

Staff Accounts and Departments

Useroam Go accounts are created in the panel. This page covers adding staff, setting up departments and what the roles mean.

“ How do I open this screen? Open **Staff** from the left menu.

The screenshot shows the Useroam web interface. On the left is a dark sidebar menu with the 'Useroam' logo at the top. The menu items include 'Opted-in Guests', 'Useroam AI · Autopilot', 'BUSINESS' (with sub-items: Events, Treasure Hunt, Restaurant, Hotel, Retail), 'Staff' (highlighted with a yellow bar), 'Operations', 'Automation', 'Module Permissions', 'ANALYTICS' (with sub-items: Summary, Guest 360°), and 'Guest 360°'. The main content area is titled 'Business Staff' and shows a sub-header 'Useroam Bistro · Hotel + Menu/Restaurant · add staff, assign roles, get them into the mobile app (/m/)' with a '+ Add Staff' button. Below this is a 'Staff app' section, outlined in red, which explains that staff can see requests and tasks from their phone and provides links to 'Open the app', 'App Store', 'Download page', and 'Google Play'. It also includes a demo account note: 'Try the staff app with the demo account (view only, changes are not saved). Phone: 5000000000 Password: demo2026'. The 'Departments' section below explains that managers can tick what each department sees in the app. It features two buttons: 'Add restaurant departments' (which creates Cleaning, Technical, Waiter, and Kitchen departments) and 'Add hotel departments' (which creates Housekeeping, Technical, Restaurant, and Front Desk departments). A table lists various departments with checkboxes for their permissions and a 'Deactivate' button for each.

Department	Requests, spots, tasks	Orders, calls, floor	Event QR scanning	Action
Housekeeping	☒	☐	☐	<button>Deactivate</button>
Resepsiyon	☒	☒	☐	<button>Deactivate</button>
Restoran	☒	☒	☐	<button>Deactivate</button>
Temizlik	☒	☐	☐	<button>Deactivate</button>
Teknik	☒	☐	☐	<button>Deactivate</button>
Garson	☒	☒	☐	<button>Deactivate</button>
Mutfak	☒	☒	☐	<button>Deactivate</button>

1. Adding staff

1. Click **Add Staff**.
2. Enter the **first name** and **last name**.
3. Enter the mobile number in **Phone** (e.g. 5301234567). This number is the app **username**.
4. Choose a **Role**: **Staff** or **Manager**.
5. Tick one or more departments under **Department(s)**.
6. (Optional) If they should also get job notifications by email, type their address in **Email (optional)**; the **Email notifications** switch comes on.

7. Save.

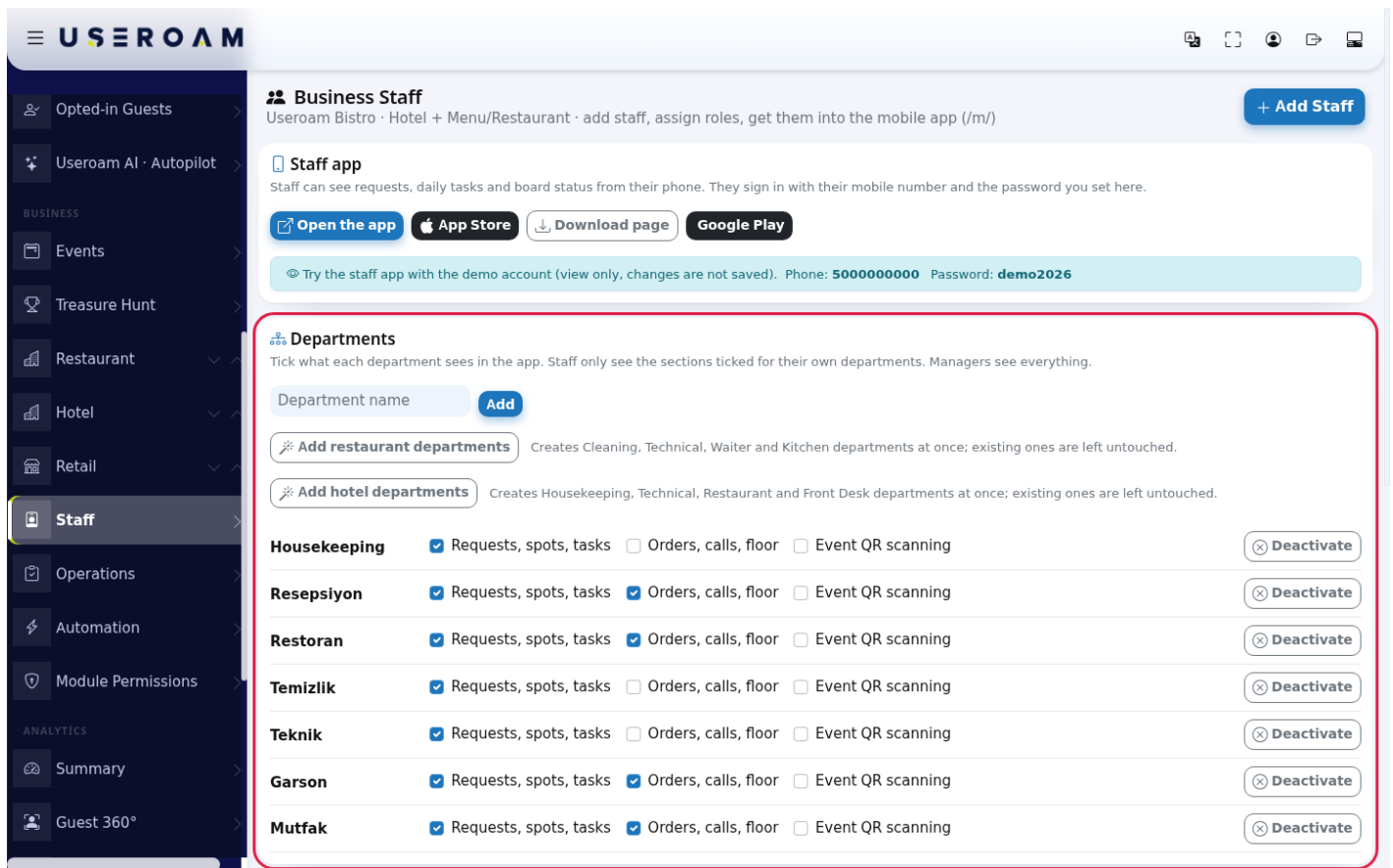
You do not type the password. It is generated automatically and sent to the staff member (SMS when the panel is in Turkish, WhatsApp when in English). Staff who forget it use **Forgot password** on the app's sign-in screen to get a new one by SMS.

2. Roles

- **Staff:** sees only jobs for their own departments and the points they are responsible for.
 - **Manager:** sees everything; assigns jobs, sends reminders (Nudge), adds and edits tasks.
-

3. Departments and what the app shows

1. In the **Departments** section, type a department name and click **Add**.
2. Next to each department, tick what it sees in the app:
 - **Requests, spots, tasks**
 - **Orders, calls, floor**
 - **Event QR scanning**
3. Changes save as soon as you tick a box.



Staff only see the sections ticked for their own departments. **Staff without a department only see the Profile tab**, with the warning "*No work area has been given to you yet*".

Shortcuts: **Add restaurant departments** (Cleaning, Technical, Waiter, Kitchen) and **Add hotel departments** (Housekeeping, Technical, Restaurant, Front Desk). They leave existing departments untouched. Switch off a department you do not use with **Deactivate**.

4. How requests reach a department

Every **request type** is linked to a department. When a request is opened it goes to that department's staff (in a restaurant it is assigned automatically to the least busy person). Points and rooms can also have an owner (a person or a department); you set this on the **Operations** screen.

5. Staff-created requests

When **Staff can open requests from the app** is on in the **Staff-created requests** card, staff can open requests themselves. The request goes to the right department and managers see who opened it (**Opened by:**). When off, only managers open requests.

6. Email notifications

A person with an email address and **Email notifications** on also gets emails in addition to app notifications. **Manager**: job assignment, overdue (SLA and daily tasks 30 minutes late), job completed, task completed and out-of-range reading. **Staff**: when a job is assigned to them and when a daily task assigned to them is late. Nudges and request messages send no email. Full table: the "Email notifications" section of the [Staff](#) page.

7. App links and demo

The **Staff app** card has these links: **Open the app** (web app), **App Store**, **Google Play** and a **Download page** you can share with staff.

On the demo account the card also shows trial credentials: phone **5000000000**, password **demo2026**. The demo sign-in is view only; changes are not saved.

“ **Related pages: Useroam Go → What is Useroam Go?, App Screens by Department; Staff; Operations.**