

FOLIO

The Folio handbook

Filing records, finding them again, holds, approvals and how long things are kept.

CONTENTS

- 1 · Getting started
 - File your first record 2
 - Find your way around Folio 4
 - Set up folders for your team 5
- 2 · Filing and finding
 - Add lots of documents at once 6
 - Search inside your records 7
 - Move or download a record 8
- 3 · Keeping records safe
 - See the legal holds in place 9
 - Protect a folder 10
 - Check a record hasn't changed 11
- 4 · Approvals and the ledger
 - Approve or refuse a request 12
 - See who opened a record and why 13
 - Export the ledger 14
- 5 · Settings
 - Choose how long each kind of record is kept 15
 - Ask for a reason before records are opened 16

File your first record

Updated 14 October 2026 · unforged.ai/help/folio/file-your-first-record

Filing a document puts it somewhere safe, with the dates your organisation has agreed for keeping it. It takes a minute, and you can see exactly how it will be kept before anything is filed.

Before you start

You need permission to file records. Members, admins and owners have it to start with, and if you don't, an admin in your organisation can give it to you.

1 Open Files and add a document

Go to **Files** and click **Add documents**, then **Choose files** and pick the document. You can also drag a file straight onto the list of files in any folder.

2 Check where it's going

Filing into shows the folder it will go in. Change it if you need to, or use **New folder here** to make one on the spot.

3 Add a matter or subject if it helps

Matter and **Subject** are optional, but they make the record easier to find later. A matter might be "Harper & Lowe lease renewal", and a subject might be the client's name.

4 Pick its class

The class decides how long the record is kept. Your organisation's default is chosen for you, and **Earliest it can be deleted** shows the first date it could go, so you can check it looks right.

5 Confirm and file it

Tick the box to say you understand how it will be kept, then click **File the document**. When it shows **FILED**, click **Open the record** to see it.

Retained and Locked

Most records are **RETAINED**: nobody can edit them, and deleting one early needs two administrators and a reason. Some classes make records **LOCKED**, and then no one can delete them before their date, not even an administrator. If anything you're filing will be Locked, you'll be asked to confirm that separately.

If something goes wrong

There's no **Add documents button.**

You don't have permission to file records yet. Ask an admin in your organisation to give it to you, then reload the page.

A file shows **NOT FILED.**

The line under it says why. Fix what it mentions, then click **Try the ones that didn't go in again**. If it still won't go in, write to us at support@unforged.ai.

Find your way around Folio

Updated 14 October 2026 · unforged.ai/help/folio/find-your-way-around-folio

Folio has five tabs along the top. This guide walks through each one so you know where to go for what you need.

1

Start in Files

Files shows your folders down the left, under **All files**, and what's in the folder you're looking at on the right. Anything waiting for you, such as a request to approve, appears under **Needs you** at the top.

2

Read a record's row

Each record shows when it was filed, its class, the date it's **Kept until** and how it's protected. Type in the box above the list to find something in that folder by name.

3

Open a record

Click a record's name to see its details, how long it's kept, and its **Receipt**, **History** and **Nib** tabs. Click **Open the document** to read it in the page, or **Download** to save a copy.

4

Search across everything

Search looks through the names of your records and the words inside them, in every folder at once.

5

Check Approvals, Ledger and Settings

Approvals holds the changes waiting for a second person. **Ledger** lists everything that has happened to your records. **Settings** is where admins choose how long records are kept and which folders are protected.

What the labels mean

- **RETAINED**: kept until its date, and deleting it early needs two administrators.
- **LOCKED**: no one can delete it before its date.
- **ARCHIVED**: kept in the archive, so it has to be restored before you can open it.
- **PROTECTED**: a folder where opening anything needs a reason.

Why you might not see a tab

Each tab only shows for people who can use it. Viewers can see records but not open them, and the Ledger is for auditors, admins and owners. If you need more, an admin can [change what you can do](#).

Set up folders for your team

Updated 14 October 2026 · unforged.ai/help/folio/set-up-folders-for-your-team

A little structure before your team starts filing makes everything easier to find. Most teams start with a folder per client, department or kind of record.

Before you start

You need permission to file records and create folders, and renaming a folder needs a reason.

1 Make a top-level folder

In **Files**, go to **All files** and click **New folder**. Type a name such as “Clients” and click **Create folder**.

2 Add folders inside it

Open the folder you’ve just made and click **New folder** again. Each new folder goes inside the one you’re in, and you can go up to eight levels deep.

3 Rename a folder

Hover over the folder and click the pencil, or choose **Rename...** from its **?** menu. Type the new name, choose a reason, add a few words about why, and click **Rename folder**.

4 Protect anything sensitive

If a folder holds records people should only open for a good reason, such as HR files, ask an admin to [protect it](#).

Names

Folder names can use letters, numbers, spaces, full stops, hyphens and underscores. Two folders in the same place can’t share a name.

Renaming a folder keeps everything in it as it was, with the same dates and receipts. Renaming a protected folder waits for a second administrator to approve it in **Approvals**.

If something goes wrong

There’s no **New folder** button.

You don’t have permission to create folders. Ask an admin in your organisation to [change what you can do](#).

Add lots of documents at once

Updated 14 October 2026 · unforged.ai/help/folio/add-lots-of-documents-at-once

When you're moving records in from somewhere else, you can file a whole batch together rather than one at a time. You can add up to 500 documents at once.

Before you start

You need permission to file records.

1 Choose the files or a folder

In **Files**, open the folder they should go in and click **Add documents**. Click **Choose files** to pick several, or **Choose a folder** to bring in a whole folder with the folders inside it.

2 Check the list

Every document is listed with its class and the earliest date it could be deleted. Click the cross next to any you don't want, or **Add more** to bring in others.

3 Set the class for all of them

If they're all the same kind of record, pick it in **Class for all of them**. You can still change any single one in its own row.

4 Add a matter or subject

Anything you type in **Matter** or **Subject** goes on every document in the batch, which helps when they all belong to one client or case.

5 File them

Tick the box to confirm how they'll be kept and click **File 120 documents** (the button shows your own number). Keep the page open while the bar fills, then click **Done**.

Files that are left out

If any files can't be filed, such as one over 2 GB, you'll see a note saying how many were left out. Open it to see each one and why.

If a large file stops part way, choose the same file again and it carries on from where it stopped.

If something goes wrong

Some documents didn't go in.

Click **Try the ones that didn't go in again**. If they still won't go in, write to us at support@unforged.ai with the names of the files.

Search inside your records

Updated 14 October 2026 · unforged.ai/help/folio/search-inside-your-records

Folio reads the documents you file, so you can find a record by what it says as well as by its name. Searching doesn't need a reason, though opening what you find might.

Before you start

You need permission to search records. Members, admins and owners have it to start with.

1

Open Search

Click **Search** and type in the box. You can search for a name, a matter or any words inside a document, such as "break clause".

2

Read the results

Matches on a record's name, matter or subject are under **File names**. Matches in the text are under **Inside documents**, with the lines that matched and the page they're on.

3

Narrow it down

Open **Search tips** for ways to be more precise. Put words in quotes to find an exact phrase, use OR for either word, or put a minus sign before a word to leave it out.

4

Open the record

Click a record's name to open it. If it's in a protected folder, or your organisation asks for reasons, you'll be asked why you're opening it first.

When something doesn't turn up

A newly filed record can take a little while to be read, and the results will tell you if some can't be searched inside yet. Scanned or faint pages are marked **LOW CONFIDENCE**, as a word in them might be missed.

Archived records still show in the results. Click **Restore to open** to bring one back before reading it.

If something goes wrong

I can see results but not the lines that matched.

Seeing the matching lines needs permission to open documents. Ask an admin in your organisation to [change what you can do](#).

Move or download a record

Updated 14 October 2026 · unforged.ai/help/folio/move-or-download-a-record

Records can move between folders as your filing changes, and you can download a copy whenever you need one. A record keeps its own name, so if one needs a different name, file it again under the right one.

1 Move one record

In **Files**, open the record's **?** menu and choose **Move to...**. Pick the folder, choose a reason, add a few words about why, and click **Move 1 document**.

2 Move several at once

Tick the boxes next to the records, up to 100, and click **Move to...** in the bar that appears. You'll see what happened to each one when it's done.

3 Download a copy

Choose **Download** from the record's **?** menu, or open the record and click **Download**. If a reason is needed, you'll be asked for one first.

4 Give a reason if asked

On **Why are you opening this?**, choose a reason, add details if you like, and click **Continue**. Your reason covers that folder for a short while, so you won't be asked again for each record. Click **End reason** when you're done.

Records in the archive

An **ARCHIVED** record has to be restored before you can open or download it. Open it, click **Restore it**, choose how soon you need it and how many days to keep it open, then click **Ask for it**. The record shows when it should be ready.

When a move waits

Moving a record out of a protected folder waits for a second person to approve it in **Approvals**, and a record under a legal hold can't be moved until the hold is released.

If something goes wrong

There's no **Download** option.

You may not have permission to open documents. Ask an admin in your organisation to give it to you.

See the legal holds in place

Updated 14 October 2026 · unforged.ai/help/folio/see-the-legal-holds-in-place

A legal hold keeps records exactly as they are while a claim or investigation runs. You can see every hold in place from Folio's settings.

Before you start

You need permission to manage Folio settings. An admin in your organisation can give it to you.

1

Open the holds

Go to **Settings** in Folio and choose **Holds**.

2

See what each hold covers

Each hold shows whether it covers a folder, a matter, a subject or a single record, and how many records are under it.

3

Check who placed it and why

Under each hold you'll see the reason given, when it was placed and who placed it.

While a hold is in place

Nothing a hold covers is deleted or moved, even when it reaches its **Kept until** date. Releasing a hold takes two people, so a request to release one waits in **Approvals** until someone else approves it.

To see when each hold was placed or released, go to **Ledger** and choose **Holds** in **What**.

You can't place or release a hold from these pages yet. If you need to, write to us at support@unforged.ai and we'll help.

Protect a folder

Updated 14 October 2026 · unforged.ai/help/folio/protect-a-folder

Protecting a folder means everyone gives a reason before opening a record in it, even if your organisation doesn't ask for one elsewhere. It suits HR files, client papers and anything else that should only be read for a good reason.

Before you start

You need permission to manage Folio settings. An admin in your organisation can give it to you.

1 Open Protected folders

Go to **Settings** in Folio, choose **Protected folders** and click **Protect a folder**.

2 Choose the folder

Pick the folder you want to protect. Any folders inside it are protected too, including ones made later.

3 Say why and save

Choose a reason, add a few words about why, and click **Protect it**. The folder now shows **PROTECTED** in **Files**.

What changes

Anyone opening a record in the folder is asked why first. Renaming the folder, or moving a record out of it, waits for a second administrator to approve.

Removing protection

Click **Ask to remove** next to the folder, give a reason and click **Send for approval**. Nothing changes until a second administrator approves it in **Approvals**.

If something goes wrong

The folder I want isn't in the list.

It may already be protected, or sit inside a protected folder, in which case it's covered already. Check the list under **Protected folders**, and if it isn't there, write to us at support@unforged.ai.

Check a record hasn't changed

Updated 14 October 2026 · unforged.ai/help/folio/check-a-record-hasnt-changed

Every record has a receipt with its fingerprint, a long code that changes if even one character of the file does. Comparing it with your own copy shows whether the file is exactly as it was filed.

1 Open the record's receipt

Open the record and choose the **Receipt** tab. You'll see the date and time it was filed and its **SHA-256** fingerprint.

2 Work out the fingerprint of your copy

On a Mac, open Terminal and type `shasum -a 256` followed by the file's name. On Windows, open Command Prompt and type `certutil -hashfile`, the file's name, then `SHA256`.

3 Compare the two

If your fingerprint matches the one on the receipt, your copy is exactly the file that was filed. If it doesn't, the file has changed since.

4 Keep the receipt with your copy

Click **Download the receipt** to save it. The **Receipt** tab shows a command you can run to check the document against it on your own computer, without needing Folio.

What a match tells you

A match shows the file hasn't changed since it was filed. It doesn't say whether the document itself, or any signature on it, is genuine. For signatures, [run a signature check in Nib](#).

If something goes wrong

The receipt says **STAMP PENDING**.

The time-stamp hasn't come back yet, and it will appear on its own. If it's still pending a day later, write to us at support@unforged.ai.

Approve or refuse a request

Updated 14 October 2026 · unforged.ai/help/folio/approve-or-refuse-a-request

Some changes, such as releasing a legal hold or removing a folder's protection, need a second person to agree before they happen. They wait in **Approvals** until someone decides.

Before you start

You need permission to approve requests, which owners and admins have to start with. Some requests, like settings changes, also need permission to manage Folio settings.

1

Open Approvals

Click **Approvals** in Folio. **Waiting for you** shows the requests you can decide, and anything waiting also shows under **Needs you** in **Files**.

2

Read the request

Each request says what would change, who asked, the reason they gave and how long it has before it expires.

3

Approve or refuse it

Click **Approve** or **Refuse**. Choose your own reason, add a few words if it helps, and click **Approve** or **Refuse** again to confirm.

4

Check it went through

You'll see a message once it's done. An approved request is carried out straight away, and a refused one changes nothing.

Your own requests

Someone else always has to decide a request you made. Choose **My requests** to see where yours have got to, and **Waiting for someone else** for requests you can't decide yourself.

If no one decides a request within seven days, it expires and nothing changes. You can ask again if it's still needed.

See who opened a record and why

Updated 14 October 2026 · unforged.ai/help/folio/see-who-opened-a-record-and-why

Folio keeps a record of everything that happens to your records, including every time someone opens one and the reason they gave. You can look at one record or across everything.

Before you start

You need permission to read the ledger. Auditors, admins and owners have it to start with.

1 Open the record's history

Open the record and choose the **History** tab. It lists everything that has happened to it, newest first, with who did it, when and why.

2 Look across all your records

Click **Ledger** to see events from every folder, newest first.

3 Filter what you see

Pick someone in **Person or tool**, or the kind of event in **What**, and the list updates straight away. To narrow it to a folder or a day, fill in **Folder or record** or **Day** and click **Filter**.

4 See everything about one event

Click an event's number to open it at the side, with the reason given and how it was done. Use **? Newer** and **Older >** to step through.

Who you'll see

The **Via** column shows how it was done, for example on the web, through the API or by an AI assistant.

Events show the person by name. Someone who has since left your organisation shows as "a former member", and changes Folio makes on its own show as **System**.

Export the ledger

Updated 14 October 2026 · unforged.ai/help/folio/export-the-ledger

When an auditor or regulator asks who has done what with your records, you can give them the whole ledger as a download. They can check it themselves without needing Folio.

Before you start

You need permission to read the ledger and to create exports. Admins and owners have both to start with.

1 Start the export

Go to **Ledger** in Folio and click **Export the ledger**.

2 Wait for it to be ready

You'll go to a page that says it's being built. It updates by itself, so you can leave it open while you do something else.

3 Download it

When it says **Ready to download**, click **Download**. The page shows how long the download stays available.

4 Check it if you'd like to

Under **Check it yourself** there's a command you can run on the unzipped file. It confirms every entry follows on from the one before, so nothing has been taken out or changed.

If something goes wrong

The export has expired.

Downloads are only kept for a while. Go back to **Ledger** and click **Export the ledger** again.

The export couldn't be built.

Ask for it again from **Ledger**. If it fails a second time, write to us at support@unforged.ai.

Choose how long each kind of record is kept

Updated 14 October 2026 · unforged.ai/help/folio/choose-how-long-each-kind-of-record-is-kept

A retention class says how long one kind of record is kept and what happens when that time is up. You might have one for client files and another for payroll, each with its own period.

Before you start

You need permission to manage Folio settings. An admin in your organisation can give it to you.

1 Open Retention classes

Go to **Settings** in Folio, choose **Retention classes** and click **New class**, or **Edit** next to one you have.

2 Name it and set the period

Give it a **Name** people will recognise, such as "Client files". In **Kept for**, enter a number and choose years, months or days, or choose no end date. **Counts from** sets when that time starts, usually the **Filing date**.

3 Choose how it's protected

Under **Protection**, **Retained** lets two administrators delete a record early with a reason. **Locked** means no one can delete it before its date, and needs the add-on.

4 Choose storage and what happens at the end

Pick a **Storage** option for how quickly the records need to open. Under **At the end**, choose **Ask us first**, or **Delete after notice** and the number of days' notice you'd like.

5 Say why and save

Choose a reason, add a few words, and click **Add class** or **Save**. To use it for new filings unless someone picks another, click **Make it the default**.

Changes that need a second administrator

A change that keeps records for less time or protects them less, such as switching from Locked to Retained or giving less notice, says so before you save. The button changes to **Send for approval**, and nothing changes until a second administrator approves it in **Approvals**.

Archive storage

Records in **Archive** or **Deep archive** cost less to keep, but they have to be restored before anyone can open them, which takes time.

Ask for a reason before records are opened

Updated 14 October 2026 · unforged.ai/help/folio/ask-for-a-reason-before-records-are-opened

You can ask everyone to say why before they open a record in any folder, not just protected ones. People choose from a short list, such as **Audit** or **Customer request**, and their reason appears in the ledger.

Before you start

You need permission to manage Folio settings. An admin in your organisation can give it to you.

1 Open Reasons for viewing

Go to **Settings** in Folio and choose **Reasons for viewing**.

2 Turn it on

Click **Turn on**, choose your own reason for the change and click **Turn it on**. From then on, everyone is asked why before they open a record.

3 Choose how long a reason lasts

Click **Change** next to **A reason lasts** and pick 5, 10, 15 or 20 minutes. Give a reason and click **Send for approval**, and it changes once a second administrator approves it.

What people see

When someone opens a record, Folio asks **Why are you opening this?**. They choose from **Audit**, **Regulatory request**, **Legal proceedings**, **Customer request**, **Internal review**, **Correction** or **Other**, and can add details. **Other** needs a few words, and **Legal proceedings** needs a matter reference.

Their reason covers that folder and everything in it until the time runs out, so they aren't asked again for each record.

Turning it off

Click **Turn off** and then **Send for approval**. It stays on until a second administrator approves, and protected folders keep asking either way.