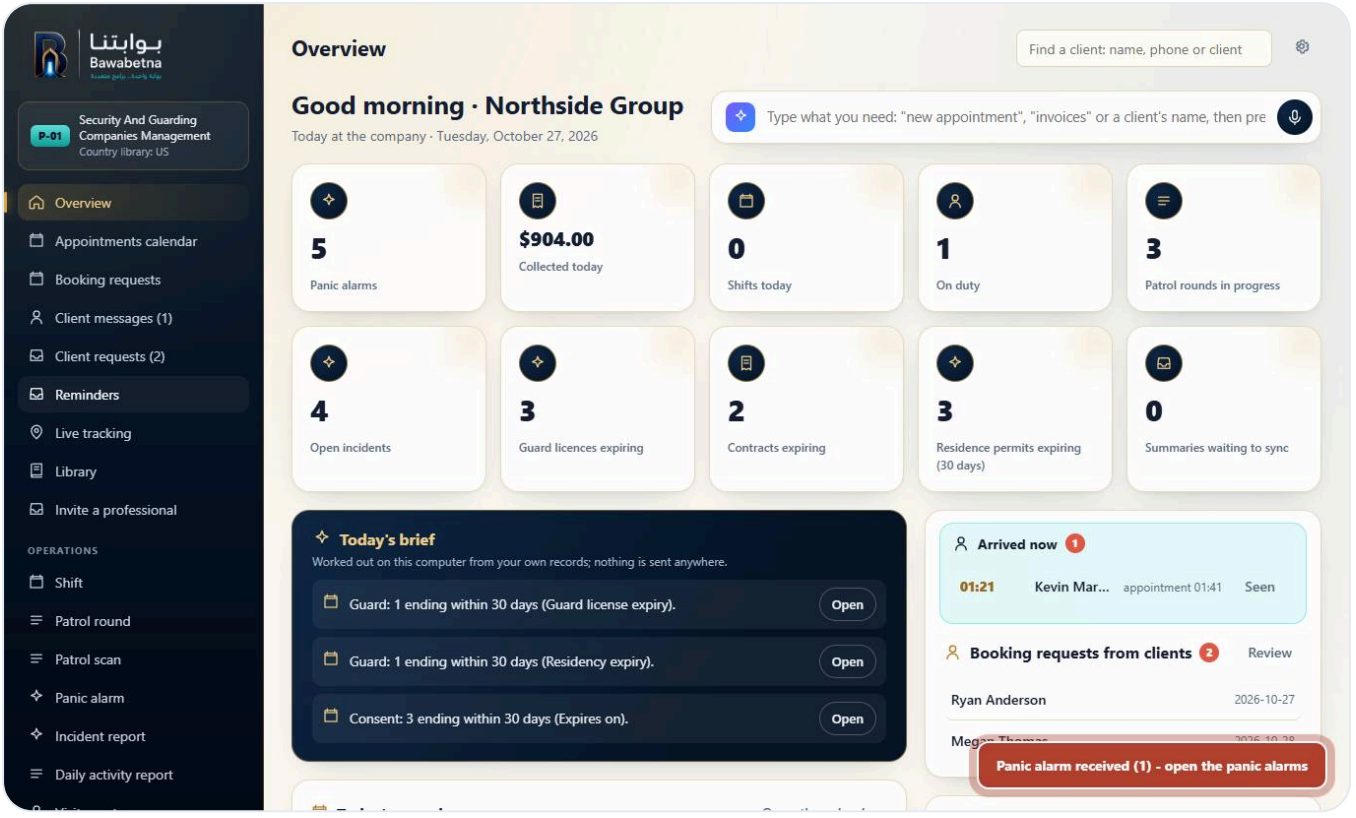
Bawabetna · User guide

Security And Guarding Companies 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:

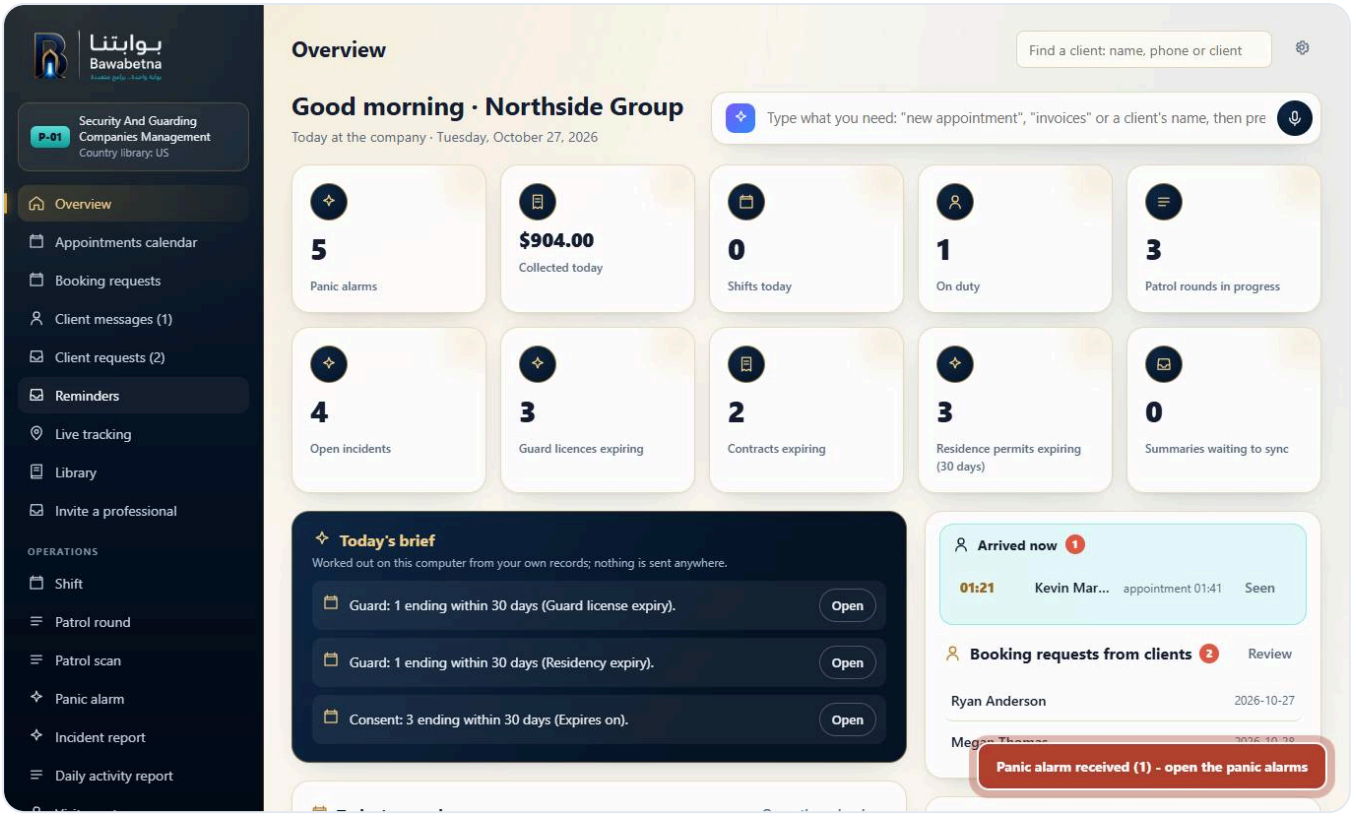
1. **Security company**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Guard**: Full name, Rank, Guard license number

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

- Company owner
- Control room
- Guard
- Manager
- Operations manager
- Supervisor
- Tracking gateway

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".

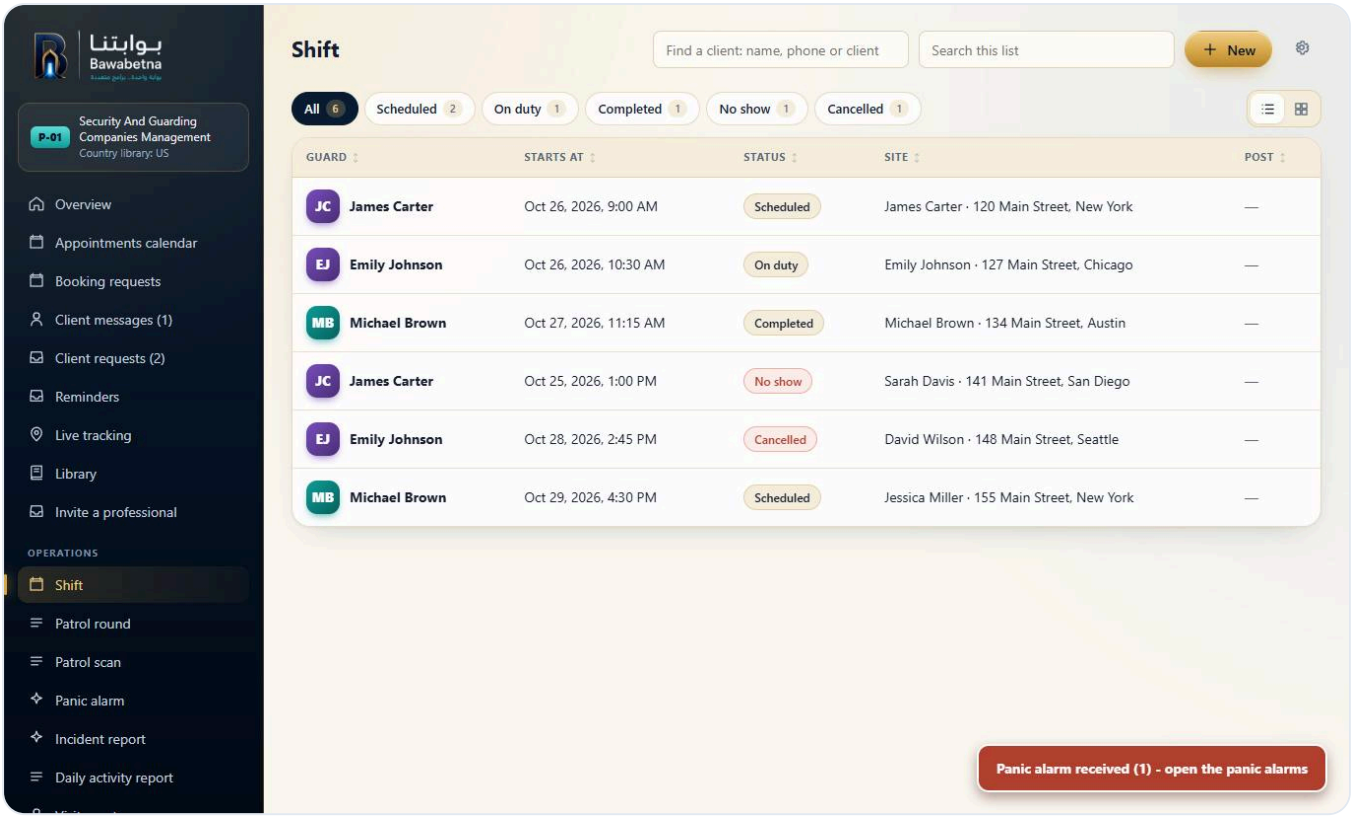


The home screen

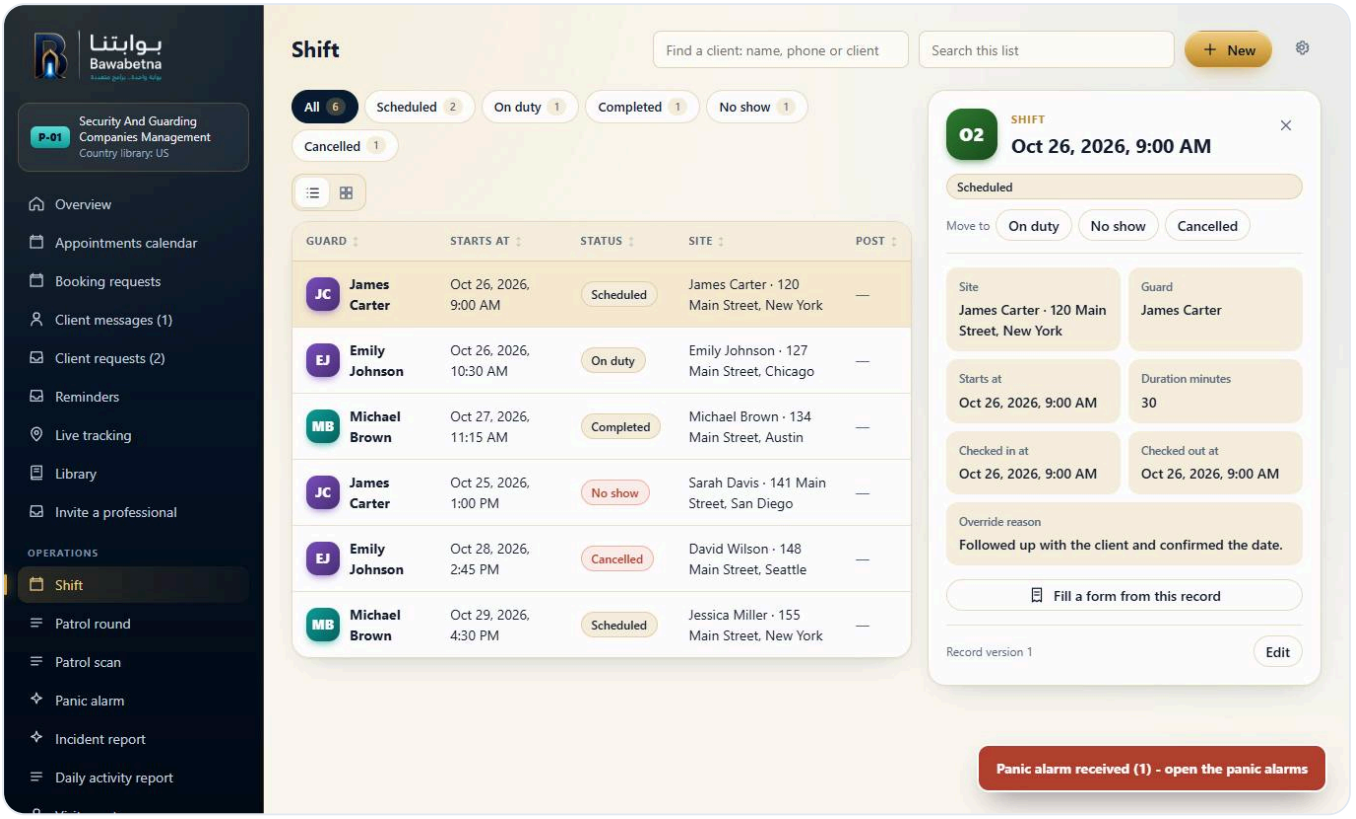
Screens and what you record in them

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.

Operations



Shift



A record open for editing

Shift

What you record: Site (required), Guard (required), Post, Starts at (required), Duration minutes (required), Checked in at (worked out by the program), Checked out at (worked out by the program), Status (required), Relief guard, Override reason

Stages: A new record starts as "Scheduled".

On duty → Completed | Scheduled → On duty | Scheduled → No show | Scheduled → Cancelled

Patrol round

What you record: Site (required), Guard (required), Shift, Started at (worked out by the program), Finished at (worked out by the program), Expected checkpoints, Checkpoints scanned (worked out by the program), Missed checkpoints (worked out by the program), Note, Status (required)

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

In progress → Completed

Patrol scan

What you record: Checkpoint (required), Site (worked out by the program), Patrol round, Guard (required), Shift, Scanned at (worked out by the program), Method, Condition, Note, Photo

Panic alarm

What you record: Guard (required), Raised at (required), Alarm type, Location, Site, Incident report, Response notes, Acknowledged at (worked out by the program), Resolved at (worked out by the program), Status (required)

Stages: A new record starts as "Open".

Acknowledged → Resolved | Open → Acknowledged | Open → Resolved

Incident report

What you record: Site (required), Guard, Occurred at (required), Incident type (required), Severity (required), Description (required), Action taken, Police notified, Police reference, Client notified, Photos, Status (required)

Stages: A new record starts as "Open".

Open → Under review | Open → Closed | Under review → Closed

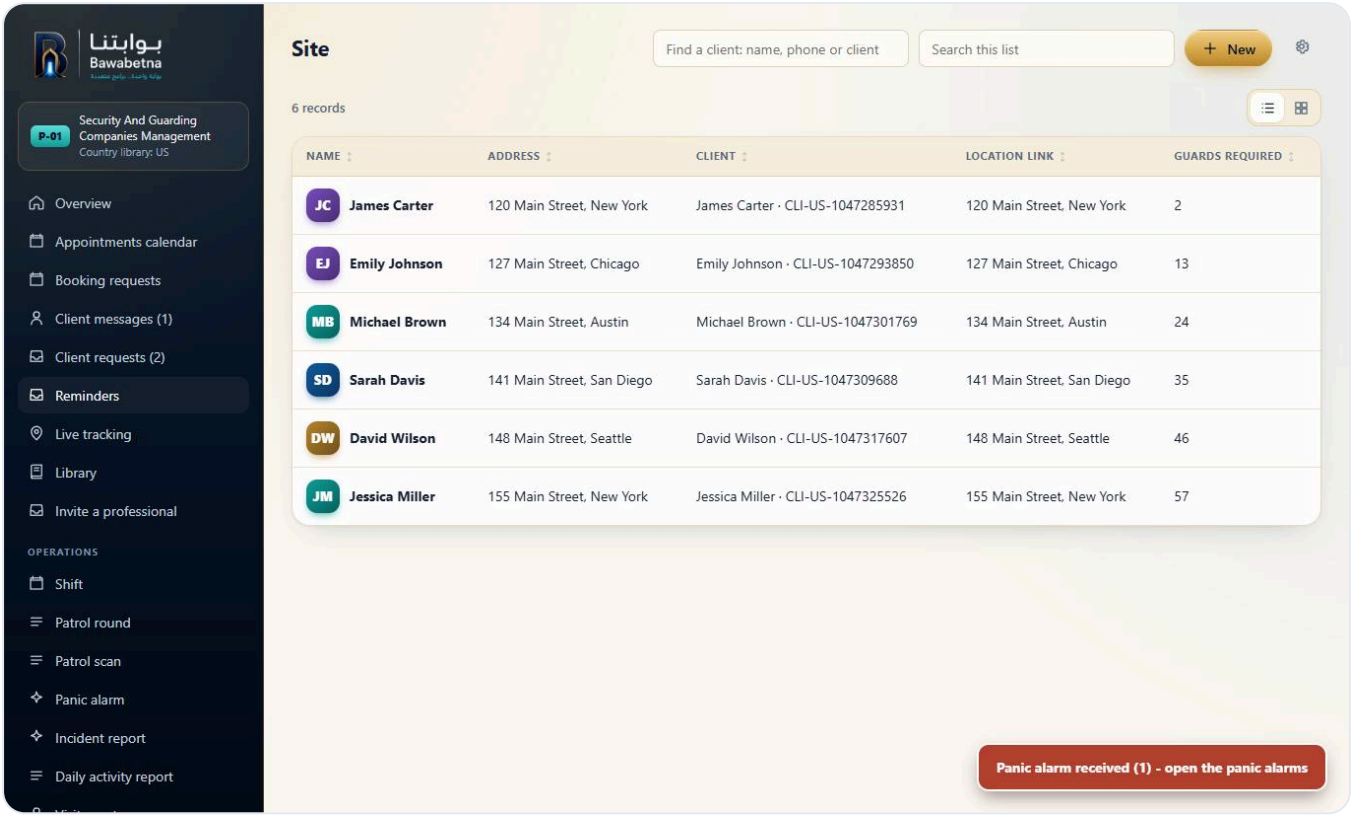
Daily activity report

What you record: Site (required), Report date (required), Guard, Summary (required), Patrols done, Incidents count, Visitors count, Equipment status

Visitor entry

What you record: Site (required), Visitor name (required), Id number, Company, Host, Vehicle plate, Entered at (worked out by the program), Exited at, Badge number

Sites



Site

Site

What you record: Client (required), Name (required), Address (required), Location link, Guards required, Post orders, Emergency numbers, Site contact, Active, Checkpoint count (worked out by the program)

Security contract

What you record: Contract number (worked out by the program), Client (required), Site (required), Guards count (required), Coverage (required), Monthly value, Start date (required), End date (required), Sla response minutes, Files, Status (required)

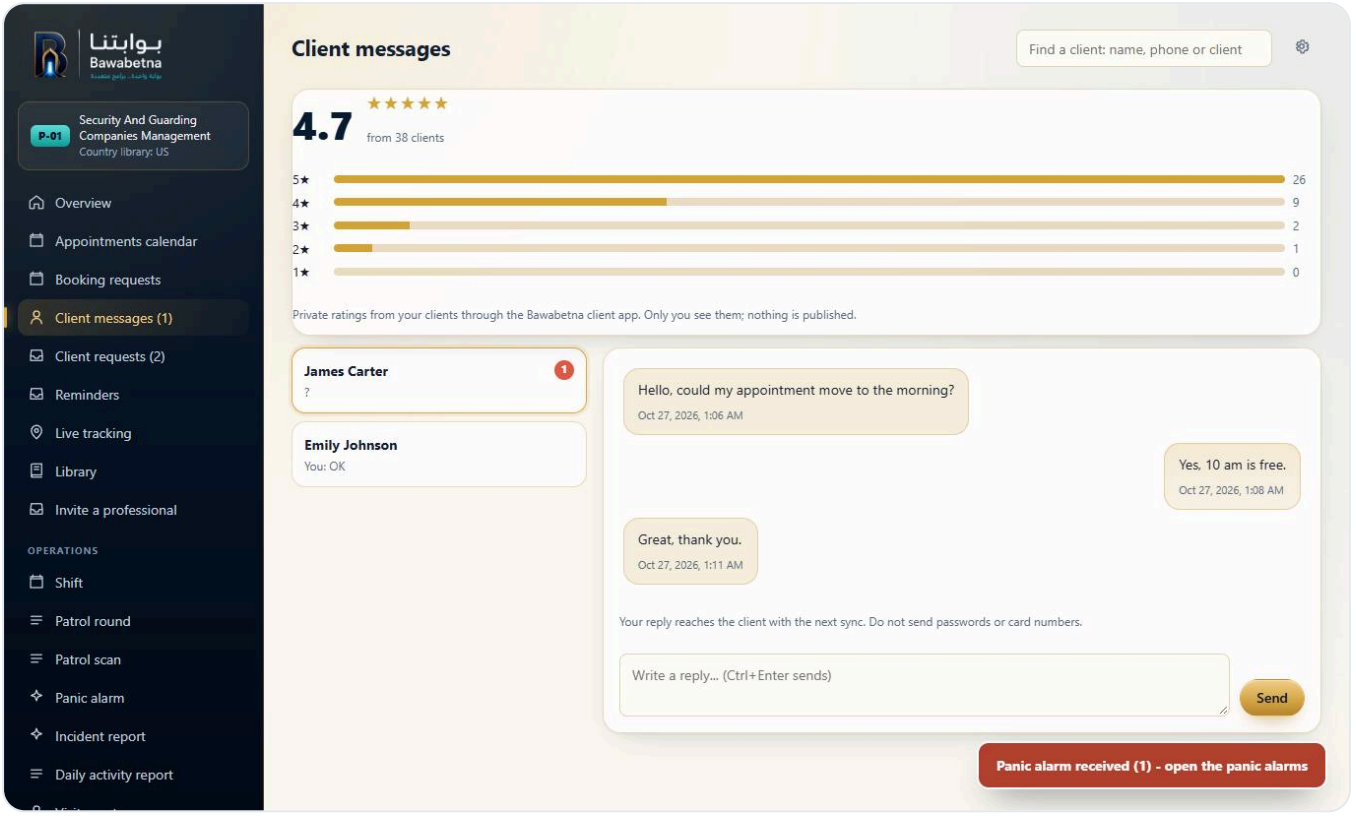
Stages: A new record starts as "Draft".

Active → Suspended | Active → Ended | Draft → Active | Suspended → Active | Suspended → Ended

Checkpoint

What you record: Site (required), Name (required), Code (required), Instructions

Clients

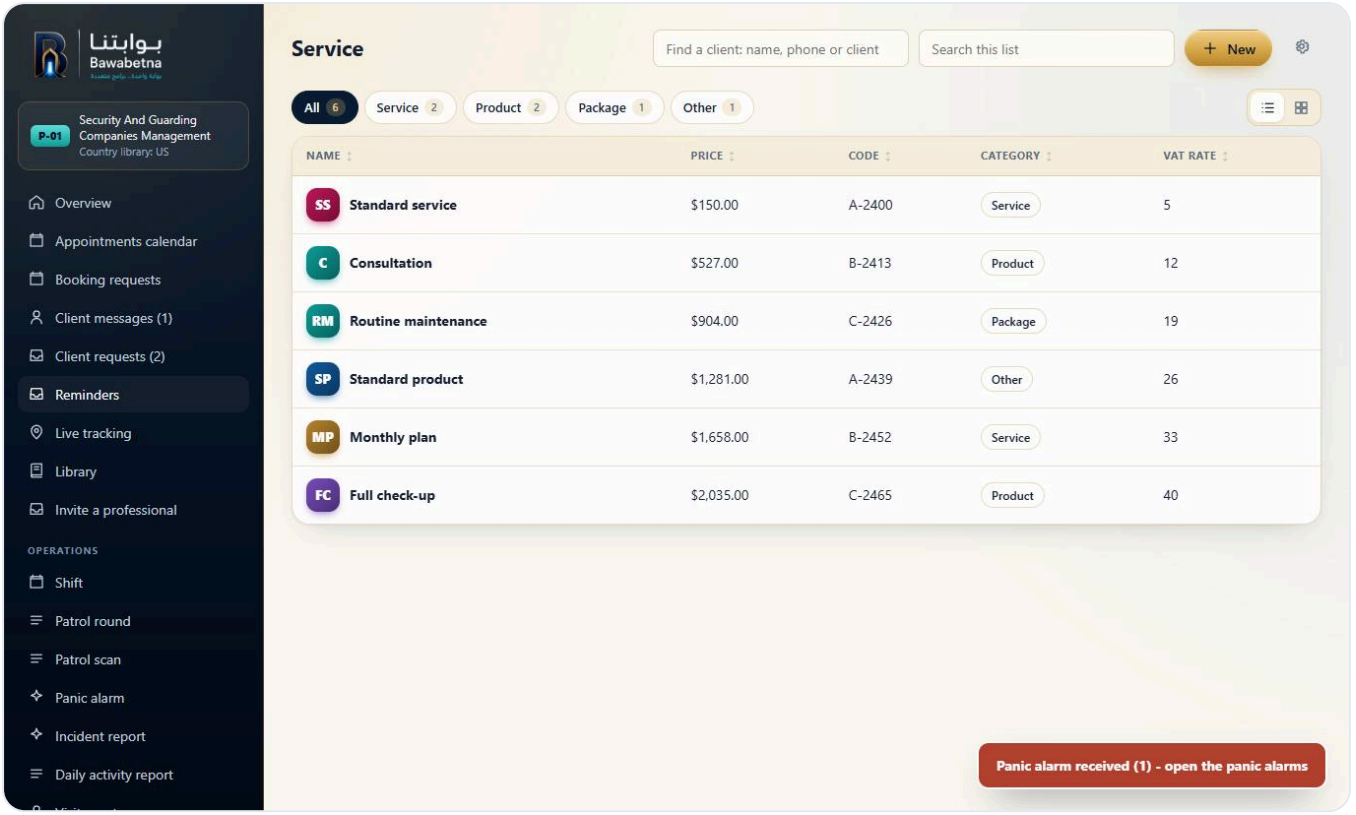


Client

Client

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

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 (required), Security contract, 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)

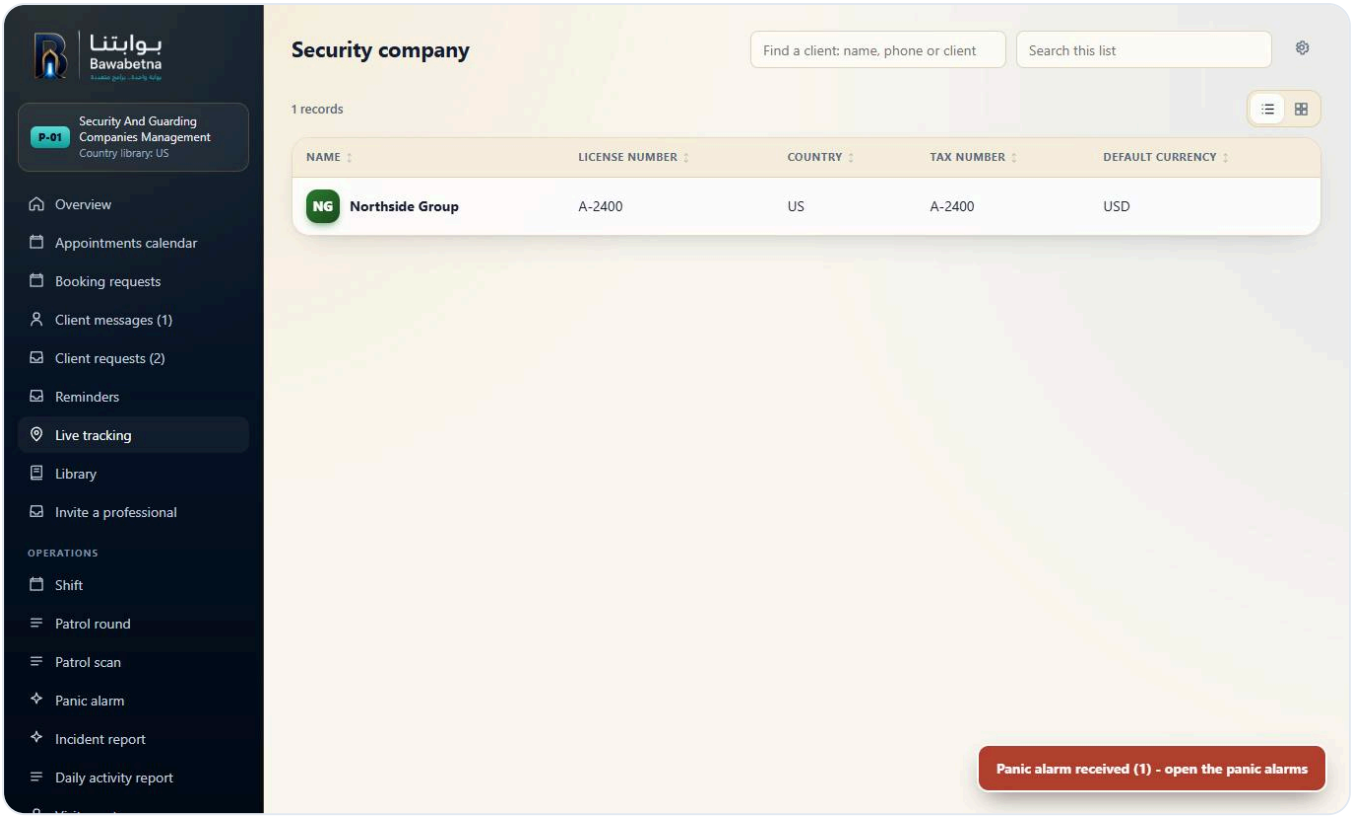
Payment

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



Security company

Security company

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

Branch

What you record: Security company (required), Name (required), Address, Phone

Guard

What you record: Branch (required), Full name (required), License number, Phone, Rank, Guard license number, Guard license expiry, Residency expiry, Gender, Armed, Active, Tracker id

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:

- Incidents by type
- Incidents by site
- Patrol scans by site
- Missed checkpoints by site
- Panic alarms by guard
- Shifts by status
- 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.