

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.**

Revizyon #4

tugay tarafından 11 Ağustos 2026 11:10:54 oluşturuldu

tugay tarafından 11 Ağustos 2026 11:51:36 güncellendi