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.

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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.

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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 app is published on Google Play as **Useroam Go**. Install it by searching Google Play, or with the **Google Play** button on the panel's **Staff** screen.

Web app (PWA)

If you prefer not to install from a store, the same app also runs in the browser:

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.

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

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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. *5321234567*).
- **Password:** The password set by the manager on the Staff screen.

USEROAM

Mobile phone

5XX XXX XX XX

Password

••••••

Sign In

Forgot password

Your phone and password are provided by your business manager.

1. Open the app. Under the **Useroam Go** title it says "*Hotel staff app*", and "*Your phone and password are provided by your business manager. If you forgot your password, a new one is sent via SMS.*"
2. Enter your number in **Mobile phone** (*5XX XXX XX XX*; a leading 0 or +90 is accepted).
3. Enter your **Password**.
4. Tap **Sign In**. The button shows "*Signing in...*" and the app opens.
5. If you work at more than one branch you are asked **Which branch are you at?**: choose it and tap **Continue**.

Forgot password



Forgot password

Enter your registered mobile phone and we will send a new password by SMS.

Mobile phone

5XX XXX XX XX

Send SMS

← Back to sign in

1. Tap **Forgot password** on the sign-in screen.
2. Enter your number where it says "*Enter your registered mobile phone and we will send a new password by SMS.*"
3. Tap **Send SMS** ("*Sending...*").
4. You see "*If your number is registered, a new password has been sent by SMS.*". Sign in with the password from the SMS; **Back to sign in** returns to the sign-in screen.

If you continue without a number you see "*Enter your mobile phone first.*".

If sign-in fails

- **Incorrect phone number or password.** or **Sign in failed.**: check your details or use **Forgot password**.
- **Too many attempts. Try again in 2 minutes.**: after 10 failed attempts in a row sign-in closes briefly.
- **This sign-in is for business staff only.**: your account is not enabled for the staff app; you may be using a panel account, or your manager has not given you access.
- **This app can only be used on the business network.**: the venue has turned on the network restriction; connect to its Wi-Fi.
- **Connection problem, please try again.**: check your internet connection.

These messages appear in English when your phone is set to English, otherwise in Turkish.

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

> **Network restriction:** When "*Allow access only from the business network*" is on in the **Staff App Access Security** card of the panel's **Staff** screen, staff can open the app only from the business Wi-Fi. Managers can sign in from anywhere. This prevents jobs from being ticked off remotely outside a shift.
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> **Demo account:** To try the app, sign in with mobile **5000000000** and password **demo2026**. The demo account is view only; a "*Demo mode: viewing only, changes are not saved.*" strip is shown at the top. Trying to save anything shows "*Changes are disabled in demo mode; this app is for viewing only.*"

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

Revizyon #9
tugay tarafından 11 Ağustos 2026 11:10:54 oluşturuldu
tugay tarafından 26 Eylül 2026 11:58:41 güncellendi