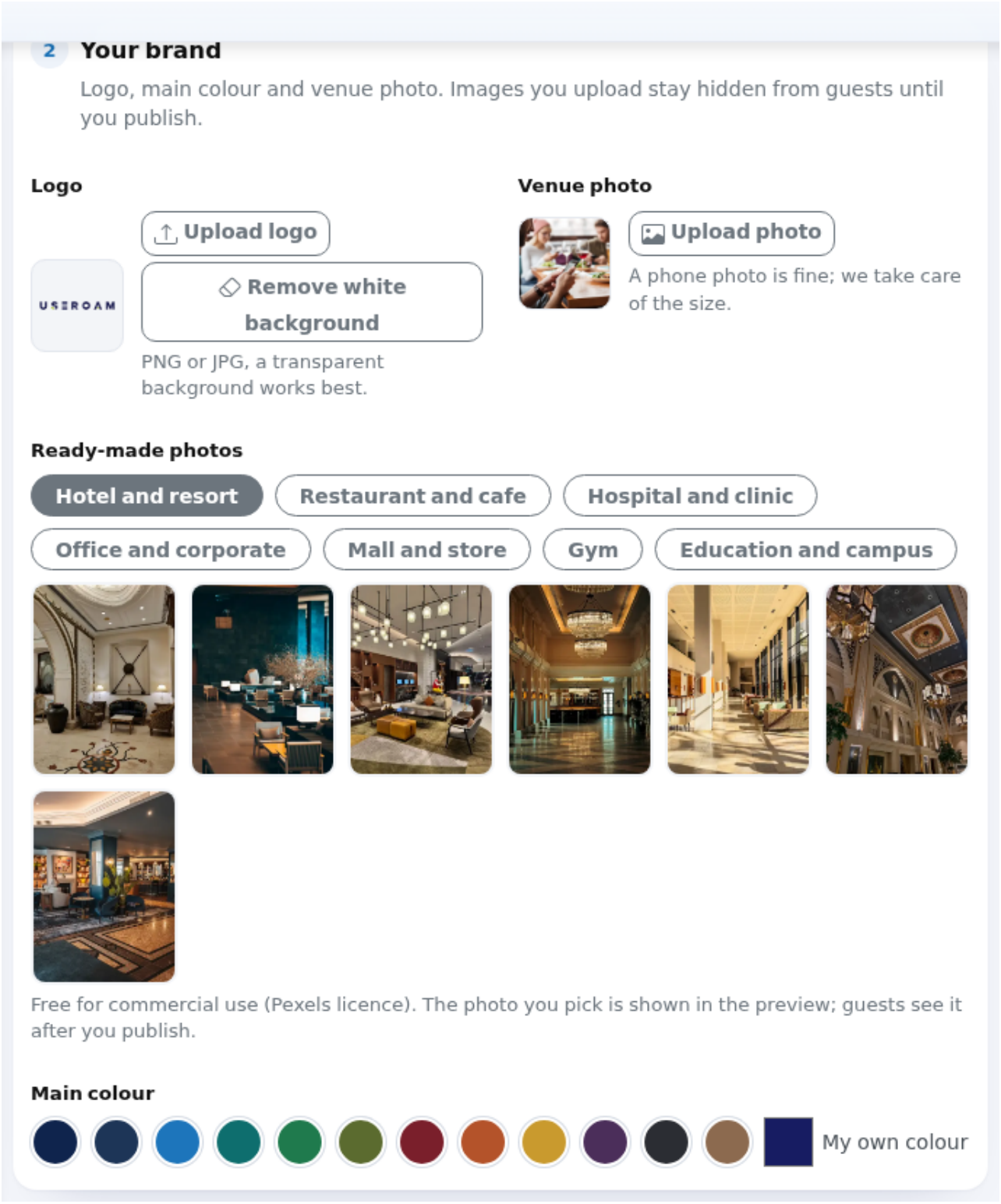
Kullanıcı ile giriş için tıklayın



Brand

9. The **2 Your brand** card says *Logo, main colour and venue photo. Images you upload stay hidden from guests until you publish.* Under **Logo**, choose your logo with **Upload logo**. Under the logo box it says *PNG or JPG, a transparent background works best.* While

uploading you see *Uploading…*; when it is done you see *Uploaded. It shows in the preview; guests will see it once you publish.* If the logo is light and the logo background is Auto, the note *Your logo is light, so a dark background was added to keep it readable.* appears below it.

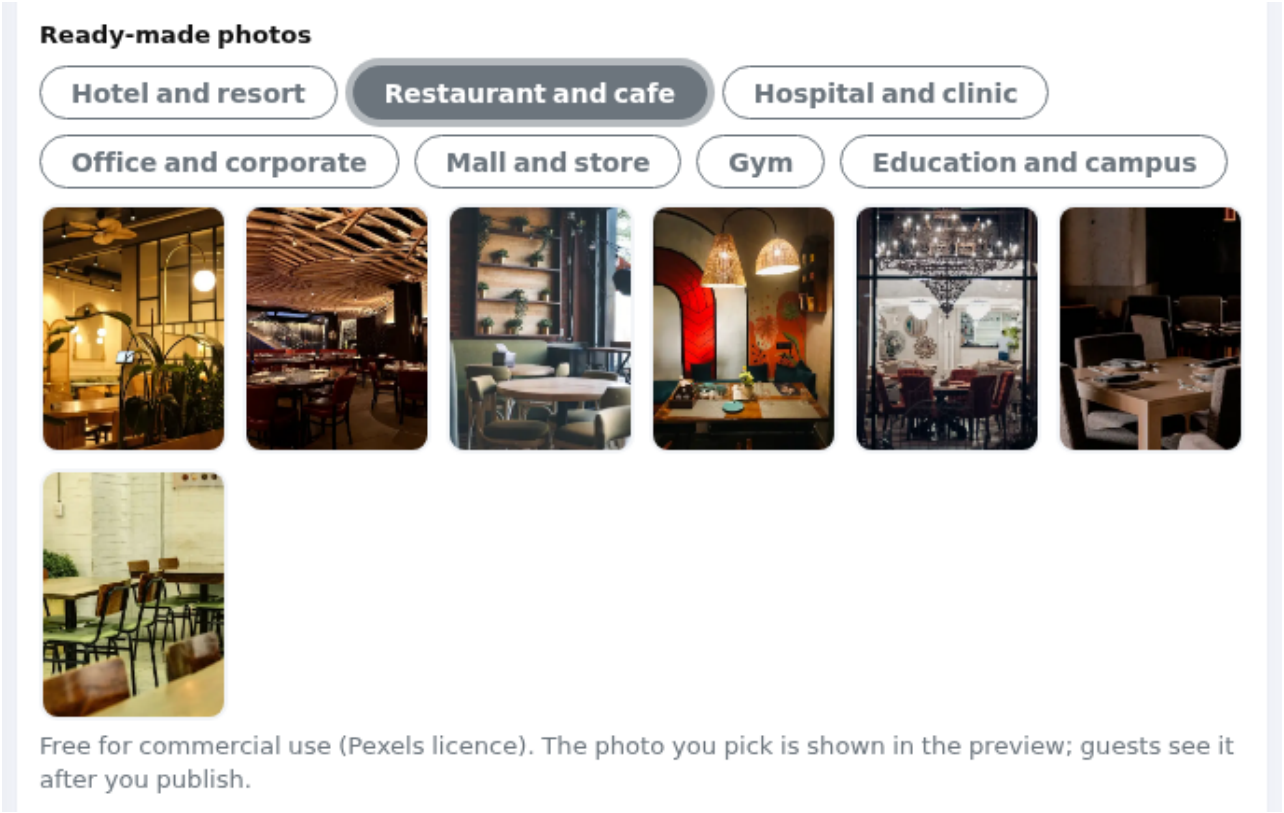


If your logo sits in a white or plain coloured box, press **Remove white background**. The system makes the plain background around the edges transparent and creates a new copy of the logo. While it works you see *Removing background…*; at the end (*Background removed. You can restore the original logo if you prefer.*). The button then reads **Restore original logo**; press it to go back to the old logo. If the logo is already transparent you see *This logo already has a transparent background.*; if there is no plain background at

the edges, *No plain background was found around the edges of the logo.*



10. Under **Venue photo**, choose your own photo with **Upload photo**; it says *A phone photo is fine; we take care of the size.* If you have none, pick your sector under **Ready-made photos** (**Hotel and resort**, **Restaurant and cafe**, **Hospital and clinic**, **Office and corporate**, **Mall and store**, **Gym**, **Education and campus**) and click a photo. It is applied to the preview (*Photo applied to the preview. Guests will see it after you publish.*). The note under the grid: *Free for commercial use (Pexels licence). The photo you pick is shown in the preview; guests see it after you publish.* The **Minimal** and **Section** looks do not use a venue photo.

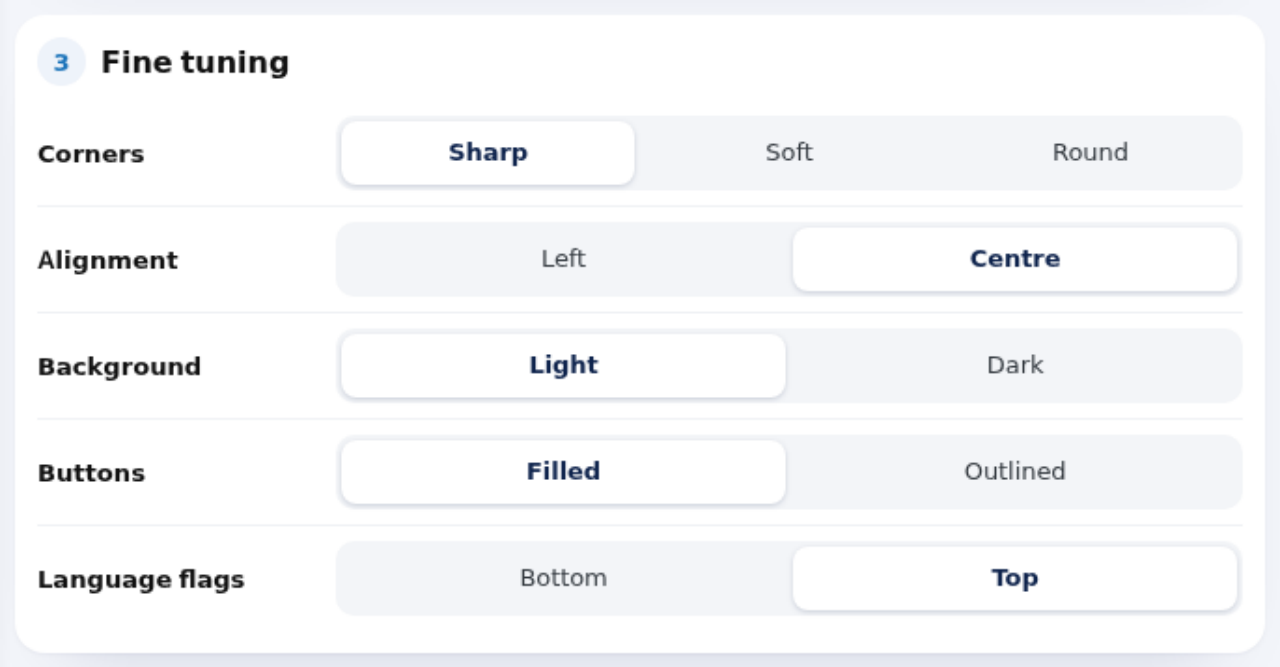


11. Under **Main colour**, click one of the twelve colours or pick one with **My own colour**. This colour is used for buttons and accents. If you pick a very light colour you see *This colour is hard to see on white; a darker shade looks better.*

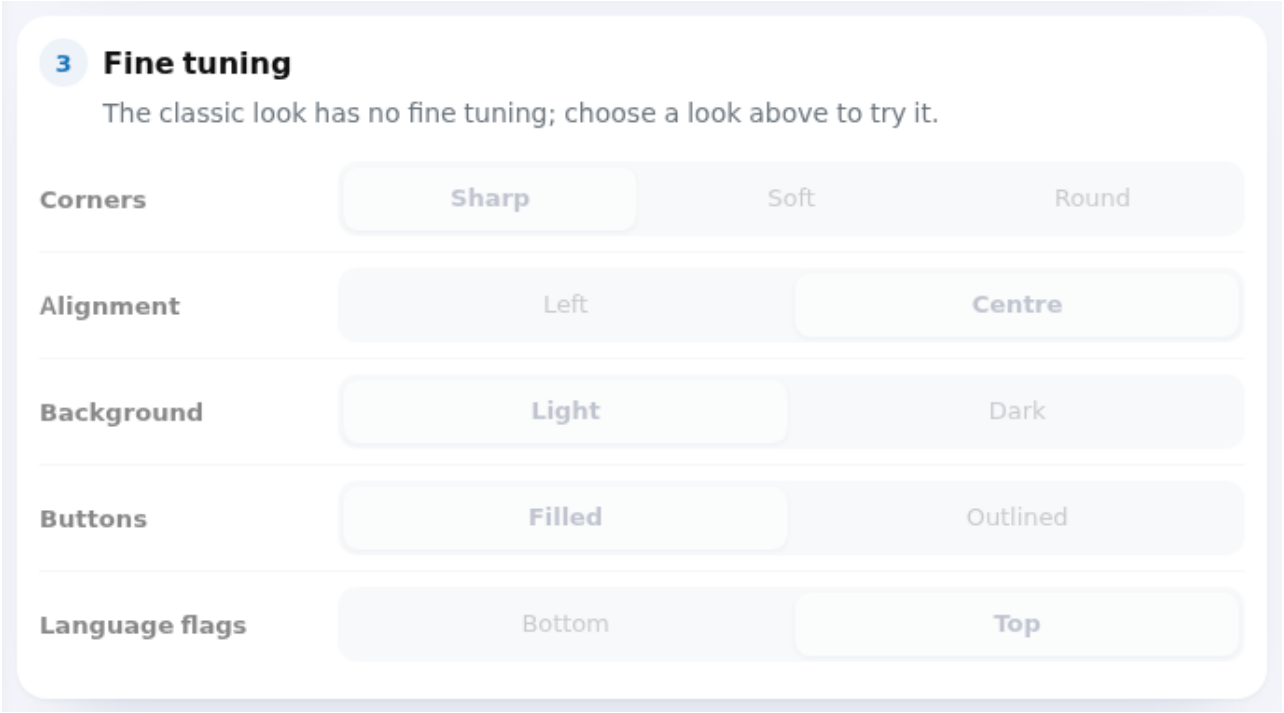


Fine tuning

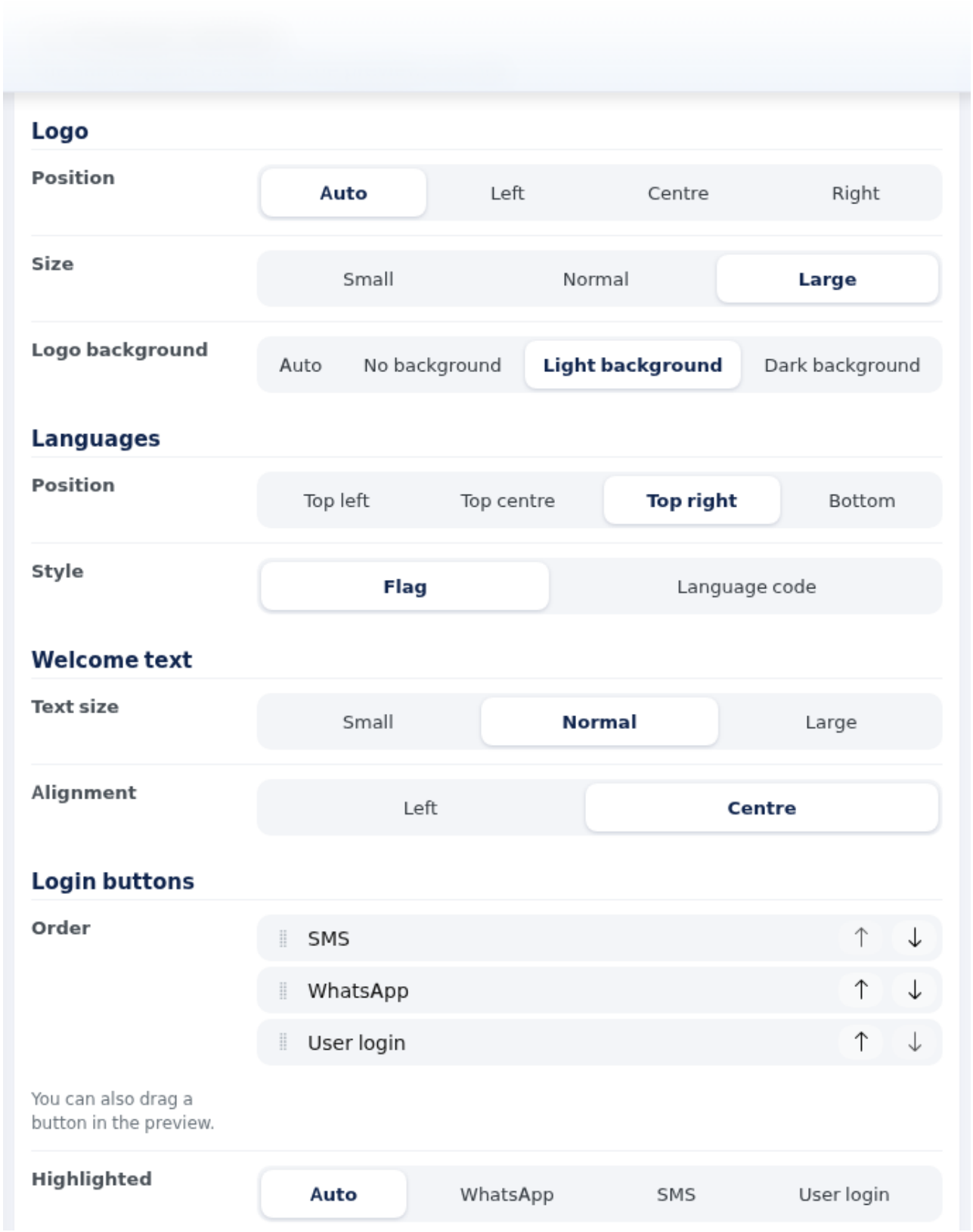
12. The **3 Fine tuning** card says *Small touches; every option is designed to stay elegant.* Click one option per row; the preview changes at once:
    - **Corners**: **Sharp**, **Soft** (default), **Round**.
    - **Photo height**: **Short**, **Medium** (default), **Tall**. Shown only for the **Leaf** (the photo area on top) and **Section** (the coloured logo area on top) looks.
    - **Alignment**: **Left** (default) or **Centre**.
    - **Background**: **Light** (default) or **Dark**.
    - **Buttons**: **Filled** (default) or **Outlined**.
    - **Language flags**: **Bottom** or **Top** (default). For flags at the top left or top centre, use Edit mode; **Top** stays selected here in that case too.



13. While **Classic** is selected, fine tuning is disabled and shows *The classic look has no fine tuning; choose a look above to try it.*



14. For more options, open the **All layout options** card (*The same options as Edit in the preview, as a list.*). It lists every Edit mode option element by element (Logo, Languages, Welcome text, Login buttons, Page and image, After-login page). Under the order lists you see the notes *You can also drag a button in the preview.* and *Start browsing always stays above the packages.* In the order lists you can move items up and down with the arrow buttons. What each option does is explained in Edit mode.



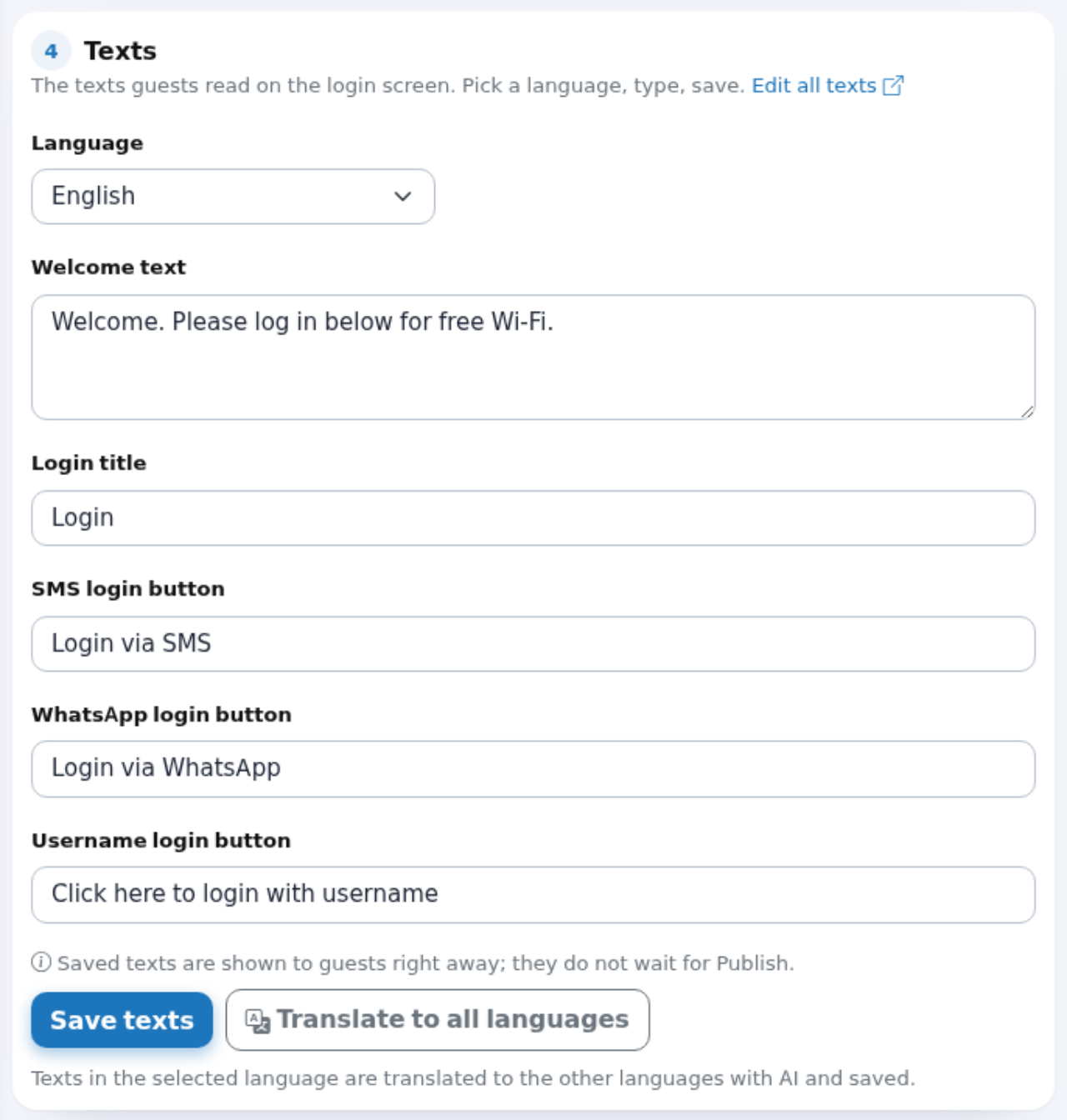
Texts

15. The **4 Texts** card says *The texts guests read on the login screen. Pick a language, type, save.* Pick the language to edit from **Language**. The list shows the languages that are switched on for your portal, in the order of Portal Language Settings, with their native

names (for example *Türkçe*, *English*). Then fill in the five boxes:

- **Welcome text**: up to 300 characters; when empty the box shows the example *Welcome! Sign in for free Wi-Fi.* (for example *Welcome. Please log in below for free Wi-Fi.*).
- **Login title**: up to 40 characters.
- **SMS login button**, **WhatsApp login button**, **Username login button**: up to 60 characters each.

Do not put web addresses (starting with http, https or www) in the texts; a box that contains an address is not saved. If the preview language matches the language you are editing, the preview updates as you type. The preview can only show Turkish, English and Arabic, so check other languages on a phone after saving.



16. Press **Save texts**. Before saving, a yellow *You have unsaved text changes.* appears next to the buttons; after a successful save you see a green *Texts saved.* The note under the boxes says the same: *Saved texts are shown to guests right away; they do not wait for*

Publish.

To copy the texts into the other languages, press **Translate to all languages**. Under the button it says *Texts in the selected language are translated to the other languages with AI and saved.* The confirmation asks *These texts will be translated into the other (number of) languages and replace the old texts. Continue?* If you confirm, the selected language is saved first and then each language is translated in turn (*Translating: 3 / 21*). At the end you see how many languages were updated and how many could not be translated. A language that fails counts as *Could not translate to this language.* Translation is done with AI; check the result in your important languages.



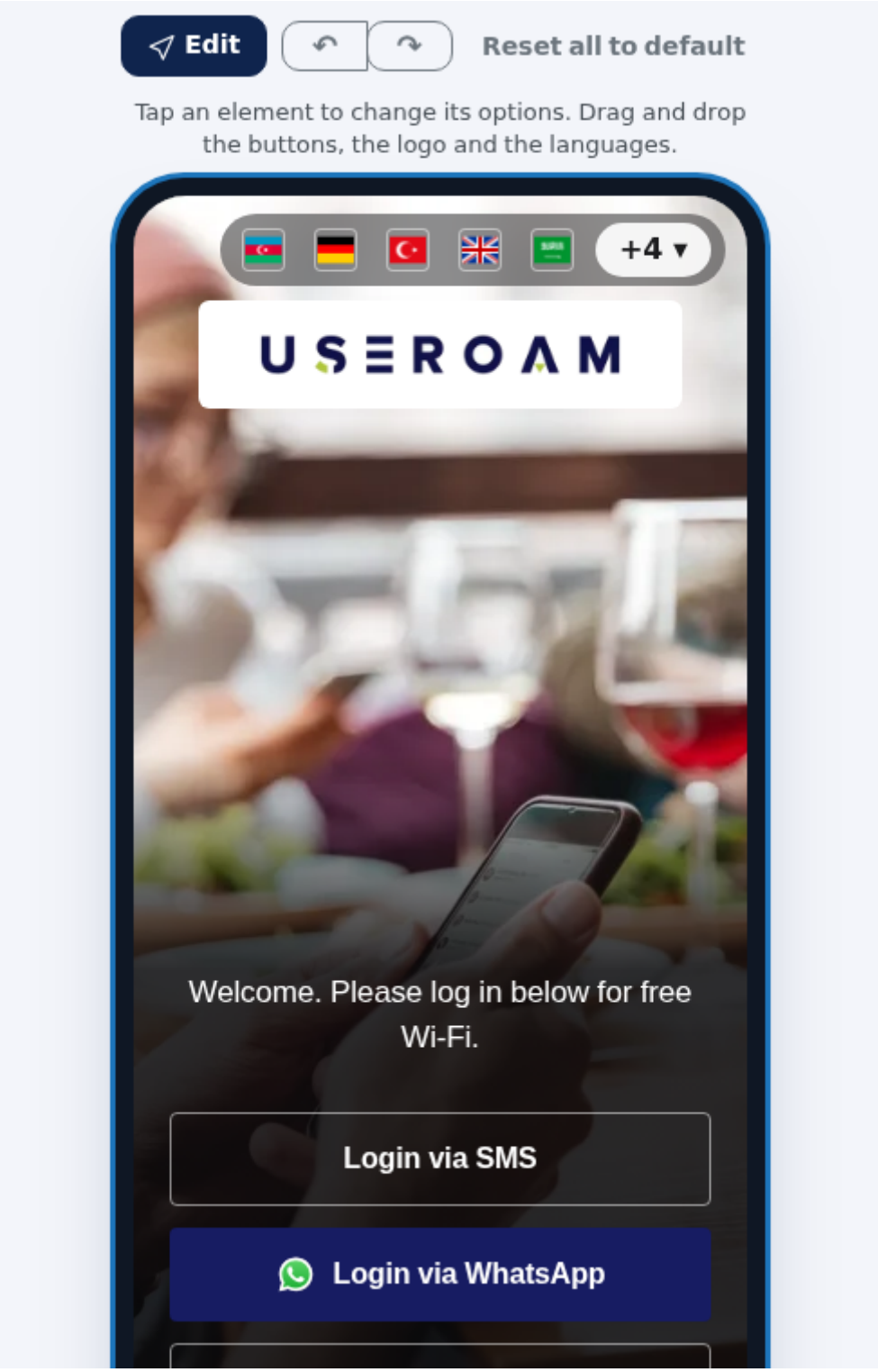
17. For the other portal texts that are not in the studio, press **Edit all texts** at the top of the card. It opens the screen where you edit every text of the selected language (including KVKK); see Editing Portal Texts (incl. KVKK).



Edit mode

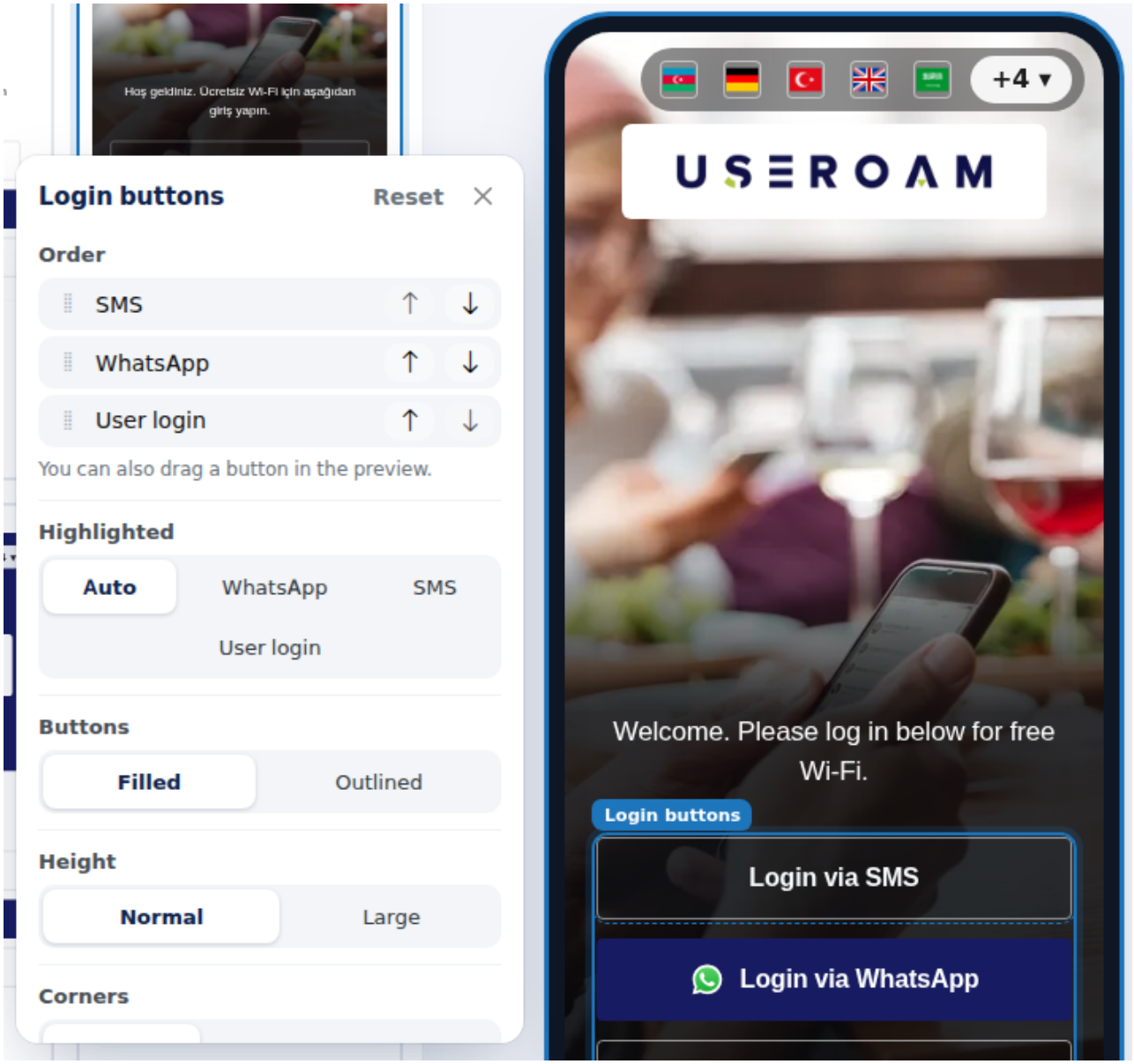
18. Press **Edit** above the preview. The phone gets a blue frame and the hint *Tap an element to change its options. Drag and drop the buttons, the logo and the languages.* appears. When you move the mouse over an element, a thin frame with its name appears. Press **Edit** again to leave. With Classic selected you see *Choose a look first to start editing.* and the mode does not open.



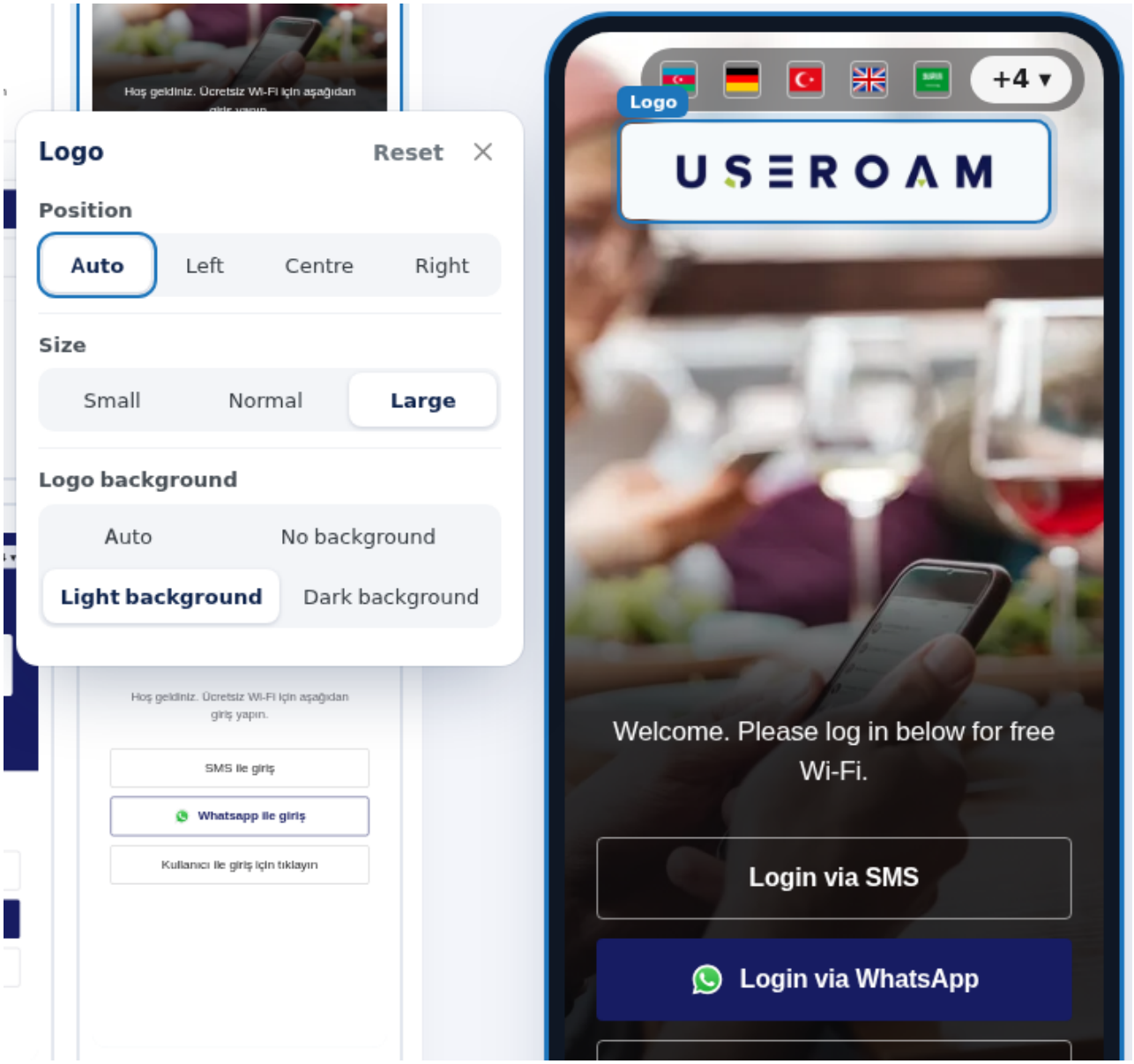


19. Click the login buttons in the preview. The **Login buttons** panel opens:
    - **Order**: the order of the SMS, WhatsApp and User login buttons. Drag a row or move it with the arrow buttons. You can also drag a button in the preview.
    - **Highlighted**: **Auto**, **WhatsApp**, **SMS** or **User login**; the chosen button is shown filled.
    - **Buttons** (**Filled**, **Outlined**), **Height** (**Normal**, **Large**) and **Corners**.

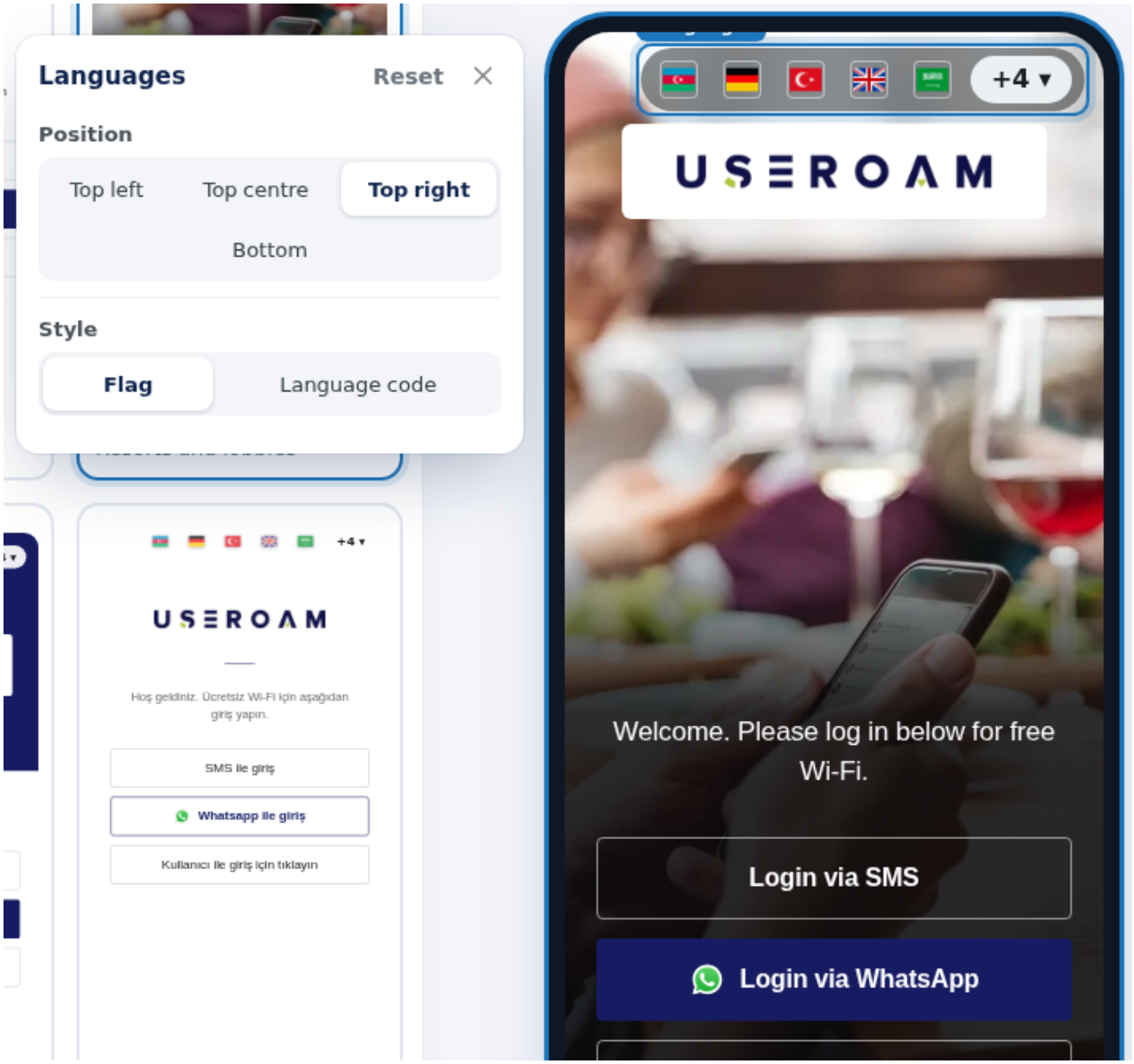
    Reset at the top of the panel resets this element only; the cross or Esc closes the panel.

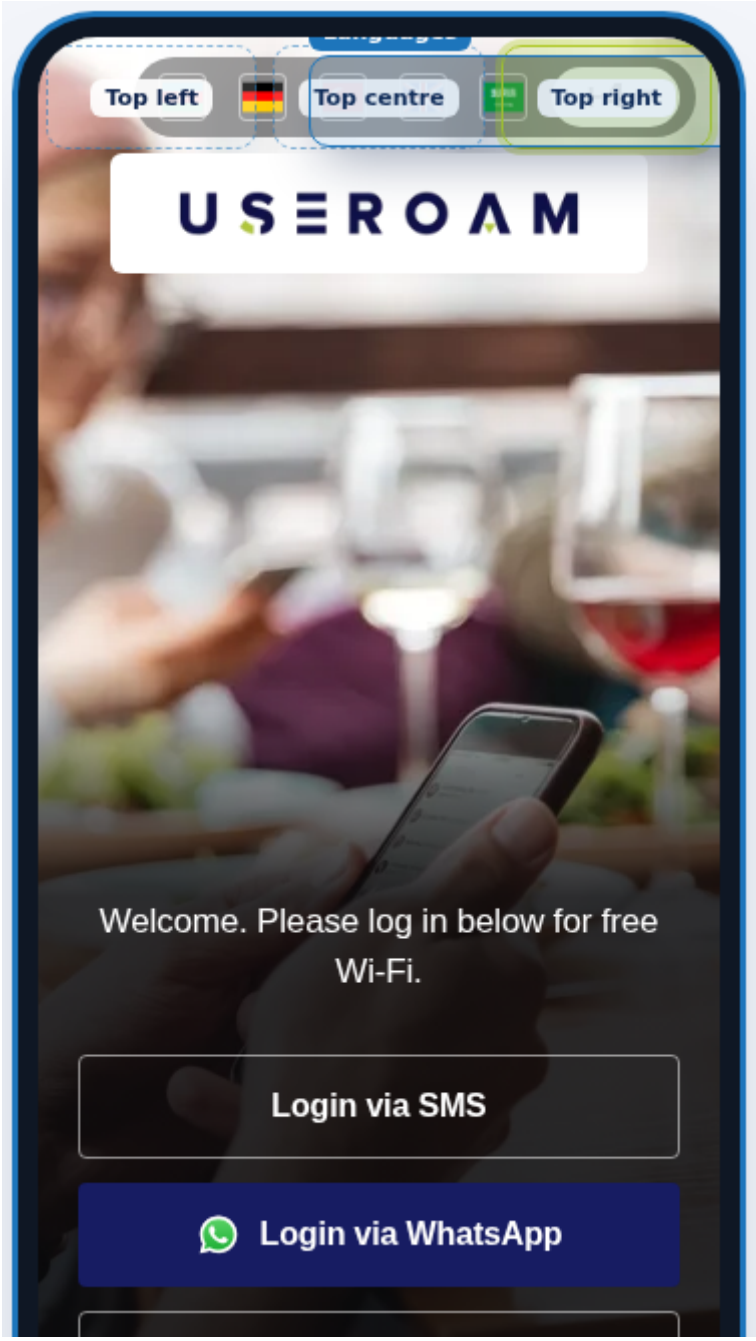


20. Click the logo. The **Logo** panel has **Position** (**Auto**, **Left**, **Centre**, **Right**), **Size** (**Small**, **Normal**, **Large**) and **Logo background** (**Auto**, **No background**, **Light background**, **Dark background**). Auto puts a dark plate behind a light logo. If you do not want any plate, choose **No background**. You can also drag the logo into the left, centre or right slot.

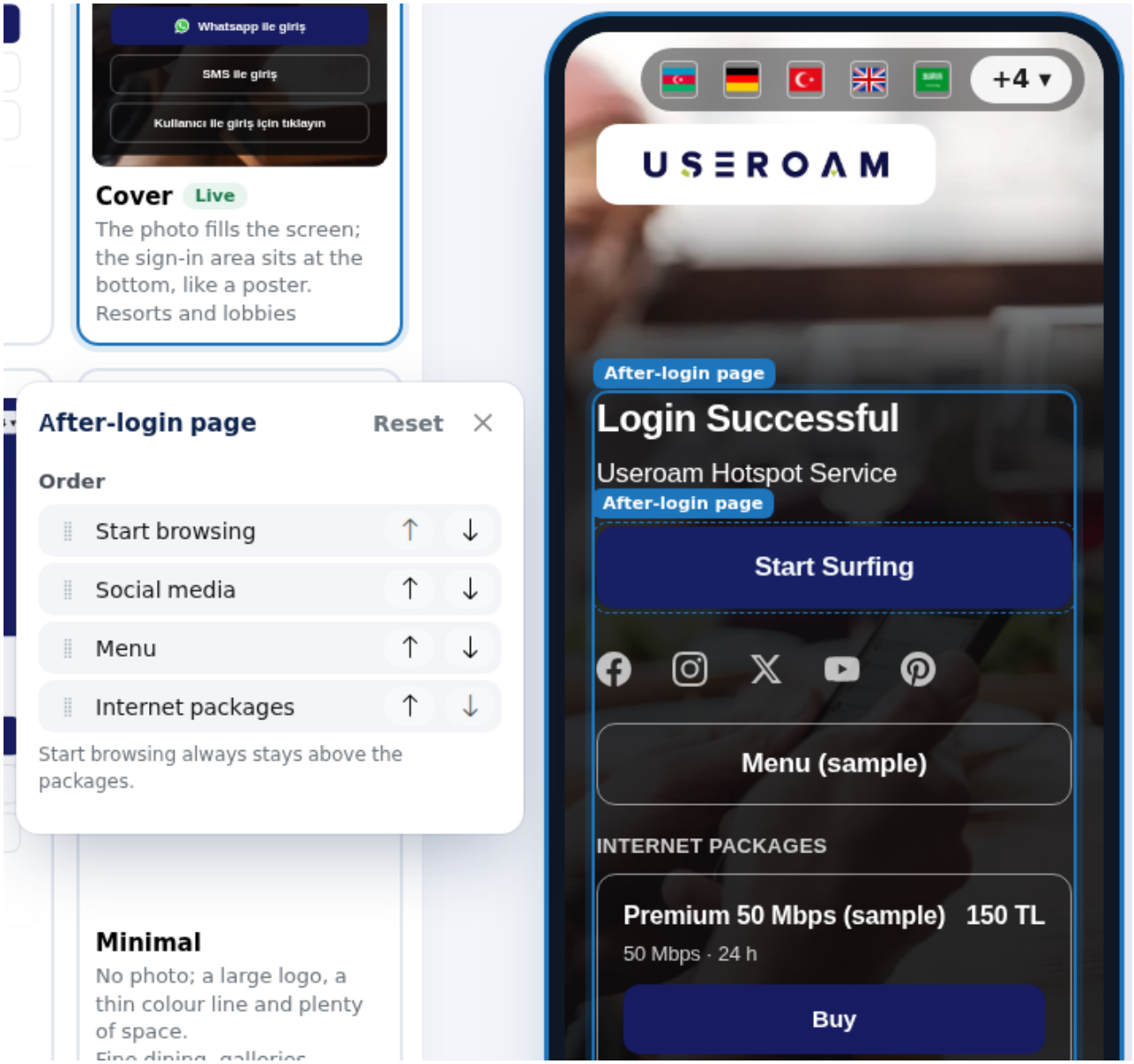


21. Click the language flags. The **Languages** panel has **Position** (**Top left**, **Top centre**, **Top right**, **Bottom**) and **Style** (**Flag** or **Language code**). When you drag the flags, the places they can go are shown as dashed boxes; the box you drop them on becomes the new position.

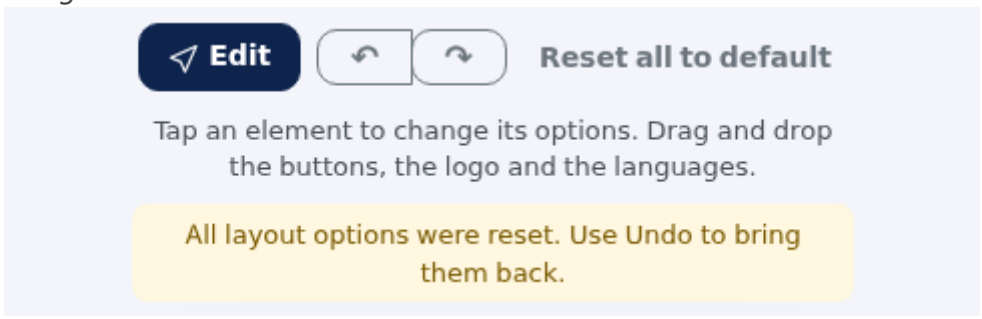

Languages
Reset
Position
Top left
Top centre
Top right
Bottom
Style
Flag
Language code
+4
USEROAM
Welcome. Please log in below for free Wi-Fi.
Login via SMS
Login via WhatsApp
Hoş geldiniz. Ücretsiz Wi-Fi için aşağıdan giriş yapın.
SMS ile giriş
Whatsapp ile giriş
Kullanıcı ile giriş için tıklayın



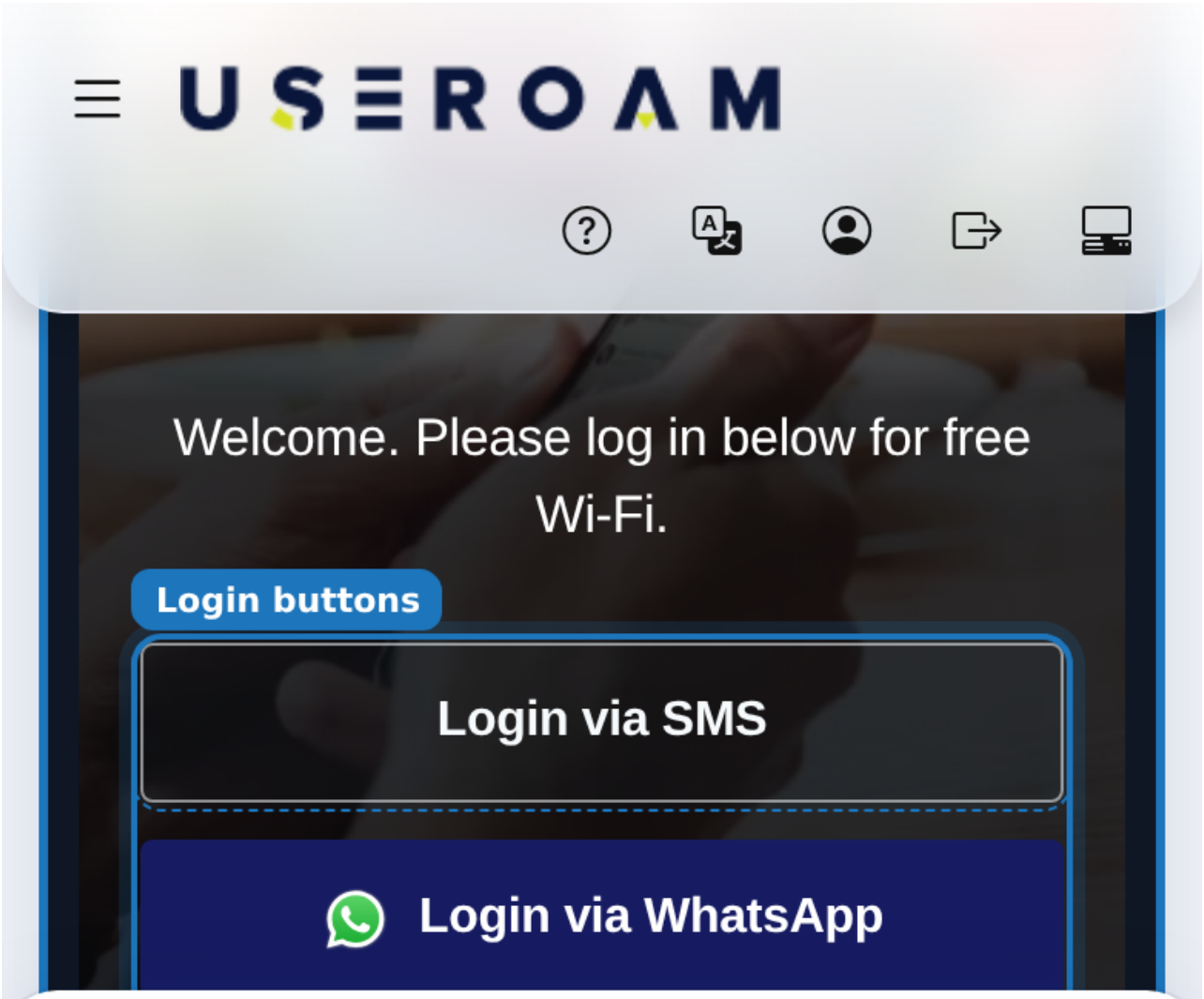
22. Clicking the welcome text opens the **Welcome text** panel (**Text size**, **Alignment**); clicking an empty part of the page opens **Page and image**: **Photo dimming** (**Auto**, **None**, **Light**, **Medium**, **Strong**), **Photo height**, **Content position** (**Auto**, **Top**, **Centre**, **Bottom**), **Content width** (**Narrow**, **Normal**, **Wide**), **Spacing** (**Compact**, **Normal**, **Airy**) and **Background**. Options that do not apply to the selected look are hidden (for example Cover and Card have no Photo height).
    Set the preview screen to **After login** and click an element on that page to open the **After-login page** panel. In its **Order** list you reorder **Start browsing**, **Social media**, **Menu** and **Internet packages**. Internet packages always stay below Start browsing; if you try to move them up you see *Internet packages stay below the Start browsing button.*



23. Undo a wrong change with **Undo** (↶) and reapply it with **Redo** (↷). The last 60 steps are kept; on the keyboard Ctrl+Z undoes, Ctrl+Shift+Z or Ctrl+Y redoes. **Reset all to default** resets every layout option and shows *All layout options were reset. Use Undo to bring them back.*



24. Edit mode changes are part of the draft too: nothing is saved until you press **Save draft** or **Publish**. On a phone or narrow screen the panel opens from the bottom of the screen.



Login buttons

Reset

Order

- SMS
- WhatsApp
- User login

You can also drag a button in the preview.

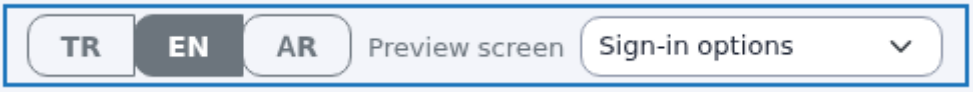
Highlighted

Auto | WhatsApp | SMS | User login

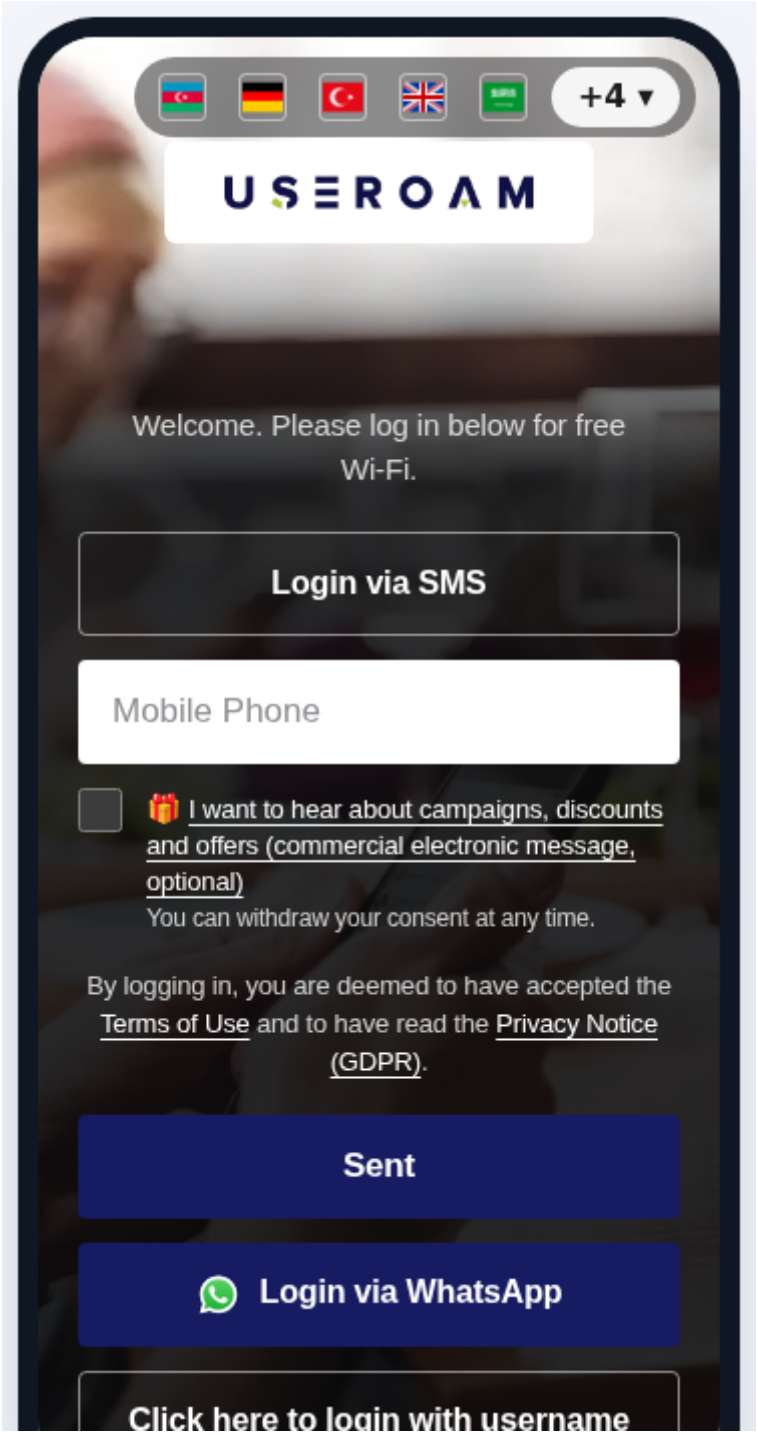
Buttons

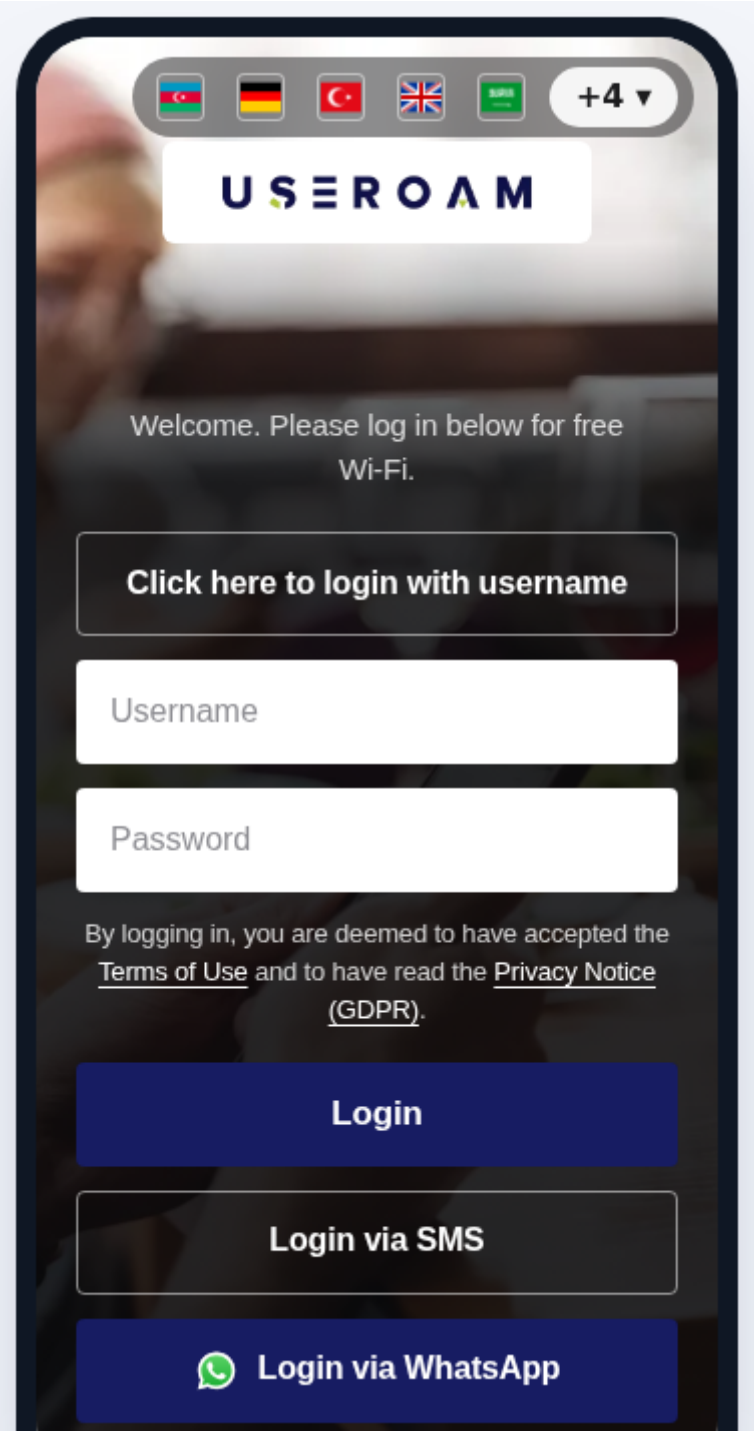
Preview

25. In the **What your guests see** area on the right, switch the preview language with **TR**, **EN** or **AR**. Choose which guest screen to show from **Preview screen**: **Sign-in options**, **SMS sign-in**, **Room or user sign-in**, **After login**. Under the preview it says *You cannot sign in or send SMS from the preview.*

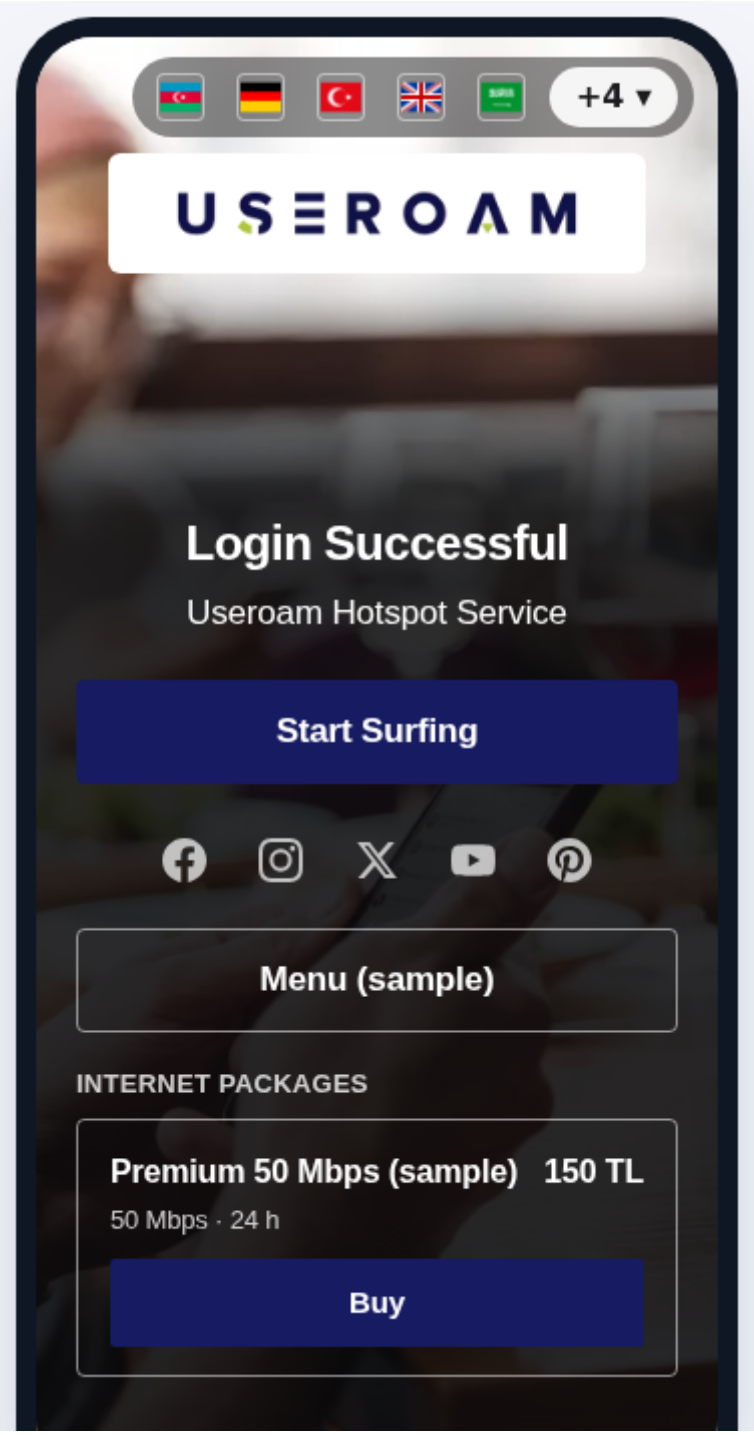


26. With **SMS sign-in** the phone number box is shown open; with **Room or user sign-in** the user name and password boxes are shown open.

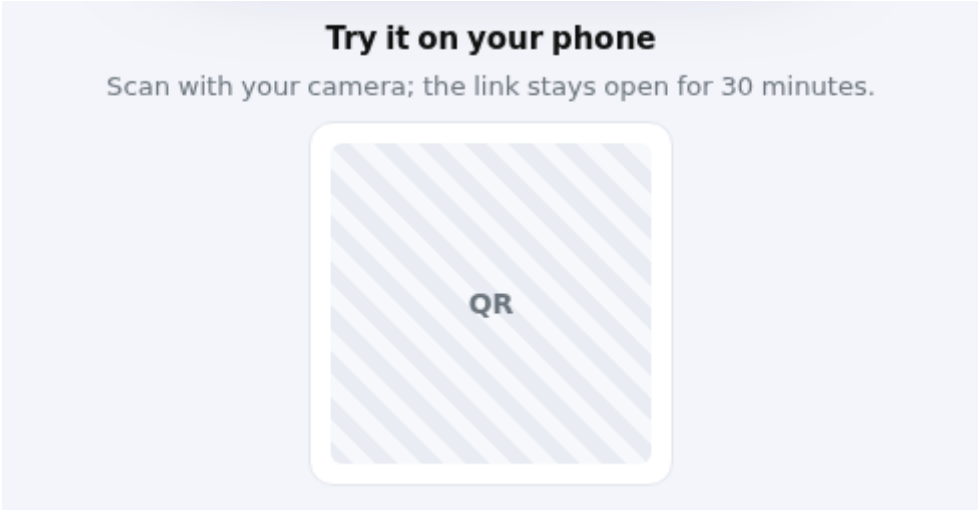




27. **After login** is the screen guests see after signing in: welcome message, start browsing button, social media icons, menu and internet packages. **Menu (sample)**, **Premium 50 Mbps (sample)** and **150 TL** in the preview are samples that only show the layout; guests see only the menu and packages you actually have switched on.

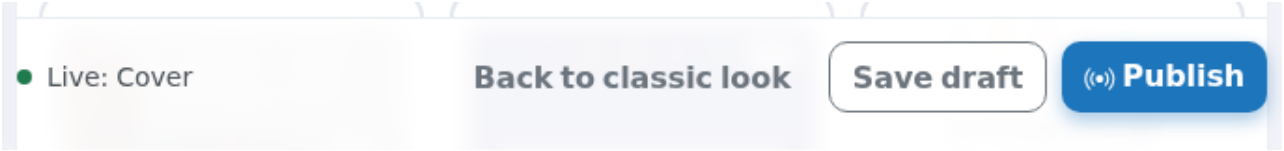


28. When a look is live, a **Try it on your phone** section with a QR code appears under the preview. Scan it with your phone camera and the preview opens on your phone. *Scan with your camera; the link stays open for 30 minutes.* After that, reload the page and scan the new QR code.

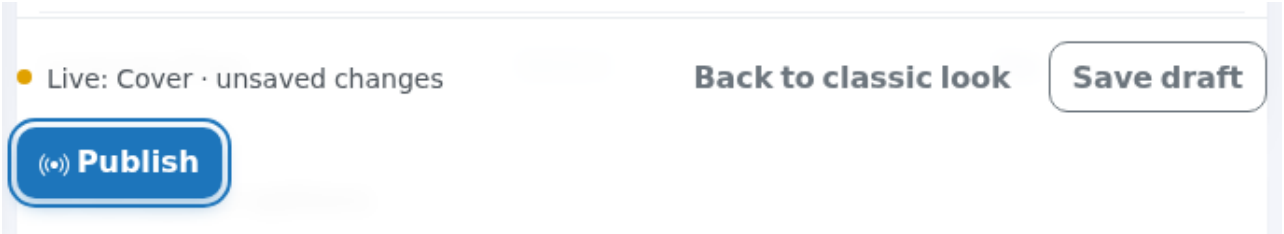


Publishing

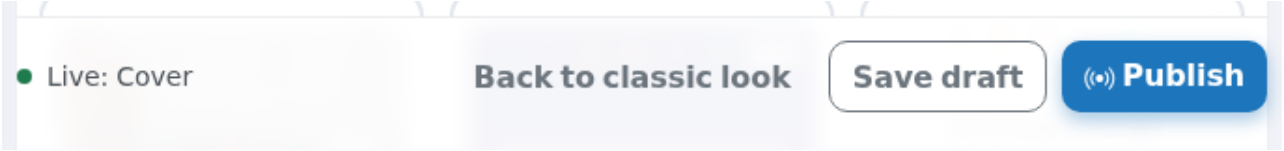
29. Check the status line at the bottom of the screen. Text such as **Live: Cover** tells you which look guests see right now. A green dot means the screen matches what is live; a yellow dot with *unsaved changes* means you have changes that are not saved; *draft saved, not live* means your draft is saved but has not reached guests. If you try to leave the page with unsaved changes, the browser warns you (*You have unsaved changes.*; some browsers show their own text instead).



30. If you are not ready yet, press **Save draft**: *Draft saved. Guests still see the current look.* The next time you open the page your draft is loaded. To open it to guests, press **Publish** and confirm *Your guests will see this look right away. Publish it?* The result is *Live. Guests who connect to the Wi-Fi now will see this look.* Publishing clears the draft and the design on screen becomes the live one.



31. To go back to the old login page, press **Back to classic look** (shown only when a look is live). Confirm *Your login page will go back to the classic look. Your draft is kept. Continue?* ; the result is *Switched back to the classic look.* The classic look uses the logo, photo and main colour you published last.



Every field and button on the screen

Field / Button	What it does	Example value
Prepare from website (strip) / **Prepare**	Takes the logo, colour and photo from your site and suggests three designs. Nothing changes until you choose. At most 10 times per hour per device.	myhotel.com
Use this	Applies the suggested design and saves it as a draft (does not publish).	-
Try another address, **or start on your own**	Clears the results for a new address / skips the card and goes down to the studio.	-
Use as welcome text	Puts the suggested welcome text into the Turkish box of the Texts card; does not save.	-
Choose a look	Classic, Leaf, Cover, Card, Section, Minimal. The **Live** label shows what guests see.	Leaf
Upload logo	Logo file (PNG, JPG, WebP, GIF; up to 15 MB). Hidden from guests until you publish.	cafe-logo.png
Remove white background / **Restore original logo**	Creates a copy with the plain edge background made transparent / goes back to the old logo.	-
Upload photo	Venue photo (PNG, JPG, WebP; up to 15 MB).	lobby.jpg
Ready-made photos	Licensed stock photos for seven sectors; the clicked photo is applied to the preview.	Restaurant and cafe
Main colour, **My own colour**	Button and accent colour.	#0F244D
Corners	Sharp, Soft, Round.	Soft
Photo height	Short, Medium, Tall. Height of the photo area on top in Leaf and of the coloured logo area on top in Section.	Medium
Alignment	Left, Centre.	Left
Background	Light, Dark.	Light
Buttons	Filled, Outlined.	Filled
Language flags	Bottom, Top.	Top

Field / Button	What it does	Example value
All layout options	All Edit mode options as a list.	-
Language (Texts)	The portal language whose texts you edit.	English
Welcome text	Welcome message on the login screen (up to 300 characters).	Welcome. Please log in below for free Wi-Fi.
Login title	Login title (up to 40 characters).	Login
SMS login button, **WhatsApp login button**, **Username login button**	Button labels (up to 60 characters each).	Login via SMS
Save texts	Saves the texts of the selected language; guests see them right away.	-
Translate to all languages	Saves the selected language, then translates it into the other active languages with AI and replaces the old texts.	-
Edit all texts	Opens the screen with all portal texts of the selected language.	-
Edit	Turns on / off the mode for clicking elements in the preview and drag and drop.	-
Undo (↶), **Redo** (↷)	Undoes / reapplies the last 60 changes.	-
Reset all to default	Resets all layout options (Undo brings them back).	-
Reset (in the panel)	Resets the selected element only.	-
Logo: **Position**, **Size**, **Logo background**	Auto / Left / Centre / Right; Small / Normal / Large; Auto / No background / Light background / Dark background.	Centre, Large
Languages: **Position**, **Style**	Top left / Top centre / Top right / Bottom; Flag / Language code.	Top right, Flag
Welcome text: **Text size**, **Alignment**	Small / Normal / Large; Left / Centre.	Normal
Login buttons: **Order**, **Highlighted**, **Height**	Button order; highlighted button (Auto, WhatsApp, SMS, User login); Normal / Large.	WhatsApp, SMS, User login
Page and image: **Photo dimming**, **Content position**, **Content width**, **Spacing**	Auto / None / Light / Medium / Strong; Auto / Top / Centre / Bottom; Narrow / Normal / Wide; Compact / Normal / Airy.	Light
After-login page: **Order**	Order of Start browsing, Social media, Menu, Internet packages (packages stay below Start browsing).	-

Field / Button	What it does	Example value
TR, **EN**, **AR**	Preview language.	EN
Preview screen	Sign-in options, SMS sign-in, Room or user sign-in, After login.	Sign-in options
Try it on your phone	QR code that opens the preview on a phone; the link is valid for 30 minutes.	-
Save draft	Keeps the design on screen for you only; guests do not see it.	-
Publish	Opens the design on screen to guests (asks for confirmation); clears the draft.	-
Back to classic look	Returns to the old login page (asks for confirmation); the draft is kept.	-

Texts you see in the preview

The preview shows your device's real login page: language flags, logo, welcome text, the login buttons that are switched on (**Login via SMS**, **Login via WhatsApp**, username login) and the KVKK consent texts. These texts come from your portal language settings. If more than five languages are switched on, the first five flags are shown and the rest sit in a drop-down such as **+4** . On the After login view, **Menu (sample)**, **Internet packages**, **Premium 50 Mbps (sample)**, **150 TL** and **Buy** are samples only. You cannot sign in or send SMS from the preview.

Warnings and errors

Message	When it appears	What to do
Captive Studio is coming soon for this device	The studio is not yet available on the selected device.	Use Portal Settings via **Go to captive settings**.
Setup pending	The system update for the studio is not finished. Guests still see the login page as it is today.	Use Portal Settings; contact support if it persists.
No captive settings were found for this device. Save the captive settings once first.	The device's Portal Settings have never been saved.	Press **Save** once in Portal Settings, then reopen the studio.
You can only view this page; you do not have permission to make changes.	You have view-only permission or you are on a demo device.	Ask your administrator for edit permission.
Your session expired. Refresh the page and try again.	The page was open for a long time.	Refresh the page. Unsaved changes are lost.

Message	When it appears	What to do
You do not have permission for this change. / You are not authorised for this device.	You are not allowed to save or to prepare from a website.	Ask your administrator for permission.
Could not save. Please try again.	Saving failed on the server.	Try again.
Could not connect. Check your connection and try again.	The request did not reach the server.	Check your connection and try again.
The file could not be received. Choose it again and retry.	The upload was interrupted.	Choose the file again.
The file is too large (15 MB maximum).	The file is larger than 15 MB.	Choose a smaller file.
This file could not be opened as an image. Try PNG, JPG or WebP.	The file is not an image (for example SVG or PDF) or is damaged.	Upload a PNG, JPG or WebP.
This logo already has a transparent background.	Remove white background on a transparent logo.	Nothing to do.
No plain background was found around the edges of the logo.	The logo background is not a plain colour (shadow, gradient).	Upload a logo with a transparent background, or choose **No background** in Edit mode.
This colour is hard to see on white; a darker shade looks better.	The main colour is very light.	Choose a darker colour.
The classic look has no fine tuning; choose a look above to try it.	Classic is selected.	Choose a look.
Choose a look first to start editing.	Edit was pressed with Classic selected.	Choose a look.
Enter a valid web address, for example myhotel.com / The address is not valid. Example: myhotel.com	The address is mistyped.	Correct the address.
This domain could not be found. Check the spelling.	The domain does not exist on the internet.	Check the spelling.
This address points to a private network. Enter your public website.	An internal network address was entered.	Enter your public website address.
Only http or https addresses are accepted., *The address must not contain a user name or password.*, *Only standard web ports (80, 443) are accepted.*	The address has an unsupported format.	Enter just the domain (for example myhotel.com).
Could not connect to the site., *The site took too long to respond.*, *The site refused our request (some sites block automated reading).*, *The site redirected too many times.*, *This address is not a web page.*	The site could not be read.	Try again or continue manually under Your brand.

Message	When it appears	What to do
You can run this up to 10 times per hour. Please try again later.	More than 10 attempts in one hour.	Wait a while.
No usable logo, colour or photo was found on the site. You can continue manually below.	No design could be built from the site.	Continue manually under Your brand.
This photo could not be loaded. Try another one.	A suggested site photo could not be downloaded.	Choose another photo.
Nothing to save. Fill in at least one field.	The text boxes are empty or contain only web addresses.	Type a text without an address in at least one box.
Translation done: ... languages updated, ... could not be translated.	Translate to all languages has finished.	Fill in the failed languages by hand with **Edit all texts**.
Internet packages stay below the Start browsing button.	You tried to move the packages above Start browsing.	For information only.
You can keep editing your login page from the current settings.	Under the Captive Studio is coming soon card.	For information only.
The system update for the studio is not finished yet. Your guests still see the login page as it is today.	Under the Setup pending card.	For information only.
Enter your website address.	Prepare was pressed with an empty box.	Type your address.
The domain name is not valid. Example: myhotel.com	The domain format is wrong.	Correct the address.
Could not connect to the site. Check the address and try again.	The site could not be reached.	Check the address.
The site took too long to respond. Try again or continue manually.	The site responded too slowly.	Try again.
The site refused our request (some sites block automated reading). You can continue manually.	The site blocks automated reading.	Continue manually under Your brand.
The connection was stopped for security reasons. Try again.	The site address changed during the connection (security measure).	Try again.
Could not read the website. You can continue manually.	The site could not be read for another reason.	Continue manually.
We could not reach the site right now. Check the address and try again, or continue manually below.	No reply came or it did not finish within 60 seconds.	Try again or continue manually.
This feature is coming very soon. For now you can continue manually below.	Prepare from website is not available on this server yet.	Continue manually.

Frequently asked questions

I changed the look but guests still see the old screen.
Look changes reach guests only through **Publish**. If the status line says *unsaved changes* or *draft saved, not live*, you have not published yet. After publishing, guests who newly connect to the Wi-Fi see the new look.

I changed a text and did not press Publish, but guests see the new text.
That is expected. **Save texts** writes the texts live immediately; Publish only publishes the look.

If I go back to the classic look, do my old logo and colour come back?
No. The classic look restores the old page layout, but the logo, photo and main colour you published last stay in use, because Publish also writes them into the logo, background and colour fields of Portal Settings. Your draft is kept.

Do guests see the logo I uploaded?
Not until you publish. Uploaded logos and photos show only in the preview.

My logo has a white box around it.
Press **Remove white background**. If you do not like the result, press **Restore original logo**. If you do not want the dark plate behind a light logo, click the logo in Edit mode and choose **No background** under **Logo background**.

Captive Studio is not in the menu.
The studio is currently available on selected Sophos devices only and requires Portal Settings permission. On other devices edit the login page in Portal Settings.

Why can I not save on the demo device?
The demo device is for viewing only. You can explore the studio and change the preview, but the save and publish buttons are disabled and the page shows *You can only view this page; you do not have permission to make changes.*

No SMS code arrives in the preview.
You cannot sign in or send SMS from the preview. Test for real by joining the guest Wi-Fi.

Prepare from website found the wrong logo or photo.
After **Use this** you can change the logo and photo under **Your brand**. Use this only saves a draft; nothing is published.

Related pages

- Portal Settings
- Editing Portal Texts (incl. KVKK) · Portal Language Settings

- SMS Portal Settings · WhatsApp Portal Settings
- Setting Up the Guest Wi-Fi Login Screen for the First Time

Revizyon #3
tugay tarafından 16 Ekim 2026 12:01:17 oluşturuldu
tugay tarafından 16 Ekim 2026 12:02:20 güncellendi