

SMS / WhatsApp Users

What is it for?

The **SMS/Whatsapp** list shows the guests who signed up to your Wi-Fi with their phone number (SMS or WhatsApp verification). From here you can approve, block or delete a guest, or change their details, group and password.

When do I use it?

- You want to see whether a guest is registered and when they signed up.
- You want to stop (block) a guest's logins or allow them again.
- You want to move a guest to a longer-lasting group or delete their record.

Before you start

- The list shows the guests of the selected device.
- Numbers, first names and last names are masked under the Turkish data protection law, KVKK (example: 5306****15, Yu***). If you are allowed to see full values, open them with the eye icon; every reveal is written to the [Audit Log](#).
- Employees on the [Excluded Users](#) list are not shown here.

Step by step

1. In the left menu open **Guests** and click **SMS/Whatsapp**.

3. Use the buttons at the end of the row. Hover over a button to see its name: yellow **Disable User** (green **Enable User** if blocked), red **Delete User**, blue **Edit User**. If the guest is waiting for approval, a green **Confirm** button appears first.

SMS/Whatsapp

Search...

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USERNAME	FIRST NAME	LAST NAME	PHONE	E-MAIL	REGISTRATION DATE	STATUS	LOCATION	REGISTRATION TYPE	
5306****15	Yu***	Ar***		misafir@ornek.com	22-06-2026	Active	Useroam Demo		✕ 🗑️ ✎
5473****89	Me***	Gü***		misafir@ornek.com	22-06-2026	Active	Useroam Demo		✕ 🗑️ ✎
5339****37	El***	De***		misafir@ornek.com	21-06-2026	Active	Useroam Demo		✕ 🗑️ ✎
5371****25	Me***	Er***		misafir@ornek.com	21-06-2026	Active	Useroam Demo		✕ 🗑️ ✎
5551****49	To***	De***		misafir@ornek.com	21-06-2026	Active	Useroam Demo		✕ 🗑️ ✎

Total: 140 / 1 - 10

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4. When you press Edit, the **User Information** tab opens. Change the guest's details and press **Save**.

User Information	Group and Password
Username 53*****15	
First Name Ayşe	
Last Name Kaya	
E-Mail misafir@ornek.com	
Country	
Phone	
Birth Date	
0	
Device IP Address 10.255.255.1	
Save	

5. To change the guest's group or password, go to the **Group and Password** tab, pick the new group in **Group**, type a new **Password** if needed and press **Save**.

User Information	Group and Password
Group	
Password	
Save	

Every field and button on the screen

Field / Button	What it does
Top of the page	The heading User Lists with You are here under it; Dashboard in the path line returns to the home screen. While the table loads it shows Processing... , with no records No Record ; All in the number box shows every row.
Search...	Searches the list.
Number box at the top left	Rows per page: 10, 25, 50, 100, All .
Username	The guest's login name, i.e. the phone number (masked).
First Name, Last Name, Phone	Details given at sign-up (masked).
E-Mail	If the guest gave an e-mail at sign-up.
Registration Date	Day of the first sign-up (day-month-year).
Status	Active (can sign in), Passive (blocked) or Waiting for Approval .
Location	The device where the sign-up happened.
Registration Type	Phone icon means SMS, WhatsApp icon means WhatsApp.
Confirm	Approves a guest waiting for approval; a login code is sent to the guest. See Pending Approval .
Disable User / Enable User	Blocks / allows the guest's sign-in. A blocked guest appears on Blocked Users .
Delete User	Deletes the guest's record and login without asking . If the guest wants to connect again, they sign up again. Deleting affects only the record on the device selected in the top menu; if the same phone is registered on another of your devices, that record stays.
Edit User	Opens the edit screen.
User Information tab	The guest's sign-up details. The username box is locked (shown masked) and cannot be changed. Boxes without a label are internal system fields (for example the device IP address); anything typed there is not saved. If you leave a date box empty, or the date cannot be read, the stored date stays as it is.
Group and Password tab	Group (time and speed rules) and a new Password .
Save	Saves the changes; "Successful - Successfully updated" appears at the top. If saving fails, a red Error - Could not save. Check the details and try again. appears; the change was not saved.
Toplam: ... / ... - ...	Total guests and the range shown (label still Turkish: "Toplam" = Total). No Record if empty, Processing... while loading.

Frequently asked questions

The guest is on the list but cannot sign in.

Check the **Status** column. If it is **Passive** the guest is blocked; press **Enable User**. If it is **Waiting for Approval**, approve them.

Will a deleted guest come back?

If the guest connects and verifies by SMS/WhatsApp again, they are added as a new record. If you do not want them back, block instead of deleting.

Can I send a bulk message to the guests on this list?

Yes, only to guests who gave permission: use the Opted-in Guests and Bulk Send screens under **Bumerang**.

I pressed Save and a red "Could not save" appeared.

The change was not saved. Check that the device the guest is registered on is selected in the top menu, reload the page and try again. You cannot change the username or the device IP address on this screen; if a guest's username has changed, they need to sign up as a new record.

Related pages

- [Blocked Users](#)
- [Pending Approval](#)
- [SMS / WhatsApp Reports](#)
- [Groups](#)

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