

Setting up your hotel on day one

This task page lists, in order, what a hotel setting up the Useroam hotel module for the first time needs to do to be ready in one day: the setup wizard, rooms, departments and staff, assignment, delay rules, the guest portal and QR codes, speed packages and finally a test request. Each step links to its detailed page.

What is it for?

- Prepares the hotel so that the first guest request lands with the right person, without skipping a step.

When do you use it?

- When the hotel is new or has just moved to Useroam.
- When you want to check whether the setup is complete.

Before you start

- Log in to the panel as an administrator and pick the hotel's device at the top right.
- The hotel module must be on: [Module Permissions](#) → Venue Modules.
- Have these at hand: room numbers, the staff list (name, phone, department), the reception phone and, if you have one, PMS details.

Step by step

1. **Open the setup wizard in hotel mode.** If the hotel has never received a request, the wizard opens by itself the first time you open Request Management. Or press **Setup wizard** on Request Management. If the venue also has a restaurant, press **Hotel Portal**

in the top strip. Details: [Venue Setup Wizard](#).



2. **Create the hotel profile.** In the wizard's first step type the hotel name and press **Create**. Then fill in phone, languages, cover photo and late check-out / early check-in fees on the [Guest Portal](#) screen.

**Hotel profile**
Your hotel name and guest portal code are created here.
Useroam Resort

Edit

Hotel Profile

Hotel name

Useroam Resort

Reception phone WhatsApp (opt.)

+90 242 000 00 00 +90 532 000 00 00

Languages

☒ TR ☒ EN ☐ AR ☒ RU ☒ DE ☐ FA

Cover photo (pool/lobby) Logo

Choose File No file chosen Choose File No file chosen

If left empty, an elegant default is used.

Late checkout fee ₺ (empty = off) Early check-in fee ₺ (empty = off)

600 400

The guest requests it, you approve it in Request Management; the approved amount is added to the end-of-day summary and the report.

Business type

Hotel / Accommodation

With Restaurant selected the board works with points such as restrooms, stoves and tables instead of rooms, and the checkout step is hidden.

☒ Guest page is published

✓ Save

3. **Open the hotel departments.** In the wizard press **Add hotel departments**: Housekeeping, Technical, Restaurant and Front Desk open in one go.

✓

Departments

Requests are distributed to these departments. Use the hotel set: automatic assignment works with these built-in departments.

7 active departments · 3 of them are not connected to automatic assignment

Housekeeping
Restoran
Resepsiyon
Temizlik ⚠️
Teknik
Garson ⚠️
Mutfak ⚠️

Add hotel departments

Creates Housekeeping, Technical, Restaurant and Front Desk departments at once; existing ones are left untouched.

Add

Marked departments are not recognised by hotel auto-assignment; those requests reach nobody. Install the hotel set, your own departments stay on the list.

All settings

4. **Create the rooms.** In the wizard's room step enter the first and last room number (paste a list for room names with letters). You can also add rooms later on the [Room Board](#).

✓

Rooms

A guest request is tied to a room. You can create room numbers in bulk by giving a range.

32 rooms / points

Room range

Create rooms

Example: 101 to 120 creates 20 rooms (max 300 at once).

Add list

Names with letters go here. You can copy and paste the room column from Excel (max 500 at once).

All settings

5. **Add staff and link them to departments.** On the [Staff](#) screen add each employee and pick their hotel department; give managers the manager role. Staff sign in to the [Useroam Go](#) app with their phone number.

New Staff Member

Name

Zeynep

Last Name

Demir

Mobile phone (login ID)

5000000009

How should the password be delivered?

Send by SMS (recommended)

Let me set the password

The password is generated automatically and sent to the staff member (SMS when the panel is in Turkish, WhatsApp when in English).

If the number is registered at another venue, no new user is created: the person is linked here too and signs in with their existing password, picking a branch in the app.

Role

Staff (handles requests/orders)

Department(s)

Housekeeping

Resepsiyon

Restoran

Temizlik

Teknik

Garson

Mutfak

Staff only see the requests and tasks of the departments you select.

Add

6. **Set up assignment.** Choose which department each request type goes to; in the first days we recommend leaving **Automatic person assignment** off (pool). Details: [Automatic Assignment](#).

5

Assignment rules

optional

Which request type goes to which department. Without a rule the request waits in the pool.

0 active rules

Room Cleaning

→

Housekeeping

Add

All settings

7. **Add a delay rule (SLA).** For example "Malfunction, If not completed, 120 min" and "All, If not taken, 30 min". Leave SMS off in the first days. Details: [SLA Rules](#).

6

Delay rules (SLA) optional

If a request is not picked up or closed within the set time, the manager is notified. No rules means no notifications.

0 active rules

All request types

Not picked up

30

Time (min) ☐ Also send SMS

Add

All settings

8. **Prepare the guest portal and QR codes.** Choose the cards in [Portal Design](#), set the colours in [Studio](#), and print the labels with **Room QR** on [Guest Portal](#) and place them in the rooms.

Room QR Codes

Room range: 101 - 104

Create

Print

Room 101

Room 102

Room 103

Room 104

Every QR opens the guest page; the room number is taken with the guest confirmation when a request is made.

9. **Turn on speed package sales (optional).** Create a group with the same name as the speed policy on your firewall, then define the package. Details: [Speed Package Sales](#). For bookable services: [Bookings and Extras](#). PMS for guest verification: [PMS Integration](#).

New Package

Package name *

Premium Internet

Description

For films and video calls

Package label

50 Mbps · 24 hours

Duration (hours) *

24

Price (TRY) *

150

Order

0

Target RADIUS group *

Premium-50M

The speed limit is enforced by the same-named policy on the firewall.

☒ Show to guest (active)

Cancel

Save

10. **Areas outside rooms and daily tasks (optional).** You can add areas such as lobby, pool and restrooms and daily check tasks with the hotel template installed in one press on the [Operations](#) screen; the template is not added by default.

USEROAM

Restaurant

Hotel

Retail

Staff

Operations

Automation

Module Permissions

Operations

Daily tasks, points and reports (shared by restaurant and hotel)

Daily Tasks

Points

Report

Today's operations board (2026-09-26) 0/53 · 0%

Install hotel template

+ Add task

OPENING

Ekipman açılış kontrolü (ocak, fırın, fritöz)

Mutfak · Mutfak

During the day Edit

Jeneratör yakıt ve çalışma kontrolü

Jeneratör · Teknik

During the day Edit

ROUND

Tuvalet temizlik ve malzeme kontrolü

Tuvalet · Temizlik

09:00 12:00 15:00 18:00 21:00 Edit

11. **Open a test request.** On Request Management use **Open New Request (reception)**, pick a room number and a type for the test and press **Open**. Check that it lands in the

right department and that staff see it in Useroam Go; then close it with the cancel button. The wizard's **Verify the setup** card (**Create test request**) does the same check.

+ Open New Request (reception)

Room

305

Type

Malfunction

▼

Description

A/C not cooling

Time (opt.)

—

▼

Assign to staff (opt.)

— automatic —

▼

Open

If you don't select staff, the request is auto-routed to the department matching its type.

Checklist

Check	Where you see it
The guest page opens	Guest Portal → Guest page
The room count on the live status strip is right	Request Management → strip: Rooms
Every department has at least one staff member	Staff screen; no warning in the wizard
The test request is in the right department	Request Management → Assignment column
Staff see the request on their phone	Useroam Go → Requests

Frequently asked questions

I closed the wizard. How do I open it again?

With the **Setup wizard** button on Request Management.

Can I start without a PMS?

Yes: the panel, Useroam Go and requests opened at reception work without a PMS. For guests to send requests and reservations from the portal, guest verification, that is a PMS record, is needed.

Related pages

- [Request Management](#) · [The hotel portal your guests see](#) · [Automation](#) (reporting a malfunction to your support company)
- [Role guide: hotel manager](#) · [Role guide: hotel staff](#)

Revizyon #4

tugay tarafından 26 Eylül 2026 09:51:55 oluşturuldu

tugay tarafından 26 Eylül 2026 11:53:05 güncellendi