

Useroam Go Staff App

The mobile app for hotel, restaurant, event and store staff — install, accounts and screens

- [What is Useroam Go?](#)
- [Staff Accounts and Departments](#)
- [App Screens by Department](#)
- [Requests](#)
- [Rooms](#)
- [Orders](#)
- [Calls](#)
- [Floor](#)
- [Summary](#)
- [Profile](#)

What is Useroam Go?

Useroam Go is the mobile app for the **staff on the floor** at businesses using Useroam. Hotel, restaurant, event and store staff see the requests assigned to them, their daily tasks and the status board on their own phone — take them on and close them without ever opening the admin panel.

“ **Who uses it?** Shift teams such as housekeeping, technical services, reception, waiting staff and kitchen. Every staff member defined in the panel gets their own account in the app.

1. What the app does

- **Requests:** See requests raised by guests or managers, pick them up and complete them.
- **Daily tasks:** Tick off opening, round, measurement, security and closing tasks on time, entering the reading for measurement tasks.
- **Board:** Change point and room status (clean / dirty / out of order) from the phone.
- **Orders and calls:** On the restaurant side, work through orders placed at the table and waiter / bill calls.

Anything done in the app appears in the panel immediately, and changes made in the panel show up in the app.

2. Installing

iOS (iPhone / iPad)

The app is published on the App Store as **Useroam Go**. Install it by searching the App Store, or from the **App Store** link on the **Bumerang → BUSINESS (İŞLETME) → Staff (Personel)** screen in the panel.

Android

The Android version is not on the store yet. In the meantime the same app runs as a **web app (PWA)**:

1. Open **panel.useroam.com/m** in the phone's browser.
2. Choose **Add to Home screen** from the browser menu.
3. The app appears on the home screen with its own icon and opens full screen.

Once added to the home screen it behaves like a normal app: it can **send notifications** and shows an **offline screen** when the connection drops. When the Android version reaches the store, its link will appear on the panel's Staff screen.

“ **Download page:** If you would rather give staff a single address, share **panel.useroam.com/m/_indir.php**.

3. Signing in

Staff do not create their own credentials; the **business manager** defines them in the panel:

- **Username:** The staff member's **mobile phone number** (e.g. 5307628973).
- **Password:** The password set by the manager on the Staff screen.

The sign-in screen has **mobile phone** (5XX XXX XX XX) and **password** fields with a **Sign in** button. If you have forgotten your password, **Forgot my password** asks for your number and sends a **new password by SMS**; your manager can also reset it from the panel.

Creating accounts is covered on the **Staff Accounts and Departments** page.

“ **Network restriction:** When "*Staff app only from the business network*" is enabled on the restaurant module's **Settings** tab, the app only opens on the venue's own Wi-Fi. Use it to stop tasks being ticked off remotely, outside a shift.

“ **Related pages:** Useroam Go → **Staff Accounts and Departments, App Screens by Department**; Restaurant Solution → **Settings**.

Staff Accounts and Departments

Useroam Go accounts are created from the panel. This page covers adding staff, defining departments and what the roles mean.

“ How do I open this screen? In the left menu go to **Bumerang** → **BUSINESS (İŞLETME)** → **Staff (Personel)**.

USEROAM

Menü

- Dashboard
- MikroTik Yönetimi
- Bumerang

KAMPANYA

- Kampanyalar
- Toplu Gönderim
- Gönderim Takvimi

ETKİLEŞİM

- Anketler
- Reklamlar

KİTLE & AI

- İzinli Misafirler
- Useroam AI · Otopilot

İŞLETME

- Etkinlikler
- Restoran
- Retail
- Personel
- Modül İzinleri

İşletme Personeli

Uludağ Et Lokantası · Menü/Restoran · personel ekleyin, rol verin, mobil uygulamaya (/m/) sokun

+ Personel Ekle

Personel uygulaması

Personel; talepleri, günlük görevleri ve pano durumunu telefonda görür. Giriş bilgisi cep telefonu numarası ve burada verdiğiniz şifredir.

[Uygulamayı aç](#) [App Store](#) [İndirme sayısı](#)

Android sürümü yayınlandığında burada görünecek

Departmanlar

Etkinlikte hizmet verilen noktaları tanımlayın (kahve, yemek, vestiyer gibi). Personel yalnızca atandığı departmandan QR okutabilir.

Departman adı **Ekle**

Restoran departmanlarını ekle Temizlik, Teknik, Garson ve Mutfak departmanlarını tek seferde oluşturur; mevcut olanlara dokunmaz.

Garson **Mutfak** **Teknik** **Temizlik**

Henüz personel yok. Sağ üstten ekleyin.

① Personel Menü/Restoran modüllerini görür. Departmana göre sekme görünür: **housekeeping/teknik/resepsiyon** → Talepler/Odalar; **restoran/resepsiyon** → Siparişler/Çağrılar (garson=restoran).

Yardım | Şartlar | Gizlilik

1. Adding a staff member

The **Add staff (Personel Ekle)** button at the top right opens these fields:

- **First name** and **surname**.
- **Phone:** A mobile number in 5xxxxxxxxx form. This number is also the **username** for the app.
- **Password:** The sign-in password you hand to the staff member.
- **Role:** Two options — *Staff (handles requests and orders)* or *Manager (also manages staff and assignment)*. The manager role can administer other staff and assignments from the app.
- **Departments:** One or more departments the person works in.

“ **You hand the password over yourself.** There is no "forgot password" flow in the app; you reset it from this screen.

2. Departments

The department decides which work a staff member sees. Type a **department name** and press **Add**.

There is a shortcut for restaurants: **Add restaurant departments** creates *Temizlik* (cleaning), *Teknik* (technical), *Garson* (waiting staff) and *Mutfak* (kitchen) in one go, leaving any existing ones alone.

At events, a department represents a service point (coffee, food, cloakroom and so on). **Staff can only scan QR codes for the department they are assigned to.**

3. Department to request mapping

Requests are distributed by department. In the restaurant module every **request type** is linked to a department, and a new request goes to that department's staff. The same logic applies to hotel requests.

4. App links

The **Staff app** card on the screen carries three links:

- **Open the app:** Opens the web app (PWA).
- **App Store:** Downloads the iOS version.

- **Download page:** A plain install page you can share with staff.

The Android link will appear on this card once the store version is published.

“ **Related pages: Useroam Go → What is Useroam Go?, App Screens by Department; Settings → Module Permissions.**

App Screens by Department

Useroam Go does not show everyone the same screen. The tabs a staff member sees depend on **which modules the business uses** and **which department they belong to**. This page explains what appears when.

1. Module level

Staff only see modules that are **installed and switched on** for the business. Modules are enabled from **Settings → Module Permissions (Modül İzinleri)** in the panel — Hotel Portal, Digital Menu, Event, Restaurant Portal and Store (Retail) among them. A module that is switched off goes inactive both in the app and on the customer-facing side.

2. Department level

Where the module is on, the tabs follow the staff member's department:

- **Housekeeping · Technical · Reception → Requests and Rooms** tabs. This is the view hotel operations teams use.
- **Restaurant · Reception → Orders and Calls** tabs. The *Garson* (waiting staff) department maps to the restaurant view.

Reception sits in both groups and can see hotel requests as well as restaurant orders.

3. Screens

The bottom bar carries seven tabs: **Requests, Rooms, Orders, Calls, Floor, Summary** and **Profile**. Each has its own page in this book. Which tabs appear is decided by the module and department rules above; the *Your access* section on the **Profile** tab states what your account can open.

4. Notifications

The app can send **push notifications**: the phone alerts staff when a new request arrives, an SLA threshold is passed, or a table calls. On the web app (PWA), notifications require the app to have been **added to the home screen** and notification permission to have been granted.

“ **Related pages: Useroam Go → Staff Accounts and Departments; Restaurant Solution → Requests, Daily Tasks, Operations Screen; Hotel Solution → Request Management.**

Requests

Requests is the app's landing tab. Staff see the requests assigned to them and the ones waiting in the pool, pick them up and close them here.

“ **How do I open it?** It opens when you sign in. The **Requests** item in the bottom bar always brings you back.

Tümü

Üstlendiklerim

Bekleyen

Oda Serv



Bekleyen talep yok — harikasınız.



Talepler



Odalar



Siparişler



Çağrılar



Salon



Özet



Profil

1. Filters

There are four filters above the list:

- **All:** Every open request in the business.
- **Assigned to me:** Only the requests you have taken on. This is the view you will use most during a shift.
- **Pending:** Requests nobody has picked up yet.
- **Room Service:** Room service requests.

With nothing waiting, the list reads *"No pending requests — great job."*

2. The request card

Each request is a card showing its type, the room or point it came from, the time it was raised and its status. Tap the card to **take it on**, and close it as **completed** when the work is done. Fault requests can carry a resolution photo when you close them.

Everything you do appears in the panel immediately: the request shows as assigned to you there too, and drops off when you close it.

3. Raising a request

When you spot something yourself, you can raise the request too — that is what **New Request** on the **Profile** tab is for.

🔗 **Related pages:** Useroam Go → Rooms, Summary, Profile; Hotel Solution → Request Management.

Rooms

The Rooms tab is the housekeeping team's working screen. The hotel's rooms are listed as cards, each showing its current cleaning status.

“ **How do I open it?** The **Rooms** item in the bottom bar. This tab only appears for businesses with the hotel module enabled, and for the relevant departments.

Karta dokun: Temiz → Kirli → Arızalı

Oda 101

Temiz

➔ **Checkout**



Talepler



Odalar



Siparişler



Çağrılar



Salon



Özet



Profil

1. Changing status

The instruction at the top reads "**Tap the card: Clean → Dirty → Faulty**". Each tap moves the room to the next status:

- **Clean:** The room is ready.
- **Dirty:** Waiting to be cleaned.
- **Faulty:** Something in the room needs fixing; it is flagged as a priority in the panel.

The change reaches the panel immediately — reception and managers see the same colour on the room board.

2. Checkout

The **Checkout** button on the card marks the room as checked out. After checkout a room usually moves to *dirty* and joins the cleaning queue.

“ **Related pages: Useroam Go → Requests, Summary; Hotel Solution → Room Board.**

Orders

The Orders tab is the restaurant side's working screen. Orders placed at the table by QR land here; the waiter follows them through and closes them from this screen.

“ **How do I open it?** The **Orders** item in the bottom bar. It appears for staff in the restaurant / waiting-staff department.

[+ Yeni Sipariş \(Masadan Al\)](#)[▶ Masalarım](#)

Bekleyen sipariş yok — masalar sakın.



Talepler



Odalar



Siparişler



Çağrılar



Salon



Özet



Profil

1. My tables

Orders for your tables are listed under **My tables**. With nothing outstanding it reads "*No pending orders — tables are calm.*"

An order card shows the table number, the items and quantities, the total and the time it was placed. You move the order forward on the card as it is prepared, delivered and paid for.

2. New Order (From Table)

When a guest orders verbally, you enter it yourself. **New Order (From Table)** opens the order screen; pick the table and the items and save with **Create order**. **Cancel** closes the screen.

An order entered this way joins exactly the same flow as one placed by the guest through the QR menu, and appears on the panel's Operations Screen as well.

“ **Related pages: Useroam Go → Calls; Restaurant Solution → Operations Screen, Menu Editor** (table QR codes).

Calls

The Calls tab collects the calls guests make from the QR code at their table: **calling a waiter** and **asking for the bill**. A push notification reaches the phone as each call arrives.

“ **How do I open it?** The **Calls** item in the bottom bar.



Bekleyen çağrı yok.



Talepler



Odalar



Siparişler



Çağrılar



Salon



Özet



Profil

1. The call list

Every call shows the table number, the type of call and the time. Bill requests also carry the guest's payment preference (cash / card). With nothing waiting it reads "*No pending calls.*"

You take the call on, and close it once you have been to the table; it drops off the panel's Operations Screen at the same moment.

“ **Where does the table number come from?** From the **table QR code** the guest scanned. If table QR codes have not been created, calls arrive without a table.

“ **Related pages: Useroam Go → Orders; Restaurant Solution → Operations Screen, SLA.**

Floor

The Floor tab shows the **recognised guests** currently inside the venue. Guests who have joined the Wi-Fi and been recognised before are listed here, so staff serve them knowing who is in the room.

“ **How do I open it?** The **Floor** item in the bottom bar.

Salon şu an sakın



Şu an içeride tanınan misafir yok.



Talepler



Odalar



Siparişler



Çağrılar



Salon



Özet



Profil

What it shows

With nobody recognised inside, the screen reads "*Floor is calm now — No recognized guests inside right now.*" Otherwise guests are listed as cards.

This tab is the on-the-floor counterpart of the panel's **Live Radar** and **Guest 360°** screens: recognising a returning guest, remembering a birthday or a preference, and serving accordingly.

“ **Personal data:** How much guest detail is shown depends on the *viewing guest data (unmasking)* permission on the panel's **Module Permissions** screen.

“ **Related pages:** **Bumerang → Live Radar, Guest 360°; Settings → Module Permissions.**

Summary

The Summary tab is the day's operational scorecard — where you stand mid-shift, and what got done by the end of it, on one screen.

“ **How do I open it?** The **Summary** item in the bottom bar.

BUGÜN

0

Açık talep

0

Tamamlanan

—

Ort. çözüm

₺0

Upsell

ODA DURUMU (HOUSEKEEPİNG)

1

Temiz

0

Kirli

0

Arızalı

PERSONEL PERFORMANSI · BUGÜN

Bugün henüz tamamlanan iş yok.



Talepler



Odalar



Siparişler



Çağrılar



Salon



Özet



Profil

1. Today

- **Open requests:** Requests still not closed.
 - **Completed:** Requests closed during the day.
 - **Avg. resolution:** Average time to resolve a request. With nothing closed it shows —.
 - **Upsell:** Revenue from paid services such as late checkout and early check-in.
-

2. Room status (housekeeping)

The current split of rooms: **clean, dirty, faulty**. Every status change you make on the Rooms tab updates these figures immediately.

3. Staff performance · today

Lists how many jobs each person completed during the day. With nothing closed yet it reads "*No completed tasks today yet.*" This is the section to check at shift handover.

“ **Related pages: Useroam Go → Requests, Rooms; Hotel Solution → Request Monitor.**

Profile

The Profile tab is where you reach your account and the app's settings. Two shortcuts for logging things quickly from the floor also live here.

“ **How do I open it?** The **Profile** item in the bottom bar.

tugay pala

Useroam Resort & Spa

Eriřimleriniz

 Otel talepleri & odalar Sipariş & çağrılar Yönetici — tüm ekranlar**+ Yeni Talep Aç** **Kayıp Eşya Bildir**

Dil

Türkçe

English

 **Hakkında ve Yasal** **Profili Düzenle** **Şifre Değıştir** **Çıkış yap**
Talepler
Odalar
Siparişler
Çağrılar
Salon
Özet
Profil

1. Account and access

Your name and the business you work for sit at the top. The **Your access** section below lists which screens your account can open — for example:

-  **Hotel requests & rooms**
-  **Orders & calls**
- **Manager — all screens** (for staff with the manager role)

If a screen you expect is missing, the reason is either your department or a module the business has switched off; your manager changes that from the panel.

2. Quick shortcuts

- **New Request:** Raises a request for something you have spotted on the floor.
 - **Report Lost Item:** Files an item you have found into the lost property record.
-

3. Language

The **Türkçe** and **English** buttons switch the app's language. The choice is saved to your account, so the next sign-in uses the same language.

4. Account actions

- **Edit Profile:** Update your name and contact details.
- **Change Password:** Change your sign-in password.
- **About & Legal:** Version information, privacy policy and account deletion pages.
- **Sign out:** Ends the session. On a shared phone, always sign out at the end of a shift.

“ **Forgotten password:** The **Forgot my password** link on the sign-in screen asks for your mobile number and sends a **new password by SMS**. Your manager can also reset it from the panel.

Related pages: Useroam Go → Staff Accounts and Departments, App Screens by Department.