

RUCKUS One Online Help

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Adding a Guest Pass

If you have a user that requires temporary access to the network (for example, a company visitor or a temporary worker), you can create a guest pass for that person.

Note: If you need to create guest passes for multiple users, you can create them in bulk. For more information, refer to *Importing Guest Accounts in Bulk (GUID-C2E6599F-BF35-4473-B4B9-87E040BBEFE2.html)*.

To create a single guest pass, complete the following steps.

1. From the menu, select **Clients** > (and then) **Wireless** > (and then) **Guest Pass Credentials**. The **Guest Pass Credentials** page is displayed.

Guest Pass Credentials Page

Clients /

Wireless

Clients List (0)Guest Pass Credentials (2)Wireless Clients Report

Q Search Name, Phone, E-mail

Type

Allowed Network

All Time

Show expired guests

Add GuestAdd Guest Pass NetworkImport from file

<input type="checkbox"/>	Created	Name	Phone	E-mail	Type	Allowed Network	Expires	Status	
<input type="checkbox"/>	10/01/2024 15:22	DoveCryVisitors			Managed	WhenWiredCry	10/08/2024 15:22	Offline	
<input type="checkbox"/>	10/03/2024 12:10	duplicate-test			Managed	WhenWiredCry	10/10/2024 12:10	Offline	

2. If you see the message **“Guest cannot be added since there are no guest networks,”** click the **Add Guest Pass Network** option.
A modified version of the network wizard window appears with the network type preset as Captive Portal - Guest Pass. Complete the rest of the steps in *Creating a Network That Uses a Captive Portal*

with a Guest Pass ([GUID-3FD9223D-4BD8-482E-B2C7-EA89C4E18298.html](#)) to add the guest network.

- In the upper-right corner of the **Guest Pass Credentials** tab, click **Add Guest**. The **Add Guest Pass** sidebar is displayed.

Adding a Guest Pass

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Add Guest Pass

Guest Name *

Syed

Mobile Phone

+1 201-555-0123

Email

syed.sikanderali@commscope.com

Note

Allowed Network *

Ruckus

Pass is Valid for *

7

Days

Pass is valid from

☒ Now

☐ First Login

Number of devices


3


Guest Pass


☐ Auto generated

☒ Manual

.....

☐  Send to Phone

☒  Send to Email

☒  Print Guest pass

Add

Cancel

- Complete the following fields to identify the user of this guest pass:
 - Guest Name:** Type the name of guest.
 - Mobile Phone:** (Optional) Type the mobile phone number of the guest. The mobile phone number must follow the format: + {country code} - {area code} - {phone number}. For example, you can type +1-408-888-8888.

Note: The default country displayed for the Mobile Phone field is based on your web browser locale.

- **Email:** (Optional) Type the email address of the guest.
- **Note:** (Optional) Type any notes or additional information about the guest.
- **Allowed Network:** Select a network to which you want this guest to have access. Only managed guest networks appear on this list. If you have not created a managed guest network, this list will be empty.
- **Pass is valid for:** Select the number of hours or days for which the guest pass will be valid.
- **Pass is valid from:** Select either **Now** or **First Login**.
- **Number of devices:** Select the number of devices on which the guest pass can be used simultaneously. Allowed values are from 1 through 5, and Unlimited. The default setting is 3.
- **Guest Pass:** Select one of these options to create the password:
 - **Auto generated:** RUCKUS One generates a random password.
 - **Manual:** You can configure a custom password.

Note: You can enter up to 16 alphanumeric characters. The password must be at least 6 characters long.

5. Specify how you want the guest user to receive the instructions for activating the guest pass.

Options include:

- **Send to Phone:** Select this check box to send the guest pass information to the guest's phone via SMS. This option requires a **Mobile Phone** number be defined.
- **Send by Email:** Select this check box to send the guest pass information to the guest's email address. This option requires an **Email** address be defined.
- **Print Guest Pass:** Select this check box to print a hard copy of the guest pass information, which you can give to the guest user.

Note: If you are printing the guest pass information, remember to temporarily disable the pop-up blocker of your web browser (if enabled).

You can select multiple guest pass delivery methods.

6. Click **Add**.

RUCKUS One sends the guest pass information using the delivery methods you selected. The **Guest Pass Credentials** page refreshes, and then an entry for the guest pass that you have created is displayed.

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