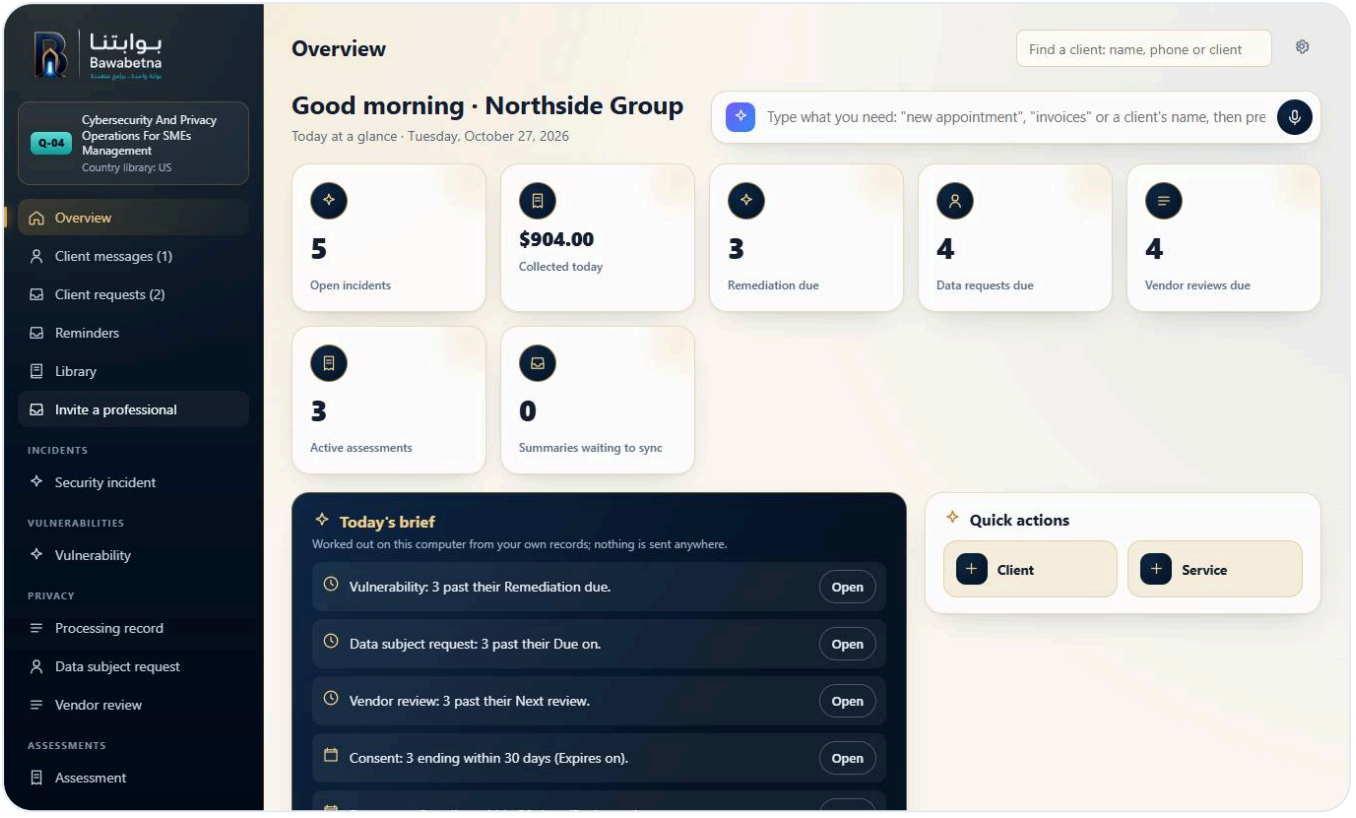
Bawabetna · User guide

Cybersecurity And Privacy Operations For SMEs 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:

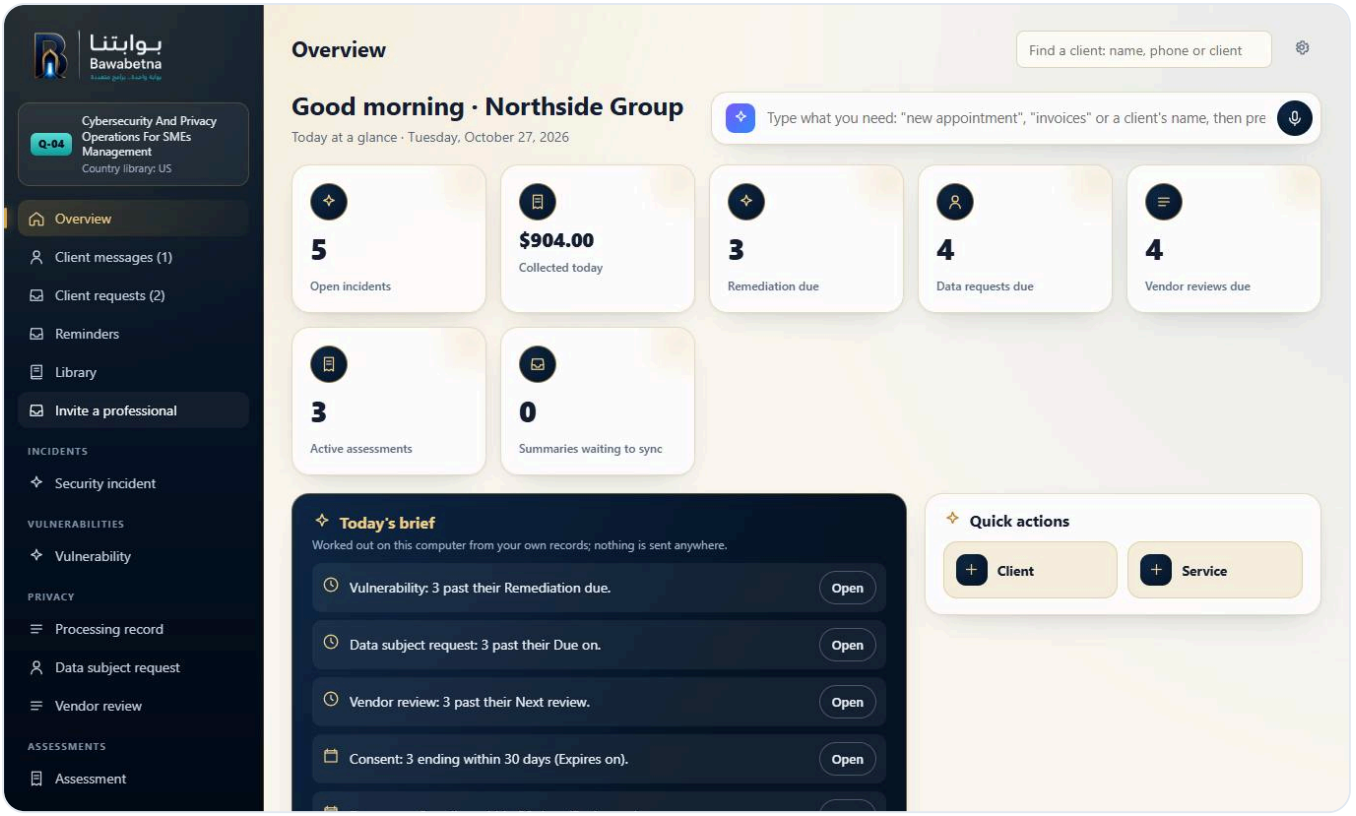
1. **Security provider**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Analyst**: Full name, Role

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

- Accountant
- Analyst
- Manager
- Privacy officer
- Provider owner
- Security lead

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".

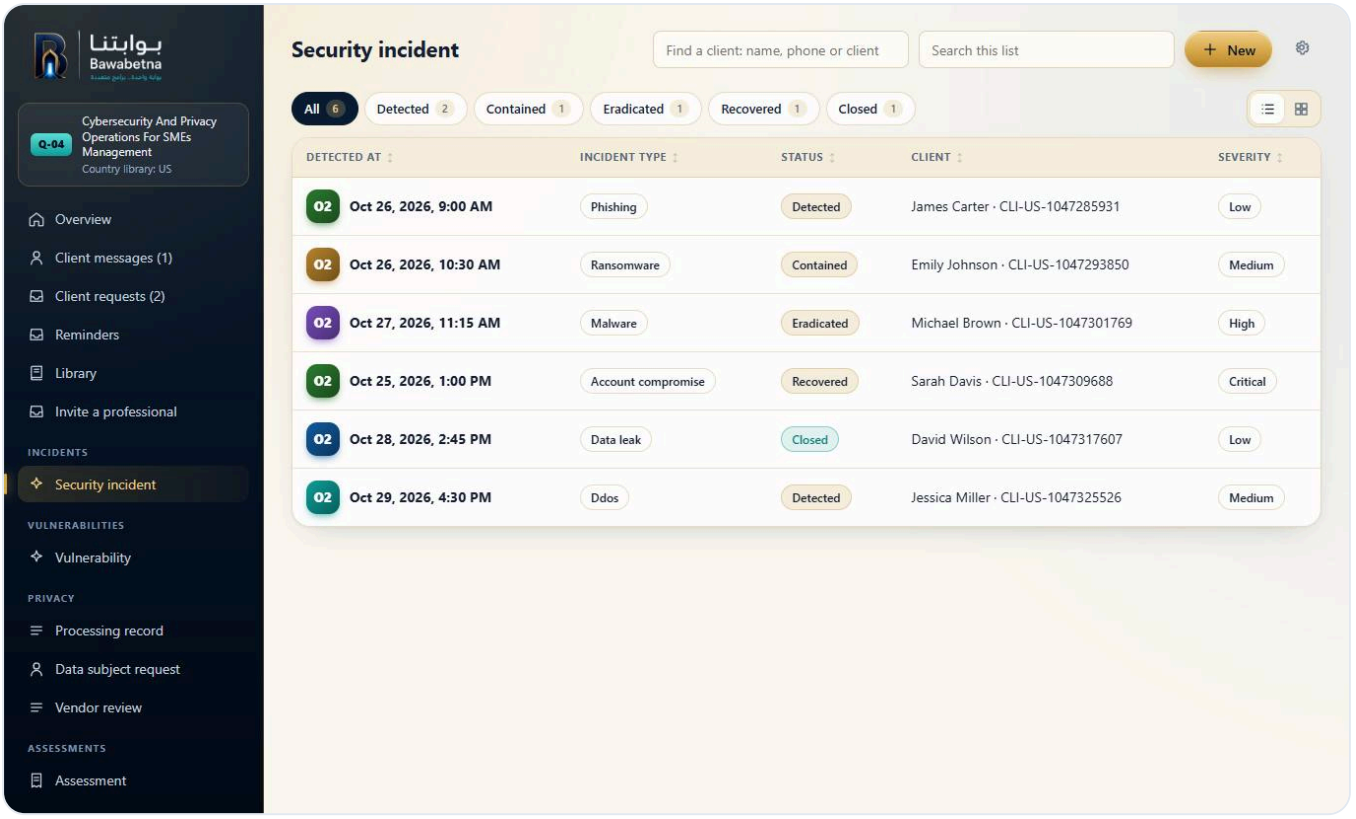


The home screen

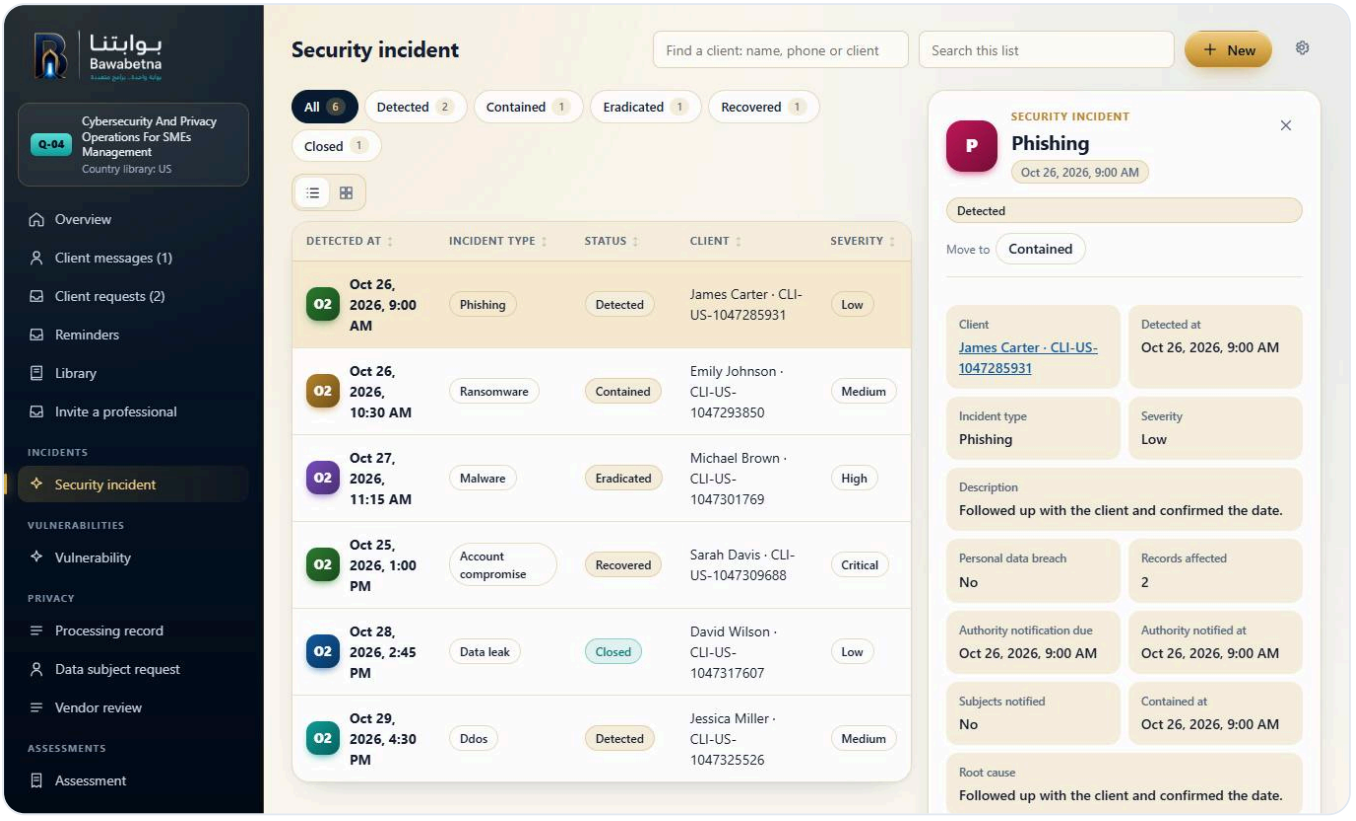
Screens and what you record in them

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.

Incidents



Security incident



A record open for editing

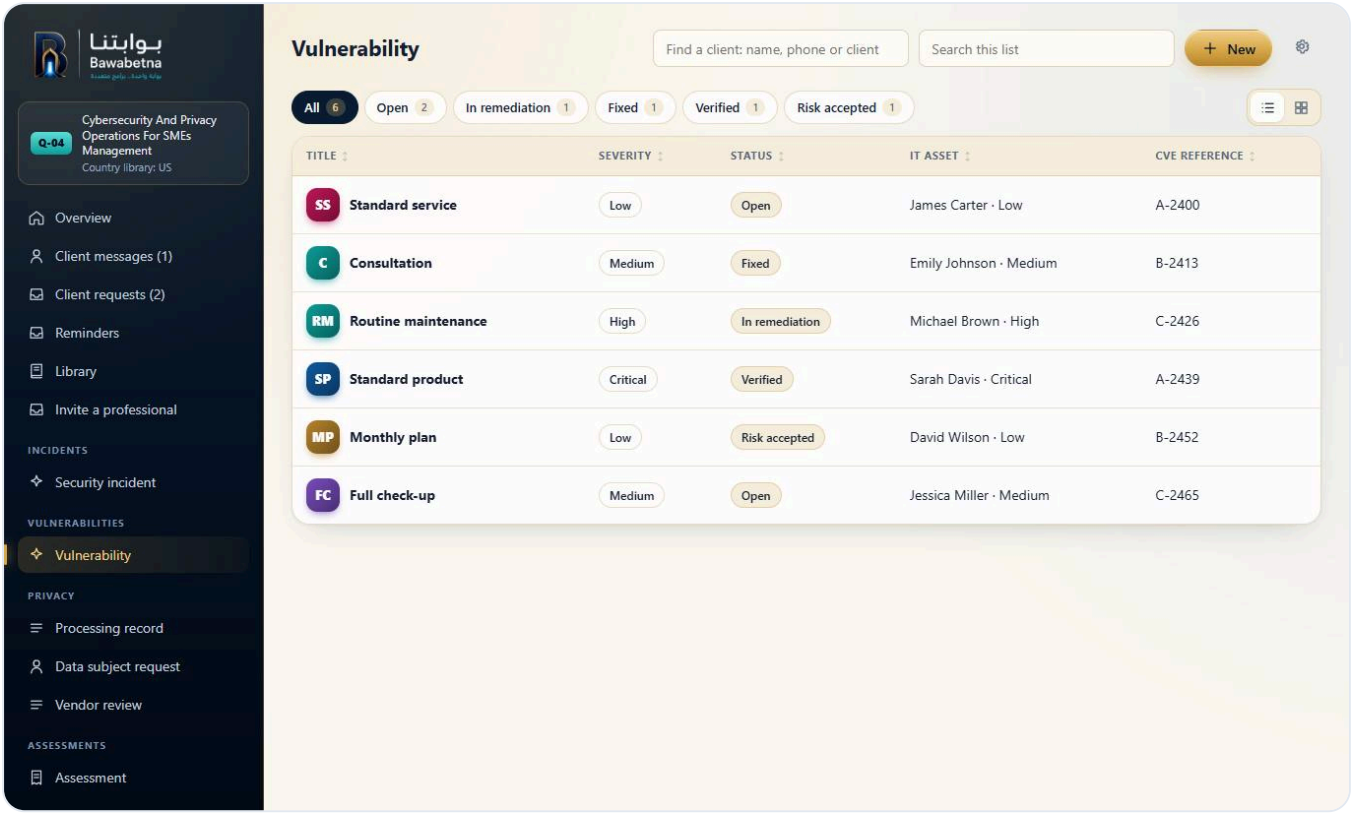
Security incident

What you record: Client (required), Detected at (required), Incident type (required), Severity (required), Description (required), Affected assets, Personal data breach, Records affected, Authority notification due (worked out by the program), Authority notified at, Subjects notified, Contained at, Root cause, Lessons learned, Status (required)

Stages: A new record starts as "Detected".

Contained → Eradicated | Detected → Contained | Eradicated → Recovered | Recovered → Closed

Vulnerabilities



Vulnerability

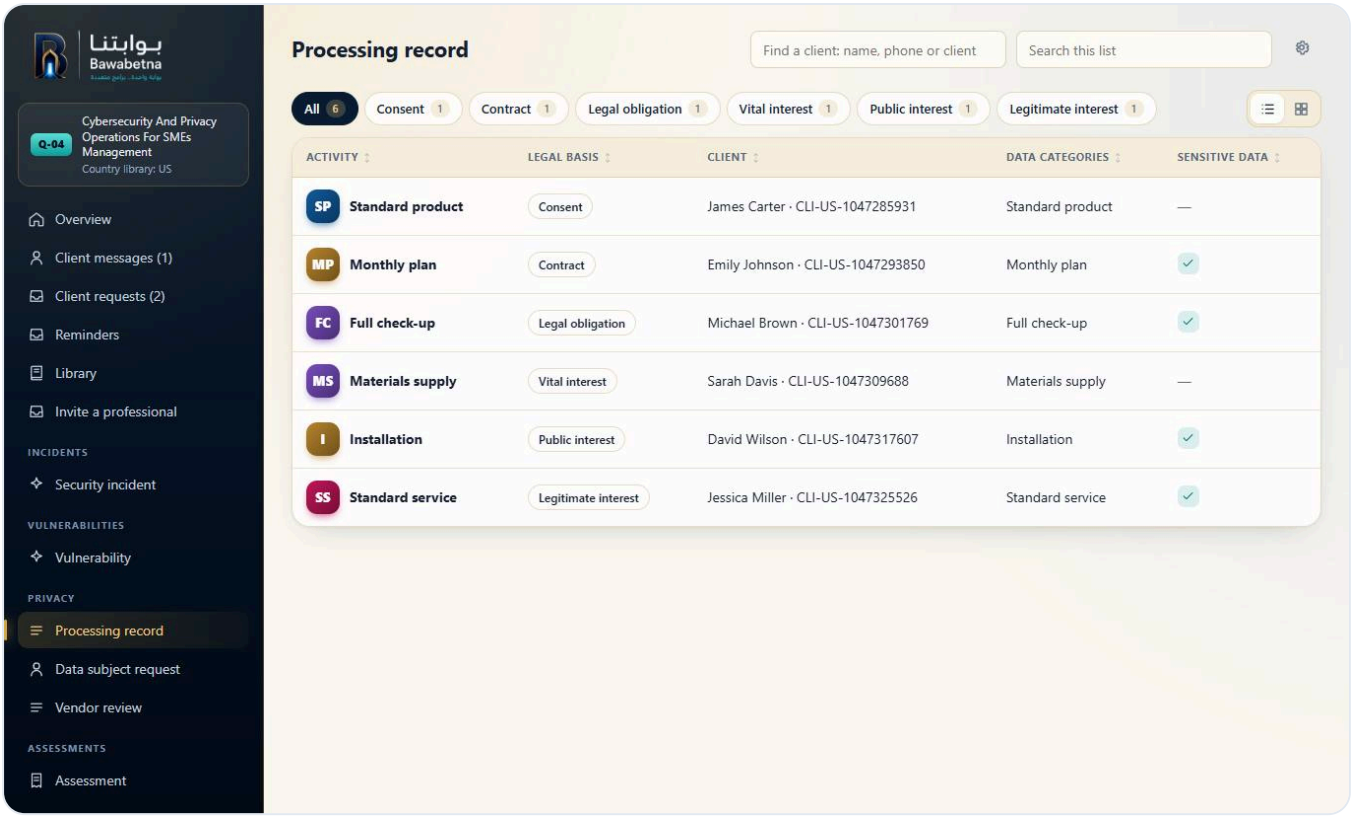
Vulnerability

What you record: It asset (required), Title (required), Cve reference, Severity (required), Cvss score, Source (required), Found on (required), Remediation due (required), Recommendation, Analyst, Status (required)

Stages: A new record starts as "Open".

Fixed → Verified | Fixed → In remediation | In remediation → Fixed | Open → In remediation | Open → Risk accepted

Privacy



Processing record

Processing record

What you record: Client (required), Activity (required), Purpose (required), Legal basis (required), Data categories (required), Sensitive data, Data subjects, Recipients, Retention period, Cross border transfer, Transfer safeguards, Security measures, Review on

Data subject request

What you record: Client (required), Request reference (required), Request type (required), Received on (required), Due on (required), Identity verified, Response summary, Status (required)

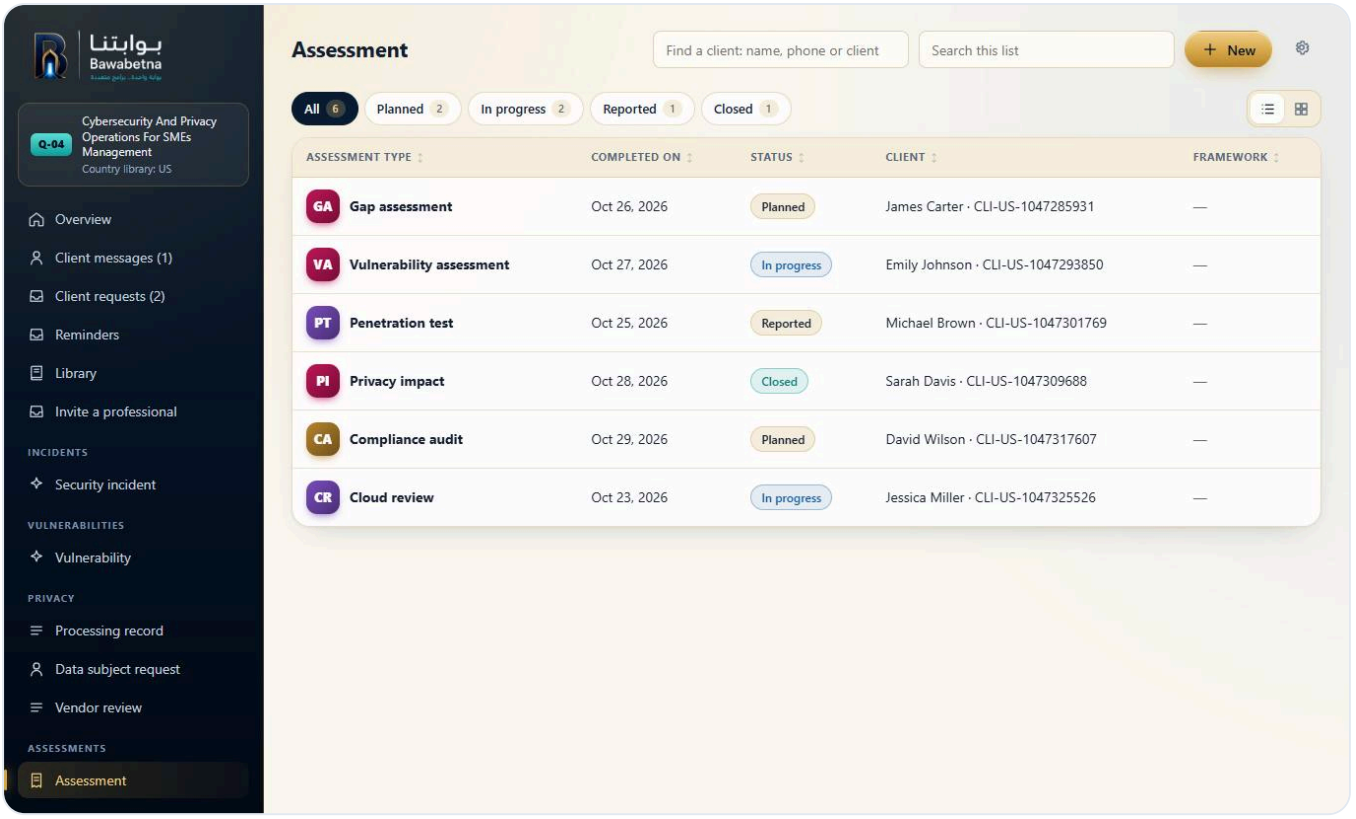
Stages: A new record starts as "Received".

In progress → Completed | Received → Verifying | Received → Rejected | Verifying → In progress | Verifying → Rejected

Vendor review

What you record: Client (required), Vendor name (required), Service, Processes personal data, Risk level (required), Dpa signed, Certifications, Reviewed on (required), Next review, Notes

Assessments



Assessment

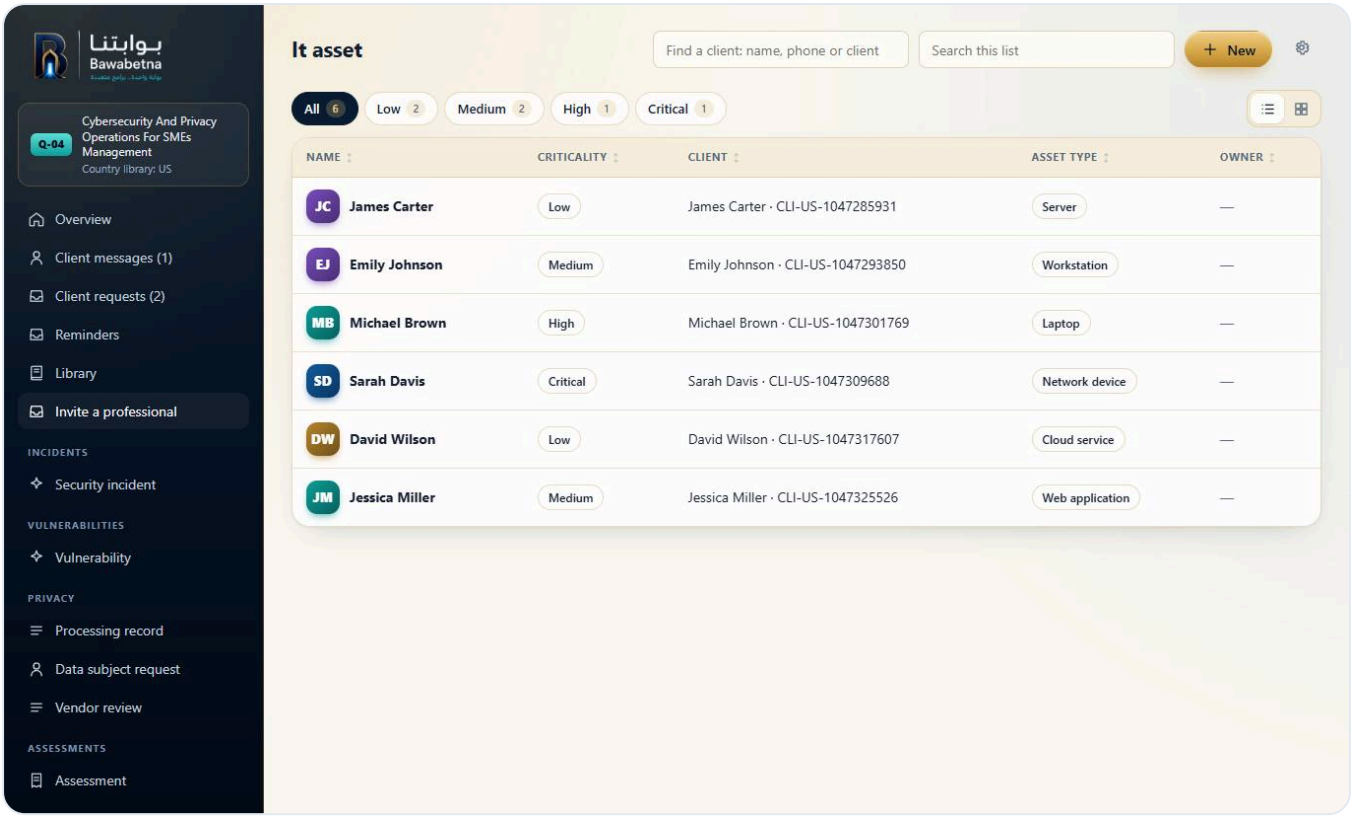
Assessment

What you record: Client (required), Assessment type (required), Framework, Started on (required), Completed on, Controls total, Controls met, Compliance percent (worked out by the program), Findings summary, Analyst, Report files, Status (required), Closed at (worked out by the program)

Stages: A new record starts as "Planned".

In progress → Reported | Planned → In progress | Reported → Closed | Reported → In progress

Assets and leases



It asset

It asset

What you record: Client (required), Name (required), Asset type (required), Criticality (required), Owner, Ip or url, Internet facing, Holds personal data, Last patched

Awareness

Phishing campaign

What you record: Client (required), Name (required), Sent on (required), Emails sent (required), Clicked, Credentials entered, Reported, Click rate (worked out by the program), Report rate (worked out by the program)

Clients

Client

What you record: Full name (required), Company name, Industry, Employees count, Email, Frameworks, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Document

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

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), Client (required), Assessment, 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 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: Security provider (required), Name (required), Address, Phone

Analyst

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

- Open vulnerabilities by severity
- Open vulnerabilities by client
- Incidents by type
- Phishing simulation results
- Compliance by client
- 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.