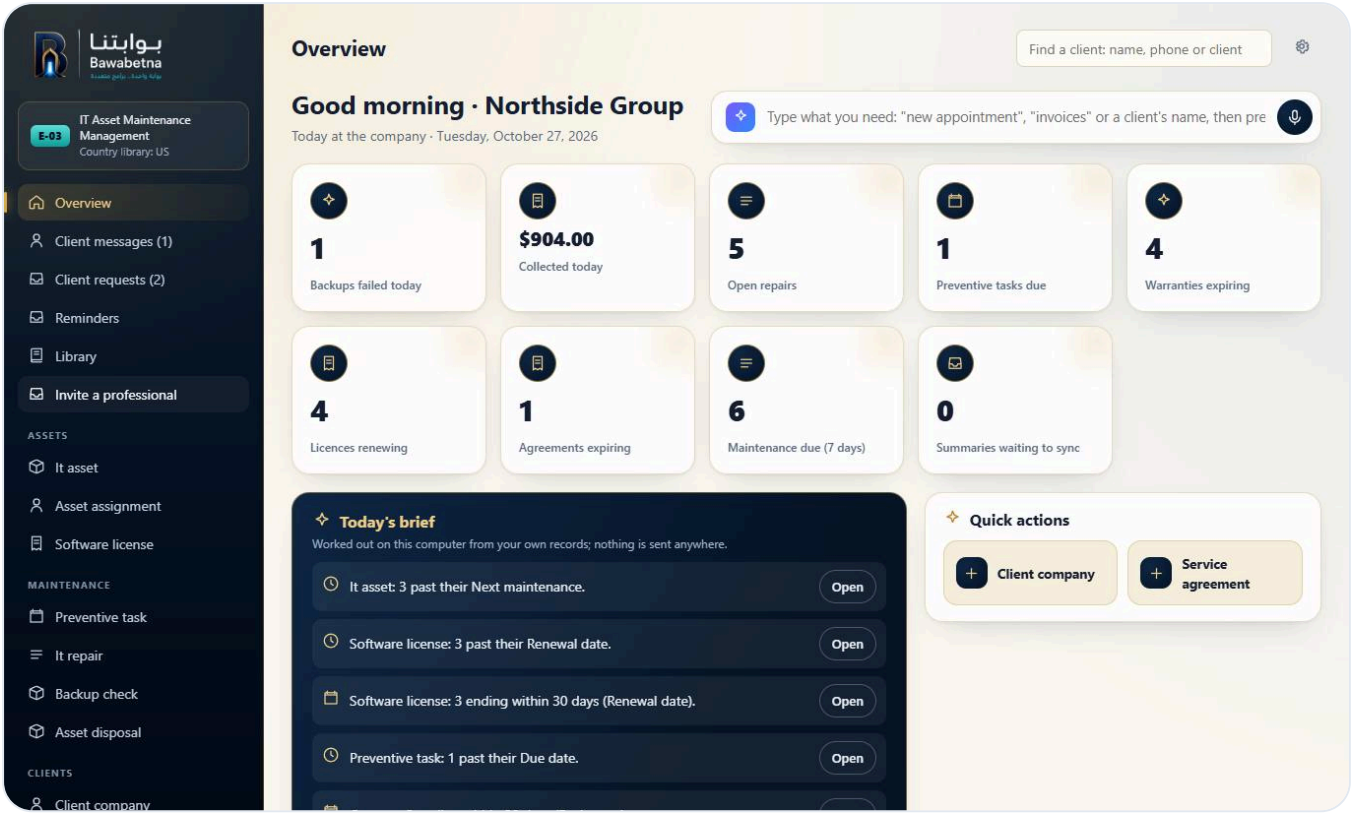
Bawabetna · User guide

IT Asset Maintenance Management

Every screen and every button, with real screens from the program.

Guide version 2026-10-27



Contents

1. Getting started
2. The home screen
3. Screens and what you record in them
4. Reports
5. Working with your clients
6. Your data
7. Help

Getting started

Download the program from bawabetna.com or the Microsoft Store and install it. On first opening, sign in with your Bawabetna account. The first month is free with every feature.

The first-run assistant asks for a few details, then the program is ready:

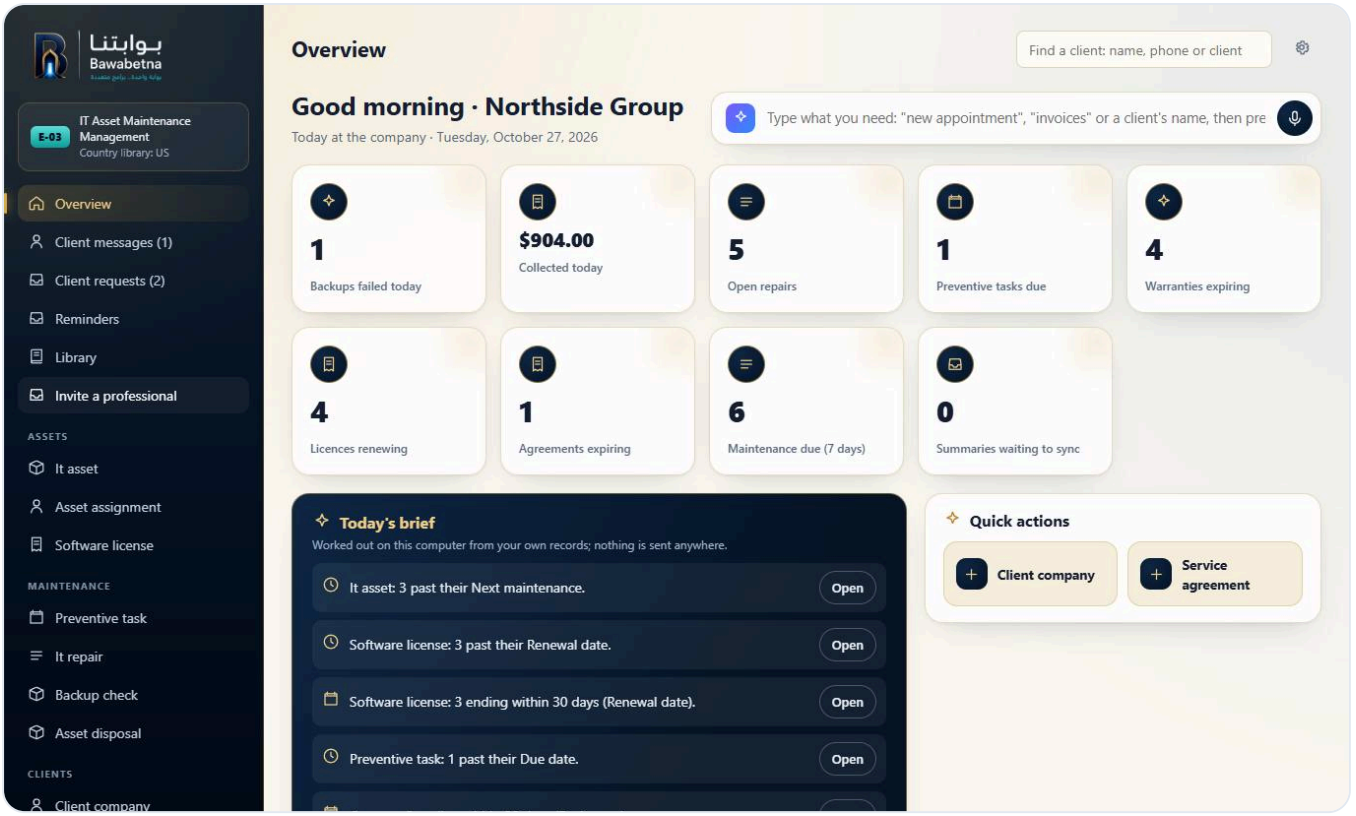
1. **It provider**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Engineer**: Full name, Phone

Each person signs in with their own role and sees only the screens of that role:

- Accountant
- Engineer
- Manager
- Provider owner
- Service manager

The home screen

The home screen shows today's work at a glance: counts, today's schedule, what is waiting and requests from clients. The command bar at the top opens any screen from a short sentence, such as a client's name or "new appointment".

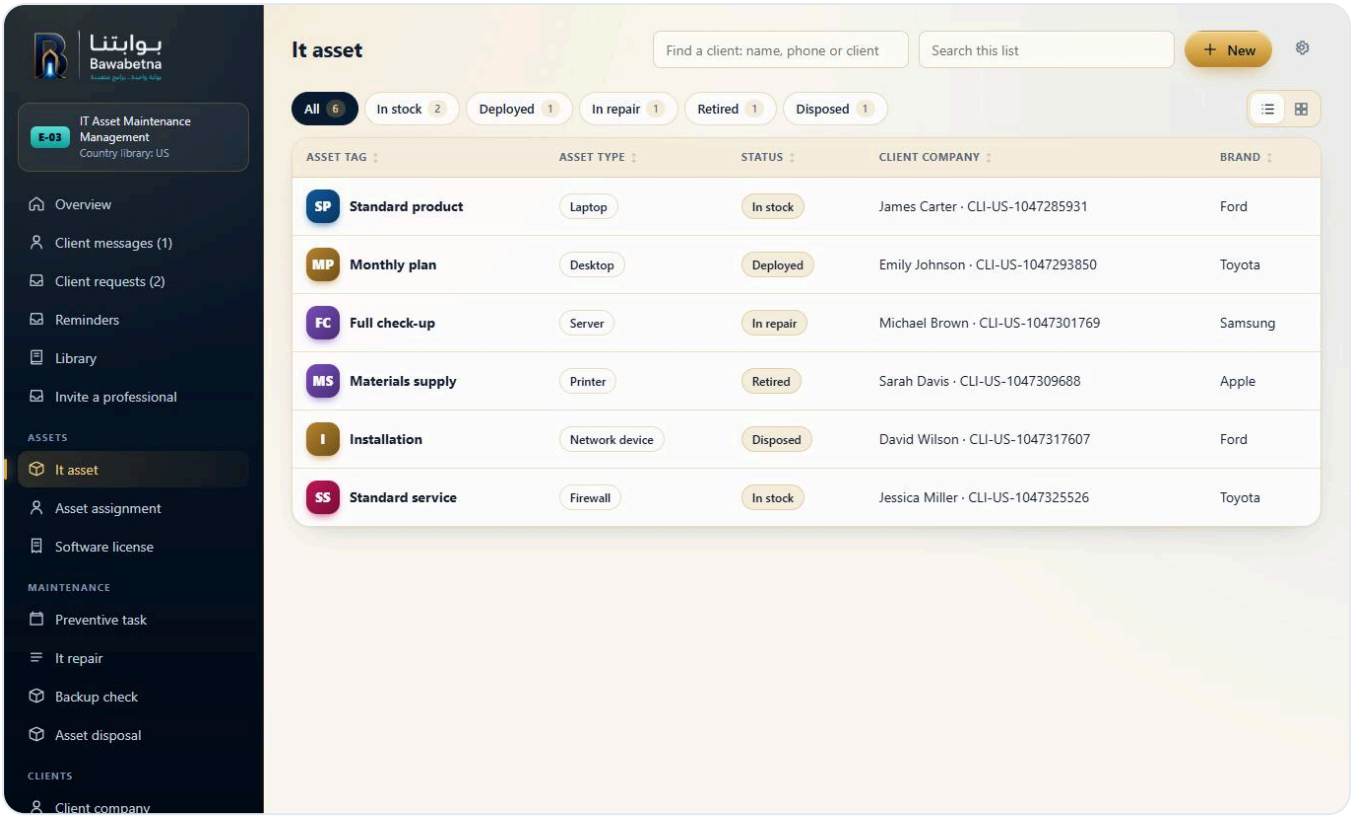


The home screen

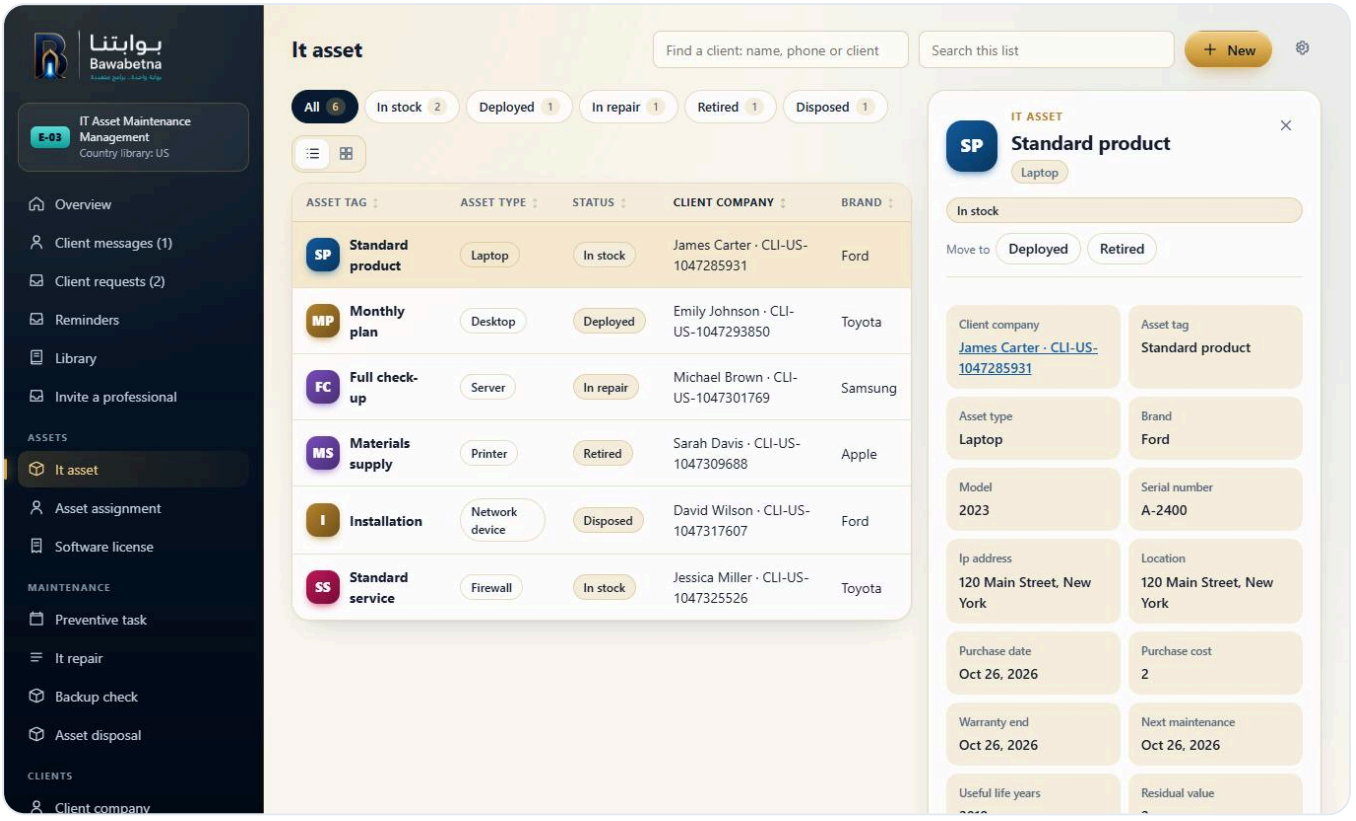
Screens and what you record in them

The side menu groups the screens by kind of work. Each screen lists its records: New adds one, a click opens it, and the buttons at the bottom of a record move it to its next stage.

Assets and leases



It asset



A record open for editing

It asset

What you record: Client company (required), Asset tag (required), Asset type (required), Brand, Model, Serial number, Specs, Operating system, Ip address, Location, Assigned user, Department, Purchase date, Purchase cost, Warranty end, Next maintenance, Useful life years, Residual value, Annual depreciation (worked out by the program), Monthly depreciation (worked out by the program), Fully depreciated on (worked out by the program), Status (required)

Stages: A new record starts as "In stock".

Deployed → In repair · Deployed → In stock · Deployed → Retired · In repair → Deployed · In repair → In stock · In repair → Retired · In stock → Deployed · In stock → Retired · Retired → Disposed · Retired → In stock

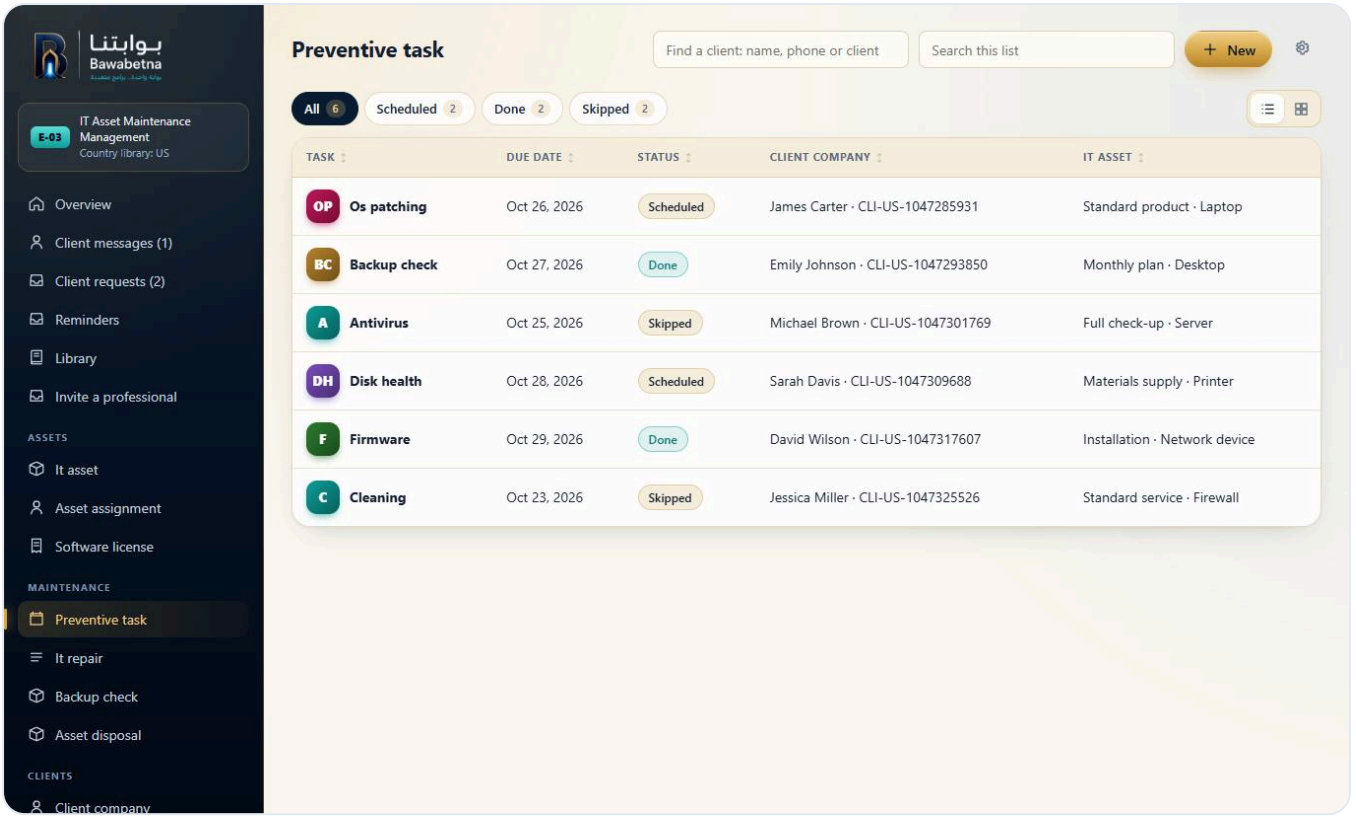
Asset assignment

What you record: It asset (required), User name (required), Department, Assigned on (required), Returned on, Condition out, Condition back, Acknowledgement files

Software license

What you record: Client company (required), Product (required), Vendor, License type (required), License key, Seats (required), Seats used (required), Seats free (worked out by the program), Renewal date, Annual cost, Files

O&M



Preventive task

Preventive task

What you record: Client company (required), It asset, Task (required), Due date (required), Engineer, Result, Status (required)

Stages: A new record starts as "Scheduled".

Scheduled → Done | Scheduled → Skipped

It repair

What you record: Repair number (worked out by the program), Client company (required), It asset (required), Asset type (worked out by the program), Reported on (required), Problem (required), Repair location (required), Engineer, Diagnosis, Work done, Parts cost, Labour hours, Covered by warranty, Vendor rma number, Status (required), Closed at (worked out by the program)

Stages: A new record starts as "Open".

Awaiting parts → Fixed | Diagnosing → Awaiting parts | Diagnosing → With vendor | Diagnosing → Fixed | Diagnosing → Unrepairable | Fixed → Closed | Open → Diagnosing | With vendor → Fixed | With vendor → Unrepairable

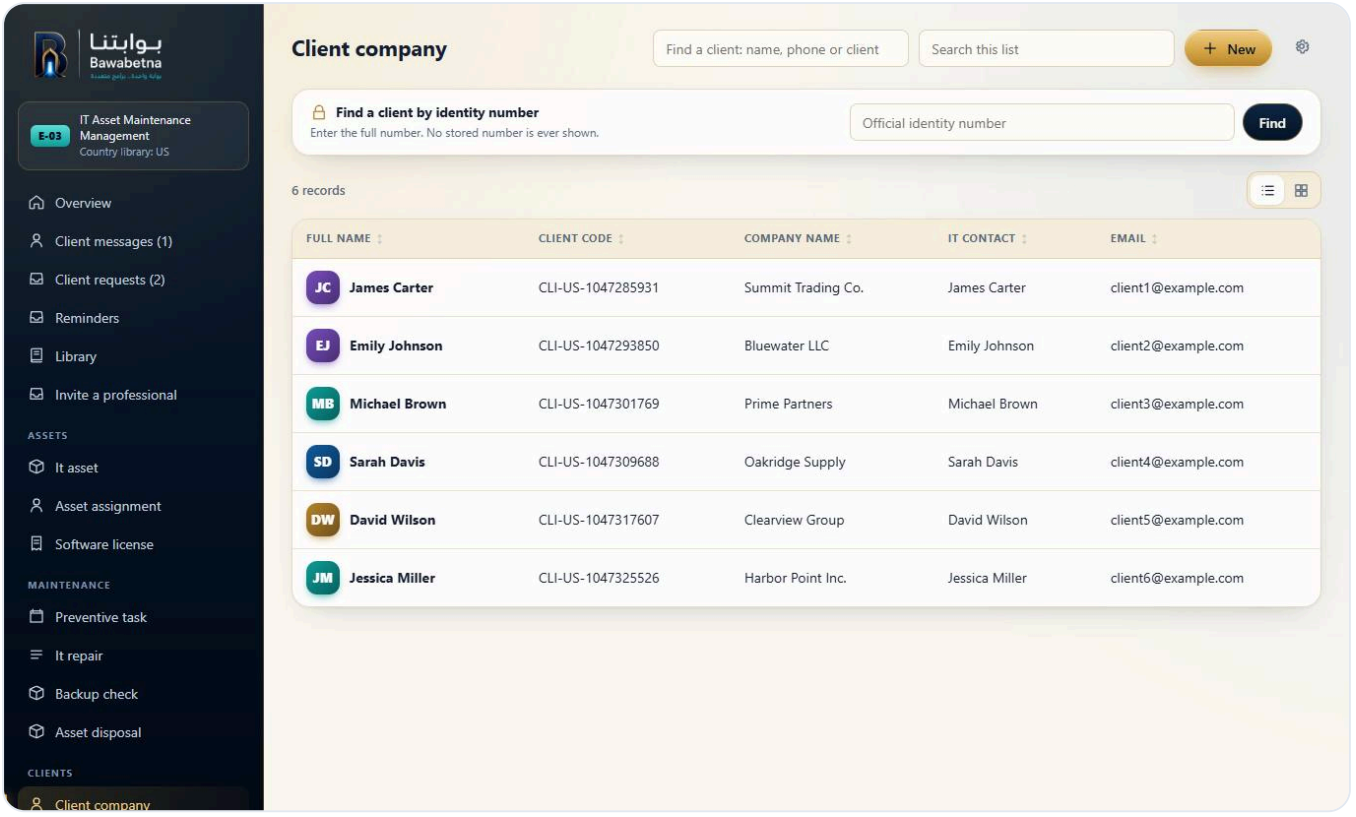
Backup check

What you record: Client company (required), It asset, System name (required), Checked on (required), Backup result (required), Restore tested, Restore minutes, Engineer, Notes

Asset disposal

What you record: It asset (required), Disposed on (required), Method (required), Data wipe (required), Wipe certificate number, Files, Approved by

Clients



Client company

Client company

What you record: Full name (required), Company name (required), It contact, Email, Address, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

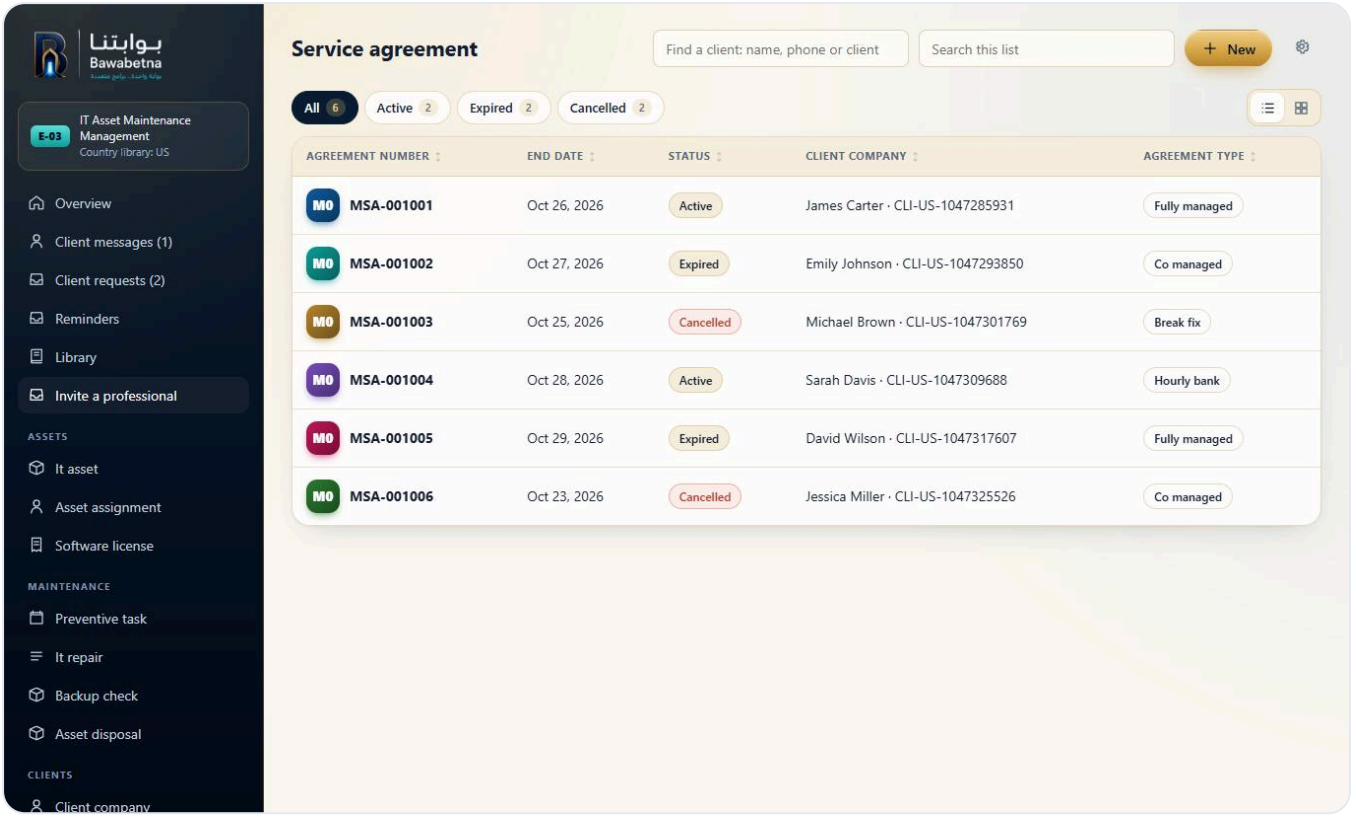
Service agreement

What you record: Agreement number (worked out by the program), Client company (required), Agreement type (required), Start date (required), End date (required), Devices covered, Monthly fee, Response hours, Scope, Status (required)

Stages: A new record starts as "Active".

Active → Expired | Active → Cancelled | Expired → Active

Billing



Service

Service

What you record: Code, Name (required), Category, Price (required), Vat rate (required), Active

Invoice

What you record: Invoice number (worked out by the program), Client company (required), It repair, Currency (required), Issued at (worked out by the program), Subtotal (worked out by the program), Tax total (worked out by the program), Total (worked out by the program), Paid (worked out by the program), Refunded (worked out by the program), Net paid (worked out by the program), Balance (worked out by the program), Status (required), E invoice reference, Notes

Stages: A new record starts as "Draft".

Draft → Issued | Draft → Voided | Issued → Voided | Refunded → Reconciled | Settled → Reconciled

Invoice line

What you record: Invoice (required), Service, Description (required), Quantity (required), Unit price (required), Discount, Vat rate (required), Line net (worked out by the program), Line tax (worked out by the program), Line total (worked out by the program)

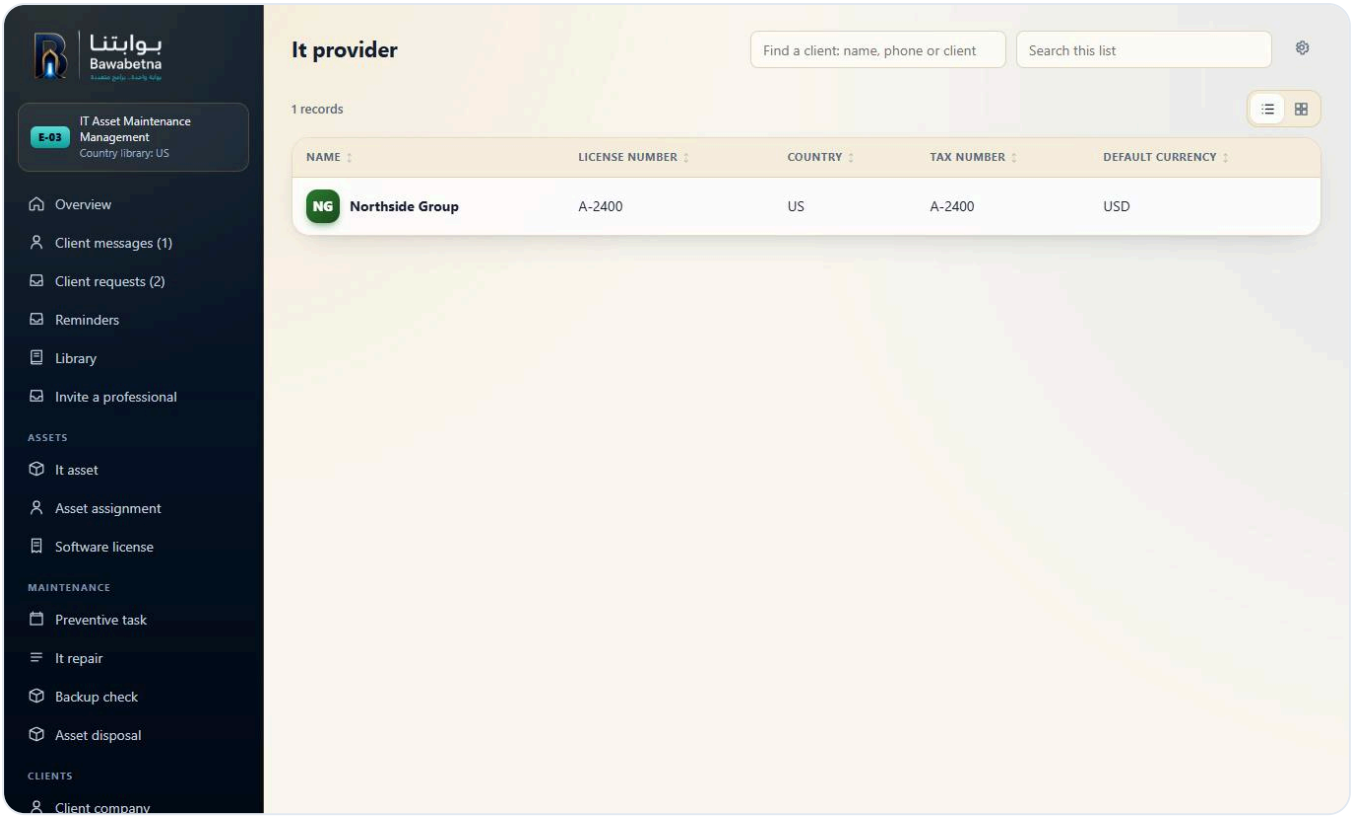
Payment

What you record: Receipt number (worked out by the program), Invoice (required), Amount (required), Method (required), Transaction reference, Paid at (worked out by the program)

Refund

What you record: Refund number (worked out by the program), Payment (required), Invoice (worked out by the program), Amount (required), Reason (required), Refunded at (worked out by the program)

Setup



It provider

It provider

What you record: Name (required), License number, Country (required), Tax number, Default currency, Whatsapp enabled, Online meeting link, Payment link, Review link, Ai assistant enabled, Ai model, Ai endpoint

Branch

What you record: It provider (required), Name (required), Address, Phone

Engineer

What you record: Branch (required), Full name (required), License number, Phone, Certifications, Active

Reports

Reports are worked out on your computer from your records. Choose a period, see the chart and the table, then print or export them. The reports of this program:

- Backup checks by result
- Assets by type
- Assets by client
- Repairs by asset type
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Receivables aging (days since issue)

Working with your clients

A client with a Bawabetna Client Code can, from the free client app: book an appointment, write to you, send requests and documents, sign documents, see what they owe and pay you directly, tell you they have arrived, ask for an earlier time and see their points. Everything reaches this program with its next sync.

Your data

Your records are kept encrypted on your own computer; only a short summary of each transaction is sent to Bawabetna. Make a backup from Settings; it is encrypted with your recovery key.

Help

Write to info@bawabetna.com or use the contact page at bawabetna.com/contact.