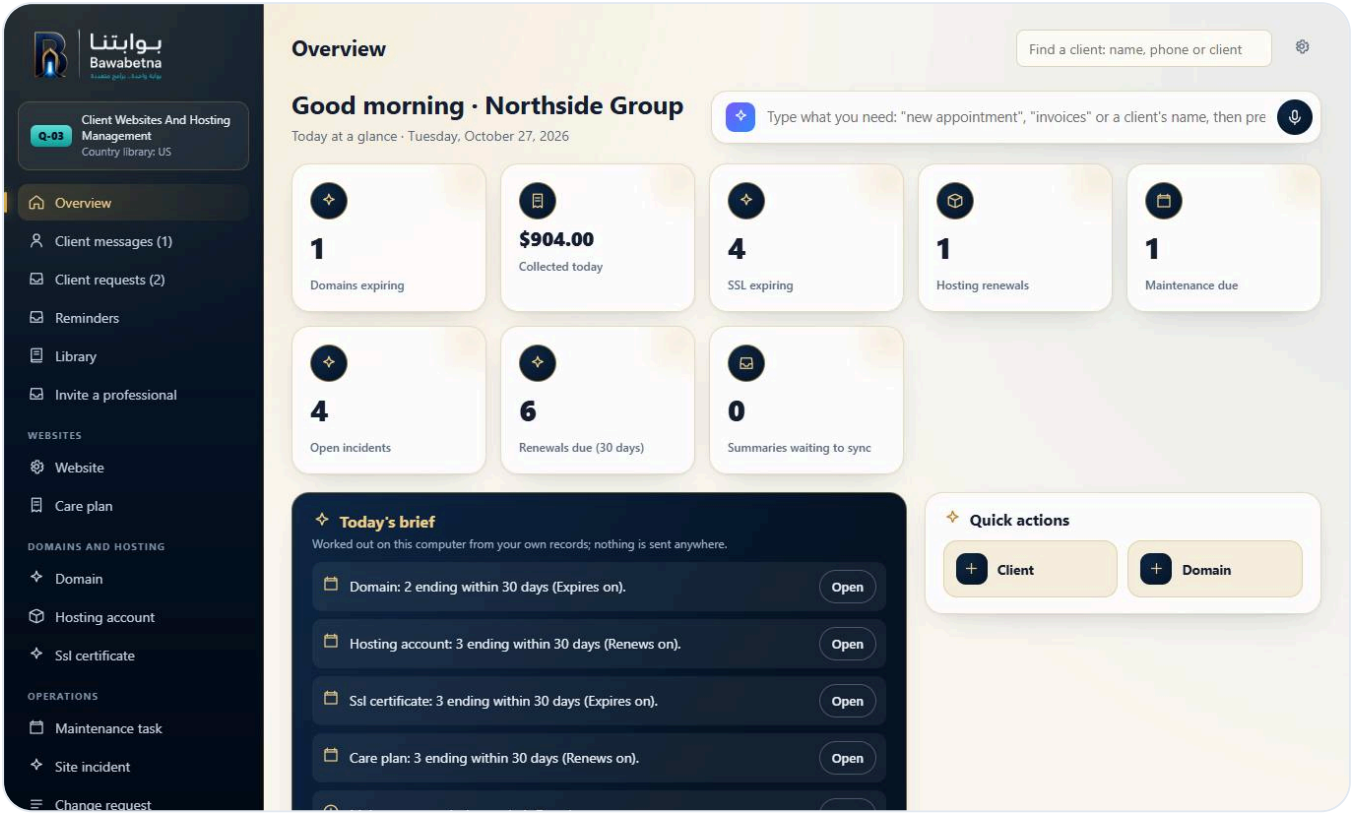
Bawabetna · User guide

Client Websites And Hosting 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:

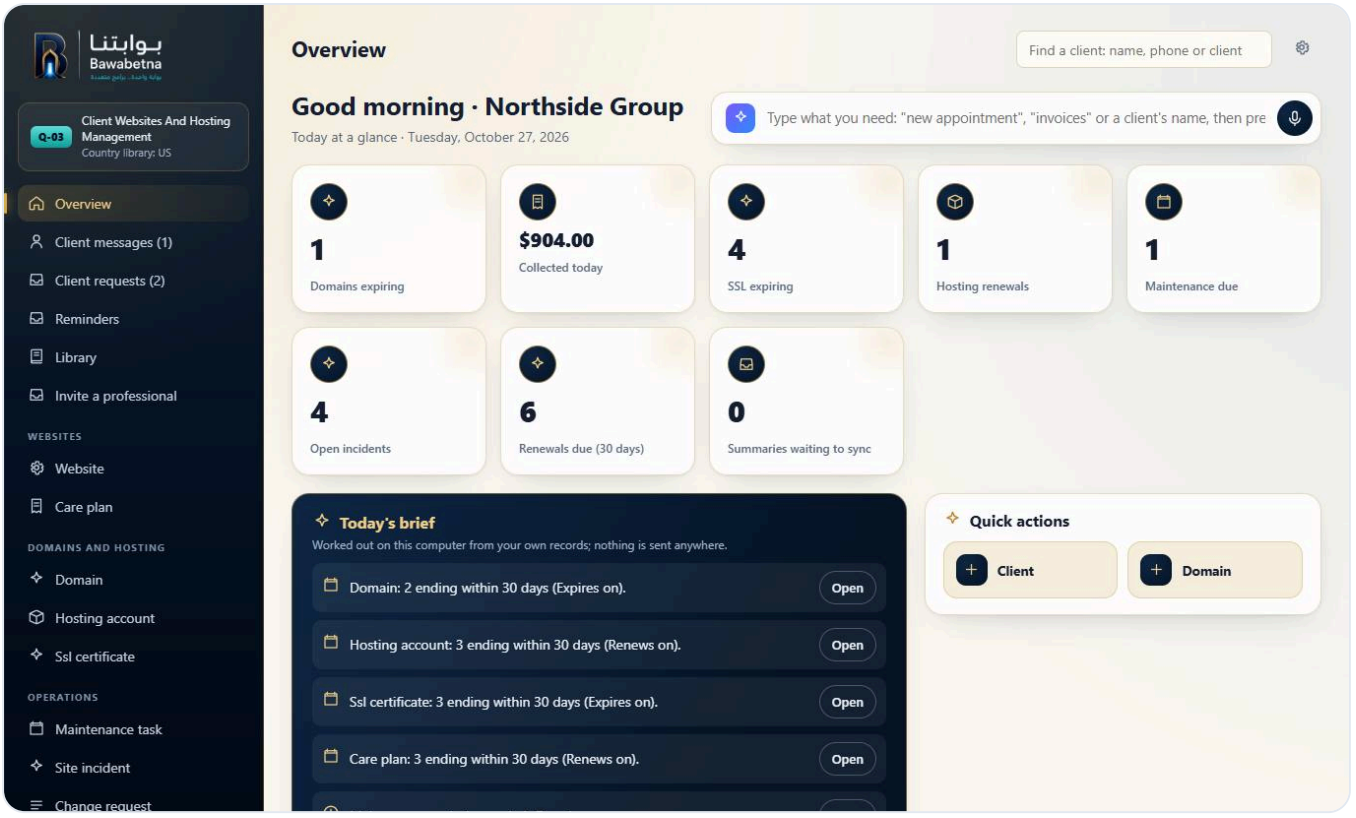
1. **Web agency**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Web staff**: Full name, Role

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

- Account manager
- Agency owner
- Manager
- Web staff

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".

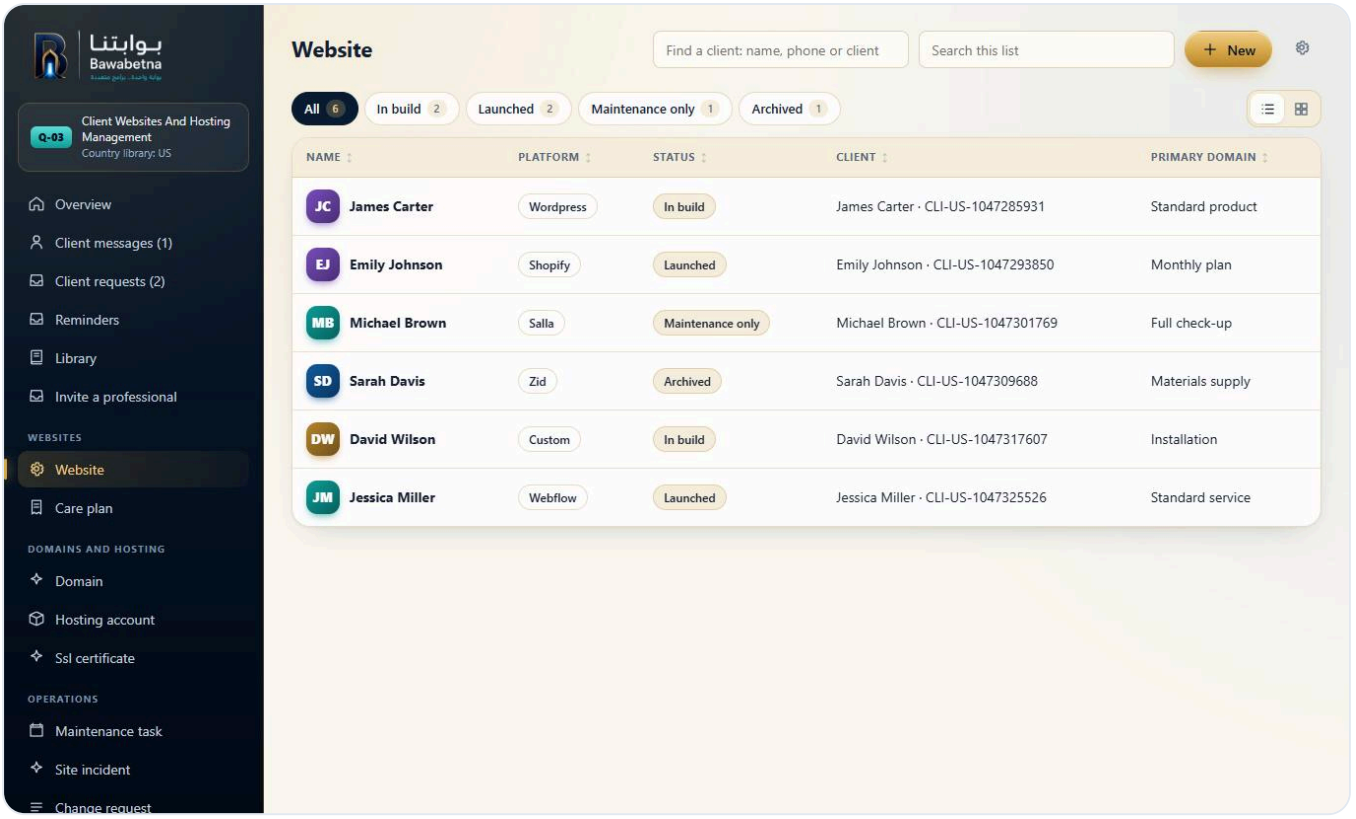


The home screen

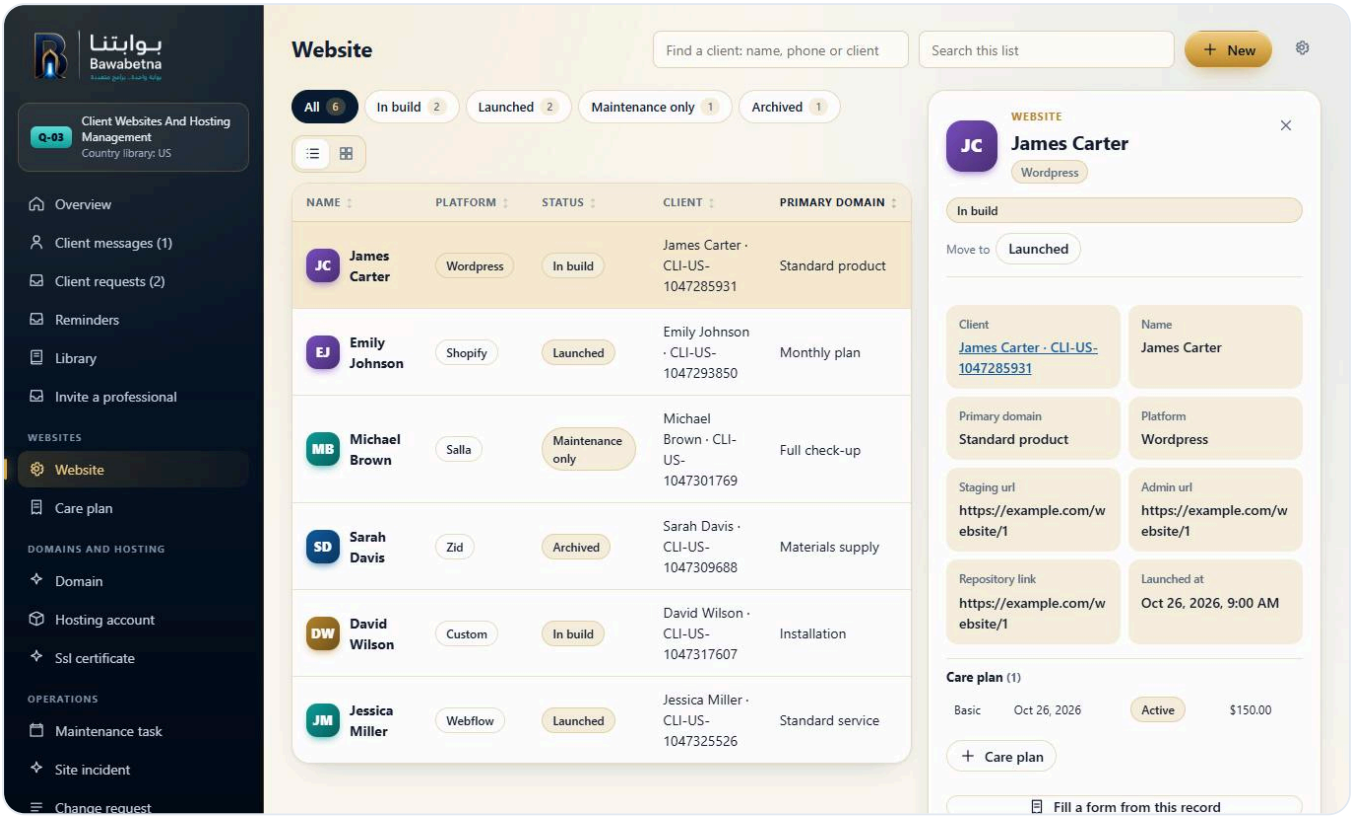
Screens and what you record in them

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.

Websites



Website



A record open for editing

Website

What you record: Client (required), Name (required), Primary domain (required), Platform (required), Staging url, Admin url, Repository link, Status (required), Launched at (worked out by the program)

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

In build → Launched | Launched → Maintenance only | Launched → Archived | Maintenance only → Archived | Maintenance only → Launched

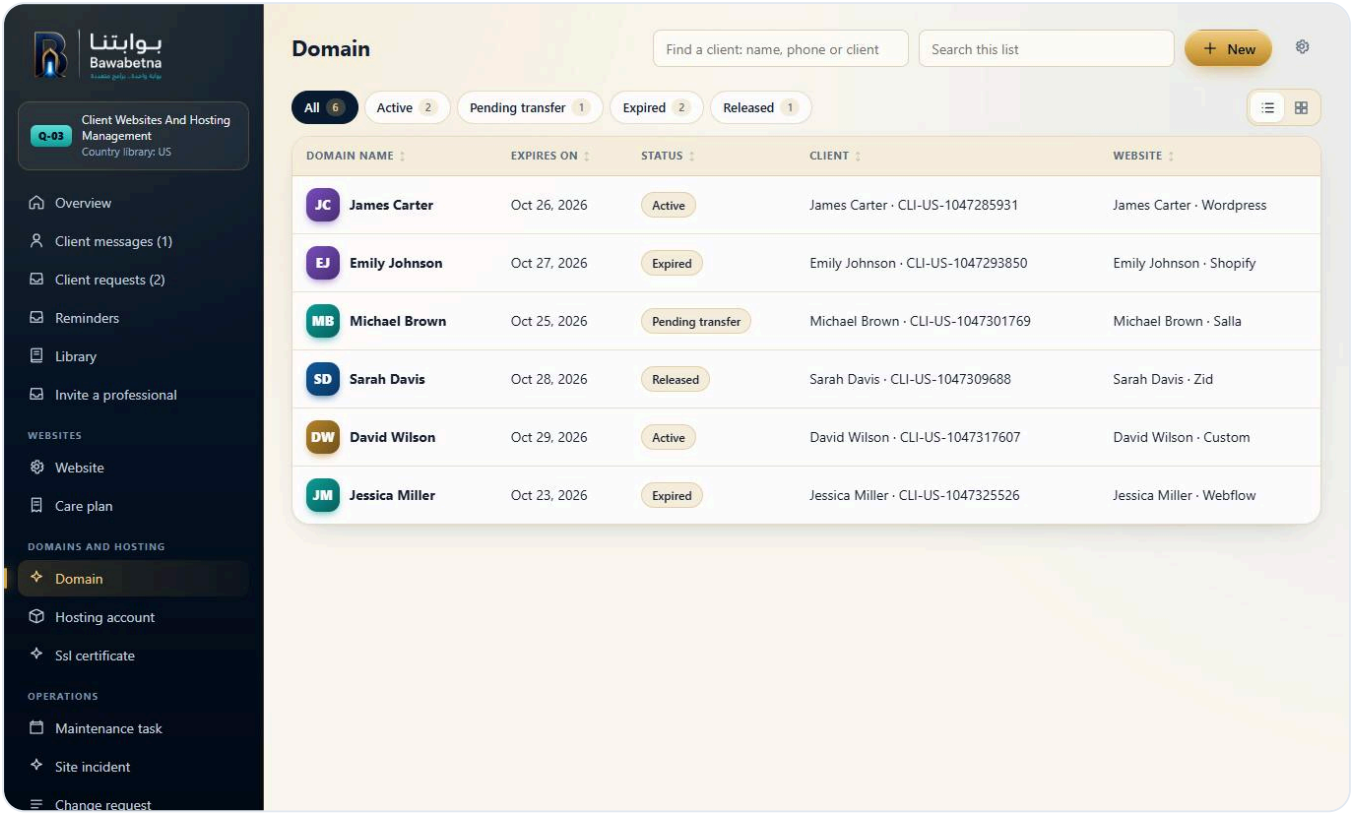
Care plan

What you record: Website (required), Plan (required), Monthly fee (required), Hours included, Backups frequency, Renews on, Status (required)

Stages: A new record starts as "Active".

Active → Paused | Active → Ended | Paused → Active | Paused → Ended

Assets and leases



Domain

Domain

What you record: Client (required), Website, Domain name (required), Registrar, Registered on, Expires on (required), Auto renew, Dns provider, Nameservers, Renewal price, Status (required)

Stages: A new record starts as "Active".

Active → Pending transfer | Active → Expired | Active → Released | Expired → Active | Expired → Released | Pending transfer → Active

Hosting account

What you record: Client (required), Website, Provider (required), Plan name (required), Server, Username, Disk gb, Renews on (required), Renewal price, Status (required)

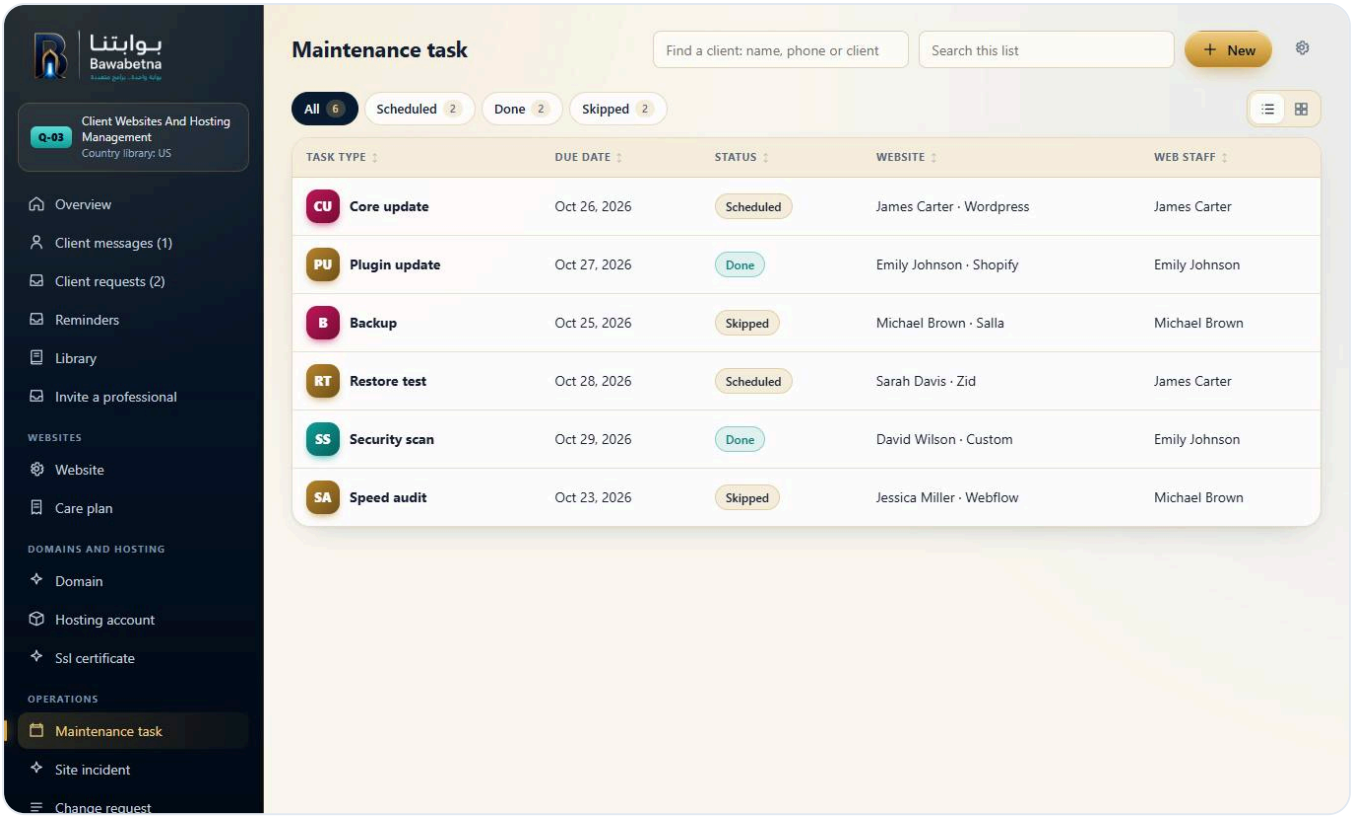
Stages: A new record starts as "Active".

Active → Suspended | Active → Cancelled | Suspended → Active | Suspended → Cancelled

Ssl certificate

What you record: Domain (required), Common name (required), Issuer, Expires on (required), Auto renew

Operations



Maintenance task

Maintenance task

What you record: Website (required), Task type (required), Due date (required), Web staff, Minutes spent, Result, Status (required)

Stages: A new record starts as "Scheduled".

Scheduled → Done | Scheduled → Skipped

Site incident

What you record: Website (required), Incident type (required), Started at (required), Resolved at, Downtime minutes, Root cause, Fix, Status (required)

Stages: A new record starts as "Open".

Investigating → Resolved | Open → Investigating | Open → Resolved

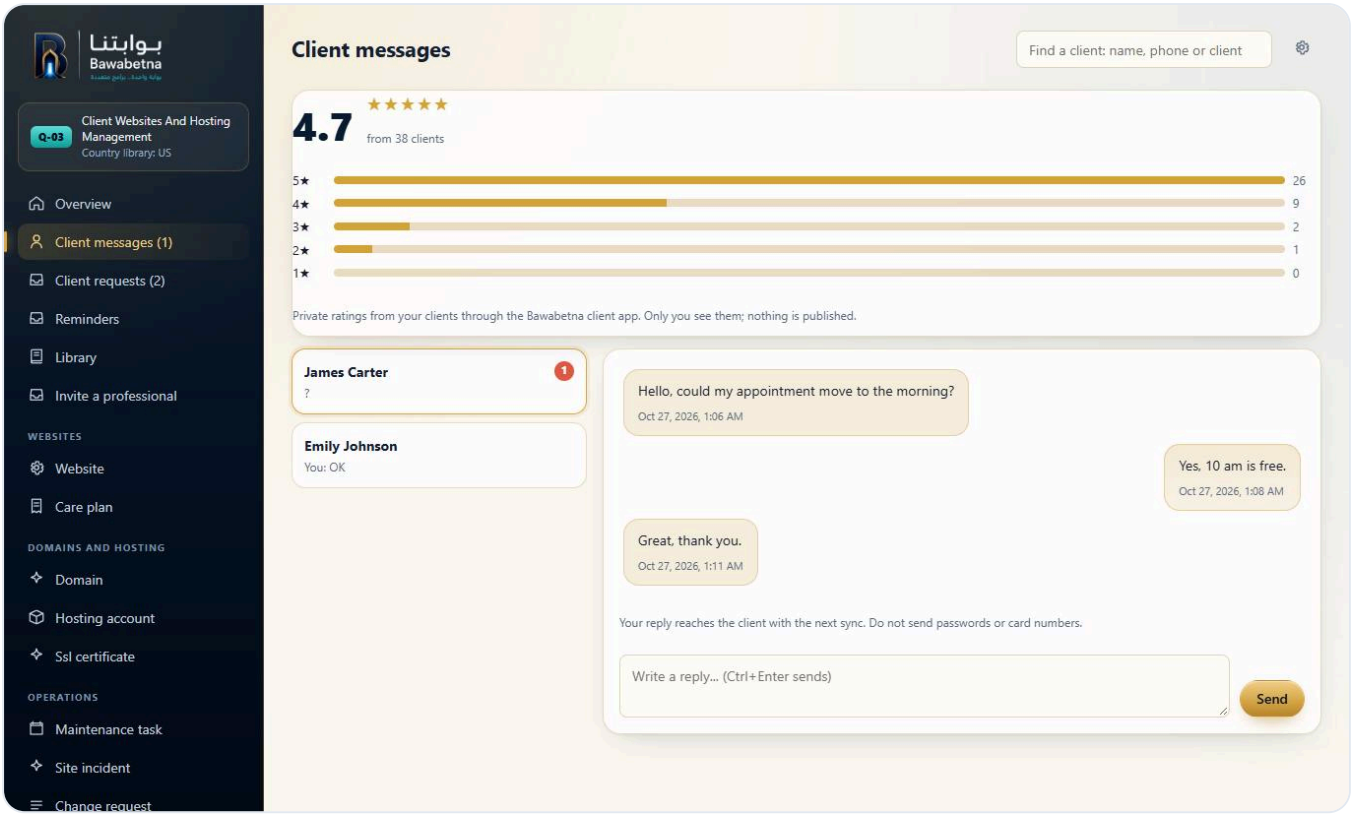
Change request

What you record: Website (required), Title (required), Details, Requested on (required), Estimate hours, Billable, Web staff, Status (required)

Stages: A new record starts as "New".

Approved → In progress | In progress → Done | New → Quoted | New → Approved | New → Rejected | Quoted → Approved | Quoted → Rejected

Clients

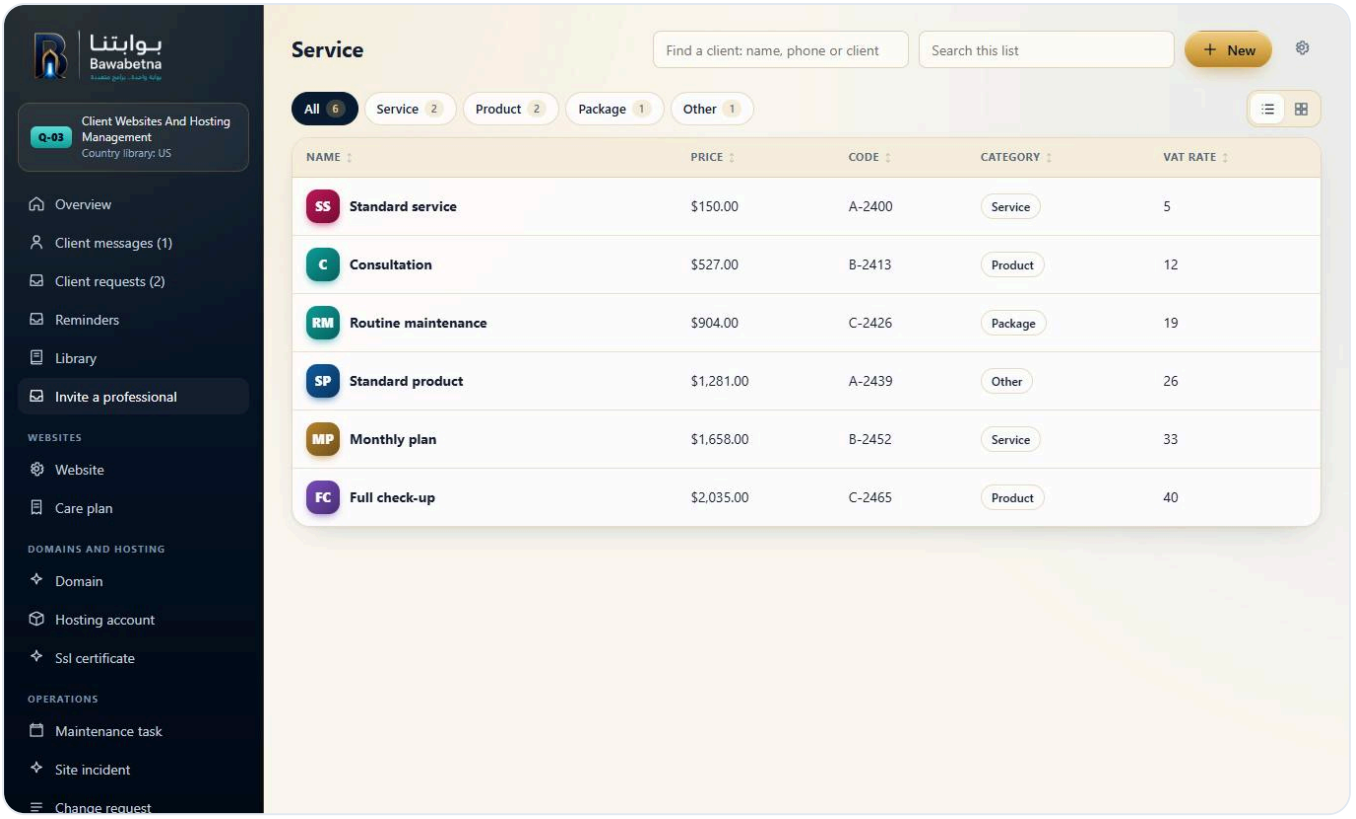


Client

Client

What you record: Full name (required), Company name, 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), Website, 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

Web agency

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: Web agency (required), Name (required), Address, Phone

Web staff

What you record: Branch (required), Full name (required), License number, Email, Role, 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:

- Websites by platform

- Domain renewals by month
- Incidents by type
- Maintenance minutes by website
- 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.