

Setting Up the Guest Wi-Fi Login Screen for the First Time

What is it for?

This page gives the order to follow when you set up the login screen (captive portal) guests see on your Wi-Fi **for the first time, from start to finish**: look, login methods (SMS, WhatsApp, username or room number), languages, KVKK privacy text, the exit page after login and, if you want, speed packages and a survey. Each step links to the detailed page of the screen.

When do I use it?

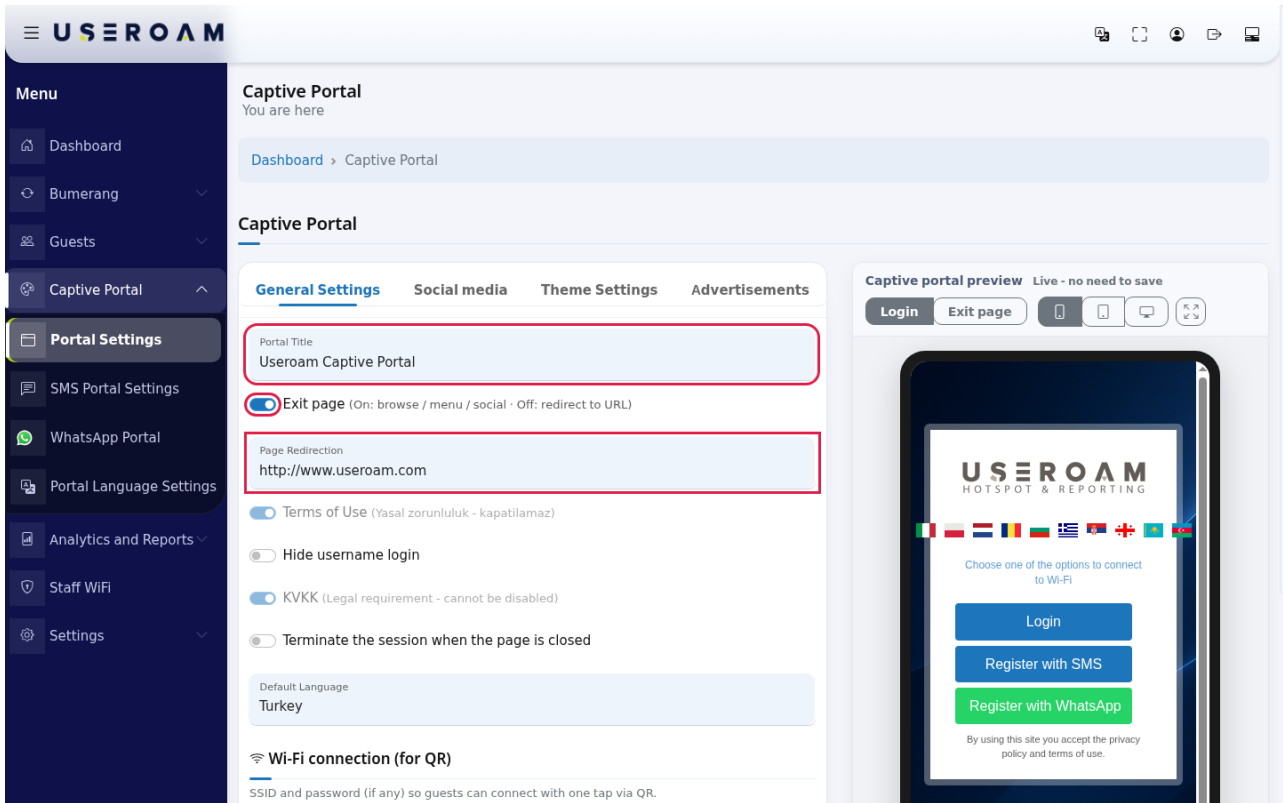
- You added a new device and guests will connect for the first time.
- The login screen was never edited and still shows the default Useroam look.
- You are changing login methods (e.g. adding WhatsApp next to SMS).

Before you start

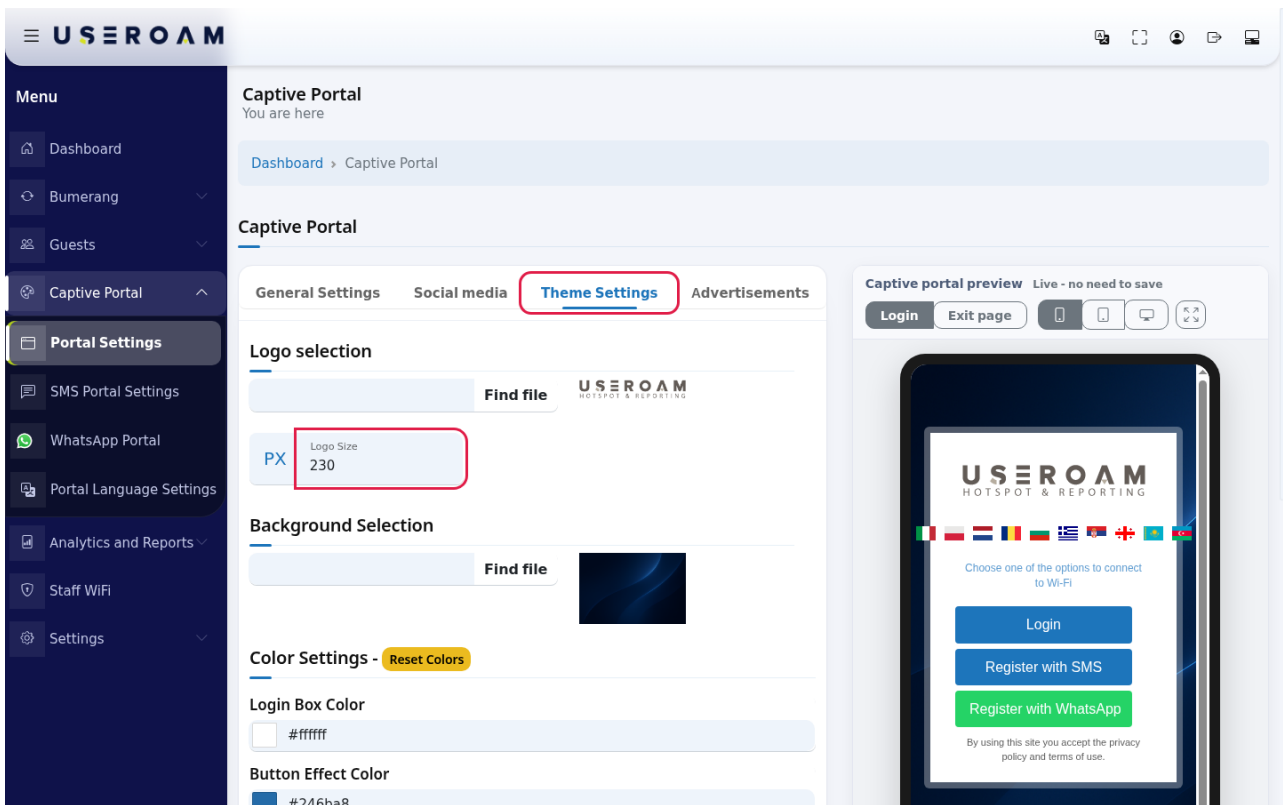
- Your device must be added to the panel and set up according to its installation guide ([Adding a New Device](#), [Installation Guides](#)).
- The right device must be selected in the panel: all portal settings apply to the selected device.
- Prepare your logo as PNG or JPG, with no special characters or spaces in the name (e.g. *cafe-logo.png*).
- Total time: about 15-20 minutes.

Step by step

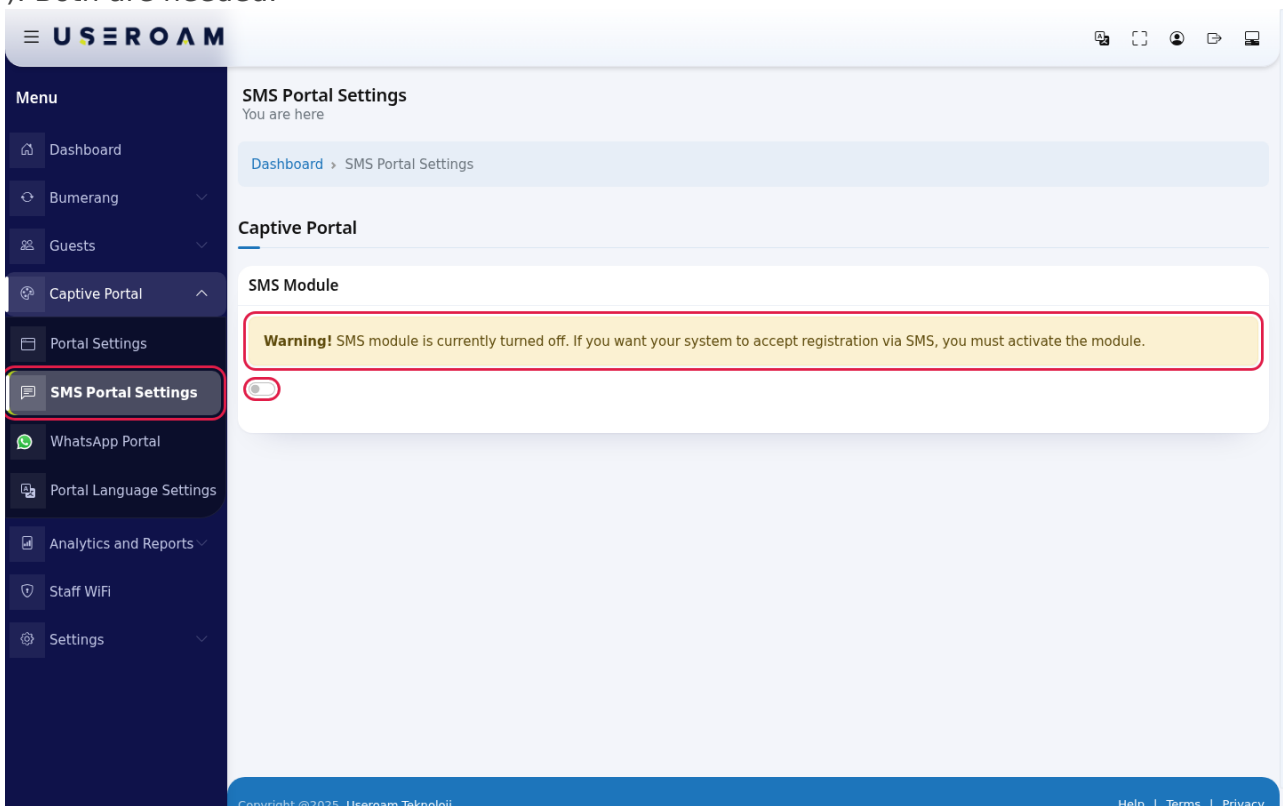
1. **Title and what happens after login.** In **Captive Portal** → **Portal Settings** → **General Settings**, type the **Portal Title**, turn on **Exit page** (required if you will use speed packages or a survey after login) and type your website into **Page Redirection**. Press **Save**. Details: [Portal Settings](#).



2. **Logo and colours.** On the **Theme Settings** tab of the same screen, upload your logo and background, pick colours and press the tab's **Save**. The preview on the right shows the result right away.



3. **SMS login.** In **Captive Portal** → **SMS Portal Settings**, turn on the **SMS Module** switch, choose what the sign-up form asks for and press **Save** ([SMS Portal Settings](#)). Then set the password format, SMS text and group in **Settings** → **SMS Settings** ([SMS Settings](#)). Both are needed.



USEROAM

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SMS Settings
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Dashboard > SMS Settings

SMS API Settings

☐ Custom API:

You can use your own SMS integration. To send SMS with the Useroam sender title, the custom option must be turned off.

Character Length

Character Type
Lowercase Letters Only

Group

☐ If the user is registered, send a new password

Message to be Sent

Save

4. **WhatsApp login (optional).** In **Captive Portal** → **WhatsApp Portal**, turn on the module switch, set up the form and press **Save** ([WhatsApp Portal Settings](#)). Select the group in **Settings** → **WhatsApp Settings** ([WhatsApp Settings](#)). The allowed addresses for WhatsApp must be set on your firewall.

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SMS Portal Settings
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Dashboard > Whatsapp ile giriş Modülü

Captive Portal

Whatsapp ile giriş Modülü

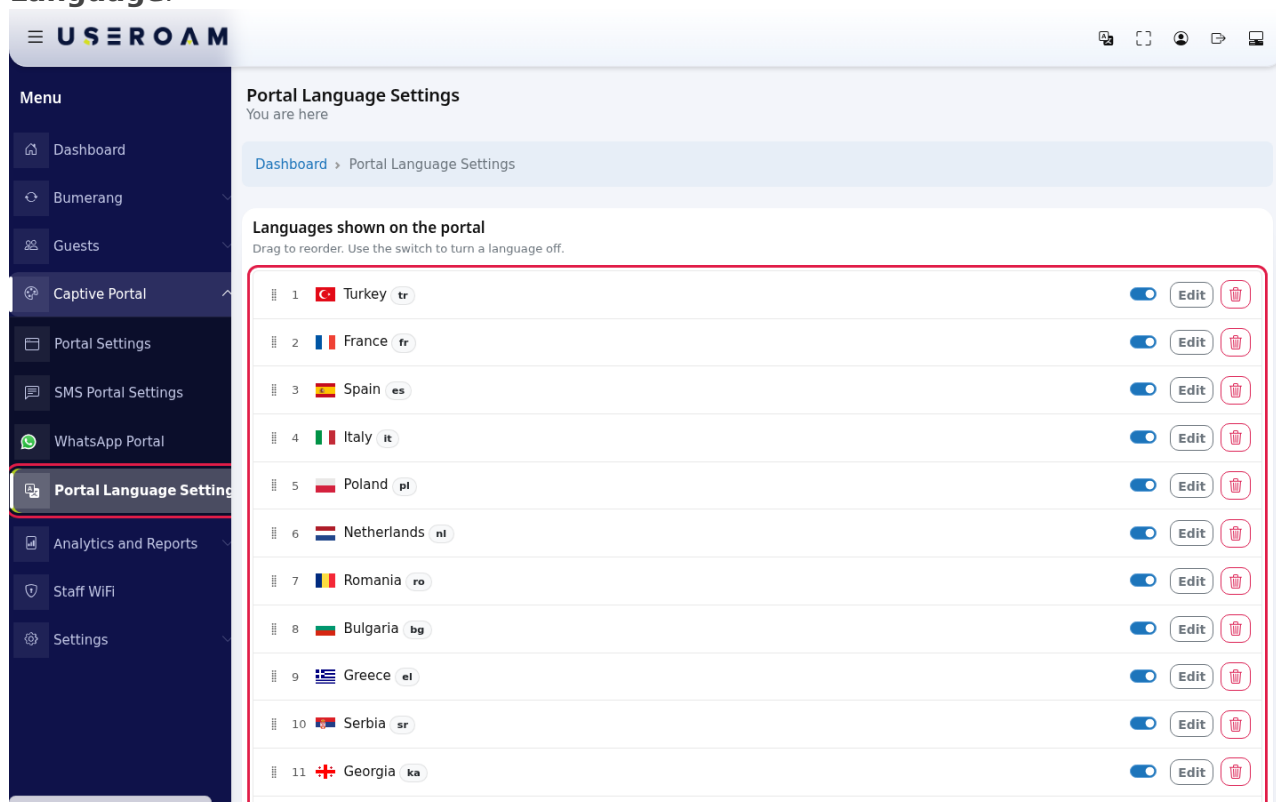
Warning! Whatsapp module is currently turned off. If you want your system to accept registration with Whatsapp, you must activate the module.

☐

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6. **Languages.** In **Captive Portal** → **Portal Language Settings**, turn off **Show on portal** for languages you do not need and drag the most used language to the top ([Portal Language Settings](#)). Choose the opening language in **Portal Settings** → **Default Language**.



7. **KVKK text and other texts.** For each language that is on, open **Edit** and check the welcome text and the **KVKK Content** text; if needed, write your own text in **Full Privacy Notice** at the bottom. Company name, e-mail and address are filled in automatically from [My Profile](#). Details: [Editing Portal Texts](#).

[illegible]

8. **Exit page and social media.** Type your accounts in **Portal Settings → Social media**; turn on the Instagram card if you want. In the preview, press **Exit page** to check the screen guests see after login.

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Captive Portal

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Social media

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Advertisements

Portal Title

Useroam Captive Portal

Exit page

(On: browse / menu / social - Off: redirect to URL)

Page Redirection

<http://www.useroam.com>

Terms of Use

(Yasal zorunluluk - kapatilamaz)

Hide username login

KVKK

(Legal requirement - cannot be disabled)

Terminate the session when the page is closed

Default Language

Turkey

Wi-Fi connection (for QR)

SSID and password (if any) so guests can connect with one tap via QR.

Captive portal preview

Live - no need to save

Login

Exit page

USEROAM

HOTSPOT & REPORTING

Choose one of the options to connect to Wi-Fi

Welcome, you are connected.

Start Surfing

F

X

Y

P

By using this site you accept the privacy policy and terms of use.

9. **Speed package (optional, hotels).** To sell faster paid internet to guests, create the packages on the **Speed Package Sales** screen under **Bumerang → BUSINESS** and turn on showing them on the login screen ([Speed Package Sales](#)). Packages appear on the exit page, so **Exit page** from step 1 must be on. Change the heading and button text in the **Speed package heading** and **Speed package button text** boxes on the language

screen.

10. **Survey window (optional).** To show a short survey on the login screen, turn on **Show on the captive portal** when creating the survey and choose the **Trigger Type** ([Creating a survey](#)). A survey shown after login also needs **Exit page** on. Window labels such as **Skip** and **Submit** are in the boxes starting with **Survey:** on the language screen.

Triggering Where and to whom the survey is shown

☒ **Show on the captive portal**
Show the survey on the portal page when the guest connects to the wifi

Trigger Type
After Login (Useroam Connector required)

☒ Smart channel: leave both on so every guest receives the survey through the channel they signed in with.

☐ **Send the survey link by SMS**
When both are on, each guest receives the survey through the channel they signed in with; nobody gets two messages. If only SMS is on, WhatsApp users also receive an SMS.

Target visitor
All guests

SMS sending time
Immediately (as soon as login finishes)

How long after the guest's last login the SMS is sent. It is sent even if the guest already saw the captive portal survey.

☐ **Send the survey link by WhatsApp**
Sent only to guests who signed in with WhatsApp and gave marketing consent (an approved WhatsApp template is required). If only this is on, guests who signed in via SMS receive nothing.

WhatsApp sending time
Immediately (as soon as login finishes)

How long after the guest's last login the WhatsApp message is sent.

Repeat display interval (days)
30

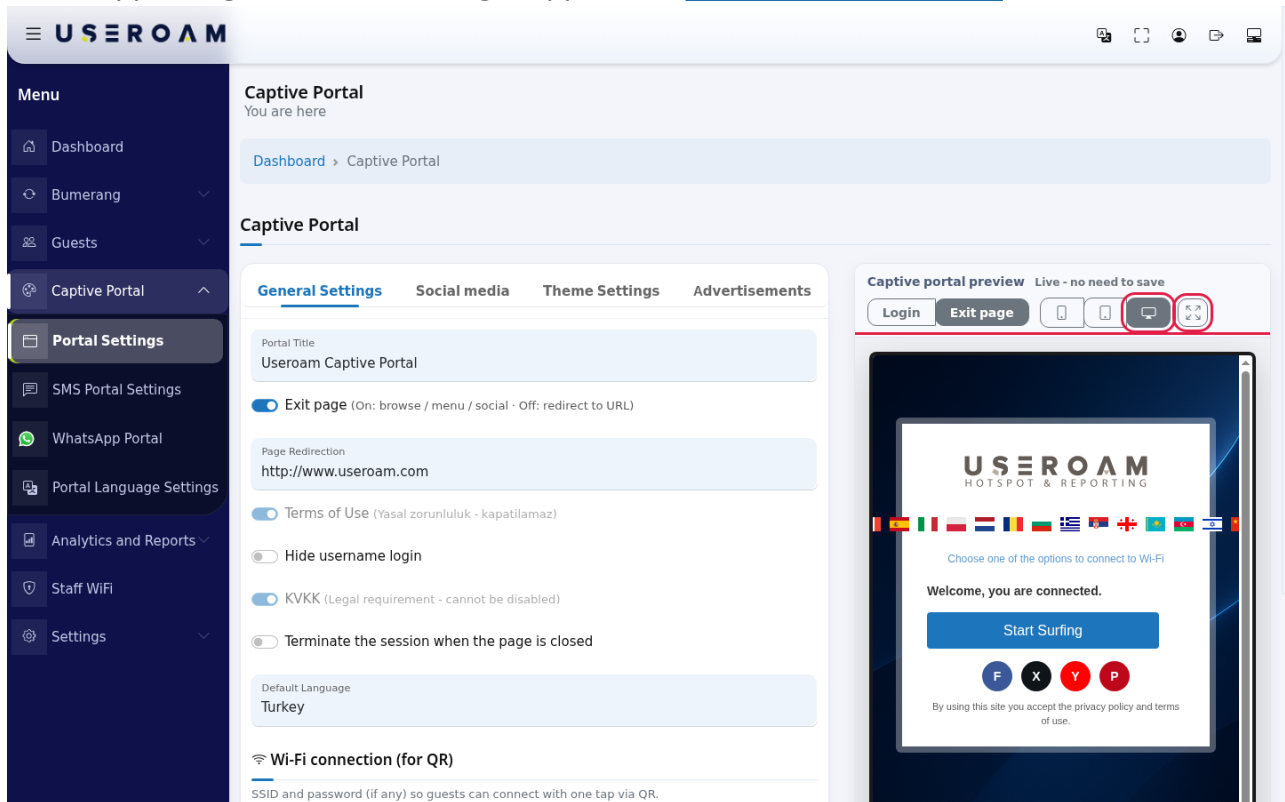
How long after the guest's last login it can be shown to the same guest again (0 = once)

Min. login count
0

The survey is not shown until the guest login count exceeds this value

☐ Survey is mandatory (the skip button is removed, internet is not opened until the user answers)

11. **Check.** Look at the phone, tablet and desktop views in the **Portal Settings** preview. Then join the guest network with a real phone: the login screen should open, the buttons you chose should be visible, and you should be able to register once with SMS or WhatsApp and get online. Your login appears in [SMS / WhatsApp Users](#).



Checklist

What	Where	Required?
Portal title, exit page, redirect address	Portal Settings → General Settings	Yes
Logo, background, colours	Portal Settings → Theme Settings	Recommended
SMS module + SMS text and group	SMS Portal Settings + Settings → SMS Settings	At least one login method is required
WhatsApp module + group + allowed addresses	WhatsApp Portal + Settings → WhatsApp Settings	Optional
Username / room number login	Portal Settings → Hide username login (off)	Optional
Languages and opening language	Portal Language Settings + Portal Settings → Default Language	Recommended
KVKK text, full privacy notice	Portal Language Settings → Edit	Standard text is provided; check it
Speed package	Speed Package Sales	Optional
Login screen survey	Surveys	Optional

Frequently asked questions

I joined with a phone but the login screen never opens.

This comes from the device setup, not the portal settings. Check your device's [installation guide](#) and [Device Settings](#).

The login screen opens but there is no login button.

No login method is on. Turn on the SMS or WhatsApp module, or turn off **Hide username login**.

Speed packages or the survey after login do not appear.

Check that **Portal Settings → Exit page** is on. When it is off the guest goes straight to the redirect address and does not see these sections.

A guest's phone shows another language.

Guests can switch language with the flags. You set the opening language with **Default Language**; turn off languages you do not need.

Related pages

- [Portal Settings](#) · [SMS Portal Settings](#) · [WhatsApp Portal Settings](#)
- [Portal Language Settings](#) · [Editing Portal Texts](#)
- [SMS Settings](#) · [WhatsApp Settings](#)

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