

Portal Texts

What is it for?

It lets you change the texts staff see on the setup page (welcome sentence, buttons, error messages, Android and Windows steps) to suit your organisation. Texts are **per language and per device**: you change the texts of the language row you opened, for the selected device.

When do you use it?

- You want to add your organisation's name or a contact number to the welcome sentence.
- You want error messages to say something like "Call IT: extension 123".
- The Android steps do not match the menu names on your staff's phone brand.

Before you start

- An administrator account is needed. Restricted users do not see this section.
- The right device must be selected in the top menu. If you open a language row that belongs to another device, the section is not shown.

Step by step

1. In the left menu open **Captive Portal > Portal Language Settings** and click a language in the list (example: Turkish). Details: [Portal Language Settings](#).

USEROAM

Menu

- Dashboard
- Bumerang
- Guests
- Captive Portal
- Portal Settings
- SMS Portal Settings
- WhatsApp Portal
- Portal Language Settings**
- Analytics and Reports
- Staff WiFi
- Settings

Portal Language Settings

You are here

Dashboard > Portal Language Settings

Languages shown on the portal

Drag to reorder. Use the switch to turn a language off.

1	Turkey tr	☒	Edit	
2	France fr	☒	Edit	
3	Spain es	☒	Edit	
4	Italy it	☒	Edit	
5	Poland pl	☒	Edit	
6	Netherlands nl	☒	Edit	
7	Romania ro	☒	Edit	
8	Bulgaria bg	☒	Edit	
9	Greece el	☒	Edit	
10	Serbia sr	☒	Edit	
11	Georgia ka	☒	Edit	

2. On the page that opens, scroll below the guest portal fields. Click the folding section **Staff Wi-Fi Texts**. The grey number next to the title is how many texts have been changed for this device in that language; no number means every text uses its ready-made version.

► 1 Staff Wi-Fi Texts

3. When the section opens you see five groups. Each box **comes filled with the ready-made text** of that language; the small label of the box tells you which text it is, in the panel's own language. Edit the boxes you want to change and leave the others as they are.

Login form

Sign in once with your corporate username and password; your Wi-Fi profile will be installed on your device automatically.
Kurum kullanıci adı ve parolanizla bir kez giriş yapin; Wi-Fi profiliniz cihazınıza otomatik kurulur.

Username
Kullanici Adı

Password
Parola

Install
Kur

Try again
Tekrar dene

Status and error messages

Your identity is being verified and your profile is being prepared. This may take up to half a minute; please do not close the page.
Kimliğiniz doğrulanıyor ve profiliniz hazırlanıyor. Bu işlem yarım dakika kadar sürebilir; sayfayı kapatmayın.

Installing...
Kuruluyor...

Username and password cannot be empty.
Kullanici adı ve parola boş bırakılamaz.

Incorrect username or password.
Kullanici adı veya parola hatalı.

Verification timed out. Please try again; contact your administrator if the problem continues.
Doğrulama zaman aşımına uğradı. Lütfen tekrar deneyin; sorun sürerse yöneticinize başvurun.

This user is not enabled for staff Wi-Fi. Your administrator must set the user type to Staff Wi-Fi (certificate) in the panel.
Bu kullanıcı personel Wi-Fi için tanımlı değil. Yöneticiniz panelden kullanıcı tipini Personel Wi-Fi (sertifikalı) yapmalıdır.

This user was not found in the staff list. Please try again after your administrator creates your staff record.
Bu kullanıcı personel listesinde bulunamadı. Yöneticiniz personel kaydınızı oluşturduktan sonra tekrar deneyin.

Setup result

Your identity is verified, your certificate is ready.
Kimliğiniz doğrulandı, sertifikanız hazır.

Download certificate
Sertifikayı indir

Certificate password
Sertifika parolası

The password is shown only on this page and is asked once during installation.
Parola yalnız bu sayfada gösterilir ve kurulum sırasında bir kez sorulur.

The download link is valid for 15 minutes. If it expires, please fill in the form again.
İndirme bağlantısı 15 dakika geçerlidir. Süre dolarsa formu tekrar doldurun.

Android steps

Download the certificate (button below).
Sertifikayı indirin (aşağıdaki düğme).

Settings > Security > Encryption and credentials > Install a certificate > Wi-Fi certificate.
Ayarlar > Güvenlik > Şifreleme ve kimlik bilgileri > Sertifika yükle > Wi-Fi sertifikası.

Enter the password below when prompted. Your phone may also ask for its own screen lock; that is your own PIN/pattern.
İstendiğinde aşağıdaki parolayı girin. Telefonunuz kendi ekran kilidini de sorabilir; o sizin PIN/deseninizdir.

From the Wi-Fi list, tap the network
Wi-Fi listesinden

. Set the EAP method to TLS, then select the certificate you installed as both the CA certificate and the User certificate.
ağına dokun. EAP yöntemi TLS, CA sertifikası ve Kullanıcı sertifikası olarak yüklediğiniz sertifikayı seçin.

Fill in these two fields, then tap Connect:
Su iki alanı doldurun. sonra Bağlan devin:

4. Press **Save** at the bottom of the section. The note next to it: "Fields you leave empty fall back to the ready-made text."

USEROAM

Menu

- Dashboard
- Bumerang
- Guests
- Captive Portal
- Analytics and Reports
- Staff WiFi
- Settings

Fill in these two fields, then tap Connect:
Şu iki alanı doldurun, sonra Bağlan deyin:

Identity
Kimlik

Domain name
Alan adı

Windows steps

Download the certificate (button below).
Sertifikayı indirin (aşağıdaki düğme).

Double-click the downloaded file; the Certificate Import Wizard opens. Choose Current User as the store location.
İndirilen dosyaya çift tıklayın; Sertifika Alma Sihirbazı açılır. Depolama yeri olarak Geçerli Kullanıcı seçin.

Enter the password below when prompted, then click Next through the remaining steps.
İstendiğinde aşağıdaki parolayı girin, kalan adımlarda ileri deyin.

From the Wi-Fi list, connect to the network
Wi-Fi listesinden

The Windows authentication method must be set to Smart card or other certificate; select your certificate while connecting.
ağına bağlanın. Windows kimlik doğrulama yöntemi olarak Akıllı kart veya diğer sertifika seçili olmalı; bağlanırken sertifikanızı seçin.

If server validation is requested, use this name:
Sunucu doğrulaması sorulursa şu adı kullanın:

Save Fields you leave empty fall back to the ready-made text.

Full Privacy Notice

5. The page reloads and a green **Texts saved.** appears above the section. Open the setup page and check the change.

USEROAM

Menu

- Dashboard
- Bumerang
- Guests
- Captive Portal
- Analytics and Reports
- Staff WiFi
- Settings

İnternete bağlandıktan sonra otomatik olarak

Survey: Review invite (part 3, after the name)
sayfasına yönlendirileceksiniz.

Instagram box heading
Bizi Instagram'da takip edin

Instagram box button text
Takip Et

Instagram box thank-you text
Teşekkürler!

Save

Texts saved.

Staff Wi-Fi Texts

Login form

Sign in once with your corporate username and password; your Wi-Fi profile will be installed on your device automatically.
Kurum kullanıcı adı ve parolanızla bir kez giriş yapın; Wi-Fi profiliniz cihazınıza otomatik kurulur.

Username
Kullanıcı Adı

Password
Parola

Text groups

Group	Texts in it (English ready-made text)
Login form	Welcome sentence ("Sign in once with your corporate username and password; your Wi-Fi profile will be installed on your device automatically."), Username , Password , the Install button, the Try again link.
Status and error messages	Waiting note, Installing... , "Username and password cannot be empty.", "Incorrect username or password.", time-out, "not enabled for staff Wi-Fi", "not found in the staff list". When they appear: Inviting Staff .
Setup result	"Your identity is verified, your certificate is ready.", Download certificate , Certificate password , "The password is shown only on this page and is asked once during installation.", "The download link is valid for 15 minutes. If it expires, please fill in the form again."
Android steps	Six parts: download, certificate install path, password, "From the Wi-Fi list, tap the network" + network name + the rest, "Fill in these two fields, then tap Connect:", and the field labels Identity and Domain name .
Windows steps	Six parts: download, Certificate Import Wizard, password, "From the Wi-Fi list, connect to the network" + network name + the rest, "If server validation is requested, use this name:".

The two boxes around the network name are separate; your staff network name is inserted between them in bold automatically. Spaces at the start and end of these boxes matter; do not remove them.

Ready-made texts in the Android boxes:

1. Download the certificate (button below).
2. Settings > Security > Encryption and credentials > Install a certificate > Wi-Fi certificate.
3. Enter the password below when prompted. Your phone may also ask for its own screen lock; that is your own PIN/pattern.
4. From the Wi-Fi list, tap the network
5. . Set the EAP method to TLS, then select the certificate you installed as both the CA certificate and the User certificate.
6. Fill in these two fields, then tap Connect:

Ready-made texts in the Windows boxes:

1. Download the certificate (button below).
2. Double-click the downloaded file; the Certificate Import Wizard opens. Choose Current User as the store location.
3. Enter the password below when prompted, then click Next through the remaining steps.
4. From the Wi-Fi list, connect to the network

5. . The Windows authentication method must be set to Smart card or other certificate; select your certificate while connecting.
6. If server validation is requested, use this name:

Saving rules

- If you save a ready-made text without changing it, nothing is stored; that box keeps using the ready-made text, and if Useroam improves it your page is updated too.
- If you empty a box completely and save, that text goes back to the ready-made version.
- Each box takes up to 1000 characters.
- The **Save** of this section is separate from the guest portal form: saving staff texts does not affect the guest portal, and the other way round.
- If the page has been open for a very long time, saving may show a red "Session validation failed, please try again." Reload the page and save again.

Things to watch

- **Do not type a server name.** The setup page creates and shows the *Identity* and *Domain name* values itself; a value typed into the text may be wrong.
- **Android CA certificate sentence:** the ready-made Android text may say to select "the certificate you installed as both the CA certificate and the User certificate". The correct choice for CA certificate is **Use system certificates** (see [Android setup](#)). If your staff get confused, you can correct the box after the network name in **Android steps** like this: ". Set the EAP method to TLS. For CA certificate choose Use system certificates; for User certificate select the certificate you installed."
- **Edit the language your staff use first.** Other languages keep using the ready-made texts.

Frequently asked questions

I cannot see the Staff Wi-Fi Texts section.

Either your account is not an administrator, or the language row you opened belongs to a device that is not selected in the top menu.

I changed it but the setup page shows the old text.

Staff see the text of the language they opened the page in. Check that you edited that language's row and chose it with the flag on the setup page.

Related pages

- [Editing Portal Texts \(incl. KVKK\)](#): the guest portal texts on the same page
- [Inviting Staff](#)

Revizyon #5
tugay tarafından 26 Ağustos 2026 17:46:15 oluşturuldu
tugay tarafından 26 Eylül 2026 09:34:04 güncellendi