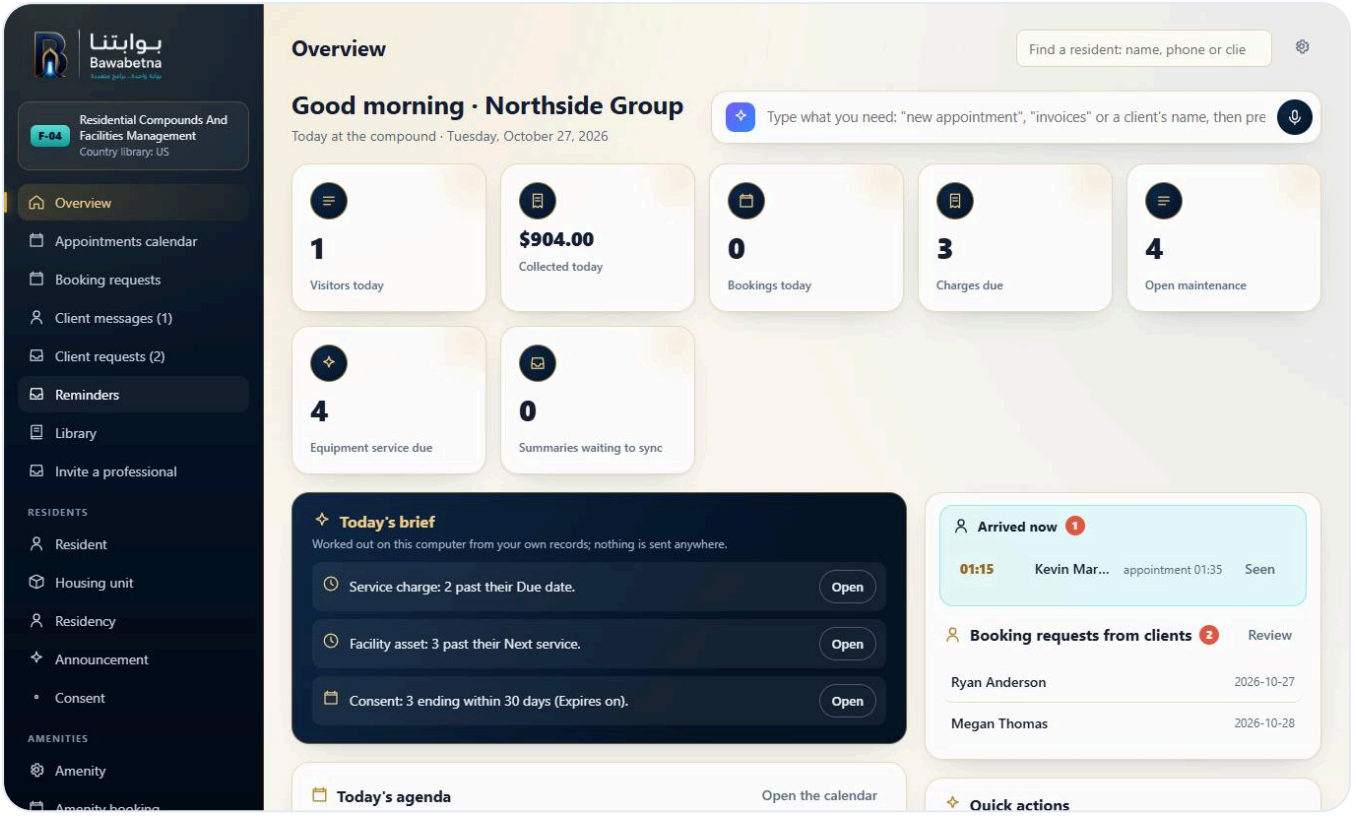
Bawabetna · User guide

Residential Compounds And Facilities 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:

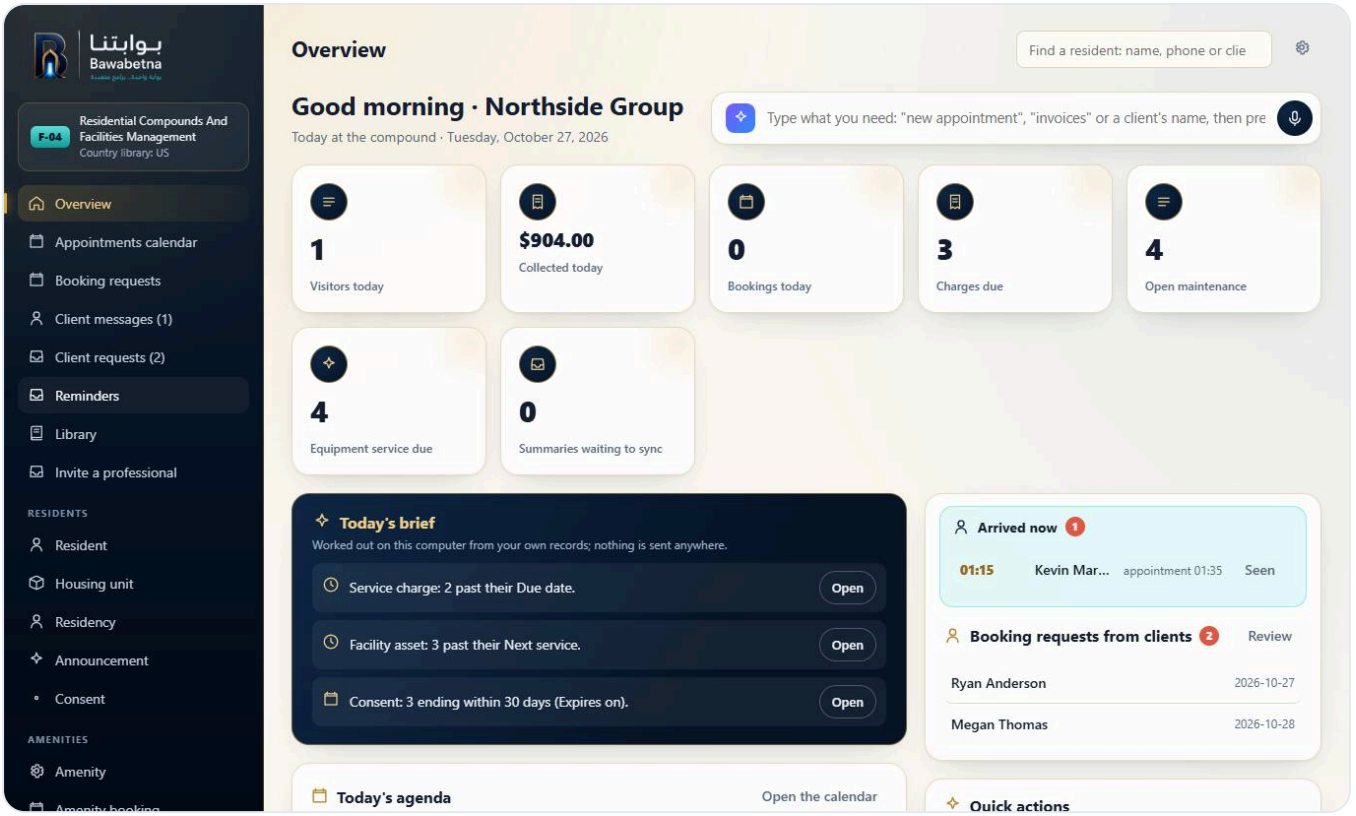
1. **Compound**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Facility staff**: Full name, Phone

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

- Accountant
- Compound owner
- Facility manager
- Guard
- Manager
- Receptionist
- Technician

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".

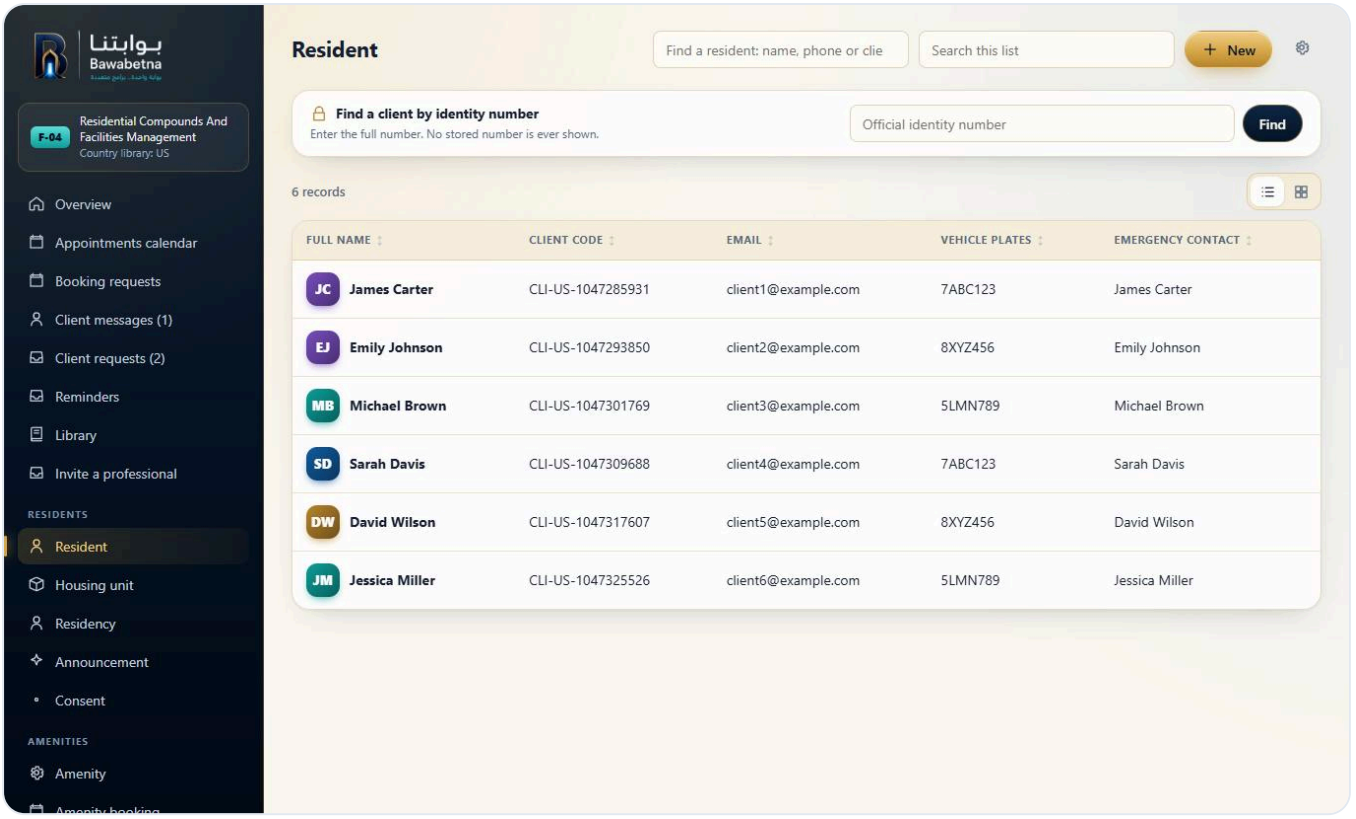


The home screen

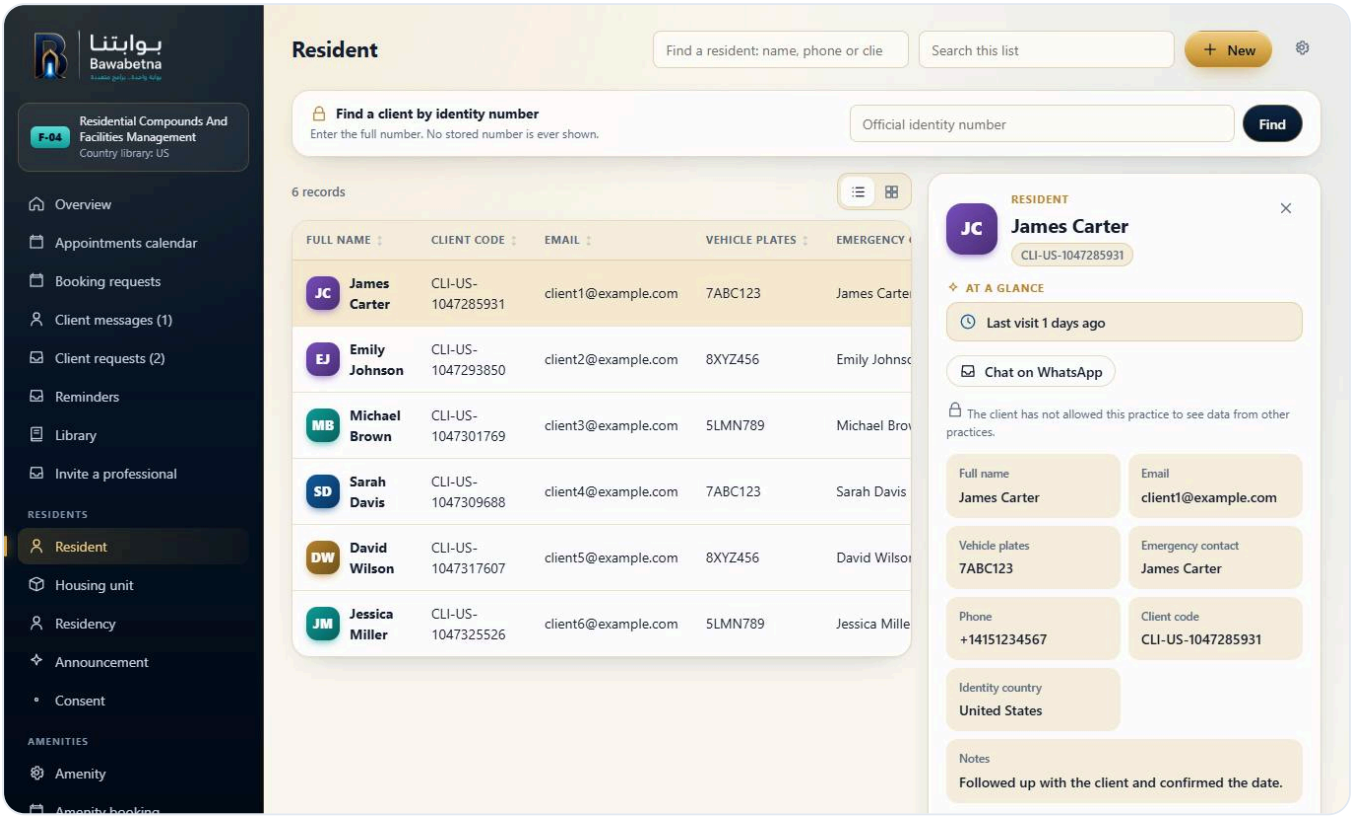
Screens and what you record in them

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.

Residents



Resident



A record open for editing

Resident

What you record: Full name (required), Email, Vehicle plates, Emergency contact, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Housing unit

What you record: Building (required), Unit number (required), Unit type (required), Area sqm, Bedrooms, Parking slots, Annual service charge, Status (required)

Residency

What you record: Housing unit (required), Resident (required), Residency type (required), Start date (required), End date, Access card number, Status (required)

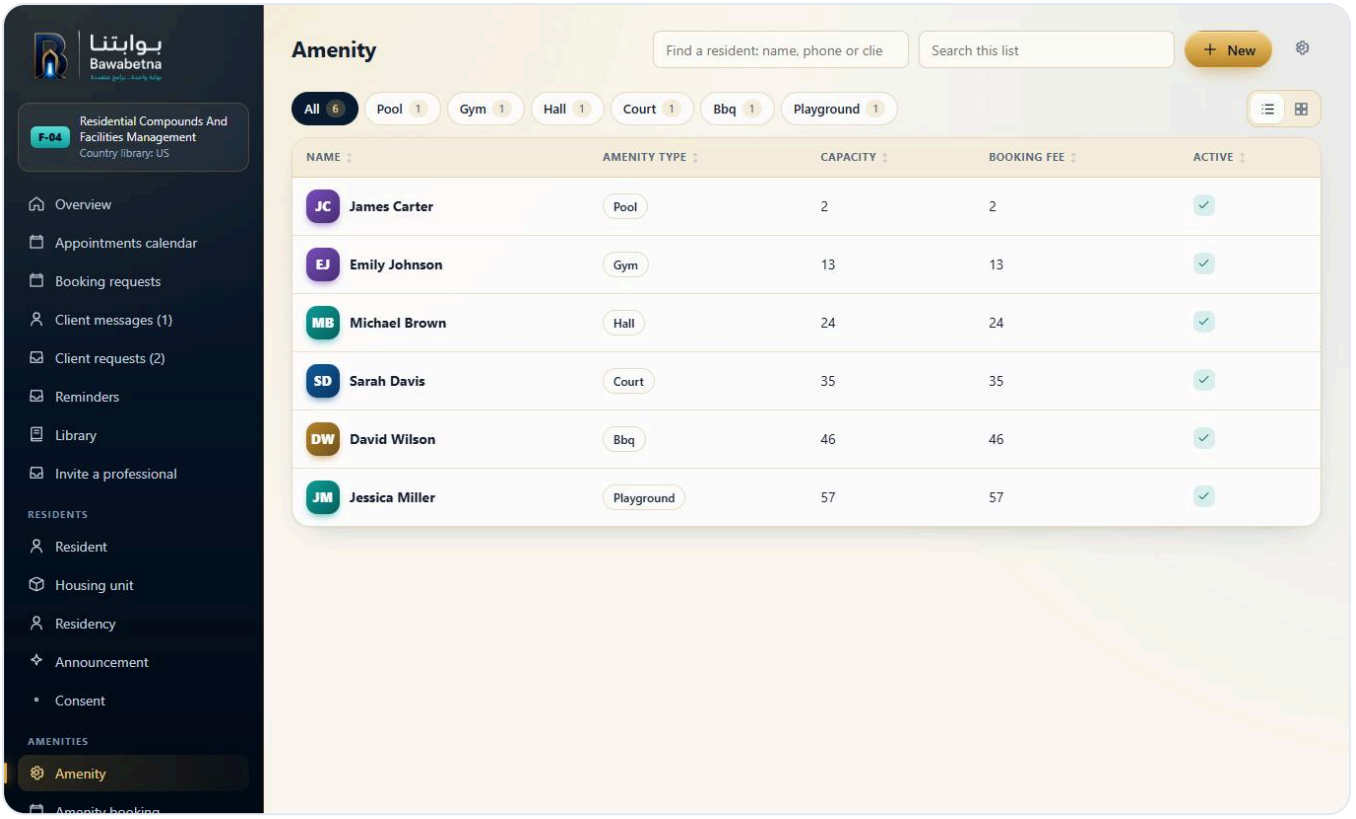
Stages: A new record starts as "Pending".

Active → Moved out | Pending → Active

Announcement

What you record: Title (required), Published on (required), Body (required), Audience, Building, Files

Amenities



Amenity

Amenity

What you record: Name (required), Amenity type (required), Capacity, Booking fee, Rules, Active

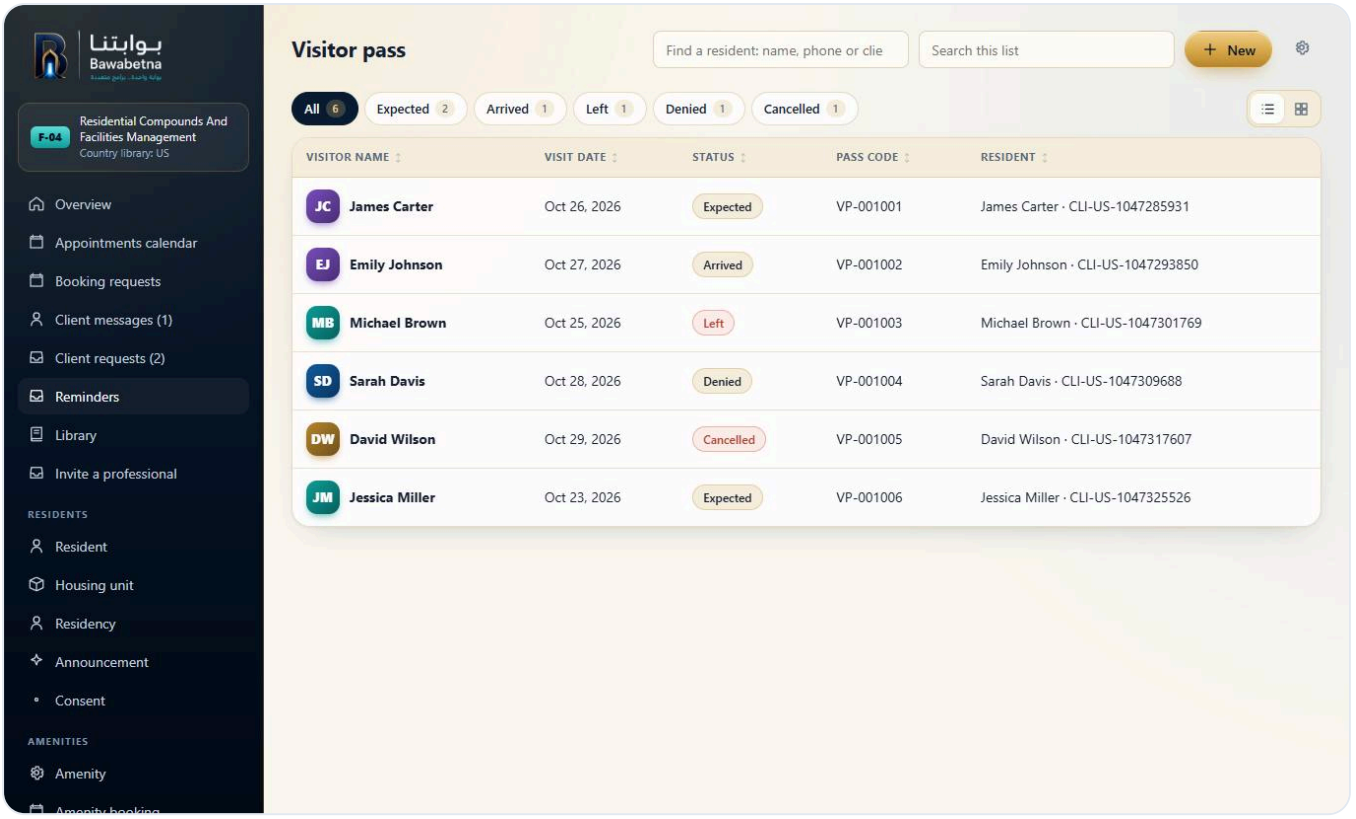
Amenity booking

What you record: Amenity (required), Resident (required), Starts at (required), Duration minutes (required), Guests, Status (required), Override reason

Stages: A new record starts as "Booked".

Booked → Checked in | Booked → Cancelled | Booked → No show | Checked in → Completed

Security



Visitor pass

Visitor pass

What you record: Pass code (worked out by the program), Resident (required), Visitor name (required), Visitor phone, Vehicle plate, Visit date (required), Visit type (required), Status (required), Arrived at (worked out by the program), Left at (worked out by the program)

Stages: A new record starts as "Expected".

Arrived → Left | Expected → Arrived | Expected → Denied | Expected → Cancelled

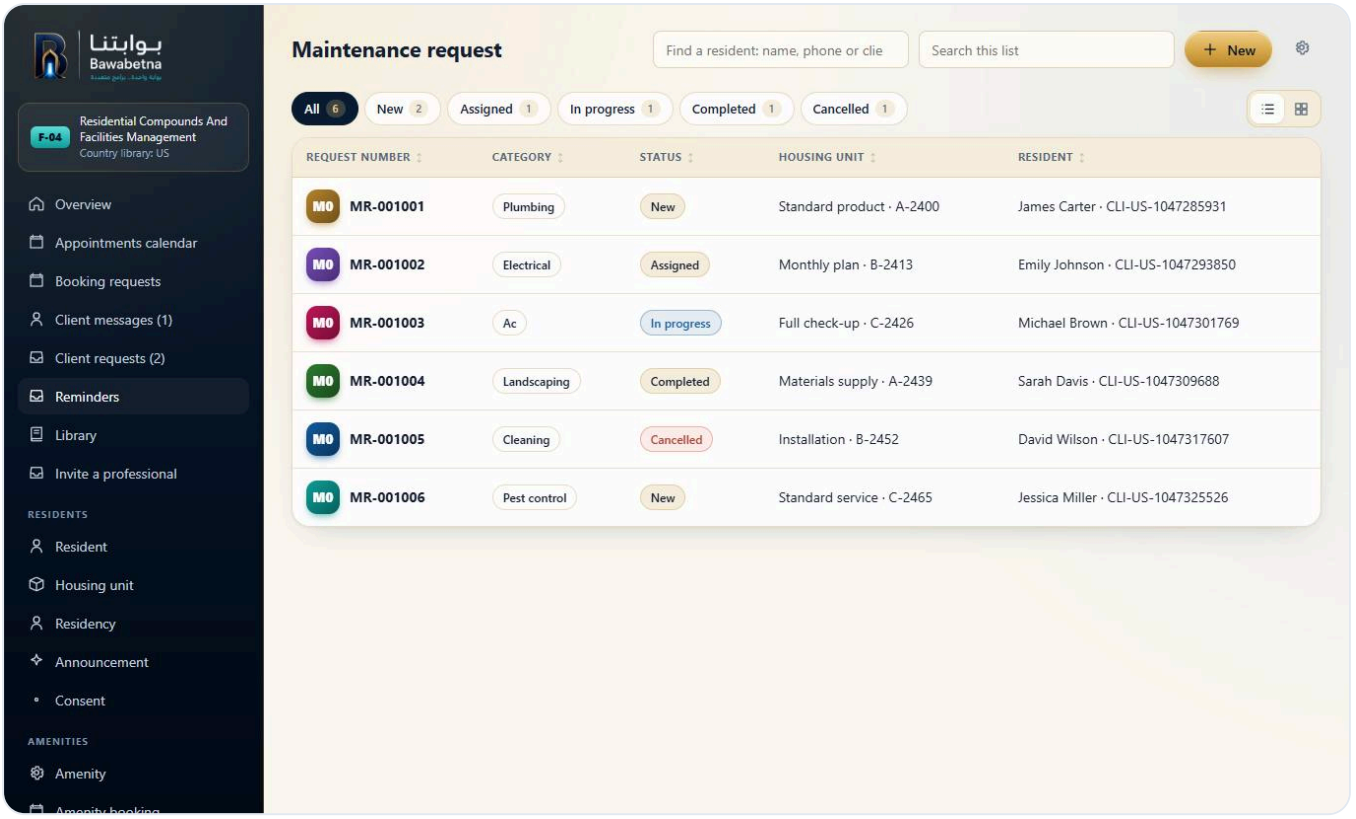
Violation

What you record: Housing unit (required), Resident, Violation type (required), Observed on (required), Description, Fine amount, Photos, Status (required)

Stages: A new record starts as "Warning".

Appealed → Closed | Fined → Appealed | Fined → Closed | Warning → Fined | Warning → Closed

Facilities



Maintenance request

Maintenance request

What you record: Request number (worked out by the program), Housing unit, Resident, Common area, Reported on (required), Category (required), Priority, Description (required), Facility staff, Cost, Chargeable to resident, Photos, Status (required)

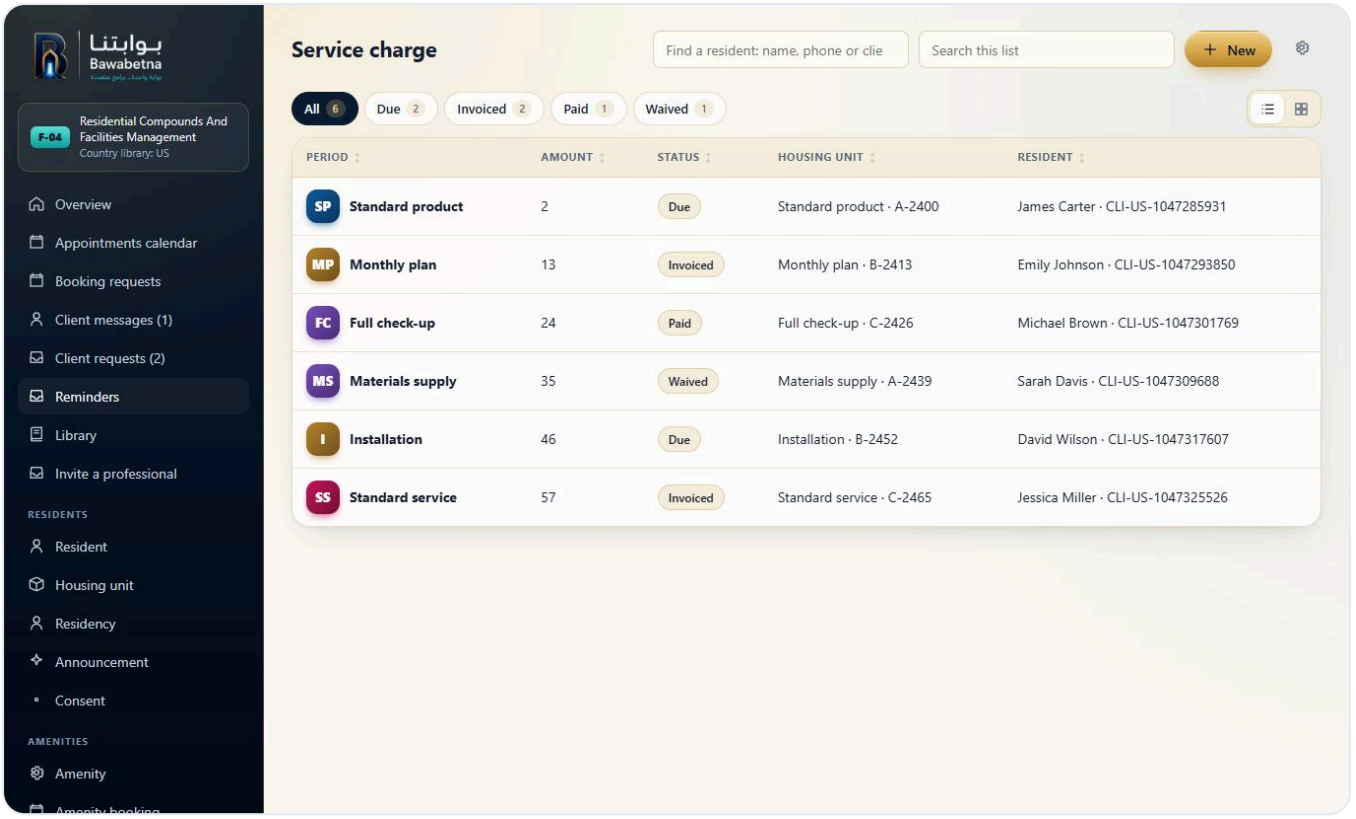
Stages: A new record starts as "New".

Assigned → In progress | In progress → Completed | New → Assigned | New → Cancelled

Facility asset

What you record: Name (required), Category (required), Location, Vendor, Contract end, Last service, Next service

App settlements



Service charge

Service charge

What you record: Housing unit (required), Resident (required), Period (required), Amount (required), Due date (required), Charge type (required), Status (required)

Stages: A new record starts as "Due".

Due → Invoiced | Due → Paid | Due → Waived | Invoiced → Paid

Billing

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), Resident (required), Service charge, 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

Compound

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: Compound (required), Name (required), Address, Phone

Facility staff

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

- Charges by status
- Bookings by amenity
- Visitors by type
- Maintenance by category
- 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.