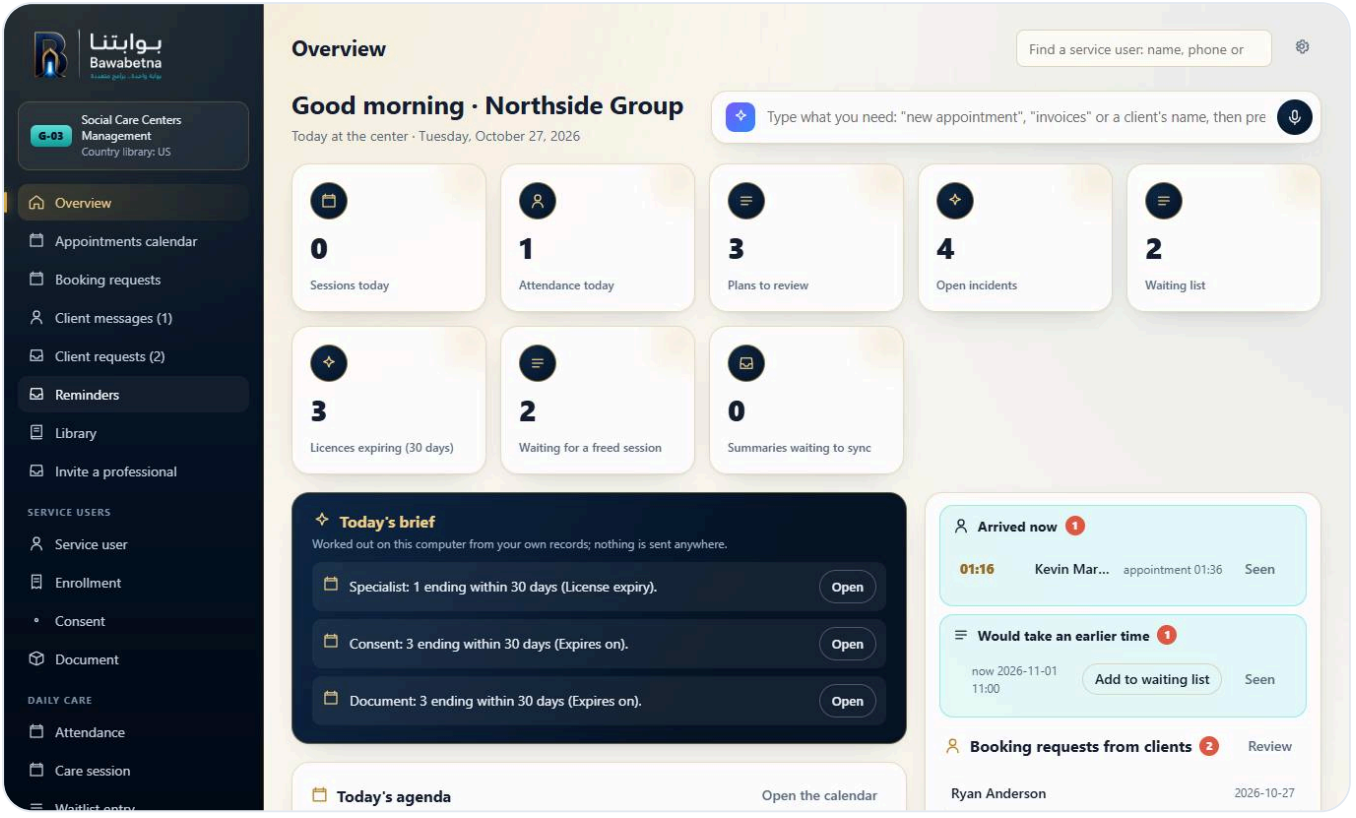
Bawabetna · User guide

Social Care Centers Management

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

Guide version 2026-10-27



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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:

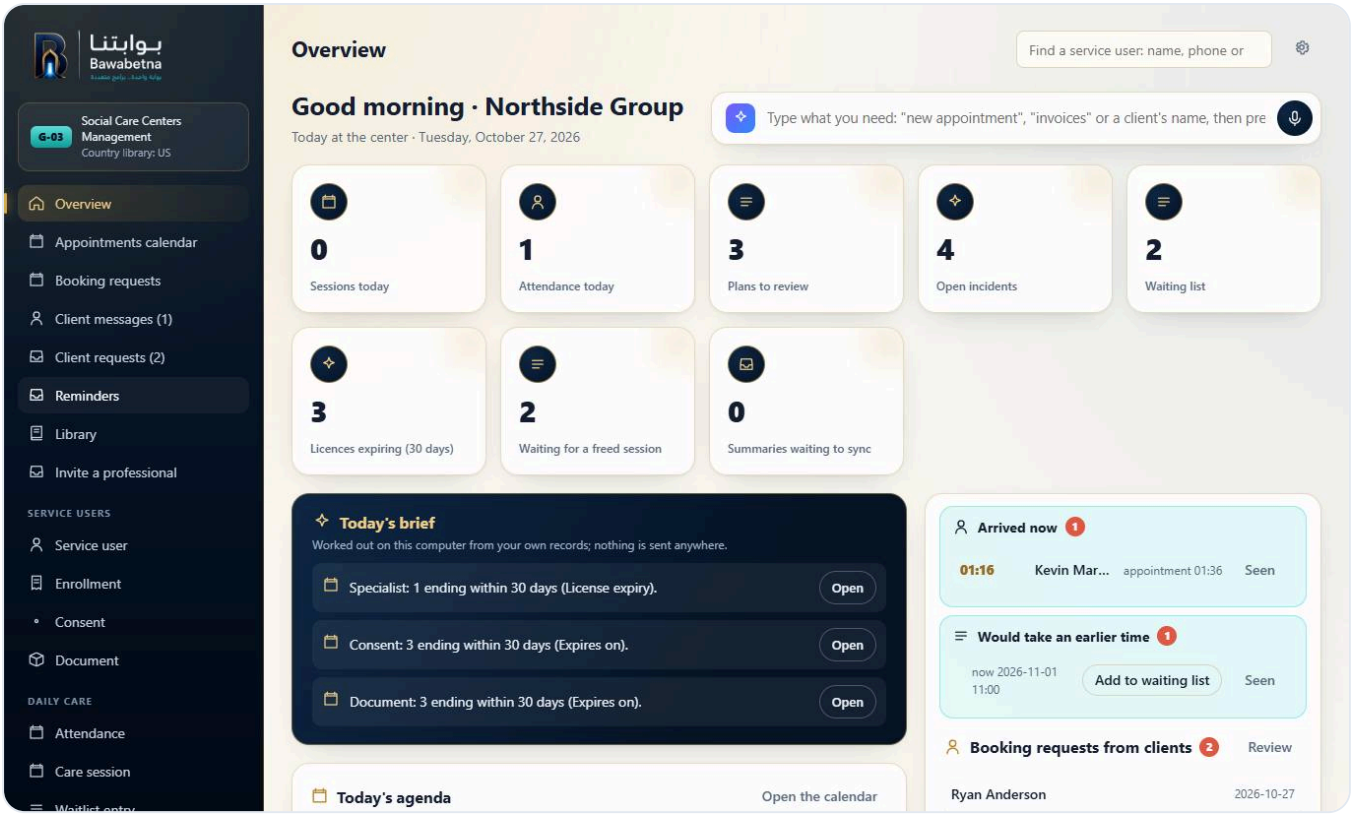
1. **Care center**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Specialist**: Full name, Phone

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

- Accountant
- Caregiver
- Center director
- Manager
- Social worker
- Specialist

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".

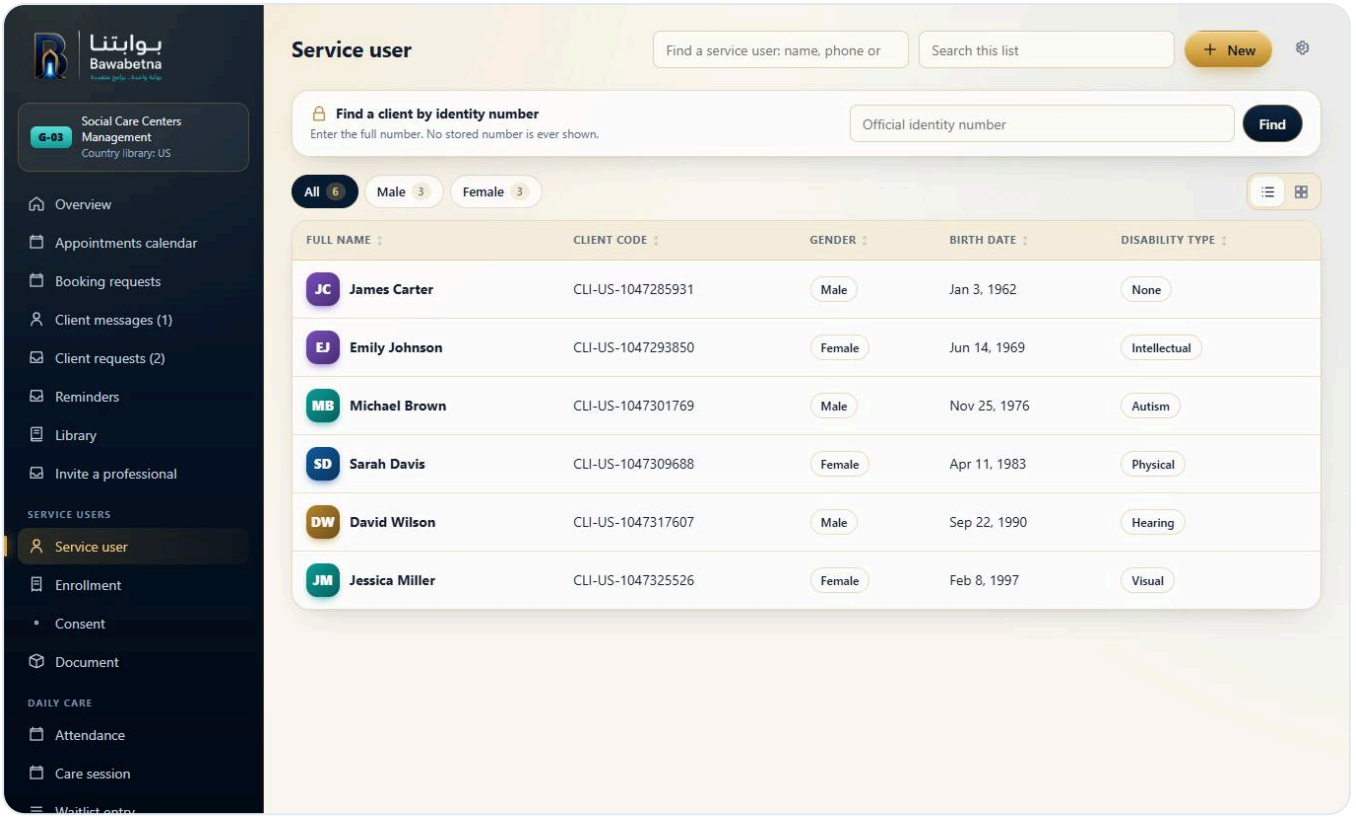


The home screen

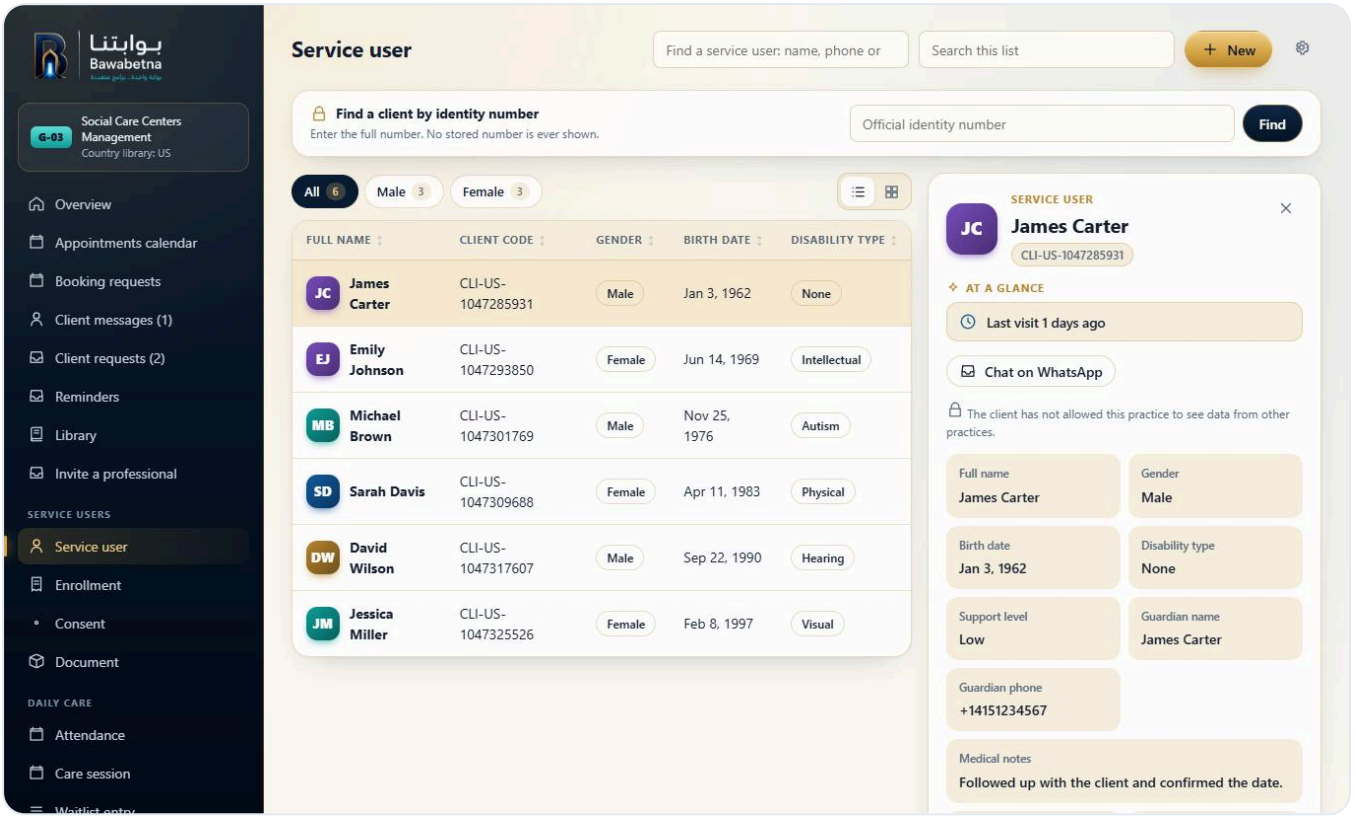
Screens and what you record in them

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.

Service users



Service user



A record open for editing

Service user

What you record: Full name (required), Gender, Birth date, Disability type, Support level, Guardian name, Guardian phone, Medical notes, Allergies, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Enrollment

What you record: Service user (required), Service type (required), Start date (required), End date, Days per week, Funding source (required), Funding reference, Monthly fee, Needs transport, Pickup address, Status (required)

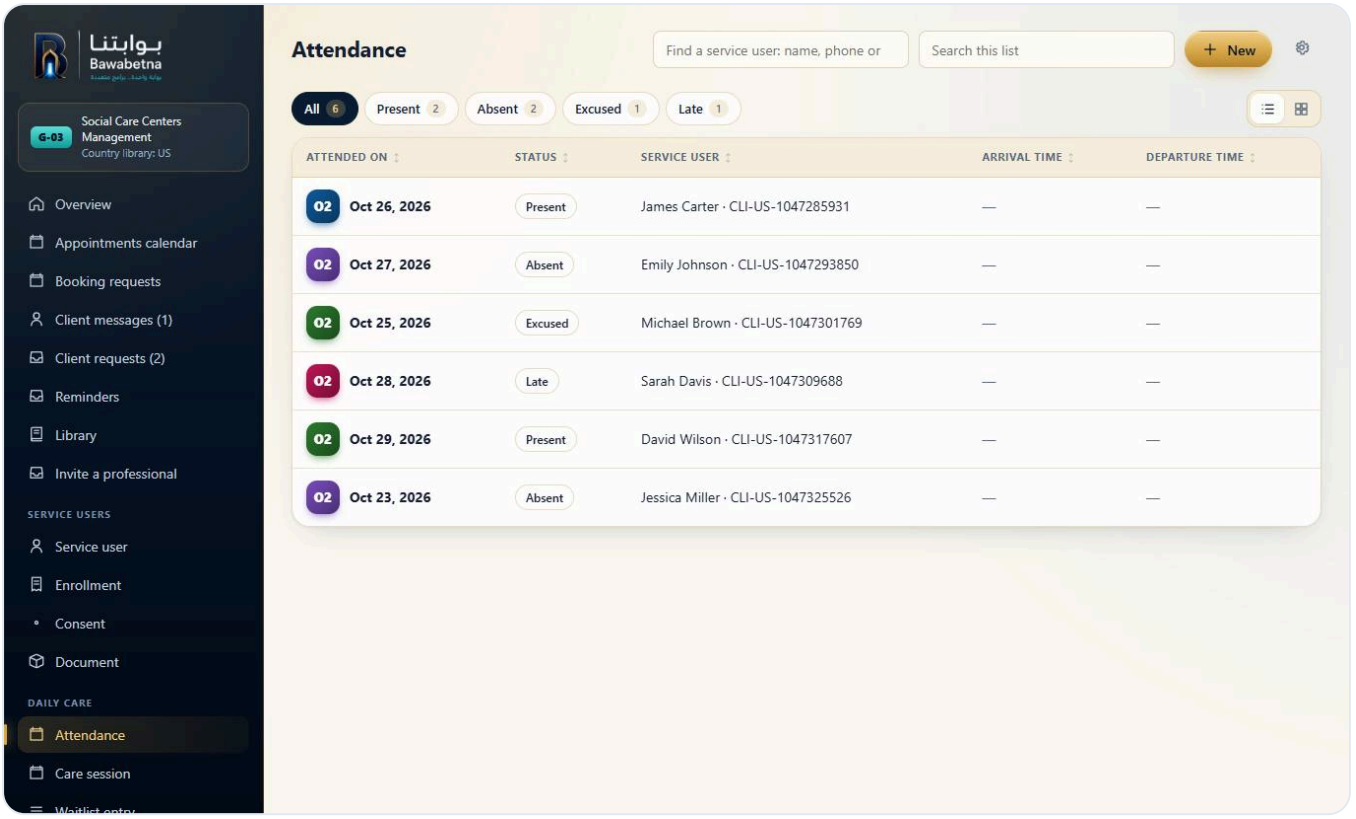
Stages: A new record starts as "Waiting list".

Active → Suspended | Active → Graduated | Active → Withdrawn | Suspended → Active | Suspended → Withdrawn | Waiting list → Active | Waiting list → Withdrawn

Document

What you record: Service user (required), Category (required), Title (required), Reference number, Issued on, Expires on, Files

Daily



Attendance

Attendance

What you record: Service user (required), Attended on (required), Status (required), Arrival time, Departure time, Picked up by, Note

Care session

What you record: Service user (required), Specialist (required), Session type (required), Starts at (required), Duration minutes (required), Plan goal, Session note, Status (required), Override reason

Stages: A new record starts as "Scheduled".

Scheduled → Done | Scheduled → Missed | Scheduled → Cancelled

Waitlist entry

What you record: Service user (required), Specialist, Earliest date (required), Latest date, Preferred period (required), Priority (required), Reason, Phone, Status (required)

Stages: A new record starts as "Waiting".

Waiting → Booked | Waiting → Cancelled

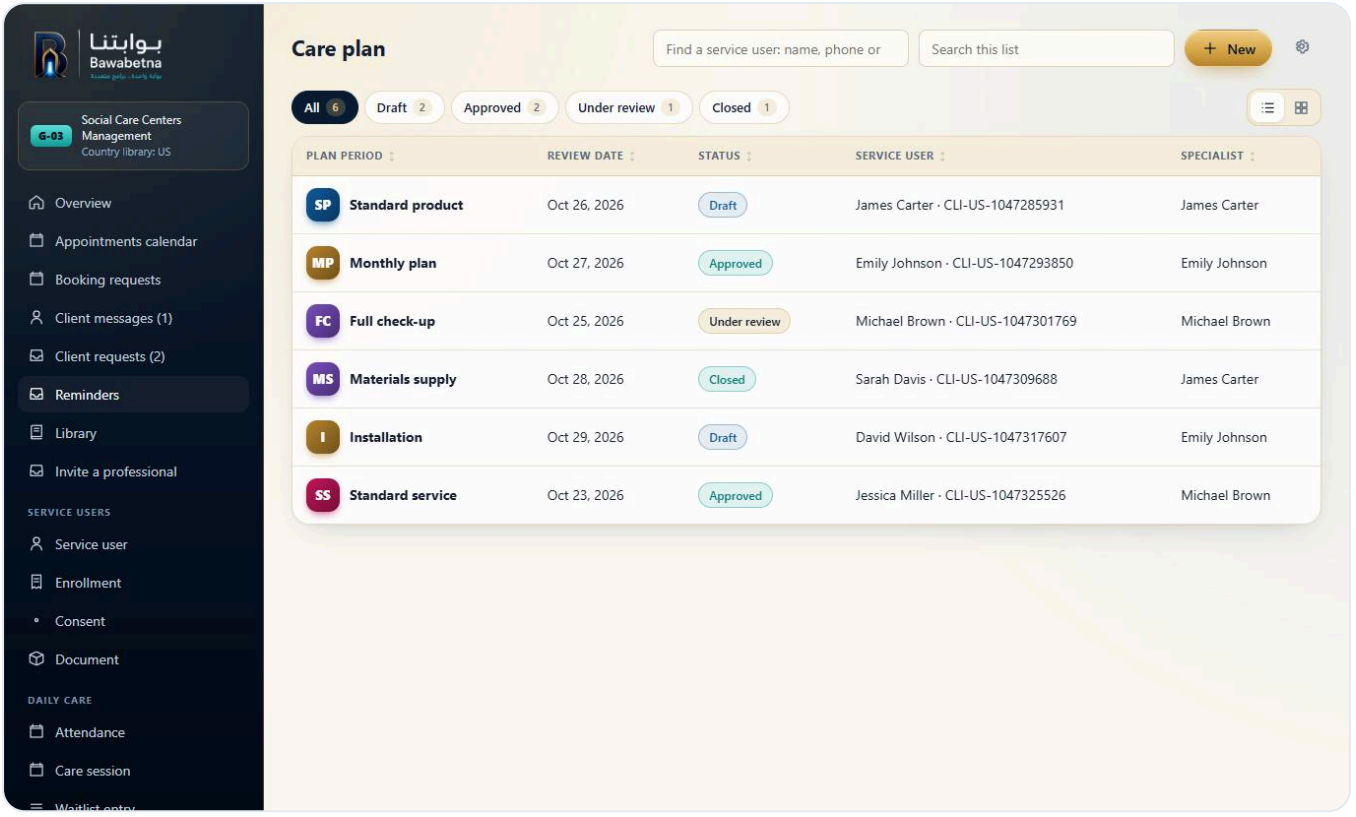
Incident

What you record: Service user (required), Occurred at (required), Incident type (required), Severity (required), Description (required), Action taken, Guardian notified, Reported to authority, Specialist, Status (required)

Stages: A new record starts as "Open".

Open → Reviewed | Reviewed → Closed

Plans



Care plan

Care plan

What you record: Service user (required), Plan period (required), Specialist (required), Assessment summary (required), Strengths, Needs, Family involvement, Review date (required), Guardian agreed, Status (required)

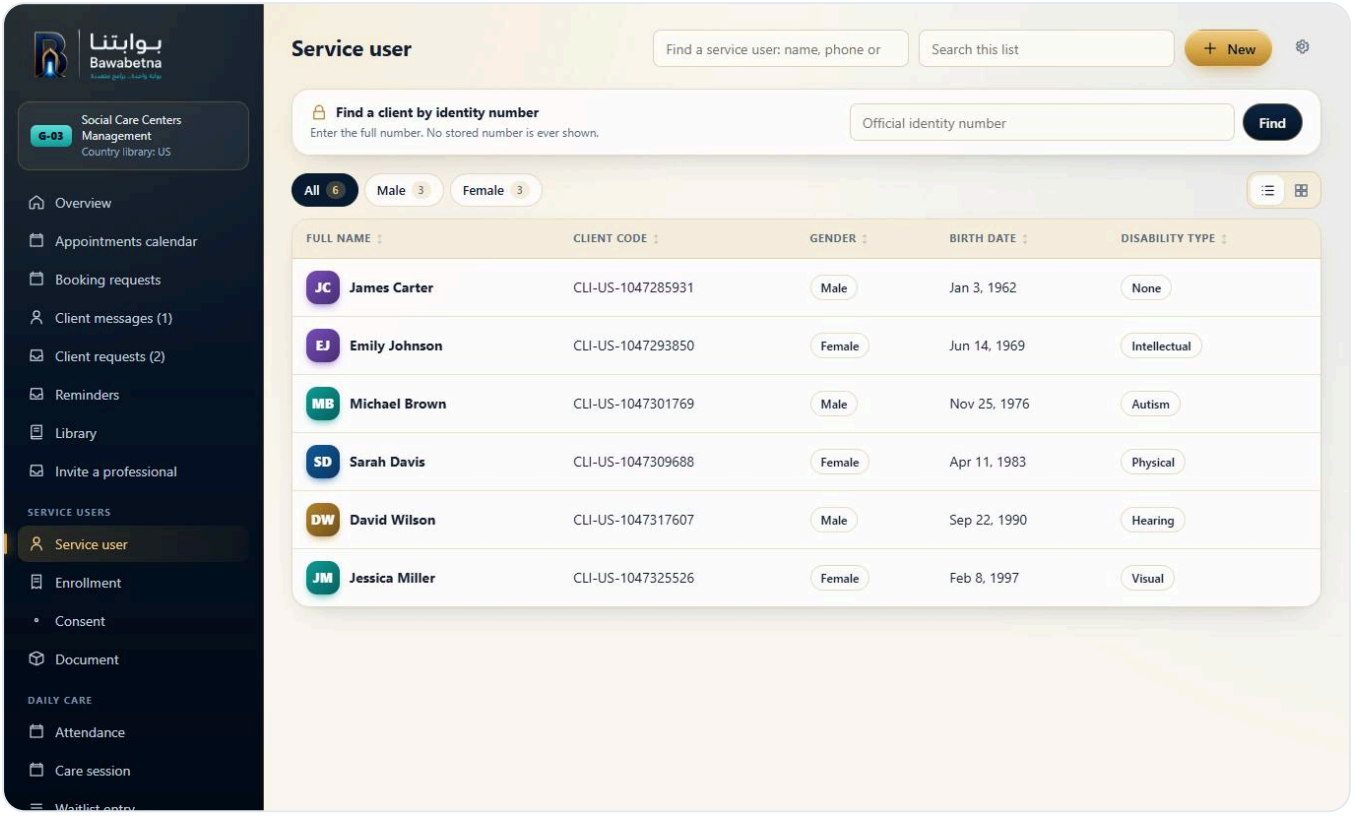
Stages: A new record starts as "Draft".

Approved → Under review | Approved → Closed | Draft → Approved | Under review → Approved | Under review → Closed

Plan goal

What you record: Care plan (required), Domain (required), Goal (required), Measure, Baseline, Target, Progress, Note

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), Service user (required), Enrollment, 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)

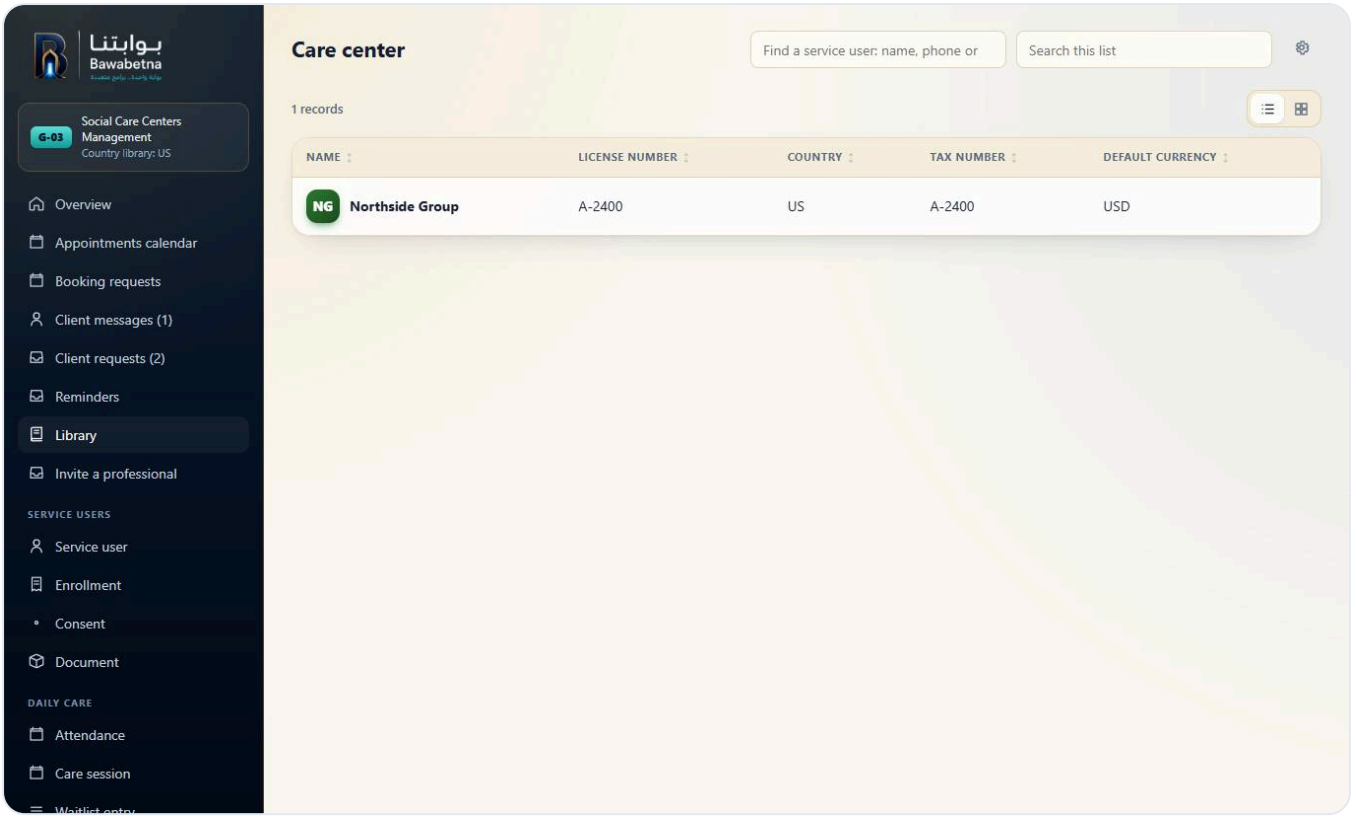
Payment

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



Care center

Care center

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

Branch

What you record: Care center (required), Name (required), Address, Phone

Specialist

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

- Attendance by status
- Active users by service
- Sessions by specialist
- Incidents by type
- Goals by progress
- 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.