New User

What is it for?

New User creates a single Wi-Fi account from the panel. Use it for people who cannot verify by SMS or who need a fixed account (staff, long-stay guests, a meeting room computer and so on). You can create two types of account: a **Hotspot user** who signs in with a user name and password, or a **Staff WiFi (certificate)** user who receives a setup link on their phone.

When do I use it?

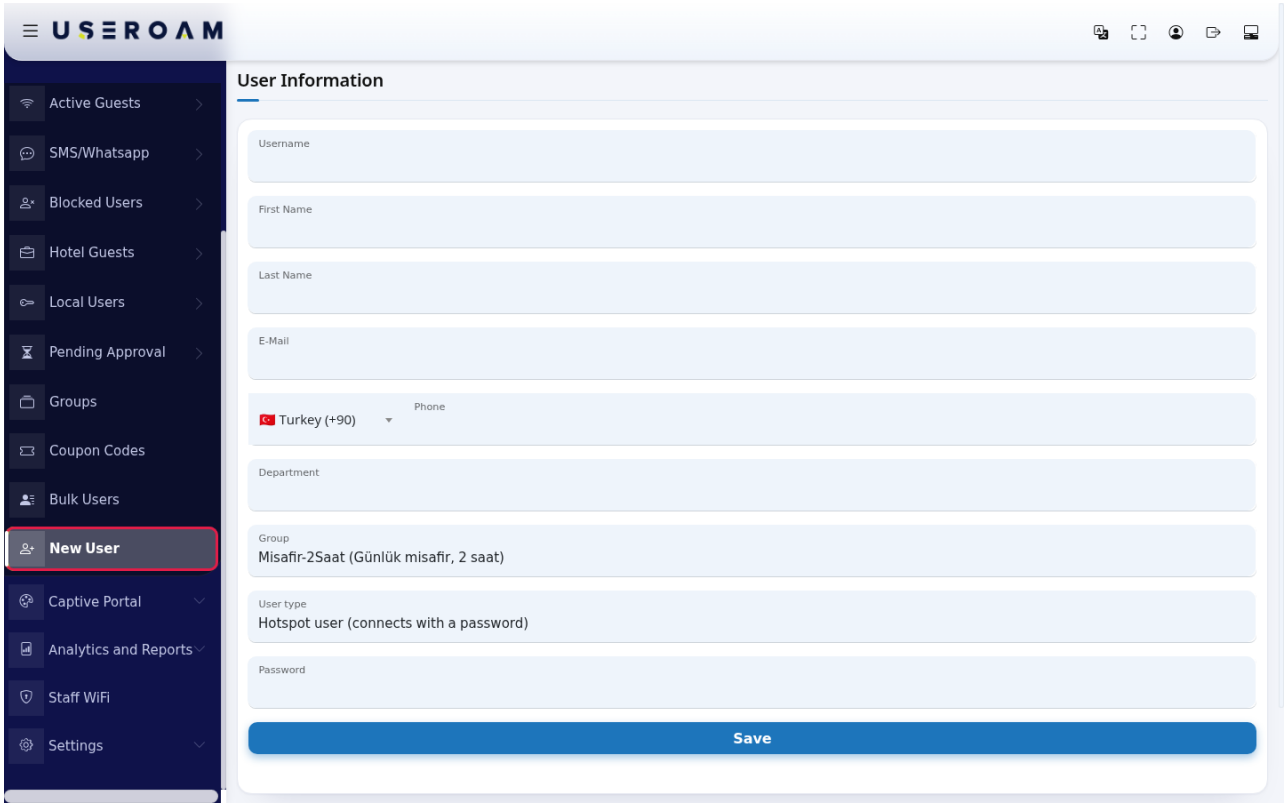
- You want to give an employee or a long-stay guest a permanent Wi-Fi account.
- A device without a phone number (printer, computer) needs a login account.
- You want staff to connect securely to the company Wi-Fi with a certificate (Staff WiFi).

Before you start

- You need a group that sets the account's time and speed rules. If you have none, create one on Groups first; if the **Group** list is empty the user cannot be linked to a group.
- The account is created on the selected device. For another location, change the device on Device Selection first.
- If you need many accounts, use Bulk Users instead of creating them one by one.

Step by step

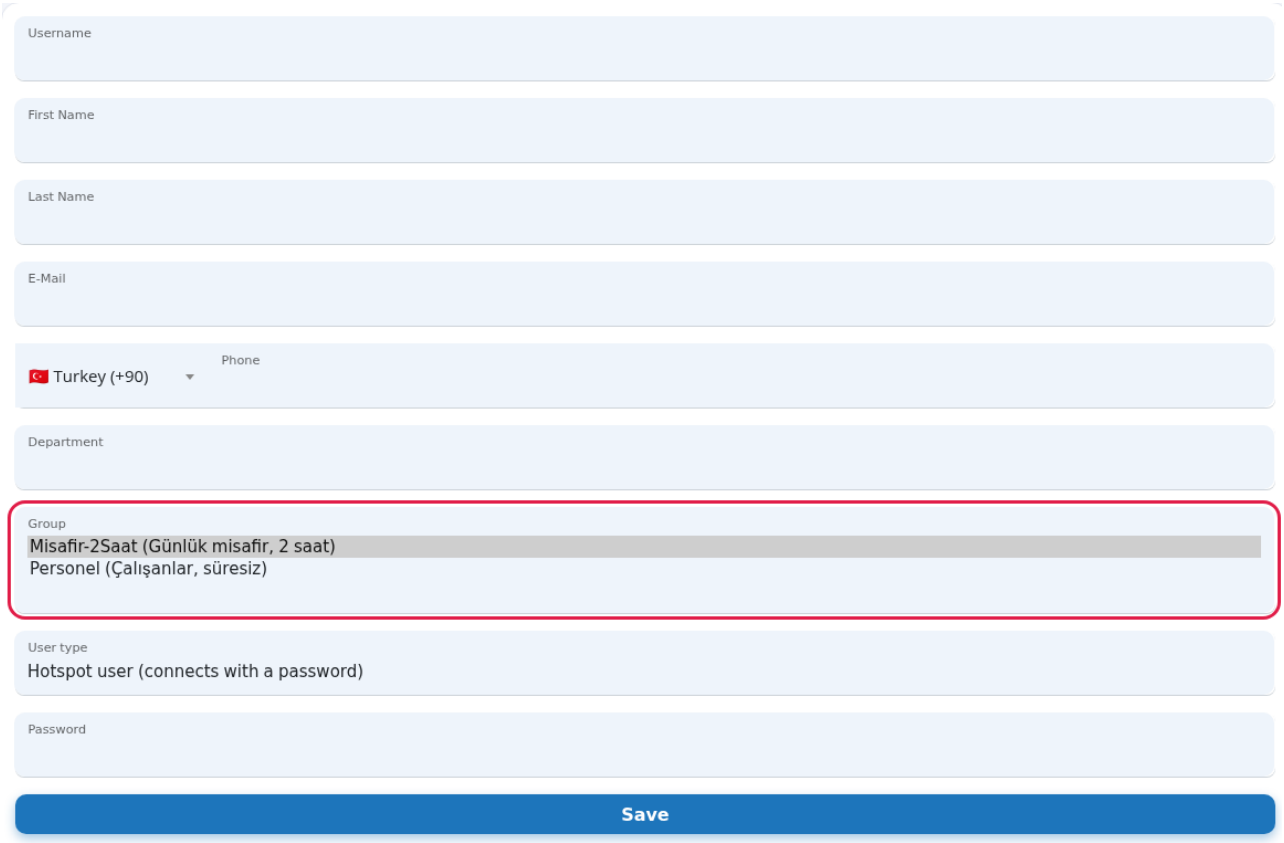
1. In the left menu open **Guests** and click **New User**. The **User Information** form opens.



2. Fill in **Username** (example: `ayse.kaya`), **First Name** (`Ayşe`) and **Last Name** (`Kaya`); these three are required. If you like, also fill in **E-Mail**, **Phone** and **Department**. For the phone, pick the country in the list on the left (**Turkey (+90)** by default) and type the number on the right (example: `532 123 45 67`); the number is formatted as you type and letters are not accepted.



3. In **Group**, pick the group for the account. Each group is shown with its description (example: **Misafir-2Saat (Günlük misafir, 2 saat)**).



4. If **User type** is **Hotspot user (connects with a password)**, type the password the user will enter at the Wi-Fi login in **Password** and press **Save**. On success you are taken to the Local Users list, where the new account appears.



5. For staff, if you pick **Staff WiFi (certificate)**, the **Password** box disappears and **Phone** becomes required (a red star appears). This note is shown: "The password is generated automatically and the field is hidden. The setup link and the temporary password are sent

to the mobile number: SMS for local numbers, WhatsApp for international ones. The phone field is required." Press **Save**; the staff member completes the setup with the link on their phone.



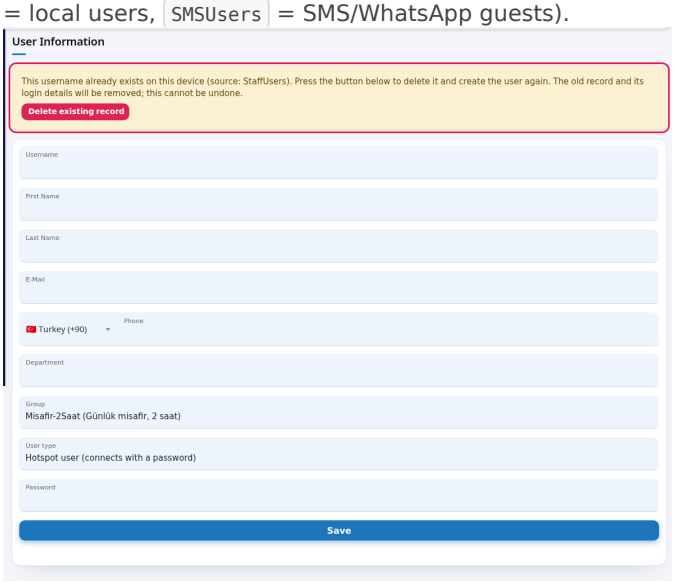
Every field and button on the screen

Field / Button	What it does
Username	The name typed at the Wi-Fi login. Required. No quotes or backslashes, at most 50 characters. Choose something short that is easy to type on a phone.
First Name, **Last Name**	The account holder's name. Required. Shows who is who in reports.
E-Mail	Optional.
Country list and **Phone**	Optional (required for Staff WiFi). Pick the country code on the left, type the number on the right; 7-15 digits.
Department	Optional unit name.
Group	The group that sets the account's time and speed rules.
User type	**Hotspot user (connects with a password)** or **Staff WiFi (certificate)**.

Field / Button	What it does
Password	Required login password for a Hotspot user. Hidden for Staff WiFi, where the password is generated automatically.
Save	Creates the account.

Messages you may see

Message	Meaning / what to do
This field is required.	A required box is empty. Fill in the box marked in red. 
Enter a valid phone number (7-15 digits).	Type the number in digits, without the country code.
Mobile phone is required for Staff WiFi (start with + for international numbers).	Fill in the phone if you chose Staff WiFi.

Message	Meaning / what to do
This username already exists on this device (source: …). Press the button below to delete it and create the user again. …	An account with the same user name already exists. Use a different name, or press **Delete existing record** to remove the old account; the old record and its login details are deleted and this cannot be undone. The source shows which list the account comes from (example: `StaffUsers` = local users, `SMSUsers` = SMS/WhatsApp guests). 
The old record was deleted (…). You can create the user again now.	The old account was removed; fill in the form again and save.
The confirmation could not be verified, nothing was changed. Please try again.	The delete confirmation expired. Reload the page and try again.
Username not accepted: quote and backslash characters are not allowed, and the maximum length is 50 characters.	Fix the user name.
You chose Staff WiFi: enter a valid mobile number (…). The user was not created.	Fix the phone number and save again.
The user was created, but the setup link could not be sent via WhatsApp. …	WhatsApp to the international number failed and the link was tried by SMS. Delivery is not guaranteed; pass the setup link to the staff member yourself.
The operation could not be completed. Check the details and try again (error code: …).	Saving failed. Check the details and try again; if it keeps happening, contact support with the error code.

Frequently asked questions

Where do I see the account after saving?

On the Local Users list. Changing the password or deleting the account is also done there.

How does the user connect?

A Hotspot user signs in with the user name and password if your Wi-Fi login page has those fields. A Staff WiFi user installs a certificate on their device by following the link sent to their phone; details are in the **Staff Wi-Fi** book.

I forgot the password. Can I see it?
Passwords are stored in a form that cannot be read back. Edit the account to set a new password.

Related pages

- Local Users
- Groups
- Bulk Users
- Local User Report

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