

Quick Start: Your First Sign-in

Signing in to the Useroam panel for the first time? This page takes you step by step from the sign-in screen to the home screen (Dashboard). It takes about 10 minutes. Keep your phone at hand: you will install a verification app on it.

What is it for?

It lets you sign in securely, prepares your account for first use and shows you where to do what.

When do I use it?

- When Useroam or your dealer sends you a panel username and password (first sign-in).
- When you forget your password or move to a new phone.
- When a new administrator in your team signs in for the first time: send them this page.

Before you start

- Your **username** (your e-mail address) and **password**, given to you by Useroam or your dealer.
- A **smartphone** with one of these free apps from the App Store or Google Play: **Google Authenticator**, **Microsoft Authenticator** or **Authy**.
- An up-to-date browser (Chrome, Edge, Safari, Firefox). Panel address: **<https://panel.useroam.com>**

Sign-in order (summary)

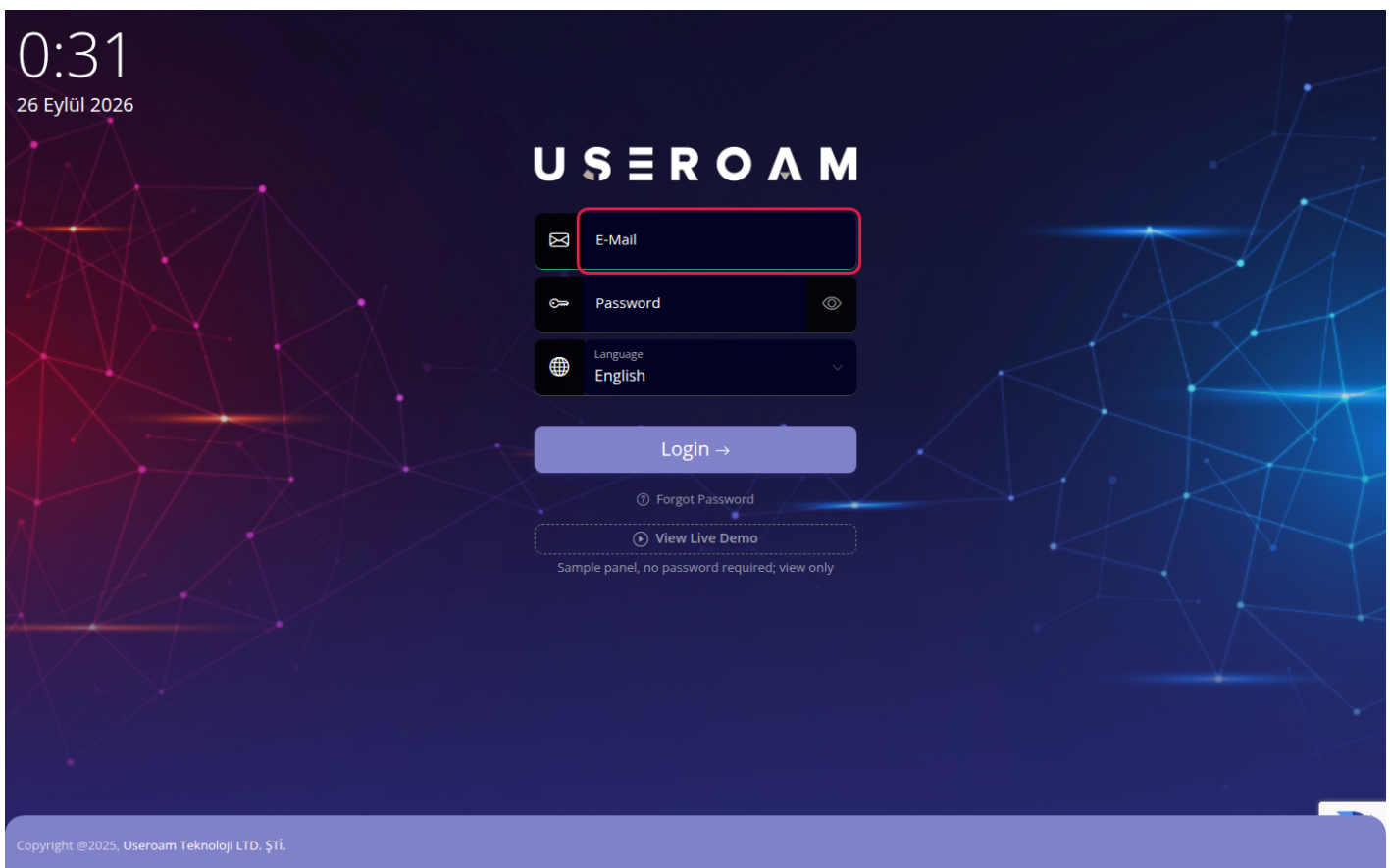
On your first sign-in the screens appear in this order. Later you are only asked for the 6-digit code instead of step 2's setup, and step 5 does not come back.

1. Sign-in screen: e-mail, password, language.
2. Two-factor authentication setup (first sign-in only).
3. Device Selection: which business (device) to open.
4. Company details (once, only if missing).
5. Agreement approval (once; again if a new version is published).
6. Dashboard (home screen).

Step by step

Step 1: Open the sign-in screen

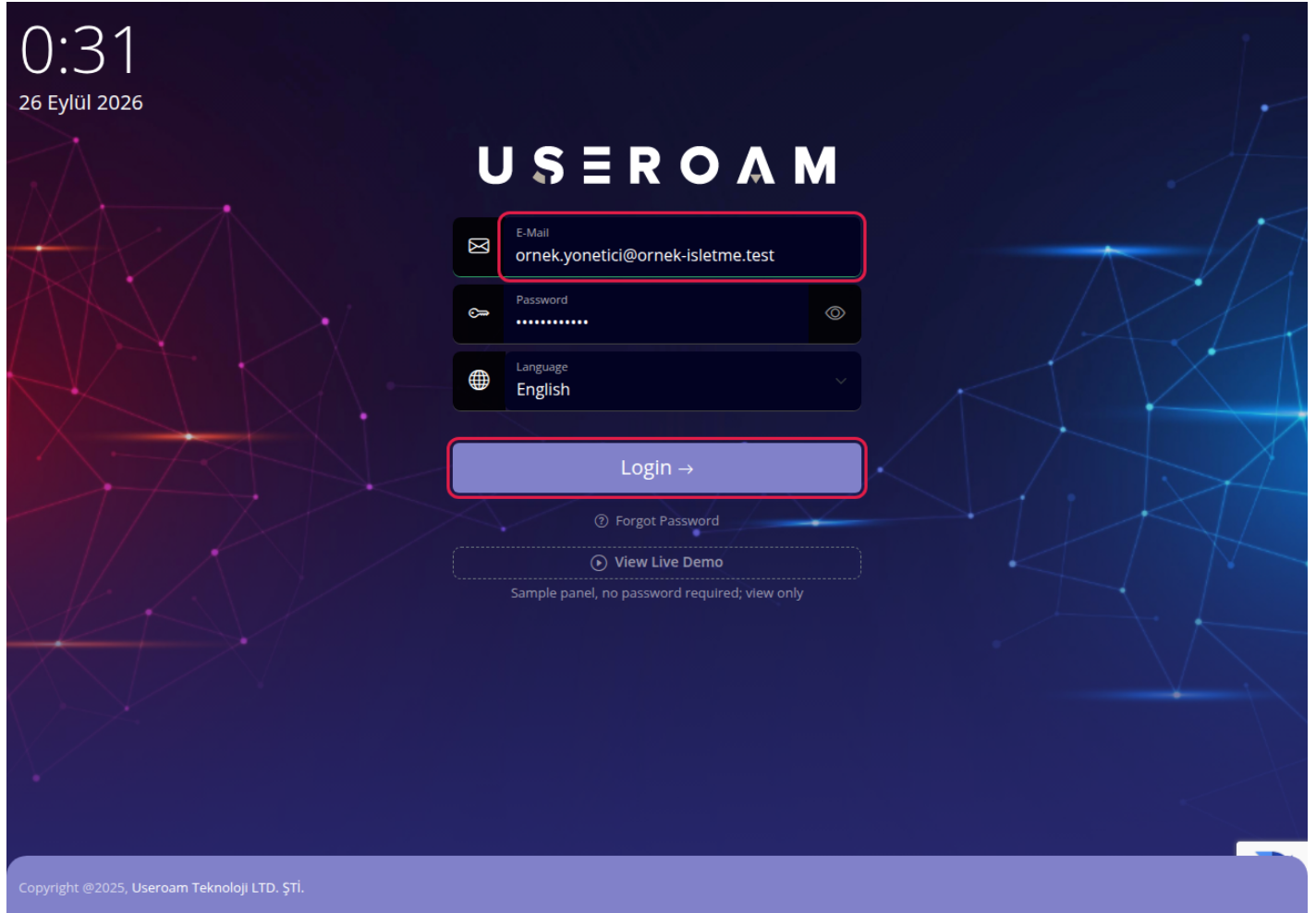
Go to **<https://panel.useroam.com>**. You see the time and date at the top left, and the Useroam logo with the sign-in boxes in the middle.



Important: if you want to change the language, do it **before** typing your e-mail and password (Step 3). Changing the language reloads the page and empties the boxes.

Step 2: Type your e-mail and password, then press Login

Type your username in **E-Mail** and your password in **Password**, then press **Login**. The eye icon on the right of the password box shows what you typed.

The image shows a login page for 'USEROAM'. At the top left, there is a digital clock showing '0:31' and the date '26 Eylül 2026'. The 'USEROAM' logo is centered at the top. Below the logo, there are three input fields: 'E-Mail' with the text 'ornek.yoneticisi@ornek-isletme.test', 'Password' with masked characters and an eye icon, and 'Language' with a dropdown menu showing 'English'. A red box highlights the 'E-Mail' field, and another red box highlights the 'Login →' button. Below the login button, there are links for 'Forgot Password' and 'View Live Demo'. A small note at the bottom of the login area says 'Sample panel, no password required; view only'. The footer contains the text 'Copyright ©2025, Useroam Teknoloji LTD. ŞTİ.'.

0:31
26 Eylül 2026

USEROAM

E-Mail
ornek.yoneticisi@ornek-isletme.test

Password
.....

Language
English

Login →

Forgot Password

View Live Demo

Sample panel, no password required; view only

Copyright ©2025, Useroam Teknoloji LTD. ŞTİ.

The Login button runs an invisible robot check (Google reCAPTCHA) in the background; you are not asked to pick pictures. If a box is empty, **This field is required** appears under it.

Step 3 (optional): Choose the language

Choose **Türkçe** or **English** in the **Language** box. The page reloads in that language at once and your browser remembers the choice for one year. It also sets the panel language, unless you saved a panel language in My Profile, which then wins.

0:31

26 Eylül 2026

USEROAM



E-Mail
ornek.yoneticisi@ornek-isletme.test



Password





Language
English



Login →

 Forgot Password

 View Live Demo

Sample panel, no password required; view only

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Step 4: Set up two-factor authentication (first sign-in only)

If your password is correct, the **İki Adımlı Doğrulama Kurulumu** (Two-Factor Authentication Setup) screen opens. This step is mandatory. Scan the QR code with the verification app on your phone and type the 6-digit code it shows. Full guide with screenshots: [Two-Factor Authentication \(2FA\)](#). This screen is currently shown in Turkish only.

USEROAM

İki Adımlı Doğrulama Kurulumu

Kurulum 3 adımda hazır olun

1. Telefonunuza **Google Authenticator**, **Microsoft Authenticator** veya **Authy** uygulamasını yükleyin.
2. Aşağıdaki QR kodu uygulamayla taratın veya kodu manuel girin.
3. Uygulamadaki 6 haneli kodu aşağıya yazıp **Doğrula ve Aktif Et**'e basın.



Manuel kurulum kodu

2345 6789 1011 1213

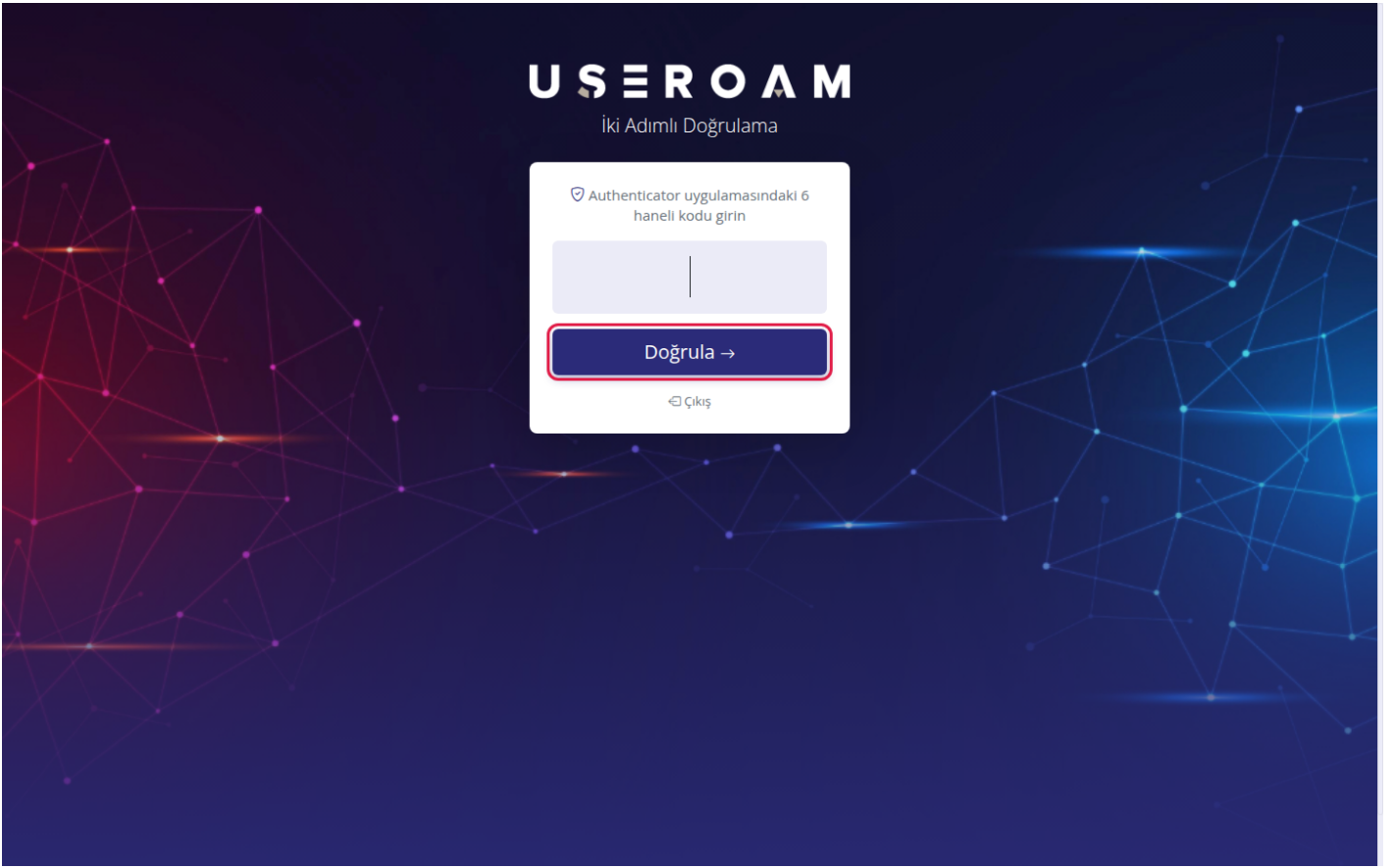
Hesap: ornek.yoneticisi@ornek-isletme.test
Yayıncı: Useroam

Authenticator uygulamasındaki 6 haneli kod

Doğrula ve Aktif Et

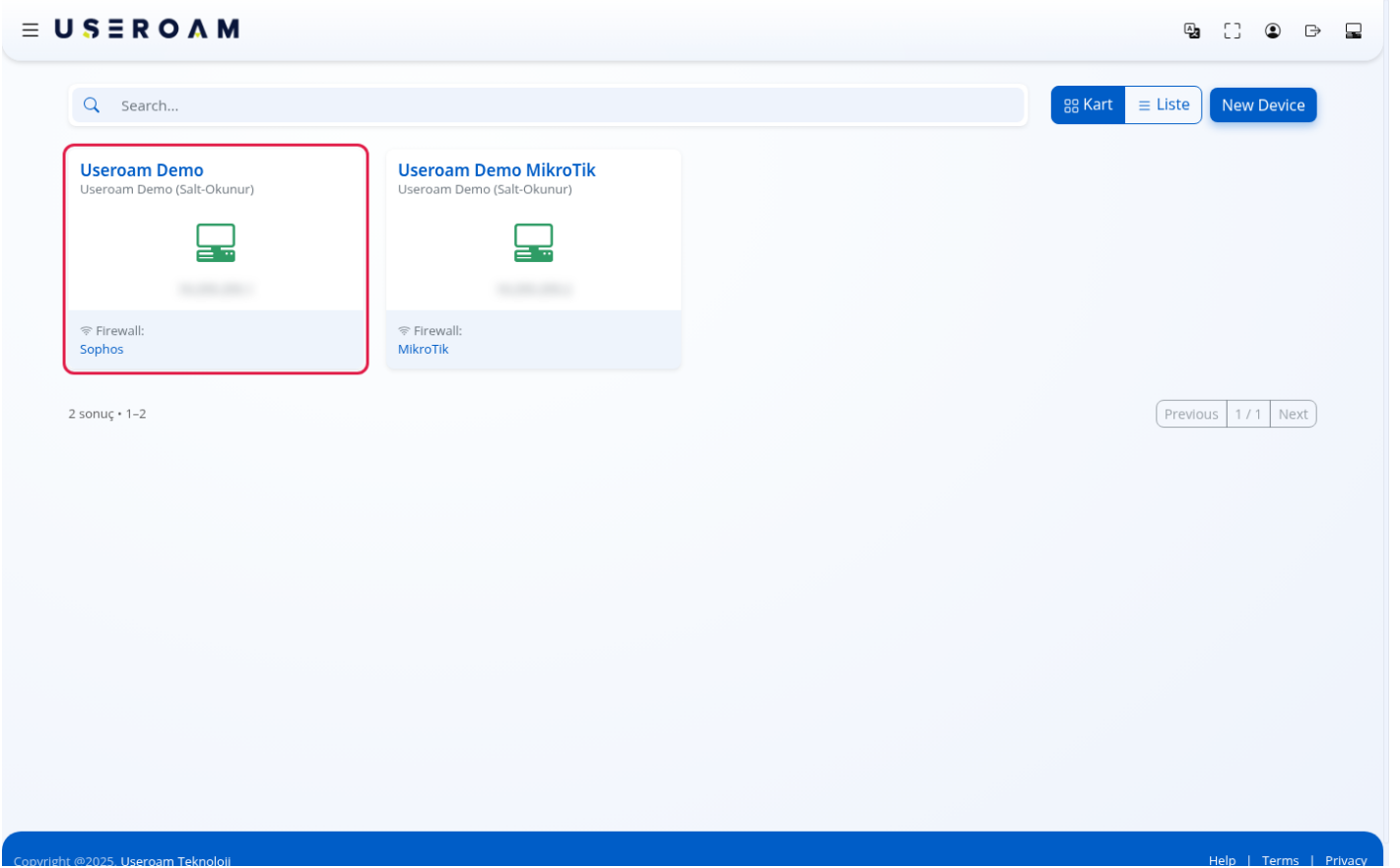
Vazgeç ve çıkış

On later sign-ins you only see the **İki Adımlı Doğrulama** (Two-Factor Authentication) screen and type the current 6-digit code from the app:



Step 5: Select your device

Next, the **Device Selection** screen opens. In Useroam every branch or guest Wi-Fi network is a "device" (the firewall or router guests connect through). Click the card of the device you want to manage. All features of this screen: [Device Selection](#).



If the list is empty, no device has been assigned to you yet. Add one with the **New Device** button at the top right: [Adding a New Device](#).

Step 6: Complete your company details (only if missing)

If your account has no company title or address, the **Complete your company details** screen opens after you pick a device. Enter the legal title and full address, then press **Save and continue to the agreements**.

Complete your company details

Sözleşmelerin taraf bilgisinde kullanılmak üzere firma ünvanınızı ve açık adresinizi girin. Bu bilgiler hesabınıza kaydedilir ve sözleşme metnine işlenir.

Useroam Demo (Salt-Okunur) · Ayşe Yılmaz (ornek.yoneticisi@ornek-isletme.test)

Company / Legal Title *

Useroam Demo (Salt-Okunur)

Merkez Adresi *

Full address (street, number, district/city)

KEP Adresi (opsiyonel)

ornek@hs01.kep.tr

Varsa girin; tebligata esas elektronik adres olarak kaydedilir.

Save and continue to the agreements →

Useroam Teknoloji Limited Şirketi

Step 7: Approve the agreements (once)

The **Approve the service agreements** screen has two agreements. Scroll each one to its end inside its box, tick the box below it and press **Okudum, tüm sözleşmeleri onaylıyorum** (I have read and approve all agreements). Details: [Agreement Approval](#).

İade taahhüdünde bulunmaz. Ancak Useroam, ticari iyi niyet kapsamında telafi sunma takdir yetkisini saklı tutar.

4. Destek Süreleri

Standart teknik destek: Türkiye iş günleri, 09:00 - 18:00 (TSİ) saatleri arasında. Acil destek: Hizmet'i tamamen durduran arızalar için 7/24 nöbet desteği makul çaba ile sağlanır.

İMZALAR

Useroam Teknoloji Ltd. Şti. adına Temsilci Adı Soyadı: Temsilci Unvanı: Müşteri adına Temsilci Adı Soyadı: Temsilci Unvanı:
Tarih: İmza: Kaşe: Tarih: İmza: Kaşe:

☒ Bu sözleşmeyi (SaaS Müşteri Sözleşmesi (Kafe, Otel, Hastane, AVM vb. işletmeler için) v2.3) okudum, anladım ve onaylıyorum.

Useroam Veri İşleme Sözleşmesi (DPA)

Version 2.2

[PDF olarak indir](#)

3. Değişiklik Bilirirliği

Veri İşleyen (Useroam), işbu listede yapılacak değişiklikleri Veri İşleme Sözleşmesi Madde 7.3 uyarınca Veri Sorumlusu (Müşteri)'ye önceden bildirecektir. Bildirim süresi asgari otuz (30) gündür.

4. Güncelleme Kaydı

Versiyon	Tarih	Değişiklik Özeti	Onaylayan
1.0	09.06.2026	İlk versiyon	Useroam Teknoloji Ltd. Şti.

5. İmza ve Yürürlük

Bu EK-1, Veri İşleme ve Gizlilik Sözleşmesi'nin bir parçası olarak Taraflarca okunmuş, içeriğinin anlaşıldığı beyan ve kabul edilmiştir.

Useroam Teknoloji LTD. ŞTİ. (Veri İşleyen) adına Temsilci Adı: Müşteri (Veri Sorumlusu) adına Temsilci Adı Soyadı:
Soyadı: Temsilci Unvanı: Tarih: İmza: Kaşe: Temsilci Unvanı: Tarih: İmza: Kaşe:

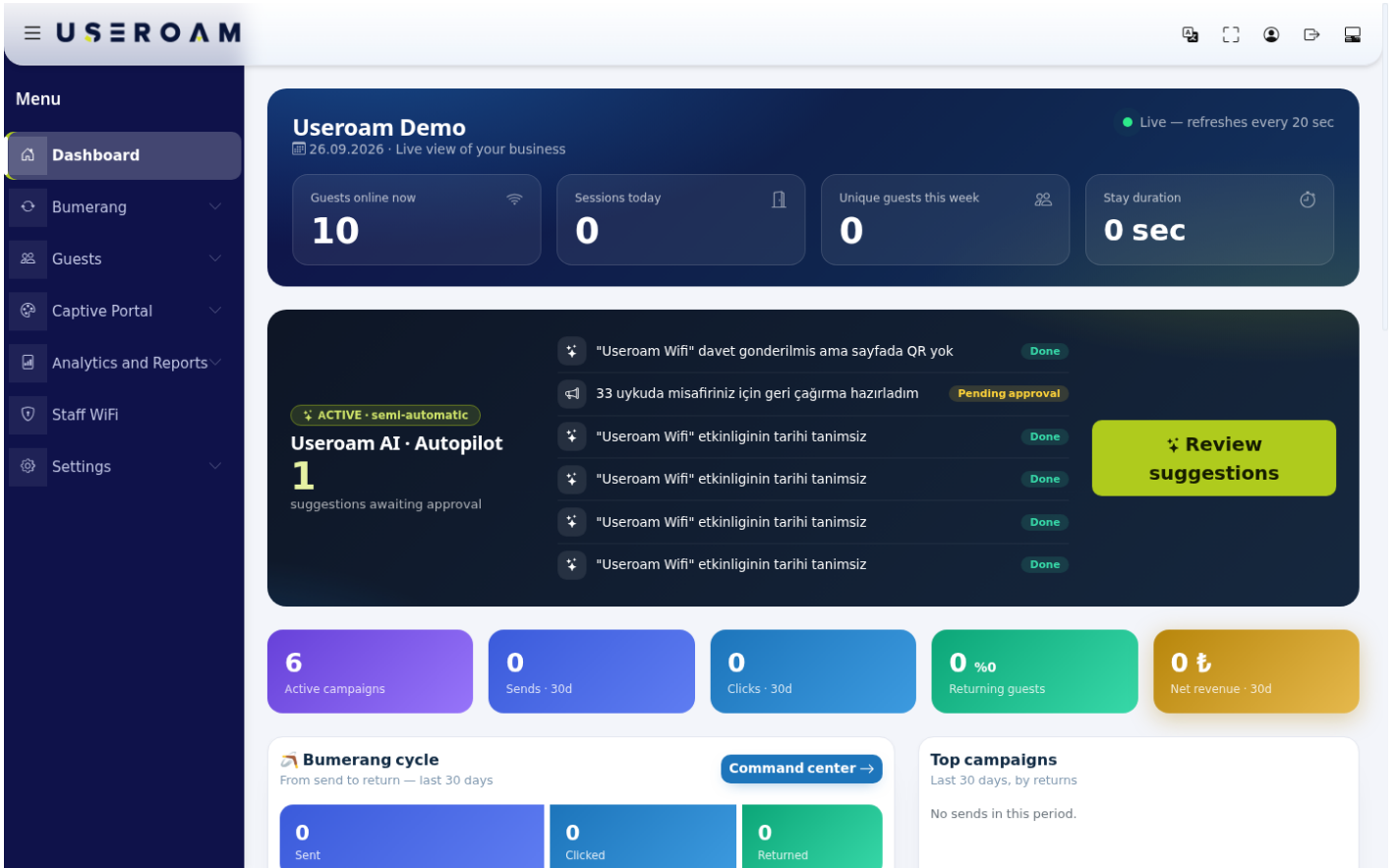
☒ Bu sözleşmeyi (Useroam Veri İşleme Sözleşmesi (DPA) v2.2) okudum, anladım ve onaylıyorum.

Okudum, tüm sözleşmeleri onaylıyorum

Useroam Teknoloji Limited Sirketi - Your approval is recorded together with the date, version and document integrity hash.

Step 8: You have reached the Dashboard

After approval the Dashboard opens. The menu is on the left; language, profile and sign-out icons are at the top. Screen guide: [Dashboard \(Home Screen\)](#). Where everything is in the menu: [Panel Layout: Side Menu, Top Bar and Language](#).



What should I do next?

If you are not sure where to start, see [What Do I Want To Do? Which Page?](#). For most businesses the first three jobs are:

1. Set up the page guests see when joining the Wi-Fi: [Portal Settings](#).
2. Add other administrators: [Administrators](#).
3. Check your own profile and mobile number: [My Profile](#).

Forgot password

Under the **Login** button there is a **Forgot Password** link. The **View Live Demo** button below it opens a sample panel without a password ("Sample panel, no password required; view only"); nothing is saved there.

0:31

26 Eylül 2026

USEROAM



E-Mail
ornek.yoneticisi@ornek-isletme.test



Password





Language
English



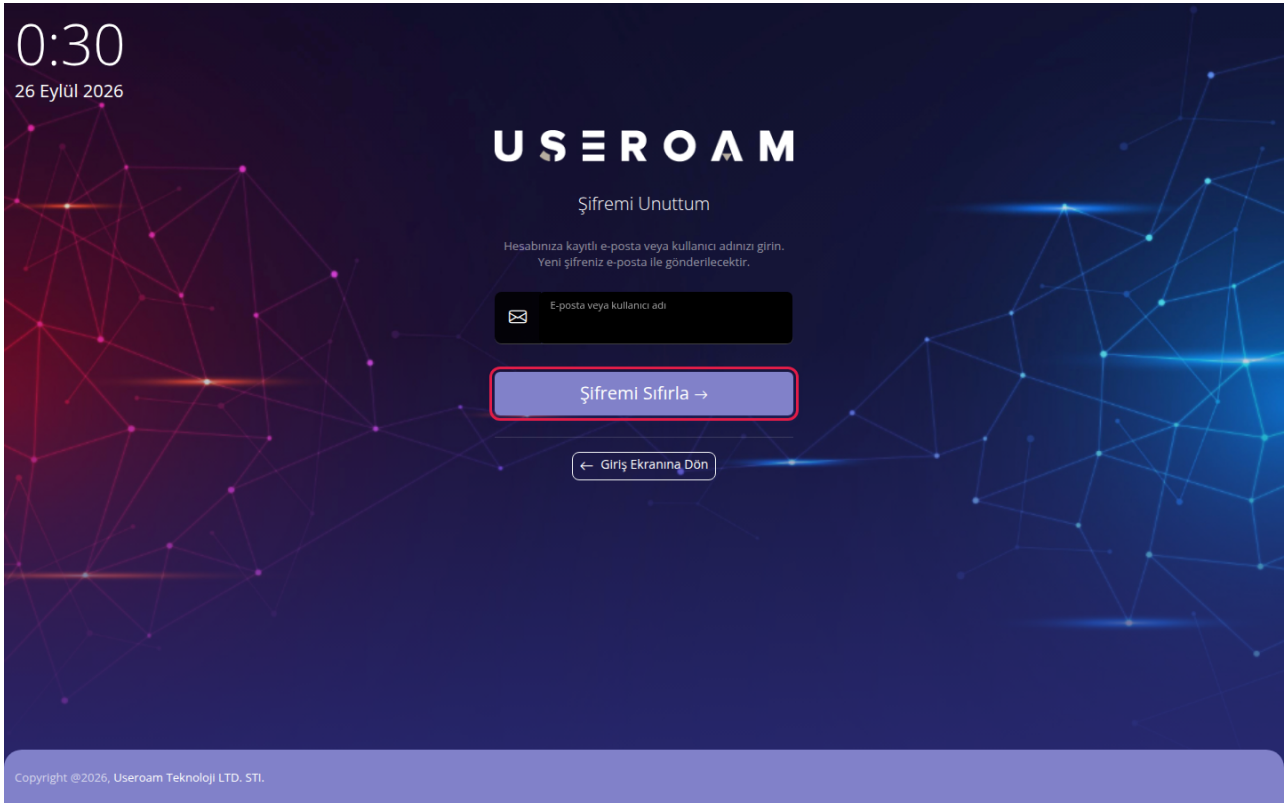
Login →

 Forgot Password

 View Live Demo

Sample panel, no password required; view only

1. Click **Forgot Password**. The **Şifremi Unuttum** (Forgot Password) screen opens (currently Turkish only).
2. Type your registered e-mail in the **E-posta veya kullanıcı adı** (e-mail or username) box and press **Şifremi Sıfırla** (Reset my password).



A message then says your new password will be e-mailed within a few minutes if the address is registered. The same message appears even if it is not registered (for security). Sign in with the **new password** from the e-mail; check your spam folder if it does not arrive. Resetting the password also resets two-factor authentication, so you will be asked to scan a QR code again (Step 4). **Giriş Ekranına Dön** (Back to sign-in) returns to the sign-in screen. To choose your own password afterwards, use the **Change Password** tab in [My Profile](#).

Every field and button

Field / Button	What it does	Example
E-Mail	Your panel username.	ayse@mybusiness.com
Password	Your panel password. The eye icon shows it.	
Language	Language of the sign-in screen and the panel.	Türkçe / English
Login	Checks your details and moves on to two-factor authentication.	
Forgot Password	Opens the screen that e-mails you a new password.	
View Live Demo	Opens a view-only sample panel without a password.	

Field / Button	What it does	Example
E-posta veya kullanıcı adı (Forgot Password)	Finds the account to send the new password to.	ayse@mybusiness.com
Şifremi Sıfırla	Creates a new password and e-mails it.	

Warnings and errors

Message	Meaning	What to do
Username or password incorrect (red box)	Wrong e-mail or password.	Type again, watching upper and lower case. If it still fails, use Forgot Password .
Güvenlik doğrulaması başarısız. Lütfen tekrar deneyin. (Security check failed. Please try again.)	The robot check failed, usually after the page stayed open for a long time.	Refresh the page and try again.
This field is required	E-mail or password is empty.	Fill in the box.
Şifre sıfırlama isteğiniz alındı. Yeni bir istek için lütfen 5 dakika bekleyin. (Request received, please wait 5 minutes.)	A second reset request was made from the same computer within 5 minutes.	Wait 5 minutes and check your e-mail meanwhile.
E-posta veya kullanıcı adı zorunludur. (E-mail or username is required.)	The Forgot Password box is empty.	Type your e-mail.
Oturum doğrulaması başarısız. Sayfayı yenileyip tekrar deneyin. (Session check failed.)	The page stayed open too long.	Refresh the page.

Frequently asked questions

The reset e-mail did not arrive. Check spam. A second new password is not created for the same person within 10 minutes; wait for the first e-mail. If it still does not come, contact your panel administrator or Useroam support. The reset e-mail is currently in Turkish.

I changed phones and cannot generate a code. If you still have the old phone, reset it from My Profile, **2FA Management**. If not, use **Forgot Password**: resetting the password also resets two-factor authentication and setup is asked again at sign-in.

I signed in but Device Selection is empty. No device has been assigned to your account yet. Add one with **New Device** or ask the administrator who added you for device access.

I cannot tick the agreement box. It becomes active when you scroll the agreement text to the very end inside its own box. Do this for both agreements.

I want to use the panel in English. Choose it in the **Language** box on the sign-in screen, or with the language icon in the top bar once inside.

Related pages

- [Two-Factor Authentication \(2FA\)](#)
- [Agreement Approval](#)
- [Device Selection](#)
- [Panel Layout: Side Menu, Top Bar and Language](#)
- [What Do I Want To Do? Which Page?](#)

Revizyon #4

tugay tarafından 25 Eylül 2026 22:01:50 oluşturuldu

tugay tarafından 25 Eylül 2026 22:11:11 güncellendi