

Guests

Active guests, user lists, groups, coupons and creating users

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Active Guests

Active Guests shows the devices **currently connected** to your network: who has been online how long, which IP they were given, and how much data they have used — all in one table.

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

USEROAM

Menü

Dashboard

Bumerang

Misafirler

Aktif Misafirler

SMS/Whatsapp

Engelli Kullanıcılar

Otel Misafirleri

Yerel Kullanıcılar

Onay Bekleyenler

Gruplar

Kupon Kodları

Toplu Kullanıcı

Yeni Kullanıcı

Karşılama Portalı

Useroam Demo

Aktif Misafirler

10 aktif oturum

Şuan Buradasınız > Aktif Misafirler

10 kayıt gösteriliyor

25

kayıt göster

Ara:

KULLANICI	MAC	IP	BAŞLANGIÇ	SÜRE	İNDİRİLEN	YÜKLENEN
5417331071	6F:2D:B5:9E:B1:0F	10.66.8.92	2026-07-12 23:55:46	29g 2s	0 bytes	0 bytes
5571148274	08:2C:D8:8D:DE:7A	10.66.251.32	2026-07-12 23:48:46	29g 2s	0 bytes	0 bytes
5337414215	79:AE:65:E0:29:01	10.66.250.177	2026-07-12 23:36:46	29g 2s	0 bytes	0 bytes
5591749128	0E:21:C9:98:AD:45	10.66.68.22	2026-07-12 23:23:46	29g 2s	0 bytes	0 bytes
5473293889	06:49:75:0E:24:1B	10.66.143.181	2026-07-12 23:04:46	29g 2s	0 bytes	0 bytes
5572777101	11:7F:DE:1F:2B:D7	10.66.107.180	2026-07-12 22:51:46	29g 3s	0 bytes	0 bytes
5415260274	13:3A:8B:0E:F4:CE	10.66.48.202	2026-07-12 22:26:46	29g 3s	0 bytes	0 bytes
5545206456	2B:57:2E:29:2A:1B	10.66.30.114	2026-06-21 22:20:59	50g 3s	32.67 MB	125.68 MB
5444594131	07:DC:FF:69:DC:8F	10.66.126.58	2026-06-21 20:36:20	50g 5s	47.73 MB	72.16 MB
5577261796	C2:C2:F5:93:53:1B	10.66.178.151	2026-06-21 19:12:57	50g 6s	9.89 MB	27

Toplam: 10 / 1 - 10

① Liste sayfa açıldığında alınan bir anlık görüntüdür. Güncellemek için sayfayı yenileyin.

Yardım | Şartlar | Gizlilik

Important: this list is a **snapshot taken when the page opened**. Refresh the page to see the current state.

Table columns

- **USER:** the username of the guest whose session is open (usually their phone number).
- **MAC:** the hardware address of the connected device. If a guest has several devices, each appears on its own row.
- **IP:** the local IP address assigned to the device. This is how you match a device during a complaint or a security review.
- **START:** the date and time the session opened.
- **DURATION:** how long the session has been open (for example 29g 9s = 29 days 9 hours).
- ↓ **DOWNLOADED:** data downloaded during the session.
- ↑ **UPLOADED:** data uploaded during the session.

“ **Spotting unusual traffic:** sort by the download/upload columns to find a device with abnormally high consumption. To apply a quota, move the guest into a suitable group (**Guests** → **Groups**).

Navigating the list

- **Show 10 / 25 / 50 / 100 / All records:** sets rows per page.
- **Search:** filters instantly on username, MAC or IP.
- The total and the page navigation arrows (← < 1 > →) are below the table.

“ **Related pages:** **Guests** → **All Connections** (past sessions), **Guests** → **Blocked Users**, **Bumerang** → **Live Radar**.

SMS / WhatsApp Users

The SMS/WhatsApp list shows **every guest who registered with a phone number** through the captive portal. It is the main list of your guest database; campaign targeting and data-protection requests both run through it.

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

Menü

- Dashboard
- Bumerang
- Misafirler
- Aktif Misafirler
- SMS/Whatsapp
- Engelli Kullanıcılar
- Otel Misafirleri
- Yerel Kullanıcılar
- Onay Bekleyenler
- Gruplar
- Kupon Kodları
- Toplu Kullanıcı
- Yeni Kullanıcı
- Karşılama Portalı

Kullanıcı Listeleri

Şuan Buradasınız

Dashboard > SMS/Whatsapp

SMS/Whatsapp

Arama...

10

KULLANICI ADI	İSİM	SOYİSİM	TELEFON	E-POSTA	KAYIT TARİHİ	DURUM	KONUM	KAYIT TİPİ	
5306****15	Yu***	Ar***		yusufarslan95@ornek.com	22-06-2026	Aktif	Useroam Demo		
5473****89	Me***	Gü***		mehmetgunes17@ornek.com	22-06-2026	Aktif	Useroam Demo		
5339****37	El***	De***		elifdemir22@ornek.com	21-06-2026	Aktif	Useroam Demo		
5371****25	Me***	Er***		mehmeterdogan41@ornek.com	21-06-2026	Aktif	Useroam Demo		
5551****49	To***	De***		tolgadimir60@ornek.com	21-06-2026	Aktif	Useroam Demo		
5568****07	Ah***	Kı***		ahmetkilic66@ornek.com	20-06-2026	Aktif	Useroam Demo		
5574****29	Bu***	As***		buseasian4@ornek.com	19-06-2026	Aktif	Useroam Demo		
5442****30	Na***	Ko***		nazkoc4@ornek.com	18-06-2026	Aktif	Useroam Demo		
5522****62	Me***	As***		mehmetasian92@ornek.com	18-06-2026	Aktif	Useroam Demo		
5474****01	Ya***	Ak***		yagmuraksoy15@ornek.com	17-06-2026	Aktif	Useroam Demo		

Toplam: 140 / 1 - 10

Data masking: phone numbers (5306****15) and names (Yu*** Ar***) are shown **masked** in the list. This is a data-protection measure that keeps personal data from being exposed unnecessarily

on the panel screen.

Table columns

- **USERNAME:** the guest's identity in the system (masked phone number).
 - **FIRST NAME / LAST NAME:** populated (masked) if the name field is enabled on the portal.
 - **PHONE:** the guest's number.
 - **E-MAIL:** populated if the email field is enabled on the portal.
 - **REGISTRATION DATE:** when the guest first registered.
 - **STATUS:** the account's state (*Active* / *inactive*). Blocked guests are listed on the **Blocked Users** page.
 - **LOCATION:** the device/location where the guest registered — in multi-site businesses this shows which branch.
 - **REGISTRATION TYPE:** the channel the registration came through (SMS or WhatsApp).
-

Navigating the list

The **Search** box at the top filters instantly across all columns; the **10 / 25 / 50 / 100 / All** selector sets records per page. The total ("Total: 140 / 1 - 10") and the page numbers sit below the table.

“ **Related pages:** **Analytics and Reports** → **SMS / WhatsApp Reports** (date-ranged report), **Bumerang** → **Guest 360°** (guest profile), **Bumerang** → **Opted-in Guests** (those with marketing consent).

Blocked Users

The Blocked Users page manages the users you do not want on your network. Users on this list **cannot log in** — their authentication request is rejected at the RADIUS level.

“ How do I open this screen? From the left menu, go to **Guests → Blocked Users**.

The screenshot displays the USEROAM web interface. The left sidebar menu is visible, with 'Engelli Kullanıcılar' (Blocked Users) highlighted. The main content area shows the 'Engelli Kullanıcılar' page. At the top, there is a breadcrumb 'Ana Sayfa > Engelli Kullanıcılar'. Below this, there is a form to block a user. The form has a title 'Engelle' and a sub-label 'Kullanıcı adı / telefon numarası'. There is a text input field with the example 'örn. 905321234567' and a blue button labeled 'Engelle'. Below the form, there is a message: 'Henüz kayıtlı olmayan bir numarayı önceden de engelleyebilirsiniz; o numarayla yapılan girişler bu cihazda reddedilir.' Below this, there is a table titled 'Engelli Kullanıcılar (0)' with a search bar 'Ara...'. The table has three columns: 'KULLANICI / NUMARA', 'KAYNAK', and 'İŞLEM'. The table content shows 'Bu cihazda engelli kullanıcı yok.'

Scope: a block applies **only to the currently selected device** (shown as "Active device" at the top of the page). To block the same person at another location, switch to that device and repeat the action.

Block manually

- **Username / phone number:** enter the person to block here.
- **Block:** adds the record to the blocked list.

Pre-emptive blocking: you can block a number that has not registered yet. Logins with that number are rejected on this device from the outset — so you can act without waiting for a problem visitor to return.

The blocked user list

The heading shows the number of blocked records in brackets (for example *Blocked Users (0)*). The table has three columns:

- **USER / NUMBER:** the blocked username or phone number.
- **SOURCE:** how the block came about — added manually, or by a rule/automated process.
- **ACTION:** the button to remove the block.

When the list is empty it reads "*There are no blocked users on this device.*" Use the **Search** box at the top to search within the list.

“ **Related pages:** **Guests → Active Guests** (connected devices), **Guests → SMS/WhatsApp, Analytics and Reports → Audit Log** (the record of the blocking action).

Hotel Guests

The Hotel Guests list shows guests who signed in through the hotel portal **with a room number and identity details**. Use it to see who is on the network during their stay and when access expires based on the checkout date.

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

USEROAM

Menü

- Dashboard
- Bumerang
- Misafirler
- Aktif Misafirler
- SMS/Whatsapp
- Engelli Kullanıcılar
- Otel Misafirleri
- Yerel Kullanıcılar
- Onay Bekleyenler
- Gruplar
- Kupon Kodları
- Toplu Kullanıcı
- Yeni Kullanıcı
- Karşılama Portalı

Kullanıcı Listeleri
Şuan Buradasınız

Dashboard > Otel Misafirleri

Otel Misafirleri

10

KULLANICI ADI	İSİM	SOYİSİM	KİMLİK NUMARASI	ODA NUMARASI	ÇIKIŞ TARİHİ	DOĞUM TARİHİ	CİNSİYET	KAYIT TARİHİ	DURUM	KONUM
Kayıt Yok										

Kayıt Yok

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Yardım | Şartlar | Gizlilik

Table columns

- **USERNAME:** the guest's identity in the system.
- **FIRST NAME / LAST NAME:** the guest's name.
- **ID NUMBER:** the identity number verified at login. This field is populated in deployments where identity verification is required under Law No. 5651.

- **ROOM NUMBER:** the room the guest is staying in — this is how you match a guest to a room during a complaint or support request.
- **CHECKOUT DATE:** the end of the stay. **The guest's Wi-Fi access ends on this date** — if the stay is extended, the date must be updated.
- **DATE OF BIRTH** and **GENDER:** demographic details captured at registration.
- **REGISTRATION DATE:** when the guest signed in to the system.
- **STATUS:** whether the account is active.
- **LOCATION:** the device/hotel the guest belongs to.

When there are no records, the table reads "*No Record*".

Navigating the list

The **Search** box filters instantly across all columns — the fastest way to find a guest by room number. The **10 / 25 / 50 / 100 / All** selector sets records per page.

“ **Related pages:** **Hotel Solution → Guest Portal** (login screen settings), **Hotel Solution → Room Board**, **Hotel Solution → Speed Package Sales**.

Local Users

Local Users lists the **accounts you create manually in the panel**, as distinct from guests who register through the portal. Accounts opened for staff, employees, long-stay guests and meeting attendees live here.

“ How do I open this screen? From the left menu, go to **Guests → Local Users**

The screenshot shows the Useroam web application interface. The sidebar menu on the left includes options like Dashboard, Bumerang, Misafirler, Aktif Misafirler, SMS/Whatsapp, Engelli Kullanıcılar, Otel Misafirleri, Yerel Kullanıcılar, Onay Bekleyenler, Gruplar, Kupon Kodları, Toplu Kullanıcı, Yeni Kullanıcı, and Karşılama Portalı. The main content area is titled 'Kullanıcı Listeleri' and 'Şuan Buradasınız'. It shows a breadcrumb trail 'Dashboard > Yerel Kullanıcılar' and a search bar 'Arama...'. Below this is a table titled 'Yerel Kullanıcılar' with columns: KULLANICI ADI, İSİM, SOYİSİM, E-POSTA, TELEFON, DEPARTMAN, KAYIT TARİHİ, DURUM, and KONUM. The table currently displays 'Kayıt Yok' (No records found).

Table columns

- **USERNAME:** the account's login name.
- **FIRST NAME / LAST NAME:** the user's name.
- **E-MAIL:** the email address on the account.
- **PHONE:** the user's phone number.

- **DEPARTMENT:** the unit the user belongs to — used in corporate deployments to filter the list by department.
- **REGISTRATION DATE:** when the account was created.
- **STATUS:** whether the account is active.
- **LOCATION:** the device/location the account is defined on.

When there are no records, the table reads "*No Record*".

Creating accounts

- For a single account: **Guests → New User**
- For many accounts at once: **Guests → Bulk Users**

A user's quota, speed and duration rules come from the **group** they belong to (**Guests → Groups**).

Navigating the list

The **Search** box filters instantly across all columns; the **10 / 25 / 50 / 100 / All** selector sets records per page.

“ **Related pages:** **Analytics and Reports → Local User Report, Guests → Groups, Guests → New User.**

Pending Approval

Pending Approval shows guests who registered through the portal but whose **access has not been granted yet**. In deployments that require approval, the guest cannot reach the internet until you approve them.

“ How do I open this screen? From the left menu, go to **Guests → Pending Approval**.

USEROAM

Menü

- Dashboard
- Bumerang
- Misafirler
- Aktif Misafirler
- SMS/Whatsapp
- Engelli Kullanıcılar
- Otel Misafirleri
- Yerel Kullanıcılar
- Onay Bekleyenler
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- Yeni Kullanıcı
- Karşılama Portalı

Kullanıcı Listeleri
Şuan Buradasınız

Dashboard > Onay Bekleyen Kullanıcılar

Onay Bekleyen Kullanıcılar

10

KULLANICI ADI	İSİM	SOYİSİM	KAYIT TARİHİ	TİPİ	KONUM
Kayıt Yok					

Kayıt Yok

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Yardım | Şartlar | Gizlilik

Check this list regularly: if a pending record is missed, the guest cannot get online and usually has no idea why. We recommend enabling *User approval email notification* under **Settings → Notifications** so you are emailed on every new registration.

Table columns

- **USERNAME:** the identity of the guest awaiting approval.

- **FIRST NAME / LAST NAME:** the guest's name.
- **REGISTRATION DATE:** the date and time the record was created — this is how you see how long they have been waiting.
- **TYPE:** the channel the registration came through (SMS, WhatsApp, hotel portal and so on).
- **LOCATION:** the device/location where the registration was made.

If nothing is pending, the table reads "*No Record*" — which means the approval queue is clear.

Navigating the list

Use the **Search** box to find a record by name or number, and the **10 / 25 / 50 / 100 / All** selector to change how many records appear per page.

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

Groups

Groups are where you define the **access rules** applied to users. How long a user may stay connected, with what quota and at what speed, all come from the group they belong to. You write the rule once on the group and then put users into it.

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

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 (expanded), Aktif Misafirler, SMS/Whatsapp, Engelli Kullanıcılar, Otel Misafirleri, Yerel Kullanıcılar, Onay Bekleyenler, Gruplar (selected), Kupon Kodları, Toplu Kullanıcı, Yeni Kullanıcı, and Karşılama Portalı. The main content area is titled 'Kullanıcı Yönetimi' (User Management) and 'Şuan Buradasınız' (You are here). Below this is a breadcrumb 'Dashboard > Gruplar' and a green button '+ Yeni Grup Oluştur' (Create New Group). The 'Gruplar' (Groups) section has a search bar 'Arama...' and a table with 10 items. The table has three columns: 'GRUP ADI' (Group Name), 'GRUP AÇIKLAMASI' (Group Description), and 'GEÇERLİLİK' (Validity). The table content shows 'Kayıt Yok' (No Record) for all three columns. At the bottom of the page, there is a blue footer with 'Copyright ©2025, Useroam Teknoloji' on the left and 'Yardım | Şartlar | Gizlilik' (Help | Terms | Privacy) on the right.

Table columns

- **GROUP NAME:** the group's name. It is selected by this name when creating users and in the SMS/WhatsApp settings.
- **GROUP DESCRIPTION:** free text describing what the group is for — useful once you have several groups.
- **VALIDITY:** the access duration for users in the group.

If no group has been defined, the table reads "*No Record*".

Create New Group

Use the **Create New Group** button at the top right to define a group. Alongside the name and description, you set the access rules (duration, quota, speed limit).

“ A typical group setup:

- *Guest* — short duration, moderate quota; for those registering through the portal.
- *Staff* — long duration, high quota; for local users.
- *VIP / Event* — close to unlimited; for special guests or meetings.

Where groups are used

- **Guests** → **New User** and **Bulk Users** — the group is chosen when creating accounts.
- **Settings** → **SMS Settings** and **WhatsApp Settings** — the group that portal registrations are added to automatically is set there.

Navigating the list

The **Search** box filters on group name and description; the **10 / 25 / 50 / 100 / All** selector sets records per page.

“ **Related pages:** **Guests** → **New User**, **Guests** → **Bulk Users**, **Settings** → **SMS Settings**.

Coupon Codes

Coupon Codes let you generate **single-use access codes** to hand to guests. The code printed on a café receipt, the ticket given to an event attendee, or the card handed out at a hotel reception all work this way.

“ How do I open this screen? From the left menu, go to **Guests → Coupon Codes**.

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 (expanded), Aktif Misafirler, SMS/Whatsapp, Engelli Kullanıcılar, Otel Misafirleri, Yerel Kullanıcılar, Onay Bekleyenler, Gruplar, Kupon Kodları (selected), Toplu Kullanıcı, Yeni Kullanıcı, and Karşılama Portalı. The main content area has a header 'Kullanıcı Yönetimi' with a subtitle 'Şuan Buradasınız'. Below this is a breadcrumb 'Dashboard > Kupon Kodları'. There are two buttons: '+ Kupon Oluşturma' (green) and 'Bilet Tasarımı' (blue). The main section is titled 'Kupon Kodları' with a search bar 'Arama...'. Below the title is a table with 10 items. The table has columns: BAŞLIK, AÇIKLAMA, GEÇERLİLİK, KUPON SAYISI, KULLANILAN KUPON SAYISI, and KALAN KUPON SAYISI. The first row shows 'Kayıt Yok'. The footer of the interface includes 'Copyright ©2025. Useroam Teknoloji' and links for 'Yardım', 'Şartlar', and 'Gizlilik'.

USEROAM

Menü

- Dashboard
- Bumerang
- Misafirler
- Aktif Misafirler
- SMS/Whatsapp
- Engelli Kullanıcılar
- Otel Misafirleri
- Yerel Kullanıcılar
- Onay Bekleyenler
- Gruplar
- Kupon Kodları
- Toplu Kullanıcı
- Yeni Kullanıcı
- Karşılama Portalı

Kullanıcı Yönetimi
Şuan Buradasınız

Dashboard > Kupon Kodları

+ Kupon Oluşturma Bilet Tasarımı

Kupon Kodları

Arama...

BAŞLIK	AÇIKLAMA	GEÇERLİLİK	KUPON SAYISI	KULLANILAN KUPON SAYISI	KALAN KUPON SAYISI
Kayıt Yok					

Kayıt Yok

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Yardım | Şartlar | Gizlilik

Table columns

- **TITLE:** the name of the coupon batch (for example "May Event").
- **DESCRIPTION:** free text describing the batch.
- **VALIDITY:** how long the coupons can be used for.
- **COUPON COUNT:** the total number of codes generated in the batch.
- **USED COUPONS:** how many codes guests have redeemed.

- **REMAINING COUPONS:** how many are still unused — this is how you track how much of your printed stock is left.

When there are no records, the table reads "*No Record*".

Create Coupons

The **Create Coupons** button generates a new coupon batch. You set the batch title, description, validity period and how many codes to generate. Code length and character type follow the rules on the **Settings → SMS Settings** page.

Ticket Design

The **Ticket Design** button edits the ticket template the coupons are printed on. Set your business name, logo and description text here, then print — so the codes can be cut out and handed over directly.

Enabling coupon login

For guests to be able to enter a coupon code on the portal, the **Registration with coupon** option must be enabled in the relevant portal settings: **Captive Portal → SMS Portal Settings** or **WhatsApp Portal**.

“ **Related pages:** **Guests → Bulk Users, Guests → Groups, Analytics and Reports → Audit Log** (`coupon_check` / `coupon_redeem` entries).

Bulk Users

Bulk Users lets you **generate many user accounts at once** instead of creating them one by one. It is the practical way to give access to large groups — conference attendees, camp or hotel periods, corporate training sessions.

“ How do I open this screen? From the left menu, go to **Guests → Bulk Users**.

The screenshot shows the Useroam web application interface. On the left is a dark sidebar menu with the 'USEROAM' logo at the top. The menu items include: Dashboard, Bumerang, Misafirler (expanded), Aktif Misafirler, SMS/Whatsapp, Engelli Kullanıcılar, Otel Misafirleri, Yerel Kullanıcılar, Onay Bekleyenler, Gruplar, Kupon Kodları, Toplu Kullanıcı (selected), Yeni Kullanıcı, and Karşılama Portalı. The main content area is titled 'Kullanıcı Yönetimi' (User Management) with a subtitle 'Şuan Buradasınız' (You are here). Below this is a breadcrumb trail 'Dashboard > Toplu Kullanıcı'. There are two buttons: '+ Yeni Toplu Kullanıcı' (New Bulk User) and 'Bilet Tasarımı' (Ticket Design). A section titled 'Toplu Kullanıcı' contains a table with the following columns: BAŞLIK (Title), AÇIKLAMA (Description), GRUP (Group), TOPLU KULLANICI KODU (Bulk User Code), KULLANICI SAYISI (User Count), BOŞTA (Empty), and KULLANIMDA (In Use). The table is currently empty. At the bottom of the page, there is a footer with 'Copyright ©2025, Useroam Teknoloji' on the left and 'Yardım | Şartlar | Gizlilik' (Help | Terms | Privacy) on the right.

Table columns

- **TITLE:** the name of the bulk-user batch.
- **DESCRIPTION:** free text describing the batch.
- **GROUP:** the group the generated users belong to. Duration, quota and speed rules come from it.
- **BULK USER CODE:** the code identifying the batch.
- **USER COUNT:** the total number of accounts generated.

- **IDLE:** how many accounts nobody has used yet.
 - **IN USE:** how many accounts have been taken up — this is how you see how many people actually connected during an event.
-

New Bulk User

Use the **New Bulk User** button to generate a new batch. You set the title, description, **group** and the number of users to create. The system generates the usernames and passwords automatically.

“ **Choosing the group matters:** since duration and quota rules come from the group, pick one that matches the length of the event. For a two-day conference, for example, use a group with two days' validity (**Guests → Groups**).

Ticket Design

The **Ticket Design** button edits the template the generated username/password pairs are printed on. Print it, cut it up and hand the slips to attendees.

“ **Related pages:** **Guests → Groups**, **Guests → Coupon Codes**, **Guests → Local Users**.

New User

The New User screen creates a **single local account** from the panel. Use it when opening an account for a staff member, a long-stay guest or a particular visitor.

“ How do I open this screen? From the left menu, go to **Guests → New User**.

User details

- **Username:** what the guest types at Wi-Fi login. Keep it short and easy to type — it will be entered on a phone keyboard.
- **First Name** and **Last Name:** the account holder's name, so you can tell people apart in reports.
- **E-Mail:** the user's email address.
- **Phone:** the user's phone number.

- **Department:** the unit the user belongs to — used in corporate deployments to break reports down by department.
- **Group:** the group that defines the account's access rules. **Duration, quota and speed limit all come from here**, which makes it the most important field. Groups are managed on the **Guests → Groups** page.
- **Password:** the user's login password.

Press **Save** to create the account. It then appears in the **Guests → Local Users** list.

“ **If you need many accounts**, use **Guests → Bulk Users** instead of creating them one at a time — the system generates the usernames and passwords for you.

“ **Related pages:** **Guests → Local Users**, **Guests → Groups**, **Analytics and Reports → Local User Report**.

All Connections

Recent Connection Requests shows a **chronological record of login attempts** on your network. It is the full version of the "Last 5 connections" card on the Dashboard, and the first place to look when a guest says they cannot connect.

“ How do I open this screen? Click the **All connections** link on the Dashboard.

USEROAM

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Son Bağlantı İstekleri

Arama...

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KULLANICI ADI	BAĞLANTI TARİHİ	DURUM	TİPİ
5522123462	22-06-2026 13:07	Giriş Yapıldı	
5540940760	22-06-2026 13:04	Giriş Yapıldı	
5425106382	22-06-2026 13:04	Giriş Yapıldı	
5354915319	22-06-2026 13:03	Giriş Yapıldı	
5394840899	22-06-2026 13:03	Giriş Yapıldı	
5433564900	22-06-2026 13:03	Giriş Yapıldı	
5394840899	22-06-2026 13:01	Giriş Yapıldı	
5458572639	22-06-2026 12:59	Giriş Yapıldı	
5371091025	22-06-2026 12:55	Giriş Yapıldı	
5482780237	22-06-2026 12:55	Giriş Yapıldı	

Toplam: 40 / 1 - 10

Yardım | Şartlar | Gizlilik

Table columns

- **USERNAME:** the user who attempted to log in (usually their phone number).
- **CONNECTION DATE:** the date and time of the attempt, to the minute.
- **STATUS:** the outcome of the attempt — for example *Logged in*. **Failed attempts appear here too**, which lets you tell a password problem from a device problem.
- **TYPE:** the channel the login came through (SMS, WhatsApp, local user and so on).

Below the table you find the total record count ("Total: 40 / 1 - 10") and the page numbers.

Using it for troubleshooting

1. Type the guest's number into the **Search** box.
 2. If **no record appears at all**: the request never reached Useroam — check the firewall/RADIUS side (**Settings** → **Device Settings** and the **Installation Guides**).
 3. If **a record exists but the status is failed**: it is a password/code problem — send the guest a new code, or check whether they are on the **Guests** → **Blocked Users** list.
 4. If the record says **Logged in** but the guest still has no internet: check the order of your firewall rules.
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Navigating the list

The **Search** box filters instantly across all columns; the **10 / 25 / 50 / 100 / All** selector sets records per page.

🔗 **Related pages:** **Guests** → **Active Guests**, **Guests** → **Blocked Users**, **Guests** → **Pending Approval**.