File by FIFO — Frequently Asked Questions

Account & Login

How do I log in?

1. Go to https://file.fifo.systems
2. Enter your email address
3. Enter your password
4. Click Sign In

If you've forgotten your password, click "Forgot Password" to reset it.

I didn't receive my login email

Check your spam/junk folder. If it's not there, contact support@fifo.systems and we'll resend it.

How do I change my password?

1. Log in to your account
2. Click your profile/settings (usually top right)
3. Select "Change Password"
4. Enter your current password
5. Enter and confirm your new password
6. Save

Can multiple people use the same account?

No. Each user should have their own login. This ensures proper audit trails and accountability. Contact HR to set up additional accounts.

What's the difference between roles?

Role	What They Can Do
Executive/Business Owner	View all data (read-only), see reports
HR Manager	Full access to all employees, warnings, and settings
HOD Manager	Issue warnings and manage their own team only

Warning Process

How do I issue a warning?

1. Click "Issue Warning" on your dashboard
2. Follow the 10-phase wizard
3. Select employee → Choose category → Enter details → Get signatures → Deliver

The system guides you through each step.

What if the employee refuses to sign?

You can still complete the warning. In the signature phase: 1. Note that the employee refused to sign 2. Have a witness present (recommended) 3. The witness can sign to confirm the warning was issued 4. The warning is still valid and recorded

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Can I edit a warning after it's issued?

No. Once a warning is saved with signatures, it cannot be edited. This protects the legal integrity of the document.

If you made a significant error, contact HR to discuss options.

How do I add a witness signature?

In Phase 9 (Signatures): 1. After the employee signs (or refuses) 2. Click "Add Witness" 3. The witness signs on the pad 4. Enter the witness's name

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What warning level should I use?

The system recommends a level based on: - The employee's warning history - The type of misconduct - SA labour law principles

In most cases, follow the recommendation. You can override it if there's a good reason (which will be recorded).

What's the difference between counselling and a verbal warning?

- **Counselling** — Informal discussion, recorded but not punitive. For minor first-time issues.
- **Verbal warning** — Formal warning, recorded, part of progressive discipline.

Both are documented in File, but counselling is less severe.

How long does a warning stay on record?

Warnings have a validity period (set during the warning process). Typical periods: - Counselling: 3 months - Verbal warning: 3 months - First written: 6 months - Final written: 12 months

After validity expires, the warning is no longer "active" but remains in the employee's history for reference.

Delivery

How do I send a warning via WhatsApp?

1. In Phase 10 (Delivery), select "WhatsApp"
2. The system generates a share link
3. Click the WhatsApp button
4. Select the employee's contact
5. Send

The employee receives a link to view their warning document.

What if the employee doesn't have email?

Use one of the alternative delivery methods: - **WhatsApp** — Most common alternative - **QR Code** — Employee scans with their phone - **Print** — Download PDF and hand it to them

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Can I resend a warning?

Yes. Go to the employee's profile, find the warning in their history, and click to resend via your preferred method.

Employees

How do I add a new employee?

1. Go to Employees tab
2. Click "Add Employee"
3. Fill in required fields (name, ID, email/phone, department, start date)
4. Save

Or use CSV import for bulk uploads.

How do I import employees from Excel?

1. Go to Employees tab
2. Click "Import Employees"
3. Download the template CSV

4. Fill in your data (copy from Excel)
5. Upload the completed CSV
6. Review and confirm

Can I delete an employee?

You can archive employees (e.g., when they leave), but not fully delete them. This preserves the warning history for legal purposes.

Why can't I see all employees?

If you're an HOD Manager, you only see employees in your department. HR Managers and Executives can see all employees.

Technical Questions

Does File work on mobile phones?

Yes. File is designed mobile-first. It works on any smartphone with a web browser—no app installation needed.

Does File work offline?

File requires an internet connection to save data. However, it's optimized for slow connections and uses minimal data.

Is my data secure?

Yes. File uses Firebase (Google's cloud platform) with: - Encryption in transit (HTTPS) - Encryption at rest - Automatic backups - Role-based access control - Full POPIA compliance

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Can I export my data?

Yes. You can export: - Employee lists - Warning records - Reports

Go to the relevant section and look for "Export" options.

What browsers does File support?

File works on all modern browsers: - Chrome (recommended) - Firefox - Safari - Edge - Opera

On mobile: Chrome, Safari, Firefox, Samsung Internet.

Billing

When is payment due?

Invoices are due within 7 days. You'll receive an invoice by email at the start of each billing period.

Can I pay monthly?

Yes. Contact support@fifo.systems to switch to monthly billing. Note: annual billing saves approximately 2 months' cost.

What happens if I don't pay?

- After 7 days: Payment reminder sent
- After 14 days: Account may be suspended (read-only access)
- After 30 days: Account may be deactivated

Contact us immediately if you're having payment difficulties—we can usually work something out.

How do I update billing information?

Contact support@fifo.systems with your updated billing details.

Can I get a refund?

- **Setup fees:** Non-refundable
- **Annual subscription:** Pro-rata refund within first 30 days
- **Monthly subscription:** No refund for partial months

Troubleshooting

The system is slow

Try: 1. Refresh the page 2. Clear your browser cache 3. Try a different browser 4. Check your internet connection

If problems persist, contact support@fifo.systems.

I can't find an employee

Check: - Spelling of the name - That they're in your department (for HOD managers) - That they haven't been archived

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PDF won't download

Try: 1. Disable pop-up blockers temporarily 2. Try a different browser 3. Check your download folder

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Signature pad not working

Try: 1. Refresh the page 2. Clear your browser cache 3. Try on a different device 4. Ensure you're using a finger (not stylus) on touch screens

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Getting Help

How do I contact support?

Email: support@fifo.systems

Include: - Your organization name - Description of the issue - Screenshots if relevant

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Is there training available?

Yes. We provide: - Initial setup training (included) - Manager training guides (this document) - On-request training sessions (may have additional cost)

How do I request a new feature?

Email support@fifo.systems with your suggestion. We regularly add features based on user feedback.

Still Have Questions?

Email support@fifo.systems — we typically respond within 24 hours on business days.