

E-File201: A Secure Digital Inventory and Request System for Non-Teaching Personnel Records at SDO Quezon City

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PROBLEM AND ITS BACKGROUND

Background of the Study

During the On-the-Job Training (OJT) at the Schools Division Office (SDO) of Quezon City, the researchers observed the existing processes for handling 201 files of non-teaching personnel. Throughout the training period, several challenges became evident that significantly affected efficiency, accuracy, and security in file management. Many of the records are already old, and when reproduced through photocopying, the resulting copies often appear dirty, smudged, or partially unreadable. This deterioration compromises the clarity of information and reduces the reliability of the records as official references. Hard-copy files are also vulnerable to misplacement, accidental damage, or total loss. During the training, the researchers encountered an incident in which an entire folder containing important documents went missing, causing delays in administrative transactions and raising serious concerns regarding accountability. Another major issue involves the process of requesting copies of 201 files. At present, non-teaching personnel are required to physically travel from their respective schools to the SDO to manually complete a request form. Considering the geographic size of Quezon City, this procedure is time-consuming and inconvenient, particularly for personnel assigned to distant schools. These observations highlight the need for a more systematic, efficient, and secure approach to managing and requesting 201 files. A digital inventory system with a built-in request feature—supported by secure user accounts and email-based verification—has the potential to address these challenges by preserving records, streamlining file retrieval, and providing personnel with safe and convenient access to scanned copies.

Statement of the Problem

The existing manual system of managing 201 files of non-teaching personnel at the Schools Division Office of Quezon City presents several challenges:

1. Manual file and request handling reduce efficiency and can cause delays, miscommunication, and errors, including misplaced forms.
2. Reliance on physical documents leads to deterioration, which compromises the readability and reliability of records.
3. Hard-copy files are prone to misplacement, damage, or loss.
4. The request process requires physical travel to the SDO and manual form-filling, which is time-consuming and inconvenient.
5. There is no digital system that provides an audit trail of transactions, as the monitoring is still done manually through logbooks.

Objectives of the Study

1. General Objective

To design and develop an Inventory System that digitizes and organizes the 201 files of non-teaching personnel, with an integrated request feature for scanned copy retrieval.

2. Specific Objectives

1. Create a centralized digital repository to preserve personnel records.
2. Improve accessibility and retrieval of documents through a user-friendly system.
3. Minimize risks of misplacement, damage, or loss of hard-copy files.
4. Provide non-teaching personnel with an online request feature for certified scanned copies of their 201 files without physically visiting the SDO.
5. Ensure account authenticity by implementing secure email-based user registration and verification.
6. Equip administrative staff with a secure and efficient process for managing requests through notifications and controlled access.
7. Maintain accountability and transparency through an audit trail that records all requests, approvals, and file releases.

Significance of the Study

Non-Teaching Personnel

8. Secure storage of their 201 files.
9. Convenient and verified online request for scanned copies.
10. Reduced need for physical travel to the SDO.

Administrative Staff (HR – Non-Teaching Personnel Unit)

11. Exclusive access to the request dashboard and file storage.
12. Notifications for new requests to make approvals faster and more efficient.
13. Audit trail ensures accountability in processing personnel requests.

Schools Division Office (SDO)

14. Enhanced accountability, compliance, and data security.
15. User verification through registered email accounts prevents unauthorized access.
16. Reduced foot traffic and congestion in the office.

Future Researchers and Institutions

17. Reference for designing similar inventory and request systems.
18. Insights into digital solutions with built-in verification and audit features.

Scope and Delimitations of the Study

Scope of the Study

This study focuses on the development of an Inventory System for the 201 files of non-teaching personnel at the Schools Division Office of Quezon City. The system enables administrators to store and manage digitized (soft

copy) versions of 201 files in a secure and centralized database to ensure better organization and preservation of records. Authorized HR personnel can upload, update, and retrieve files through a search function using specific identifiers such as employee name or ID.

In addition, the system provides an online request feature that allows non-teaching personnel to request scanned copies of their records. Submitted requests are reviewed and processed by administrators, and approved documents are released through the system or via email. A user authentication mechanism using registered email accounts is implemented to ensure that only authorized users can access the system and request files.

Delimitation of the Study

The study is limited only to the 201 files of non-teaching personnel and does not cover teaching staff or other categories of records. The request feature will provide only scanned digital copies and not the release of original hard documents. Furthermore, the system is intended for internal use within the SDO and will not extend to inter-agency sharing. Data migration from manual to digital records will also depend on the availability and condition of existing physical documents.

Definition of terms

1. **201 Files** – Official records containing personal, employment, and administrative information of non-teaching personnel.
2. **Audit Trail** – A recorded log of all system activities, including requests, approvals, and file access, used for monitoring and accountability.
3. **Data Retrieval** – The process of accessing and obtaining stored digital records from the system.
4. **Digital Repository** – A centralized storage location where electronic records are securely kept and managed.
5. **Document Digitization** – The process of converting physical documents into digital format for easier storage and access.
6. **Inventory System** – A digital platform used to store, manage, and organize personnel records efficiently.
7. **Non-Teaching Personnel (NTP)** – Staff members in an organization who perform administrative, clerical, or support roles rather than teaching duties.
8. **Request Feature** – A system function that allows users to request scanned or certified copies of documents online.
9. **System Administrator** – An authorized personnel responsible for managing system operations, users, and security settings.
10. **User Authentication** – A security process that verifies the identity of users before granting access to the system.
11. **Verification Process** – A procedure used to confirm the accuracy and legitimacy of user information during registration or requests.

RELATED LITERATURE AND STUDIES

Introduction

The management of records has become increasingly critical in educational institutions and government offices, particularly as organizations shift from manual to digital systems. Proper records management ensures data accessibility, security, and reliability, which improves operational efficiency and supports compliance with organizational and legal standards. In schools and local government units (LGUs), records management also

facilitates decision-making, protects sensitive information, and streamlines administrative processes. Research in both local and foreign contexts highlights the benefits of digitized systems, demonstrating improved data accuracy, faster retrieval times, and enhanced confidentiality.

Foreign Literature

Digitalization has profoundly influenced both corporate and governmental practices, transforming how organizations manage information, processes, and accountability. Baue and Murningham (2011), in their study *The Accountability Web: Weaving Corporate Accountability and Interactive Technology*, explored the intersection of corporate accountability and Web 2.0 technologies. Their research highlights how digital tools can enhance transparency, participation, and stakeholder engagement. By examining corporations such as Philips, SAP, and Shell, the authors emphasized the importance of adapting technology thoughtfully, fostering mutual accountability, and building communities of practice. This study underscores the potential of digital platforms to improve organizational oversight and responsiveness.

Similarly, Balsmeier and Woerter (2019) in *Is This Time Different? How Digitalization Influences Job Creation and Destruction* examined the impact of digital technologies on employment. They found that machine-based digitalization, such as robotics, 3D printing, and Internet of Things (IoT) applications, tends to increase employment opportunities for high-skilled workers while reducing positions for low-skilled employees. The study highlights that the effects of digitalization are not uniform and depend largely on the types of tasks and technologies implemented. Non-machine-based digital tools, such as enterprise resource planning (ERP) systems or e-commerce platforms, showed no significant impact on employment, demonstrating that technological integration must be carefully aligned with workforce capabilities.

Mollins and Taskin (2023) further explored the broader economic implications of digitalization in their paper *Digitalization Overview: Productivity Impacts and Economic Implications*. They noted that digital technologies can enhance productivity at both the firm and national levels through automation, improved data availability, and efficient capital use. However, they caution that productivity gains often depend on complementary investments in skills, organizational management, and intangible assets. Their findings also point to delayed realization of benefits, as integrating digital systems effectively requires coordination across labor, capital, and organizational structures. The study underscores that while digitalization can drive economic growth and business dynamism, disparities in adoption and market power can create uneven outcomes.

In the realm of human resource management, Babre (2022) examined the role of digital document archives in streamlining employee data management. In *Digital Document Archive: An Easy Way to Organise Employees' Personnel Files*, Babre highlights how systems like Zalaris eFile centralize personnel information, improving efficiency, transparency, and data security. Digital archives allow HR teams to manage records remotely, automate routine tasks, and facilitate employee access to their own files. The study emphasizes that such systems reduce reliance on paper, ensure compliance with data privacy regulations like GDPR, and support sustainable HR practices. This research demonstrates the practical benefits of digitalization in everyday organizational operations.

Finally, Yun Smith (2024) in *Digital vs. Electronic Documents in Government Records Management* differentiates between digital and electronic records within public administration. Digital documents are standalone files, often converted from physical records, and are valued for their accessibility, security, and archival purposes. In contrast, electronic documents are system-dependent and integrated within larger platforms, enabling automation, workflow management, and data analysis. Smith illustrates the complementary nature of these two types of records through real-world case studies, including Franklin County, Ohio, and Delaware County, Pennsylvania, showing that effective adoption of both digital and electronic documents can drastically improve operational efficiency, reduce bureaucracy, and enhance public service delivery.

Synthesis of Foreign Literature

Overall, the foreign literature consistently emphasizes that digitalization enhances organizational efficiency, transparency, and accountability when implemented with appropriate governance and complementary resources.

The works reviewed highlight that digital platforms can strengthen oversight and stakeholder engagement through improved traceability and responsiveness, particularly when systems support accountability mechanisms and structured workflows. At the same time, these sources caution that the benefits of digital transformation are not automatic; productivity and organizational gains depend on supporting factors such as workforce readiness, process redesign, and investments in skills and management capacity. The literature also clarifies distinctions between digital and electronic records in government contexts, indicating that both can complement each other: digitized documents improve accessibility and preservation, while electronic systems enable automation, tracking, and data-driven administration. Collectively, these perspectives support the rationale for adopting a digital records and request system like eFile201, particularly one that integrates controlled access, searchable repositories, and traceable request processing to improve service delivery and accountability.

Local Literature

Viloria (2022) discussed the digital conversion of employee 201-files, highlighting the challenges of traditional paper-based systems, such as labor-intensive retrieval, manual updates, and susceptibility to errors. The study pointed out that digitization enables real-time inventory, allows employees to request copies of their records, and notifies administrators for timely processing. Moreover, controlled access, audit logs, and automated notifications enhance accountability and data integrity. Implementing digital 201-file systems, according to Viloria, streamlines HR workflows while empowering employees through self-service requests and reducing dependence on physical storage.

Similarly, Oatemar (2024) outlined the key components and best practices in managing 201 files, particularly in educational institutions. The study emphasized the role of 201 files in documenting employees' personal and employment information, training, performance, and compliance with DepEd standards. Effective management strategies, including structured categories, clear labeling, regular updates, secure access, and digitization, were recommended to maintain accuracy, transparency, and efficiency in HR operations. Oatemar stressed that well-managed 201 files support informed decision-making, employee monitoring, and smooth administrative processes.

The importance of digitization in the Philippine context was further explored in *Digitizing Archives in the Philippines* (2025), which highlighted the limitations of paper-based systems, including storage challenges, retrieval delays, and confidentiality risks. The literature emphasized that converting archives into secure digital repositories enhances operational efficiency, protects institutional memory, and ensures compliance with local regulations, such as the Data Privacy Act. While certain legal documents still require original copies, a hybrid approach—preserving originals while maintaining digital versions—was recommended. The study also discussed practical strategies for phased implementation, secure scanning, indexing, and cloud-based access, demonstrating how digital archives improve accessibility, sustainability, and risk management.

Finally, the *Benefits of Digitizing Employee 201 Files* (2024) reinforced the advantages of transitioning from physical to digital HR records. Digital 201 files allow HR staff to efficiently access and search employee information, provide secure storage, integrate with payroll and performance management systems, and maintain document quality over time. The literature emphasized that digital systems save physical space, enhance interdepartmental collaboration, and improve workflow accuracy. Solutions like the SATO Den Payroll System & HRIS exemplify centralized platforms that automate HR processes, modernize operations, and promote efficiency, security, and long-term preservation of employee records.

Synthesis of Local Literature

The local literature strongly affirms that Philippine institutions continue to face persistent challenges in managing personnel files using traditional paper-based systems, including storage constraints, retrieval delays, confidentiality risks, and the gradual deterioration of document quality. Across the reviewed materials, digitization is presented not only as a modernization strategy but also as a practical solution for improving operational efficiency, document preservation, and compliance with data protection requirements such as the Data Privacy Act. Additionally, local sources consistently emphasize that well-designed digital 201-file systems

should include structured file categorization, controlled access, audit logs, and user-centered request mechanisms, which collectively improve accountability and workflow accuracy. The literature further suggests that a hybrid approach may be necessary for documents requiring original copies, while digital versions ensure accessibility and backup protection. In synthesis, these local discussions establish a strong contextual basis for eFile201 by reinforcing that a centralized digital inventory and request feature can address common limitations of manual records management in Philippine educational institutions.

Foreign Studies

Digitization of archives and personnel records has been a key strategy in improving operational efficiency and document security worldwide. Makmur (2023) examined the implementation of archives digitization policies in Indonesia as part of the Electronic-Based Government System (SPBE). The study highlighted that digital archives significantly improve accessibility, security, and readability of government documents, while optimizing human resources, workspace, and operational budgets. However, challenges such as limited technological understanding and inadequate management support hindered full implementation, demonstrating the importance of structured policies and stakeholder engagement for successful digital transformation.

Similarly, Alade (2023) focused on the design and implementation of a web-based document management system using Object-Oriented Hypermedia Design Methodology. The system, built with MySQL, HTML, PHP, and XAMPP, achieved high accuracy (95%) and usability (99.2%), and user satisfaction reached 96.6%. The study concluded that web-based document management systems improve productivity, user experience, and efficient handling of organizational knowledge assets, demonstrating the critical role of technology in streamlining document workflows.

Blessing (2023) developed a Personnel Information System (PIS) to address the limitations of manual personnel records management. The system provided an integrated platform for accurate monitoring of employee records, reducing fraud, duplication, and misplacement. Implemented in a networked Windows environment using Visual Basic and SQL, PIS facilitated speedy retrieval of information and efficient, cost-effective data management, highlighting how digital systems enhance operational accuracy and accessibility.

Qaddoumi (2025) designed the Electronic Records-Keeping with Enhanced Classification and Organized Retention and Disposal System (E-RECORDS) for the Department of Education Regional Office No. 2. The system ensured compliance with National Archives regulations and ISO 25010 standards, offering secure storage, indexing, search, access control, reporting, and analytics. By addressing gaps in disaster recovery, document digitization, and compliance, E-RECORDS demonstrated the significant benefits of implementing modern electronic records management systems for educational institutions.

Jain, Maheshwari, Singhal, and Vishnoi (2025) reviewed cybersecurity and data privacy challenges in HR technology, emphasizing the vulnerabilities associated with digital HR systems that store sensitive employee data. The study highlighted risks from phishing, ransomware, insider threats, and third-party breaches, and discussed global regulatory frameworks such as GDPR, CCPA, and India's DPDP 2023. It stressed the need for technical and organizational safeguards, including encryption, access control, incident response protocols, and privacy-by-design principles, underscoring the importance of securing digital personnel records against cyber threats in modern HR ecosystems.

Synthesis of Foreign Studies

The foreign studies reviewed provide empirical support for the effectiveness of digital document and records management systems in improving accessibility, retrieval speed, data integrity, and user satisfaction. Several studies demonstrate that web-based and electronic systems can achieve high performance and usability outcomes when designed with structured methodologies and clear functional requirements, including indexing, searching, classification, and reporting. However, the evidence also indicates that successful implementation depends on organizational readiness, policy alignment, and stakeholder support, as limitations in technical capability and management commitment can hinder adoption. Moreover, the inclusion of cybersecurity and privacy safeguards is emphasized as essential, given the sensitivity of personnel information and the increasing risks posed by digital

threats. Taken together, these findings underscore that systems like eFile201 can significantly improve the management and request processes for personnel records, provided that the system integrates secure access controls, audit trails, and clear operating procedures to mitigate implementation and security risks.

Local Studies

Cuevas and Casauay (2022) developed the Electronic Document Archival System (EDAS) to address the challenges of manual storage and retrieval of employee 201 files in a public high school. Their findings showed that physical records were prone to loss, duplication, unsecured storage, and slow retrieval processes, especially during accreditation and promotion requirements. By adopting a computerized archiving system based on the Waterfall Model, they achieved a more organized, secure, and easily searchable repository of documents. Their study highlights the importance of transitioning from manual to digital systems to ensure data security and efficiency—an insight directly relevant to the E-FILE201 system, which also aims to digitize and safeguard personnel records.

Balangat (2025) evaluated the current Records Management System (RMS) of the LGU Calanasan and found major weaknesses in storage, accessibility, retrieval, and security. The study revealed the absence of standardized policies, a lack of digital tools, inconsistent procedures, and inadequate training across departments. These findings emphasize the need for systematic digital transformation and strong policy integration. The recommendations—such as developing standardized records policies, enhancing security practices, and promoting digital adoption—align with the objectives of the E-FILE201 project, which incorporates controlled access, digital storage, and compliance with privacy standards.

Tabia (2025) examined records management and data security practices across multiple LGUs, stressing that proper record handling is essential for transparency, accountability, and operational efficiency. The study points out that the integration of robust data security measures is necessary to protect confidential government information and avoid breaches. This reinforces the need for secure handling of sensitive 201 files in E-FILE201, especially because it involves personal and employment-related documents of government personnel.

Guevarra (2025) conducted an assessment of the Records Management System of PRC Region IV-A, where the RMS was found effective in verifying professional records and improving service efficiency. Despite some technical challenges like system errors, the digital RMS significantly enhanced both client satisfaction and employee performance. The study supports the idea that digital systems reduce manual inefficiencies, speed up verification, and improve accuracy. This evidence strengthens the rationale for automating file requests and retrieval in E-FILE201.

Espero (2024) investigated information system readiness in secondary schools and its relationship with effective records management. Although the institutions showed poor readiness in terms of human resources and technological support, their record management practices were still rated very high. The study indicated that organizational readiness does not always hinder records management efficiency, but emphasized the need for development plans to sustain and improve system integration. This supports the idea that even if HR departments face limitations in staff or technology, systems like E-FILE201 can still be successfully implemented with proper planning and support.

Atibo (2023) examined the implementation of records management practices (RMP) among Senior High School registrars in the Schools Division of Legazpi City during the new normal. The study assessed admission-related processes, records handling, effectiveness of existing procedures, and the level of satisfaction across 472 respondents—teachers, students, and parents. Findings showed that the registrars' admission and records management practices were rated very satisfactory, highlighting the use of digital tools, standardized procedures, secure storage equipment, and classification schemes to safeguard student records. The effectiveness of the system was likewise rated effective, supported by online platforms, recordkeeping systems, and clear guidelines for information sharing. Despite positive evaluations, respondents also indicated areas needing improvement, prompting the development of a School Records Management Program (SRMP). The proposed plan included comprehensive audits, strengthened policies, continuous training, and feedback systems to enhance digital readiness and improve record-handling efficiency. This study is relevant to E-FILE201 as it demonstrates how

digitalization, standardized workflows, and stakeholder feedback contribute to robust and efficient record management systems.

Synthesis of Local Studies

The local studies collectively indicate that manual records management in Philippine schools and government offices often results in inefficiencies, inconsistent procedures, weak security controls, and high vulnerability to document loss or duplication. The reviewed research shows that adopting digital archiving and records management systems significantly improves organization, retrieval efficiency, and accountability—particularly during high-demand activities such as accreditation, verification, promotion, and public service transactions. At the same time, the literature highlights that implementing such systems requires more than technology alone; it also demands standardized policies, adequate training, continuous monitoring, and institutional support to ensure long-term effectiveness. Studies on readiness further suggest that even when technological capacity is limited, implementation can still succeed through planning and structured improvement programs. In synthesis, these local findings strongly reinforce the need for eFile201 by demonstrating that a secure, searchable, and monitored digital system can improve service delivery and protect sensitive personnel documents, especially when accompanied by clear governance and capacity-building initiatives.

METHODS OF RESEARCH AND PROCEDURES

Research Methodology

This study employed a qualitative practical research methodology, as it focused on developing a system that addresses a real-world problem encountered by the Schools Division Office (SDO) of Quezon City in managing 201 files of non-teaching personnel. Practical research aims to generate solutions to existing operational challenges through the application of research findings.

The study utilized a Descriptive–Developmental approach. The descriptive aspect was used to investigate and understand the existing records management processes, while the developmental aspect focused on the creation of a system-based solution based on the identified needs and requirements. Data were gathered through interviews, observations, and document analysis to provide the necessary information for system development.

This methodology enabled the researchers to examine the current situation and develop a practical solution tailored to the organization's requirements.

Research Design

The study utilized a Descriptive–Developmental Research Design with a qualitative approach.

Phase 1: Descriptive Phase

This phase focused on examining the existing procedures for storing, retrieving, and requesting 201 files of non-teaching personnel. Data were collected through interviews, direct observation, and document review to identify operational challenges, inefficiencies, and user requirements.

Phase 2: Developmental Phase

Based on the findings from the descriptive phase, the researchers designed and developed the E-FILE201: Secure Digital Inventory and Request System. The development process involved system planning, interface design, database creation, implementation, and refinement of key features, including:

1. A secure digital repository for 201 files;
2. An online request module for scanned copies;
3. User authentication and verification through registered email accounts; and
4. An audit trail for monitoring and accountability.

The two-phase design ensured that the developed system directly addressed the identified needs and challenges of the organization.

Data Collection

Data were collected from both primary and secondary sources:

Primary Data

1. Interviews – Structured interviews with HR staff and selected non-teaching personnel to identify challenges in the current manual process.
2. Direct Observation – Observed the handling of 201 files, request procedures, and record-keeping practices.

Secondary Data

1. Document Analysis – Reviewed existing records, logbooks, and request forms to validate findings from interviews and observations.

Respondents / Participants

The study involved twenty (20) participants composed of five (5) Human Resource (HR) staff members from the Non-Teaching Personnel Unit and fifteen (15) non-teaching personnel who had previously requested their 201 files at the Schools Division Office of Quezon City.

Participants were selected through purposive sampling because they possess direct experience and knowledge of the existing file management and request processes. Their insights provided valuable information regarding the challenges, inefficiencies, and requirements necessary for the development of the proposed E-FILE201 system.

The interview responses were analyzed and grouped according to recurring ideas and patterns. These common patterns served as the basis for the identification of themes presented in Chapter IV.

Research Instruments

The instruments used in this study include:

1. Interview Guide – A structured set of questions to obtain insights from HR staff and personnel.
2. Observation Guide – Used to record and analyze current procedures and workflows.
3. Document Review Form – For systematically reviewing logbooks, request forms, and 201 files

Data Analysis Procedure

The data gathered through interviews, direct observations, and document analysis were analyzed using qualitative thematic analysis. Responses from participants were carefully reviewed, organized, and categorized according to recurring ideas, concerns, and patterns. Similar responses were grouped into themes to identify the major issues and requirements related to the management and request process of 201 files. Observation and document review findings were likewise interpreted descriptively to support and validate the identified themes. The results served as the basis for the development of the proposed E-FILE201 system.

RESULTS AND DISCUSSION

Introduction

This chapter presents and interprets the findings of the study on the management and request process for 201 files concerning non-teaching personnel at the Schools Division Office of Quezon City. Data collection activities

included in-depth interviews, systematic observations, and comprehensive document reviews. The discussion is organized around core themes that emerged from participant responses and stakeholder insights, contrasting the limitations of the existing manual system with the anticipated benefits of the proposed eFile201 digital solution.

Summary of Findings (Thematic Presentation)

The interview responses, observation results, and document review findings were examined and analyzed using thematic analysis. Recurring ideas, concerns, and suggestions expressed by the participants were identified, organized, and grouped into themes. The resulting themes represent the common experiences and perspectives of the respondents regarding the current management and request process of 201 files at the Schools Division Office of Quezon City.

Theme 1: Predominance of Manual and Paper-Based File Management

Findings reveal that the current management of 201 files remains largely dependent on manual operations. Records are maintained in physical folders, stored in cabinets and boxes, with only minimal digital backups available. The absence of a centralized digital repository impedes systematic organization and retrieval, thereby exacerbating inefficiency and increasing the risk of data mishandling.

Theme 2: Inefficiency and Delays in File Retrieval

Respondents consistently reported that retrieving 201 files is slow, cumbersome, and labor-intensive. The process entails logging requests, verifying identities, manually locating documents, and releasing the required files. Typically, completion takes several days, especially during periods of high demand, leading to significant delays in service delivery and disruption of regular office workflows.

These interview findings were supported by direct observation of the retrieval process, which showed that staff members manually search through physical folders and filing cabinets before locating the requested records, contributing to processing delays.

Theme 3: Prevalence of Mismanagement and Data Risks

Stakeholders cited frequent instances of misfiled, incomplete, and misplaced records. Such issues stem from human error, the high volume of transactions, and environmental vulnerabilities inherent in paper-based systems. The reliance on physical record-keeping increases the risk of document loss or damage, further undermining the reliability of file management practices.

Theme 4: Inadequate Monitoring and Security

File access monitoring currently relies on manual logbooks, which are often incomplete, inconsistently updated, and lack real-time accuracy. The absence of a robust digital audit trail diminishes accountability and hampers the office's capacity to track and analyze usage patterns or identify unauthorized access.

Observation and document review findings further showed that file access monitoring depends primarily on manually maintained logbooks and paper records. While these documents provide a record of transactions, they do not offer real-time tracking, automated verification, or comprehensive audit capabilities, making it difficult to accurately monitor file movement and identify unauthorized access.

Theme 5: Negative User Experience and Productivity Impact

Non-teaching personnel described the manual request system as inconvenient and stressful. The requirement for physical presence, prolonged wait times, and absence of real-time updates frustrate users and contribute to low morale, ultimately reducing productivity and satisfaction.

Theme 6: Strong Support for Digital Transformation

Amid these challenges, study participants expressed strong support for a digital records management system such as eFile201. They articulated clear expectations for key features, including a centralized digital repository, robust search and retrieval functionalities, controlled access, and an integrated request management process.

Theme 7: Value of the Digital Request Feature

A central finding is the strong preference for a streamlined digital request feature within the proposed eFile201 system. This functionality enables users to initiate and monitor requests remotely, significantly reducing travel requirements, saving time and resources, and enhancing overall efficiency and transparency in records management.

DISCUSSION OF FINDINGS

Collectively, the findings demonstrate that the existing manual file management system within the Schools Division Office of Quezon City is beset by inefficiencies, preventable errors, and limited oversight. Interview responses revealed recurring concerns regarding slow retrieval processes, misplaced records, and delays in request processing. These findings were further supported by direct observation, which confirmed that file retrieval remains heavily dependent on physical folders, manual searching, and paper-based recordkeeping practices.

Document analysis likewise revealed continued reliance on manual request forms and logbooks for recording file requests and monitoring access. The review of these records showed the absence of a centralized digital repository and automated tracking mechanism, making monitoring and retrieval more time-consuming and susceptible to human error. Together, the interview, observation, and document review findings highlight the limitations of the current system and reinforce the need for a more efficient and secure digital solution.

The introduction of the eFile201 system directly addresses these deficiencies. By digitizing the repository and automating retrieval processes, the system is designed to provide rapid search capabilities, reliable tracking, and the convenience of remote file requests. Furthermore, digital access logs and audit trails will strengthen accountability and enhance overall system security.

The study highlights not only the practical benefits—such as reduced workload, quicker service delivery, and lower resource consumption—but also the strategic value of embracing digital transformation. These include improved compliance, greater transparency, and the ability to adapt to future administrative challenges.

Link to Research Objectives

The thematic findings align closely with this study's primary objective: to develop an efficient, accessible, and secure digital file management system. The anticipated improvements in efficiency, user satisfaction, and accountability presented by the eFile201 system demonstrate its potential to advance institutional goals by modernizing the management of 201 files.

Chapter Summary

In summary, the results elucidate the limitations of the current manual approach to file management—namely inefficiency, inconvenience, and vulnerability to errors. The proposed eFile201 system offers a transformative digital solution, delivering enhanced organization, remote access, and robust monitoring. These features collectively justify the recommended digital upgrade and support the need for ongoing innovation in the management of personnel records within the organization.

SUMMARY OF FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

Summary of Findings

This research sought to assess the current manual management and request process for 201 files of non-teaching personnel at the Schools Division Office of Quezon City and explore the potential of a digital solution, specifically the eFile201 system.

The following key findings were obtained:

1. **Manual and Paper-Based System:** The study revealed that 201 file management remains primarily manual, relying on physical folders and minimal digital backups. The absence of a centralized database leads to inefficient organization and increased risk of errors and data loss.
2. **Inefficient and Time-Consuming Retrieval:** Requesting and retrieving files involve lengthy processes—logging, verification, and physical searching—often resulting in days-long delays, especially during peak periods.
3. **File Mismanagement and Data Risks:** Participants identified common occurrences of misplaced, lost, or damaged records due to human error and environmental factors, creating reliability and security issues.
4. **Weak Monitoring and Security:** Monitoring depends on paper logbooks, which are often incomplete and lack real-time updates. The lack of a digital audit trail reduces accountability and transparency.
5. **Negative User Experience:** Non-teaching personnel described the system as inconvenient and stressful, noting the burden of physical presence, slow service, and lack of status updates, all of which diminish productivity and satisfaction.
6. **Strong Support for Digitization:** Respondents expressed strong support for the transition to a digital system, highlighting a need for features such as a searchable repository, access control, and an efficient digital request workflow.
7. **Effectiveness of Request Feature:** Participants expressed strong preference for a feature that would allow remote filing and monitoring of requests. This feature was seen as a means to reduce travel and waiting time and to enhance overall efficiency.

Conclusions

Based on the findings, the study concludes that:

1. The existing manual system is inadequate for the needs of the Schools Division Office of Quezon City. It is characterized by inefficiencies, a high potential for errors and loss, and poor user satisfaction.
2. There is a clear need for digital transformation in managing personnel records. The proposed eFile201 system is designed to address critical pain points by providing faster and more reliable file retrieval, remote request capabilities, and enhanced monitoring through audit trails.
3. Based on the identified requirements, observation findings, and participant feedback, the system is expected to improve efficiency, accountability, and accessibility.

Recommendations

In light of the study's conclusions, the following recommendations are advanced:

1. **Pilot Implementation of eFile201:** It is recommended that the Schools Division Office of Quezon City initiate a pilot implementation of the eFile201 system to assess its effectiveness in improving records management processes and addressing existing inefficiencies before full-scale adoption.
2. **Comprehensive Training:** All personnel, especially those involved in file handling and administration, should receive thorough training on the new system to ensure seamless adoption and proficient use of its features.
3. **Continuous Monitoring and Evaluation:** The office should establish clear policies for periodic evaluation of the eFile201 system's effectiveness, addressing issues, and updating features as needed to respond to users' evolving needs.

4. **Data Security and Privacy:** Stringent security protocols must be implemented, including secure access controls and data backup strategies, to protect sensitive information and maintain compliance with relevant data privacy regulations.
5. **User Feedback Mechanism:** A structured feedback and support mechanism should be made available so users can report issues, suggest improvements, and contribute to the system's ongoing refinement.
6. **Scalability Planning:** As the office's needs grow, the eFile201 system should be regularly assessed for scalability and potential integration with other HR or government systems.

Final Remark

The transition from a manual approach to a comprehensive digital solution is a vital step towards more efficient, secure, and user-centered management of personnel records. Implementing the eFile201 system is expected to bring sustainable improvements in document handling and service quality for non-teaching personnel in the Schools Division Office of Quezon City.

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And above all, the ALMIGHTY GOD, for His endless grace, wisdom, and blessings that made this achievement possible.

DEDICATION

This study stands as a testament to the researchers' dedication, perseverance, and collective efforts in overcoming the challenges encountered throughout the conduct of this research.

The researchers wholeheartedly dedicate this humble undertaking to their families, whose unconditional love, unwavering support, encouragement, and sacrifices have been the foundation of their academic journey and personal growth.

To our research advisers and mentors, Dr. Jeaneathjoy D. Naturales and Mr. Trammy Ortega, for their invaluable knowledge, guidance, patience, encouragement, and unwavering support throughout the completion of this study.

To St. Clare College of Caloocan, its faculty members, friends, and colleagues, for providing an environment that fostered learning, collaboration, and continuous growth throughout our years of study.

To the officials and non-teaching personnel of the Schools Division Office of Quezon City, for their cooperation, trust, and support in allowing the researchers to better understand the challenges of records management and document requests within their organization.

Above all, this work is dedicated to the Schools Division Office of Quezon City and to institutions facing similar challenges in personnel records management, with the hope that E-FILE201: A Secure Digital Inventory and Request System for Non-Teaching Personnel Records at SDO Quezon City will contribute to more efficient, secure, and accessible records management through the use of technology and innovation.

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APPENDICES

Interview Questionnaires

Interview Questions for HR Staff

1. How are the 201 files of non-teaching personnel currently stored and managed?
2. What steps are followed when retrieving a 201 file upon request?
3. What common problems do you encounter in handling and locating 201 files?
4. Have there been instances of missing, misplaced, or damaged files?
5. How long does it usually take to process a request for a 201 file?
6. How do you verify the identity of personnel requesting their records?
7. What challenges do you encounter in monitoring file access and requests?
8. Do you think a digital inventory and request system would improve efficiency and security? Why?
9. What features do you consider important in a digital 201 file system?

Interview Questions for Non-Teaching Personnel

1. Have you previously requested a copy of your 201 file?
2. How would you describe your experience with the current request process?
3. What difficulties did you encounter during the request?
4. How convenient or inconvenient is the need to personally visit the SDO?
5. Did you experience delays or lack of updates regarding your request?
6. Would an online request system be more convenient for you? Why?
7. How important is security when accessing your personal records?
8. Do you agree that using a registered email account for verification is effective? Why or why not?

Summary of Interview Responses

Only representative responses are presented in the appendix. The complete interview notes were used during thematic analysis.

Did you experience delays or lack of updates regarding your request?

1. Respondent 1: Oo, usually inaabot ng isang linggo bago ko makuha. Minsan pa, ako yung tumatawag para lang malaman kung ano na update.
2. Respondent 2: Yes, usually delayed talaga unless kukulitin mo sila.
3. Respondent 3: Aabot ng two weeks bago ma-release, ang tagal.

Would an online request system be more convenient for you? Why?

1. Respondent 1: Super! Hindi na kailangan mag-leave o lumiban. Pwede na agad mag-request kahit saan.
2. Respondent 2: Mas prefer ko online, kasi sanay na din ako mag transact online
3. Respondent 3: Yes, para isang click lang, tapos may update agad.

What common problems do you encounter in handling and locating 201 files?

1. Respondent 1: Minsan naipaghalo or out of order ang laman ng cabinet, so natatagalan maghanap
2. Respondent 2: Madalas out of order mga folder at minsan incomplete.
3. Respondent 3: Human error mostly, wrong filing or doble entries minsan.

Do you think a digital inventory and request system would improve efficiency and security? Why?

1. Respondent 1: Oo naman, mas madali matrack at mabawas ang lost files.
2. Respondent 2: Yes! Tracking and processing will be easier.
3. Respondent 3: Mas mabilis kung digital, pero syempre dapat may training muna.

How long does it usually take to process a request for a 201 file?

1. Respondent 1: Mga 3 days usually, pero kung busy, umaabot ng isang linggo.
2. Respondent 2: Kayang-kaya ng three days, pero pag backlog, umaabot ng five days.
3. Respondent 3: 3-5 days average, depende sa dami ng request.

Observation Guide for the Existing 201 File Management Process

The observation guide was used to examine the current manual system of managing 201 files of non-teaching personnel at the Schools Division Office of Quezon City. This instrument focused on file storage, retrieval, request handling, security, and monitoring practices.

A. File Storage

1. 201 files are stored in physical folders
2. Files are organized manually
3. Files show signs of aging or deterioration
4. No digital copies are available

B. File Retrieval

1. Retrieval is done manually
2. Searching for files takes considerable time
3. Instances of misplaced or hard-to-locate files were observed

C. Request Procedure

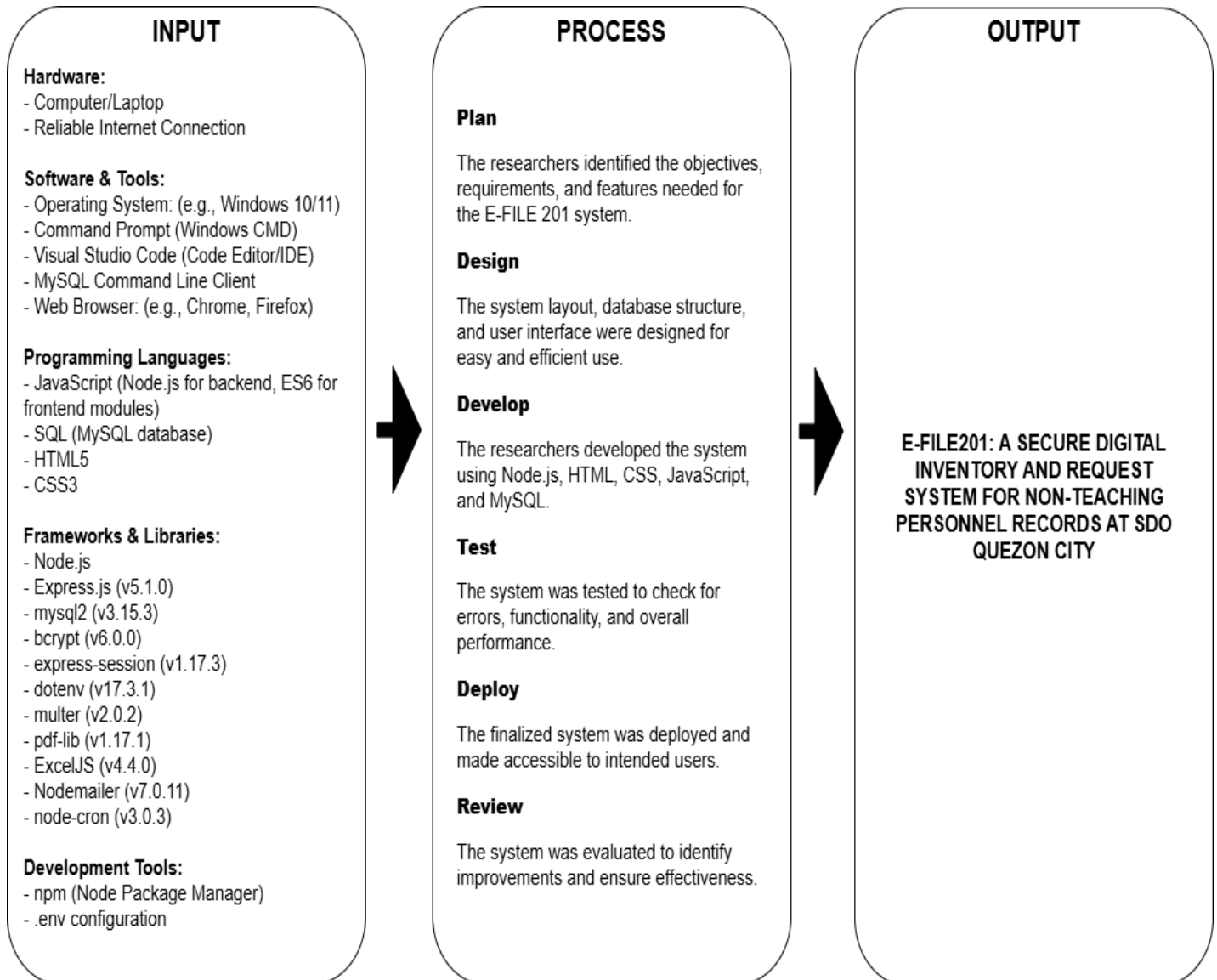
1. Requests require personal appearance at the SDO
2. Request forms are filled out manually
3. Requests are logged using a logbook
4. Processing delays were observed

D. Security and Monitoring

1. Access to files is limited but manually controlled
2. No automated audit trail is present
3. File access relies on logbook entries

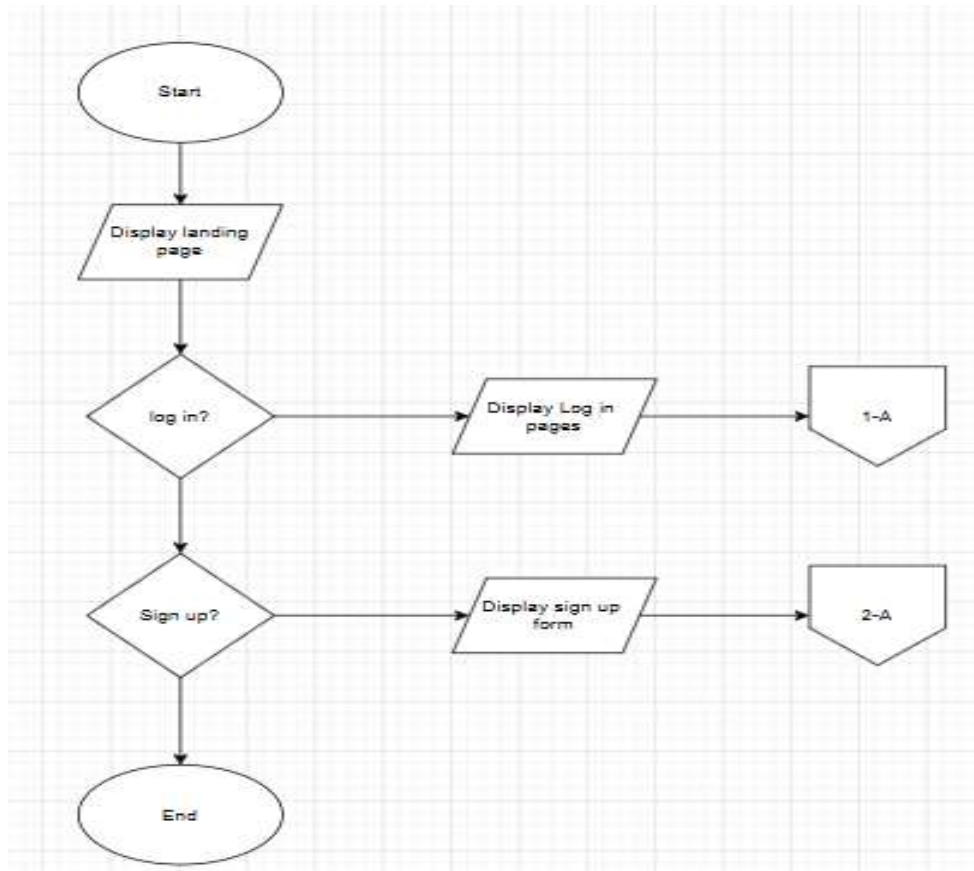
Data gathered through this observation guide were analyzed to identify inefficiencies and risks in the current system and served as the basis for the development of the proposed E-FILE201 system.

IPO DIAGRAM

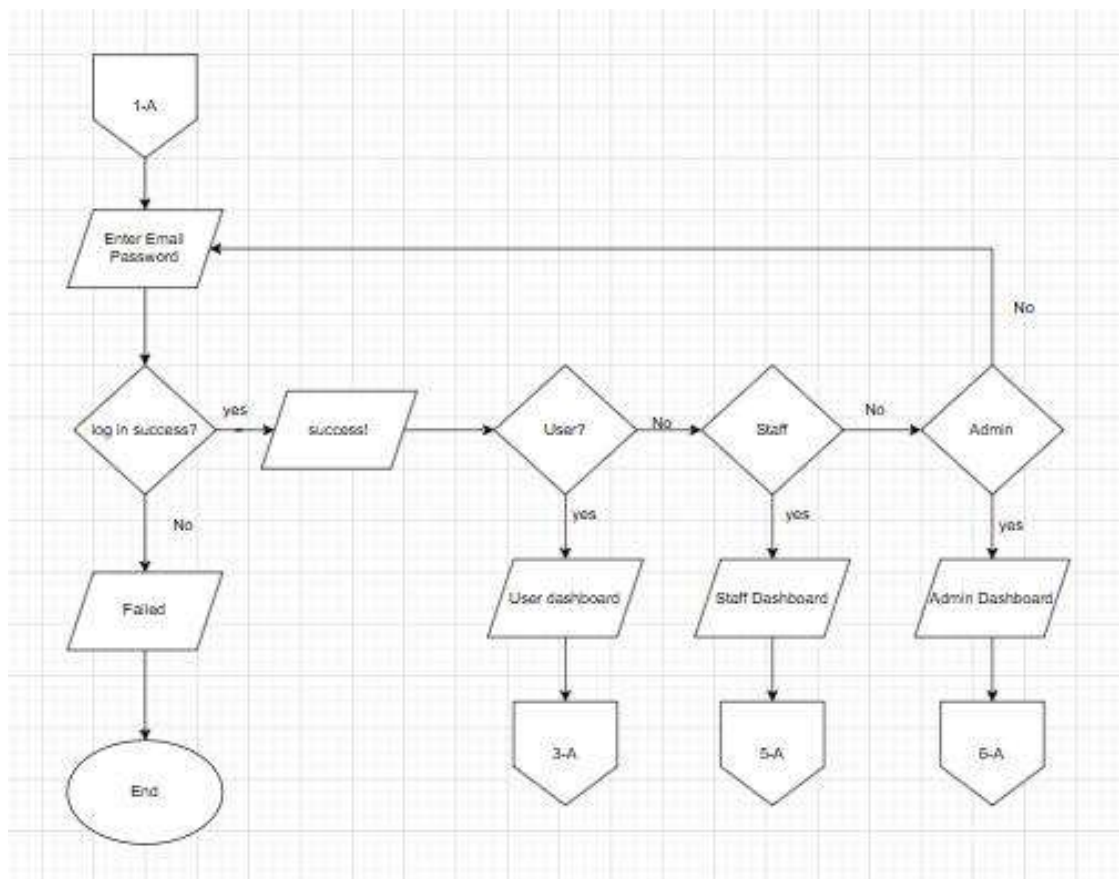


System Flowchart

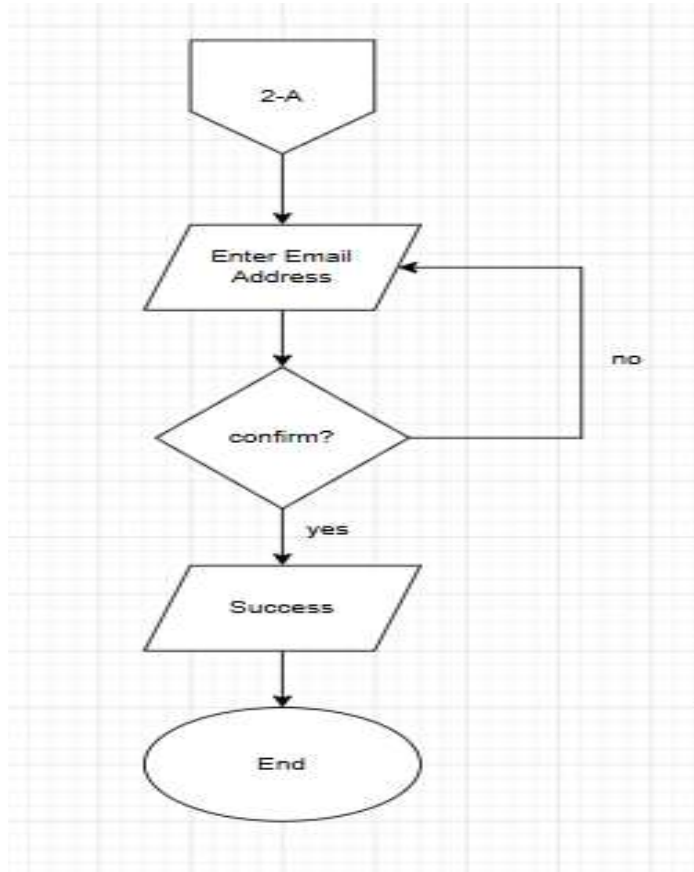
1. Landing page



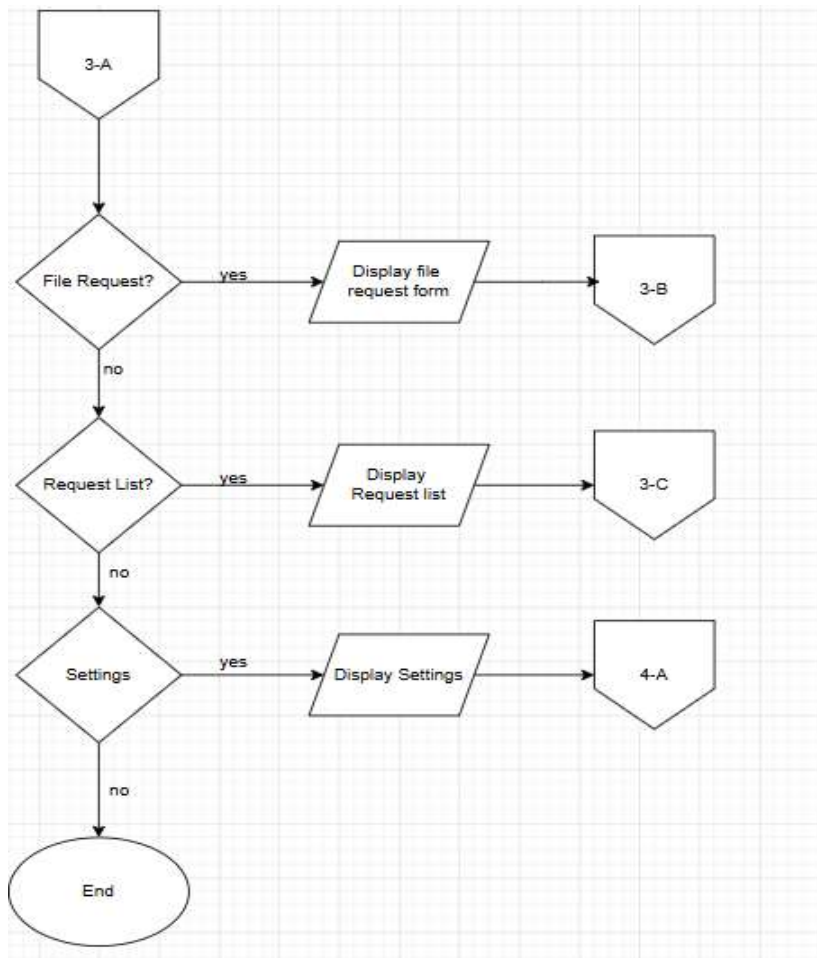
2. Log in



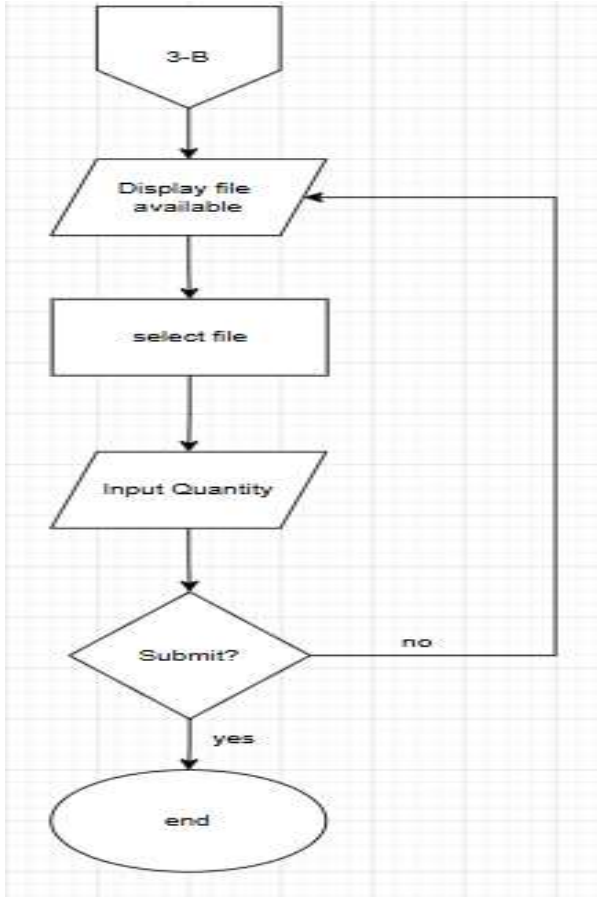
3. Log in



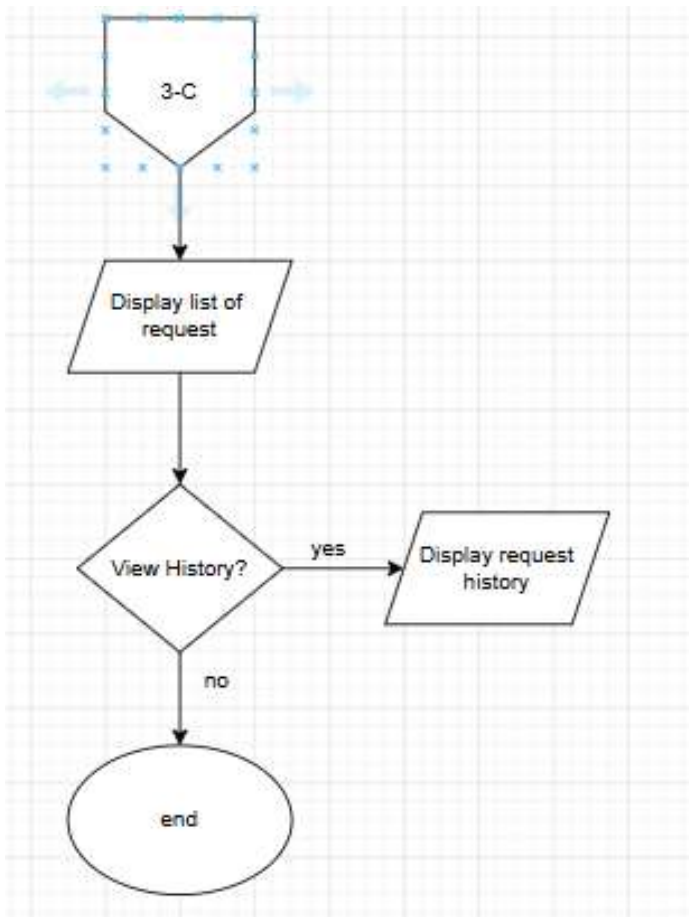
4. User Dashboard



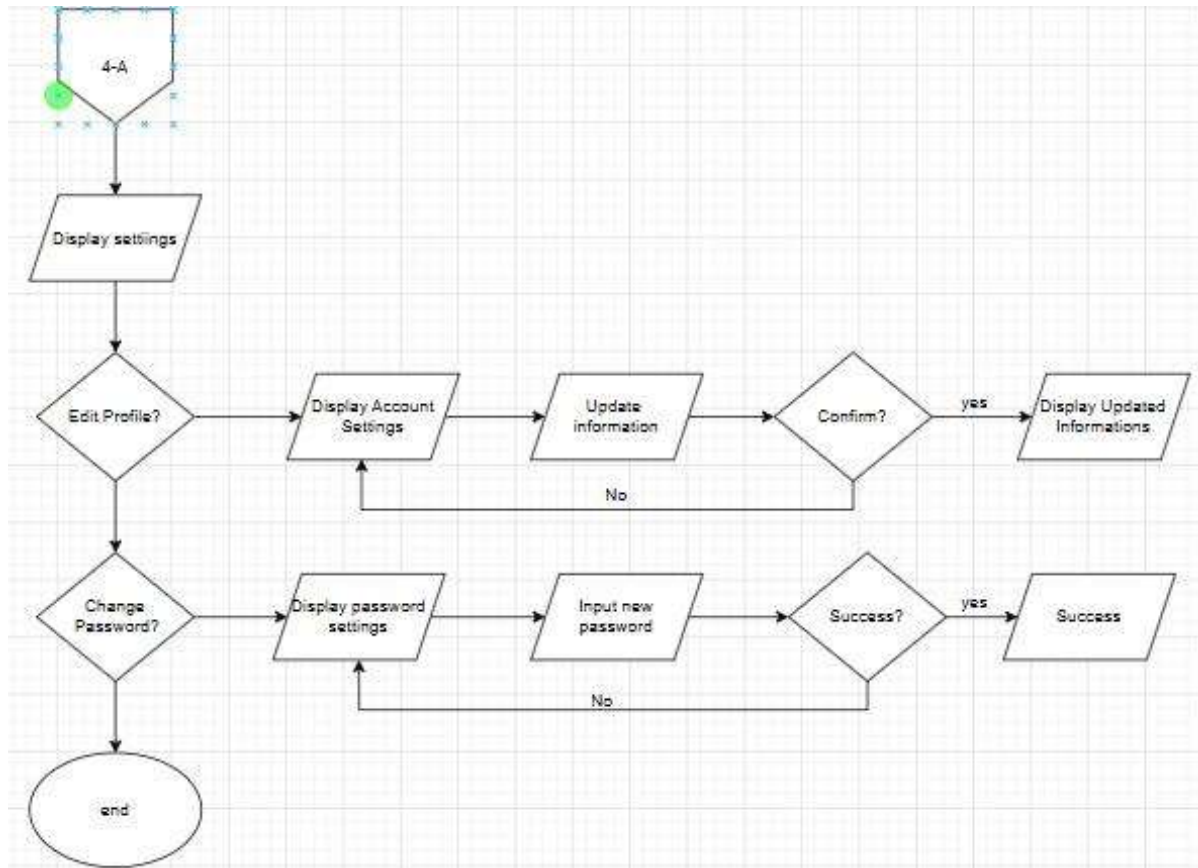
5. User Request File



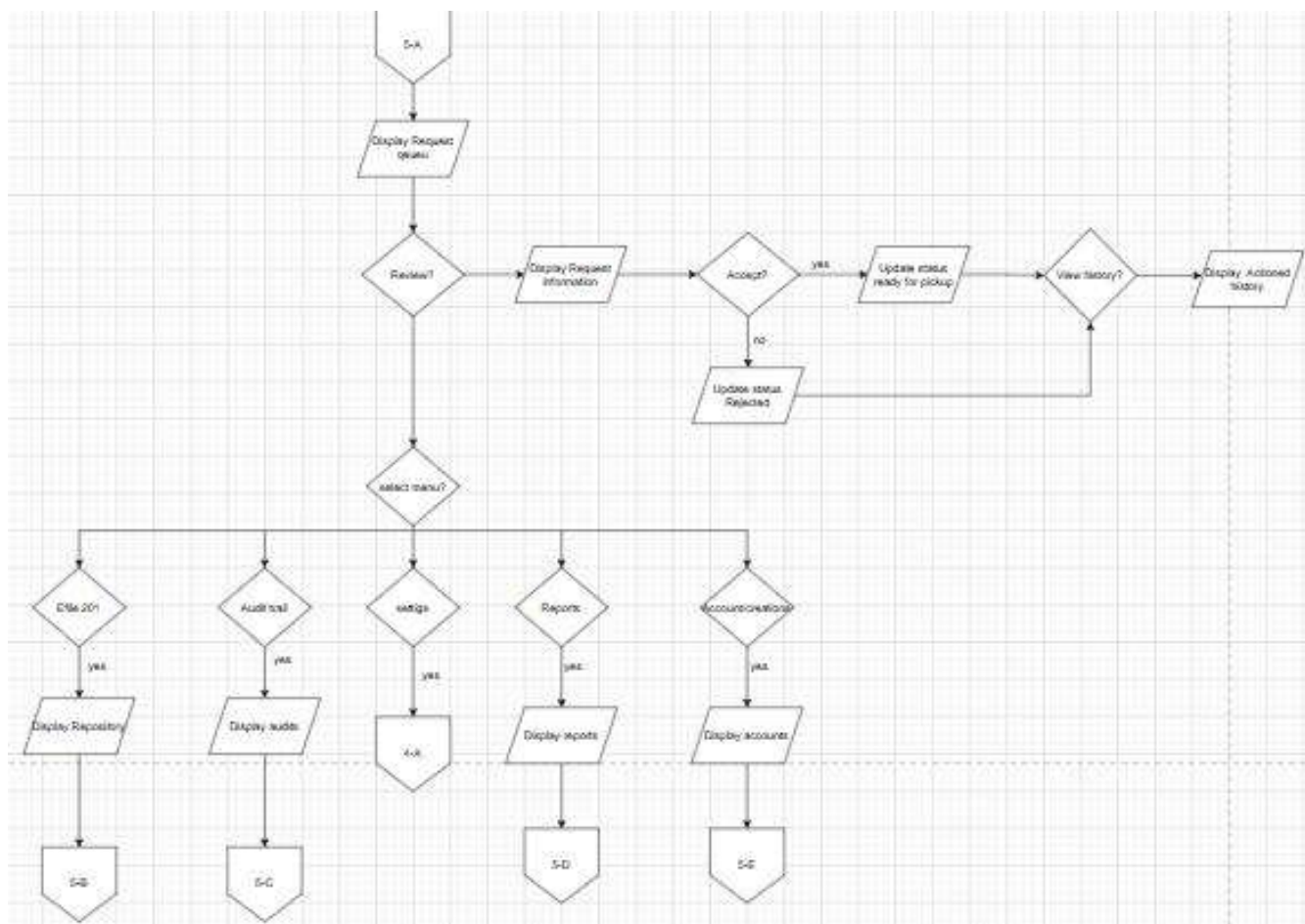
6. User Request queue list and history



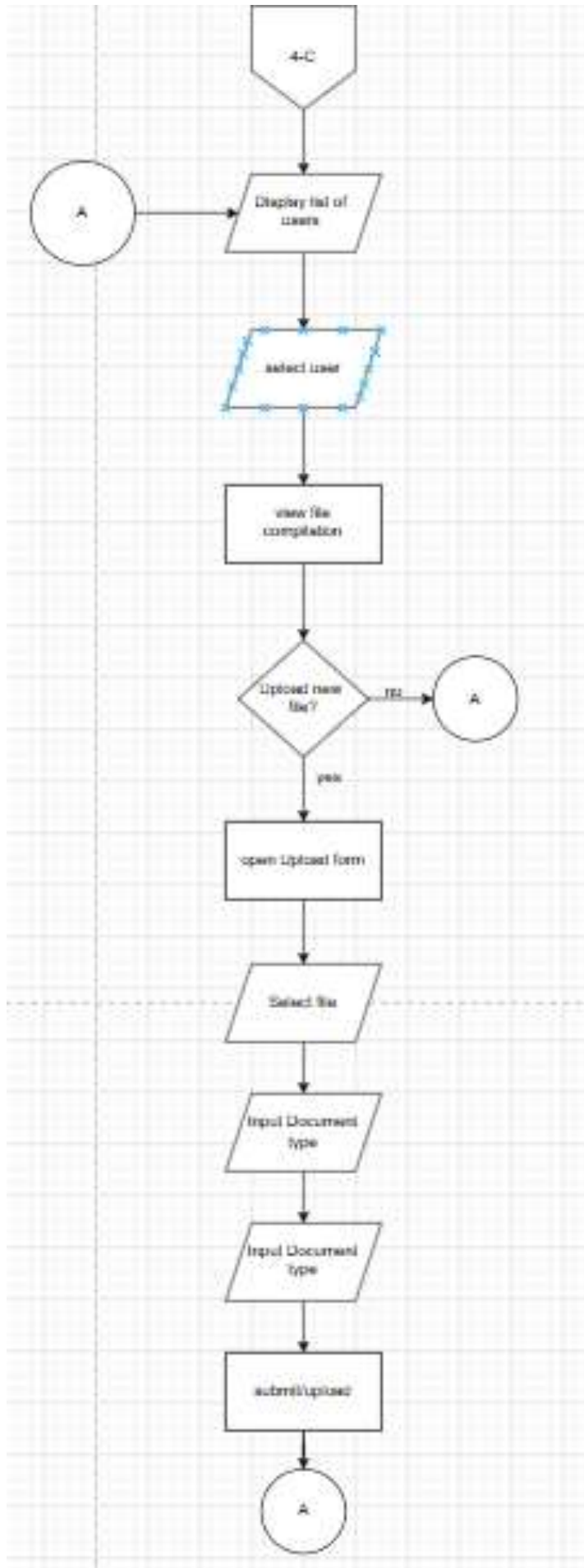
7. Account Settings



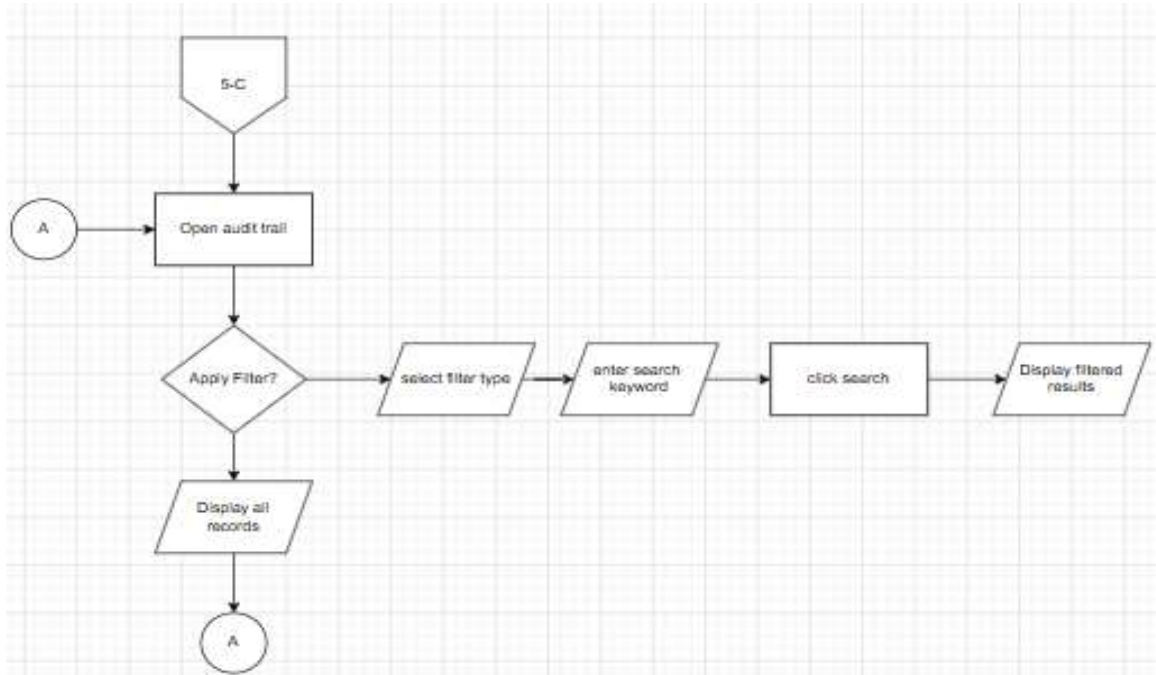
8. Staff Dashboard



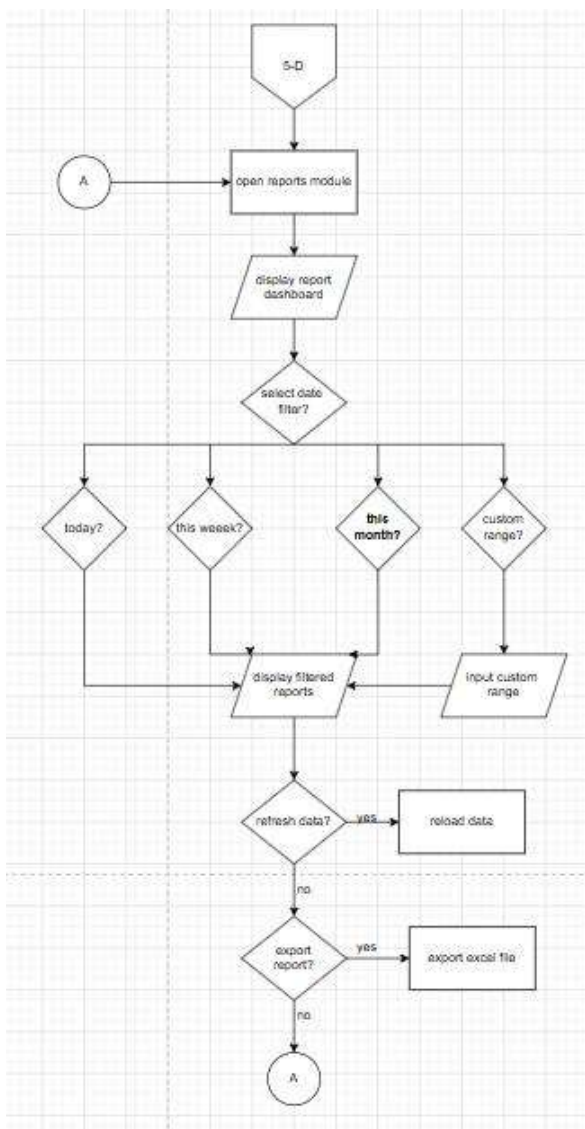
9. 201 File Repository



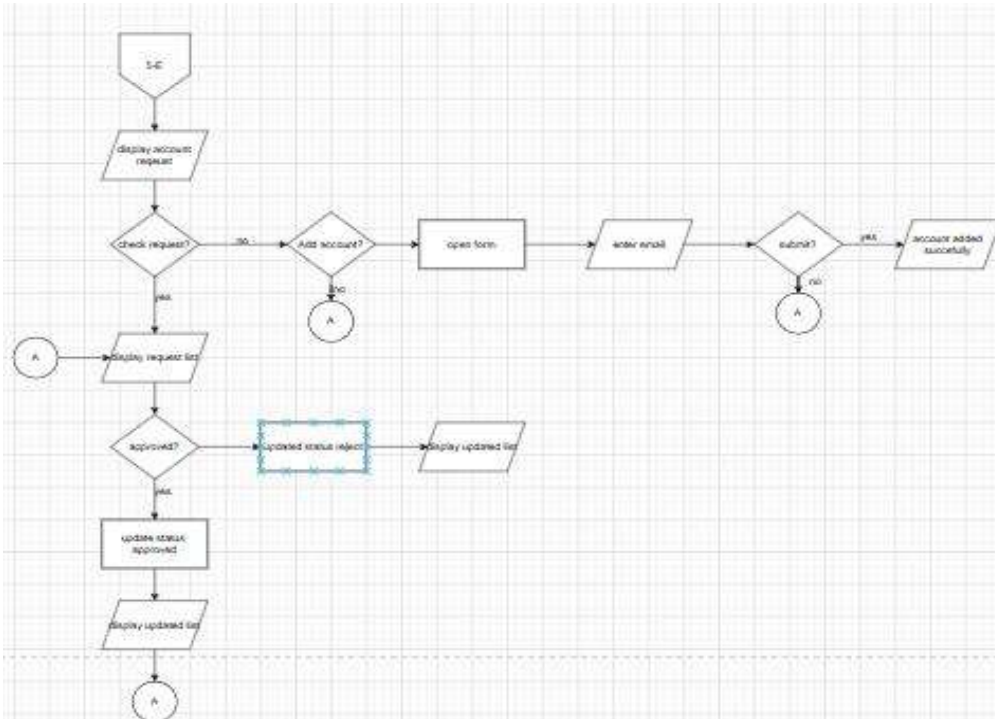
10. Audit Trail



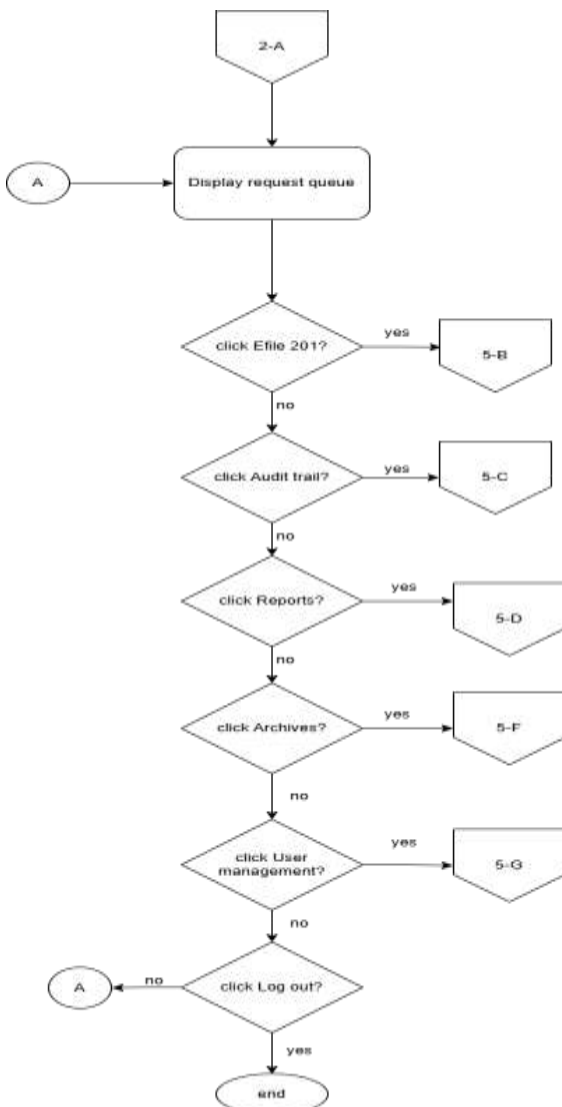
11. Staff Reports



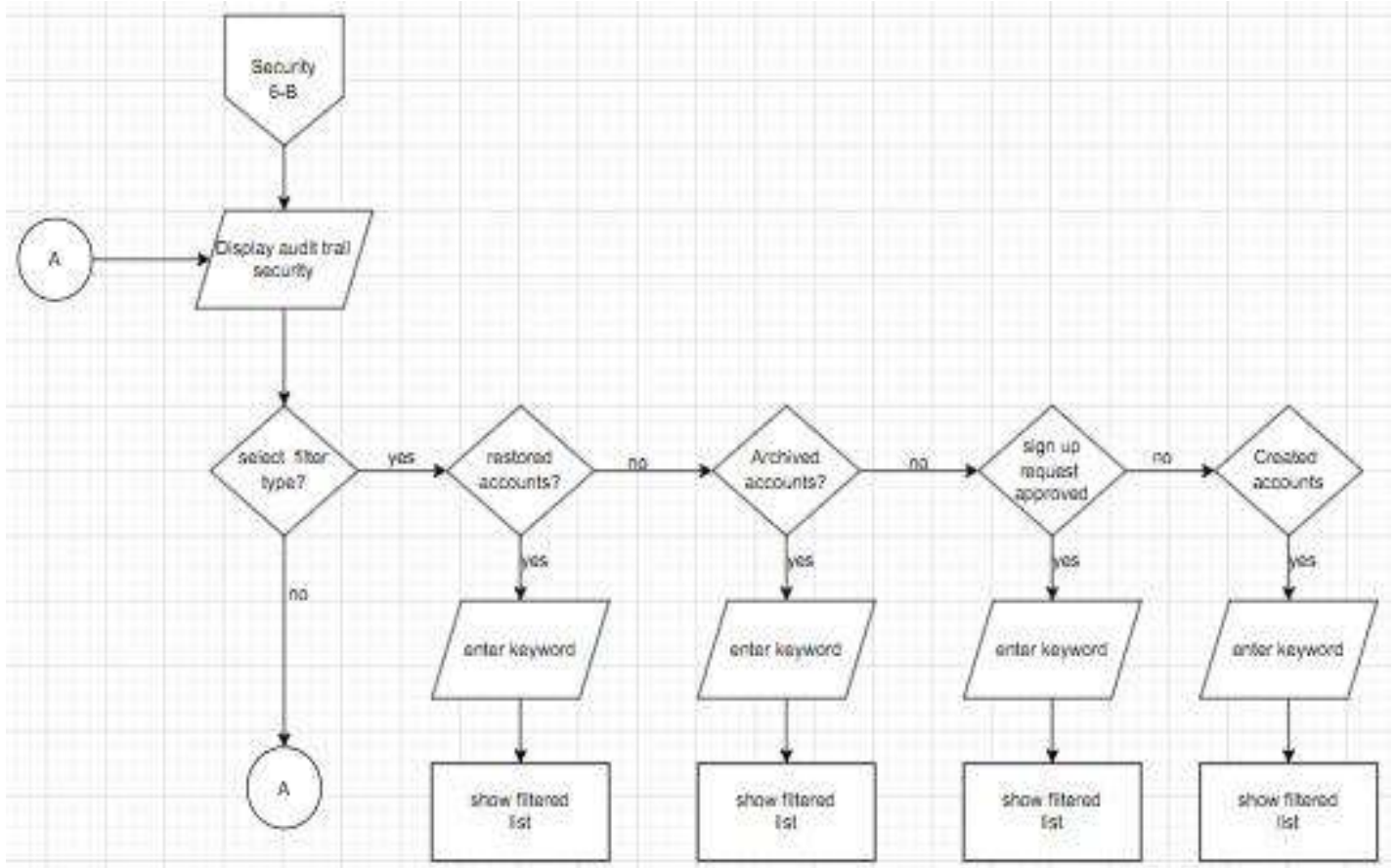
12. Staff & Admin accounts and creations



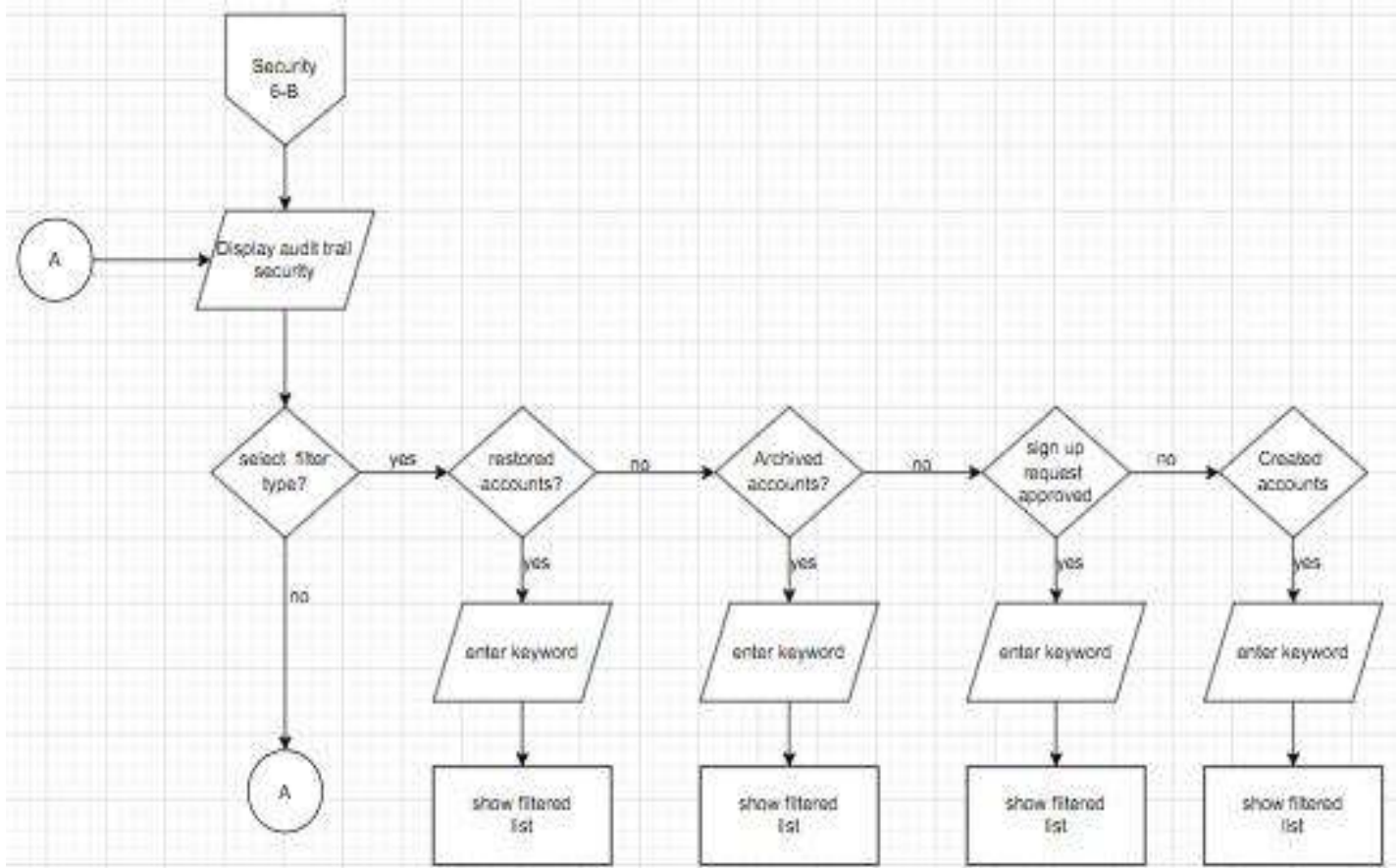
13. Admin Dashboard



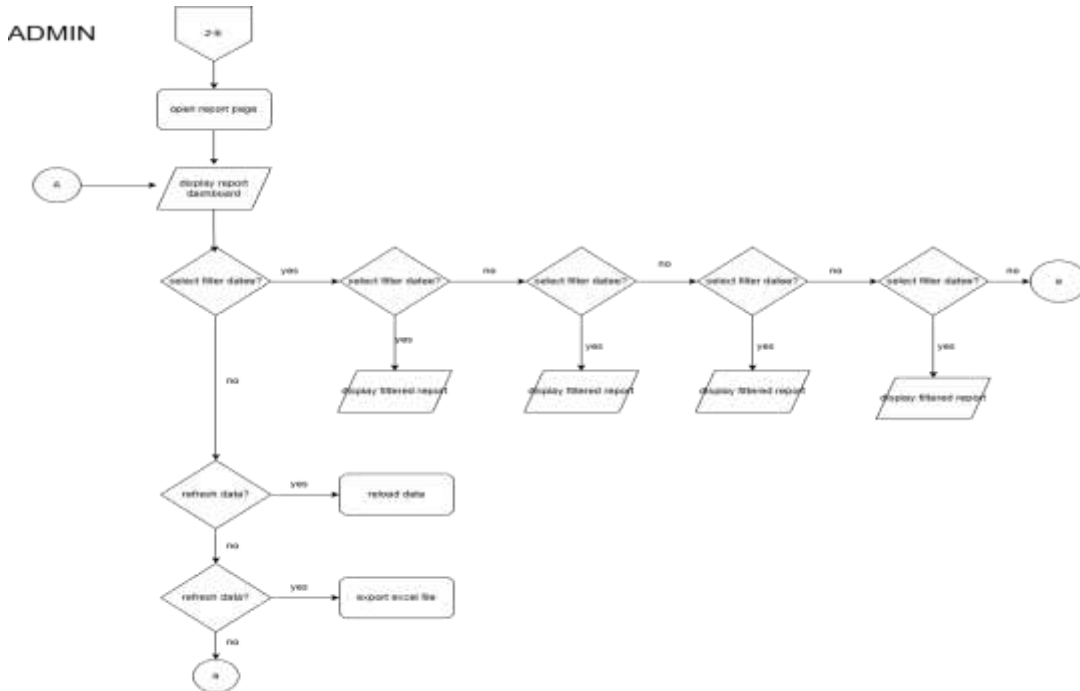
14. Admin Audit trail (Security)



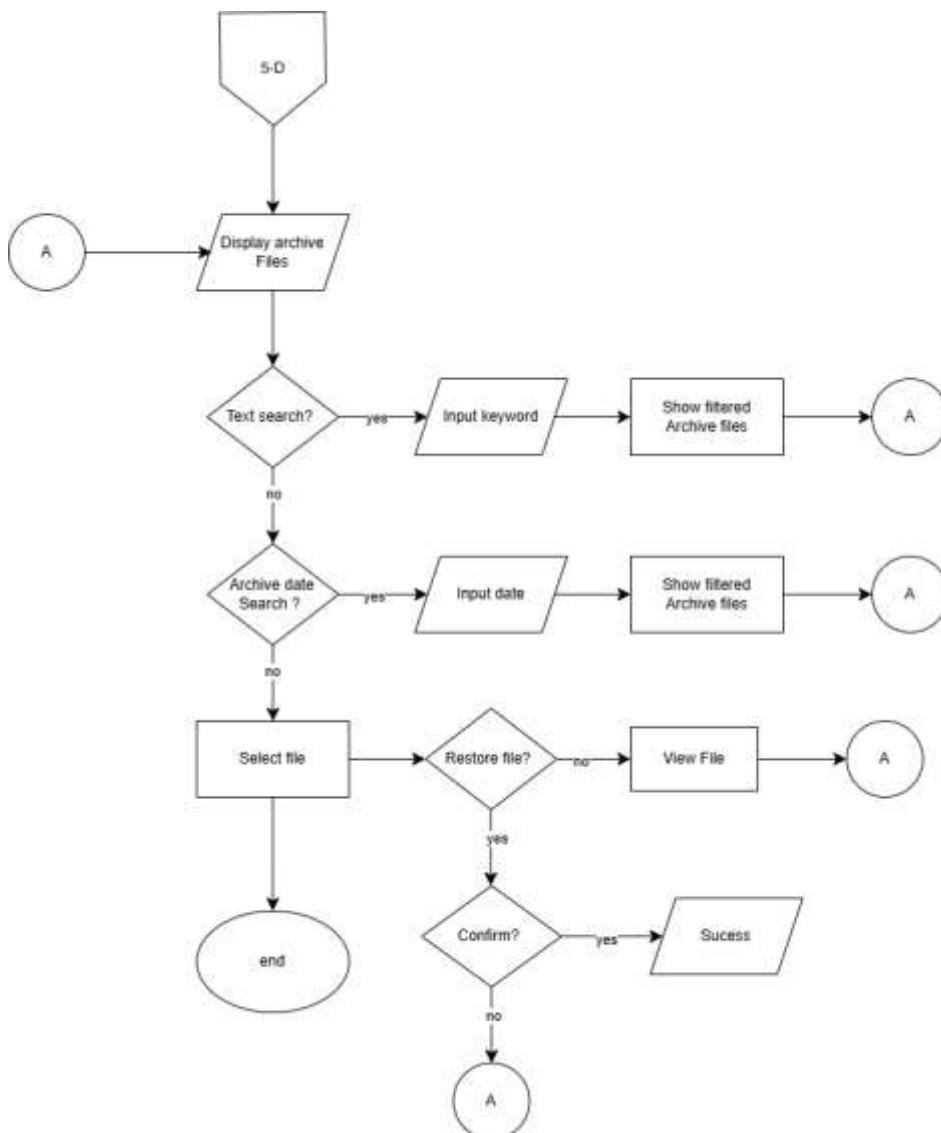
15. Admin Audit Trail (General)



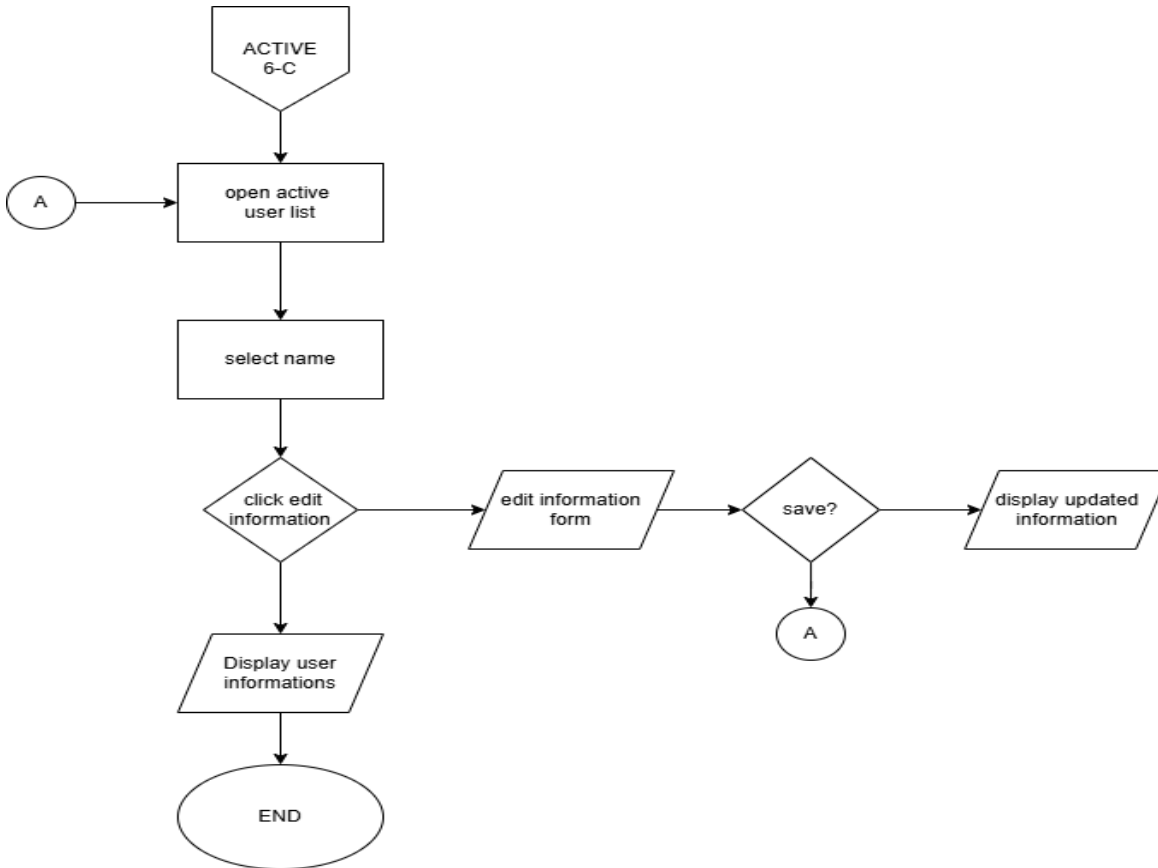
16. Admin Reports



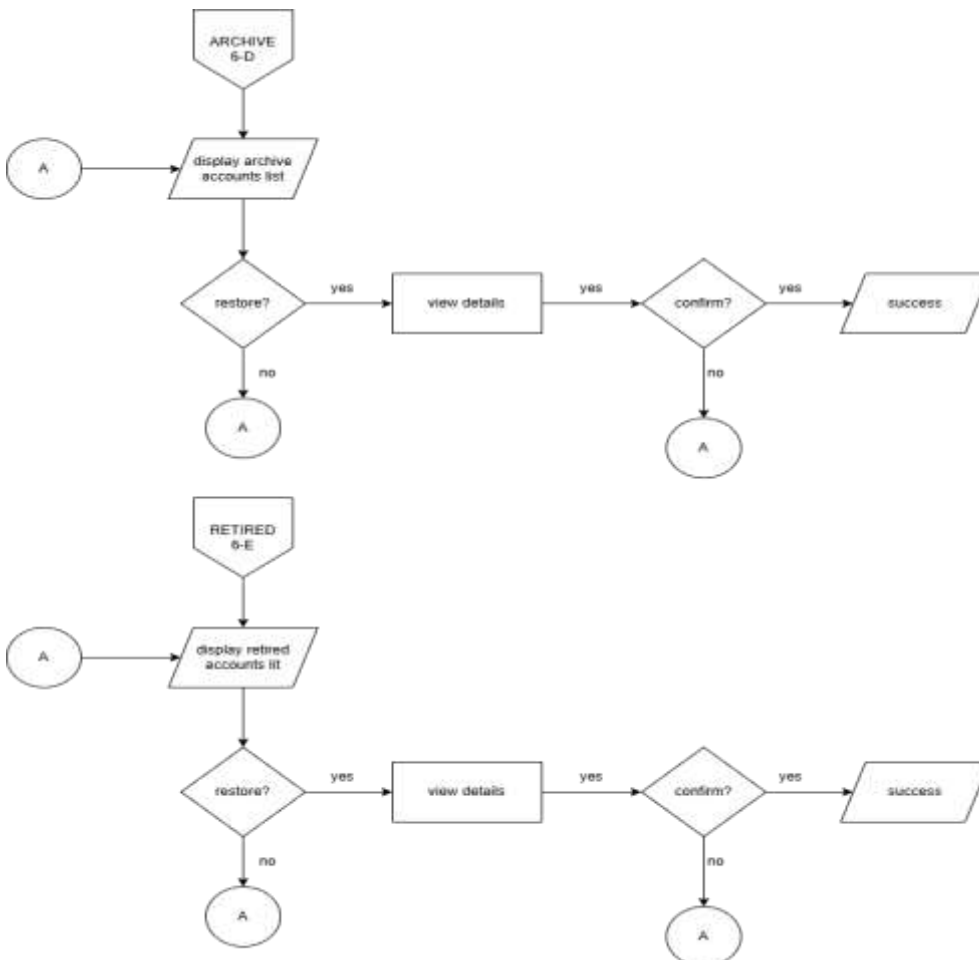
17. Archive Files



18. User Management- Active Users

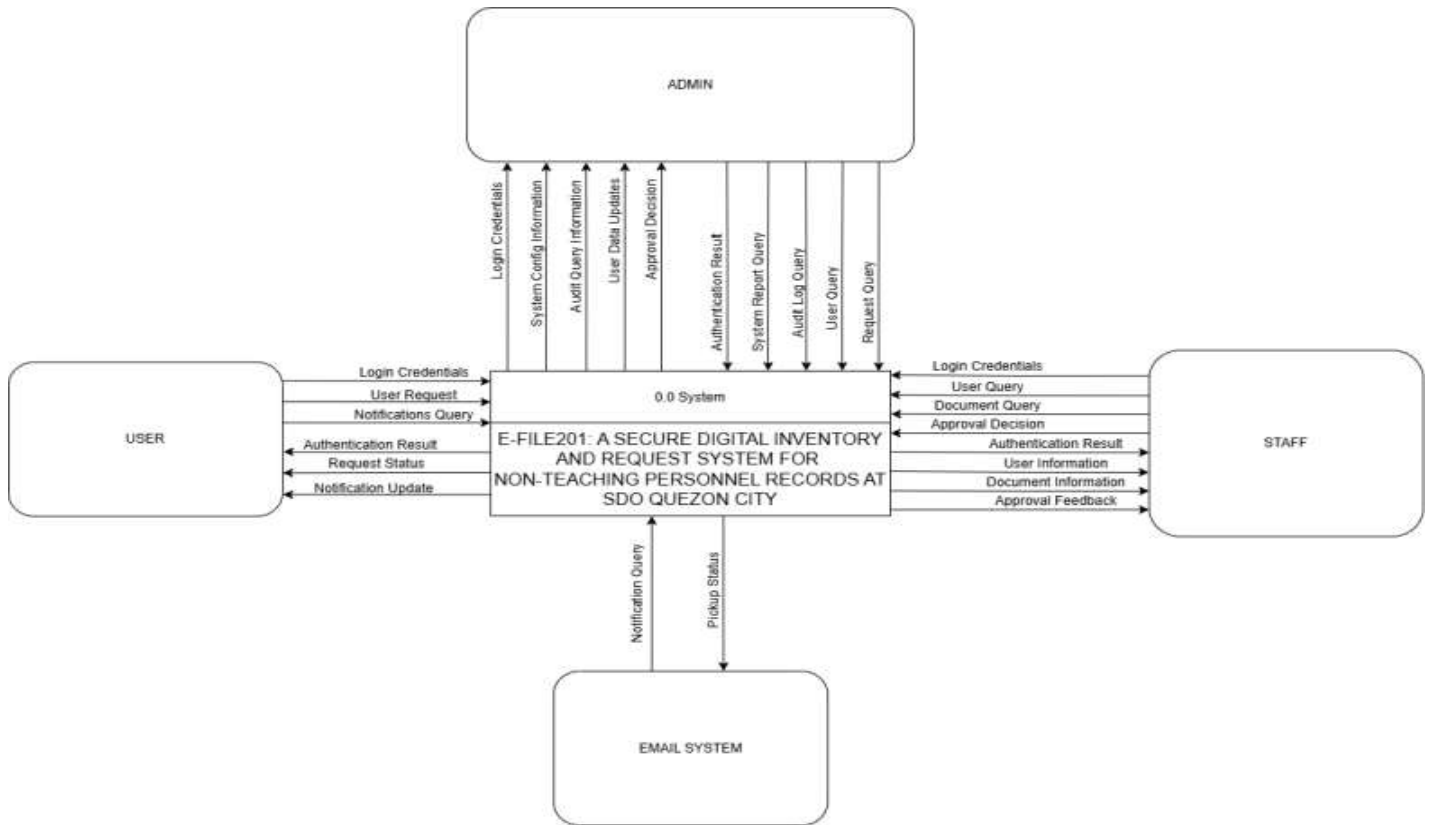


19. User Management- Account restorations

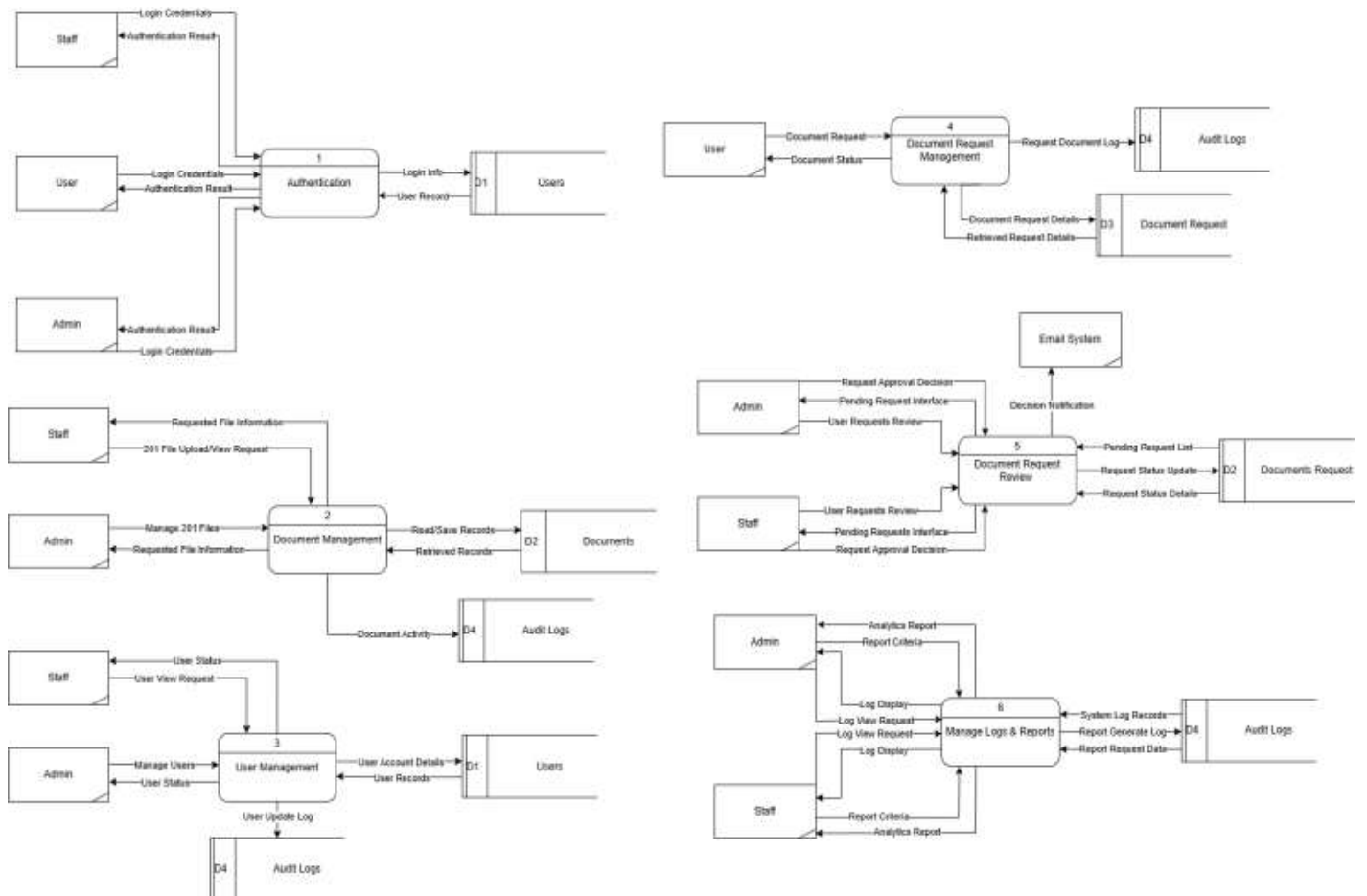


Data Flow Diagram

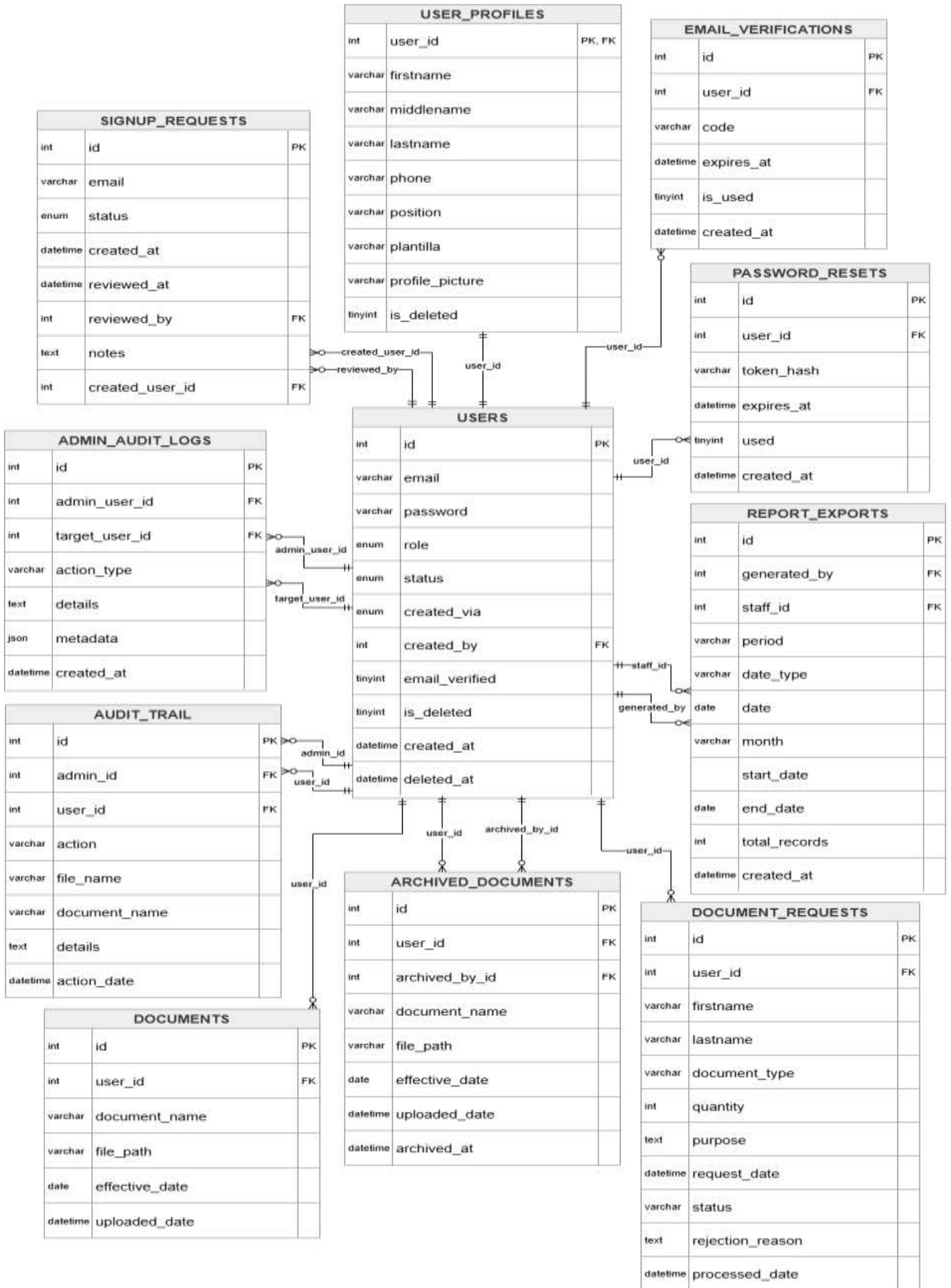
DFD Lvl 0



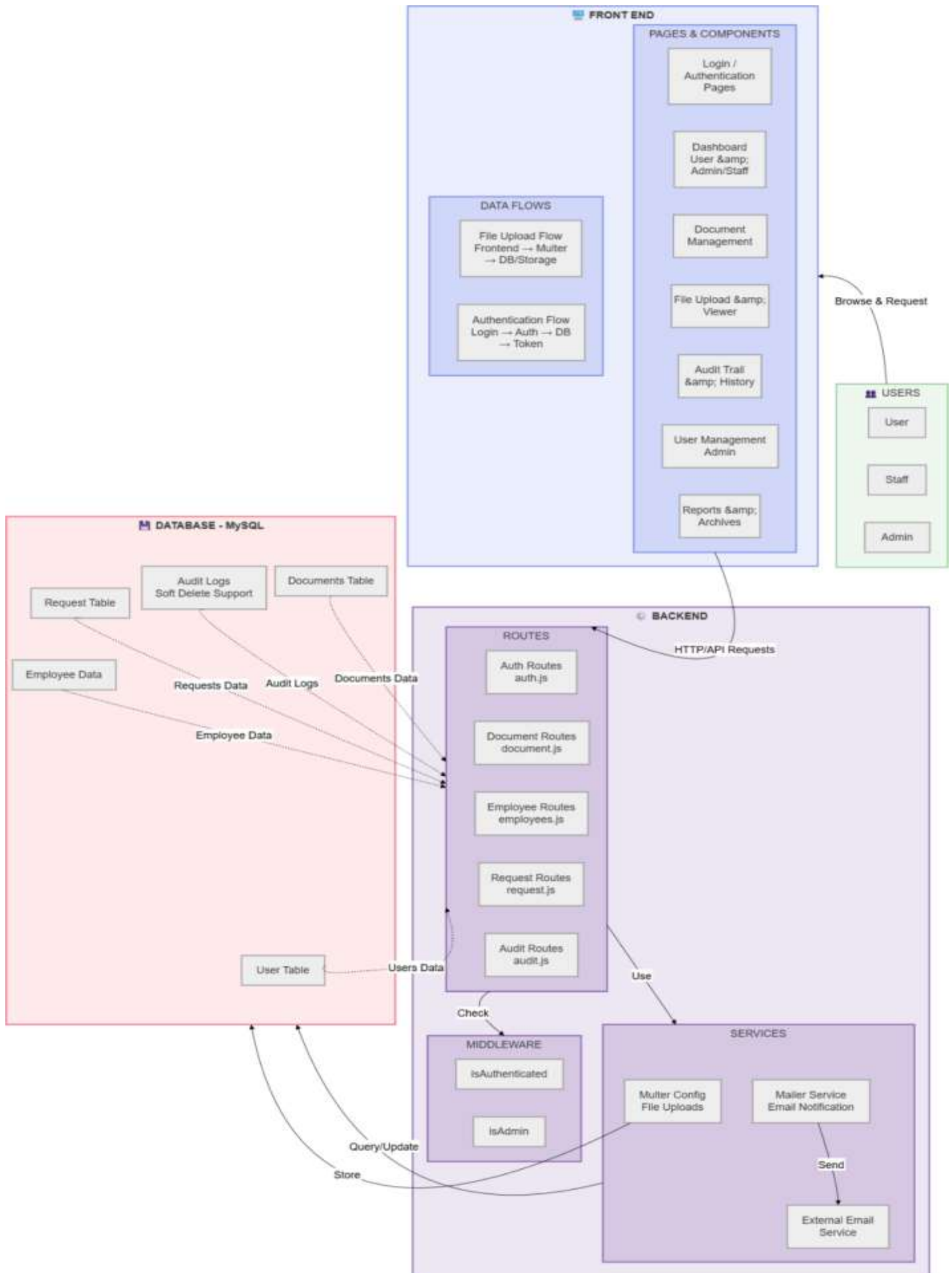
DFD Lvl 1



Entity Relationship Diagram

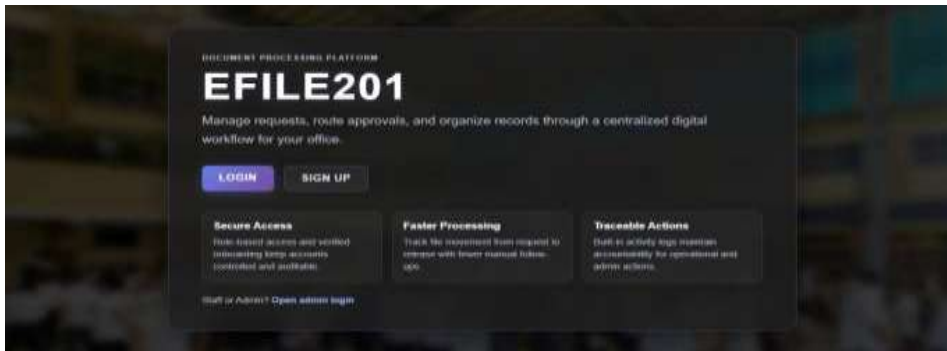


System Architecture



System UI Design

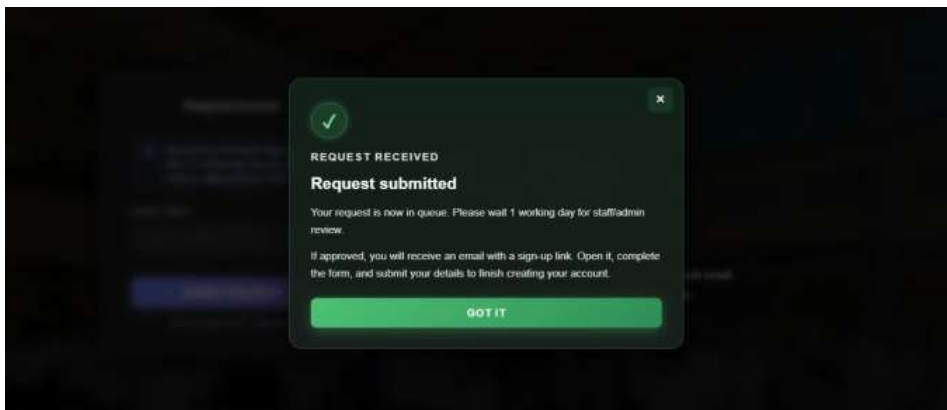
1. Landing Page



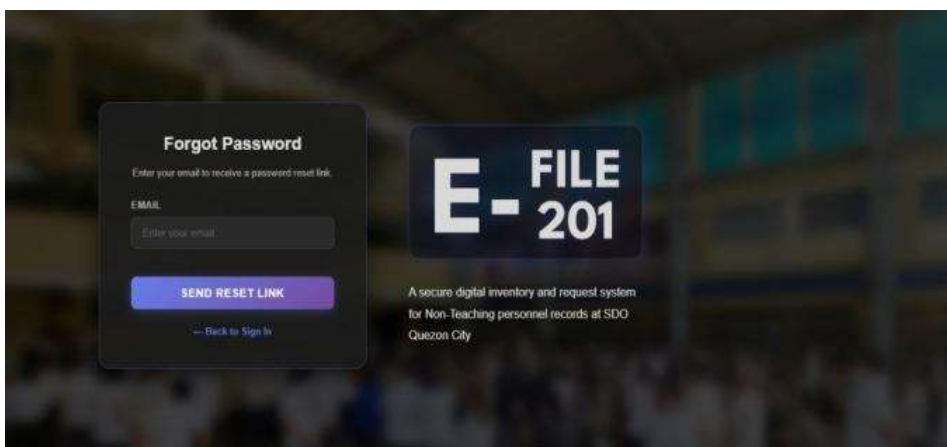
2. Sign UP



3. Sign Up (Success Submit)



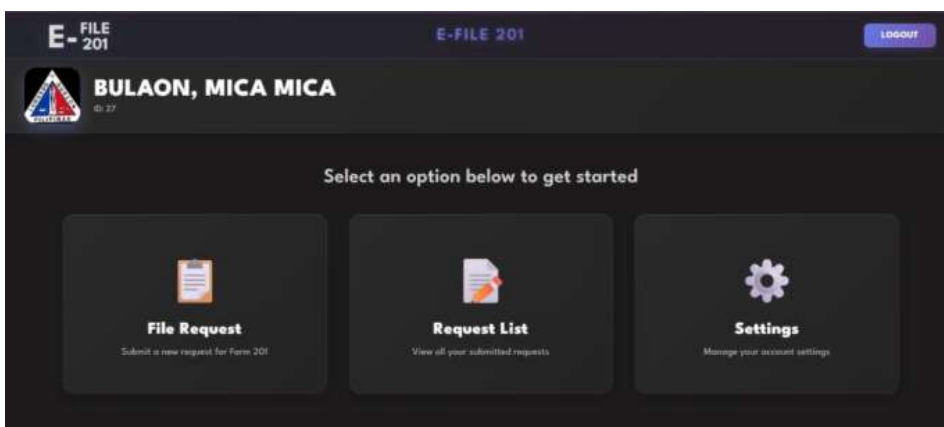
4. Forgot Password



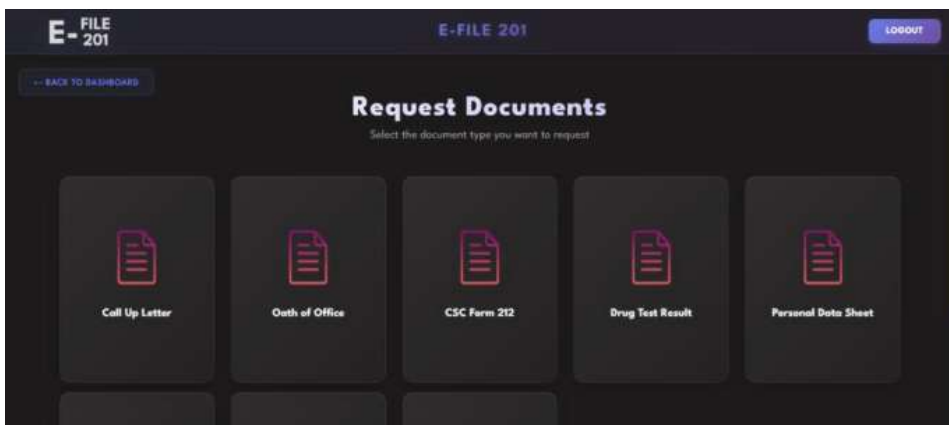
5. User Login



6. User Dashboard



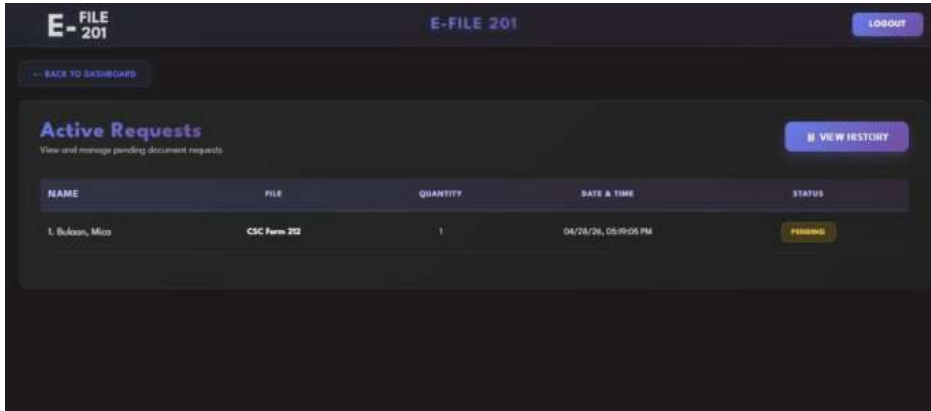
7. Request File



8. Request File Form



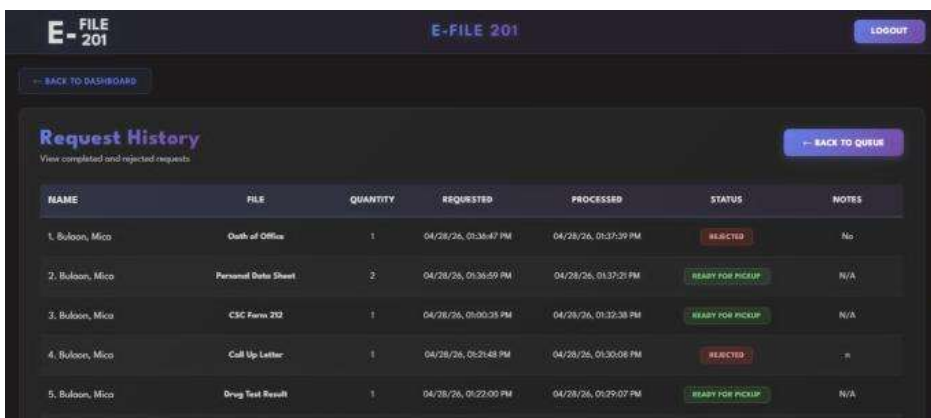
9. Requests List



The screenshot shows the 'Active Requests' section of the E-FILE 201 interface. It features a table with the following data:

NAME	FILE	QUANTITY	DATE & TIME	STATUS
L. Bulosan, Mico	CSC Form 212	1	04/28/26, 06:19:05 PM	PENDING

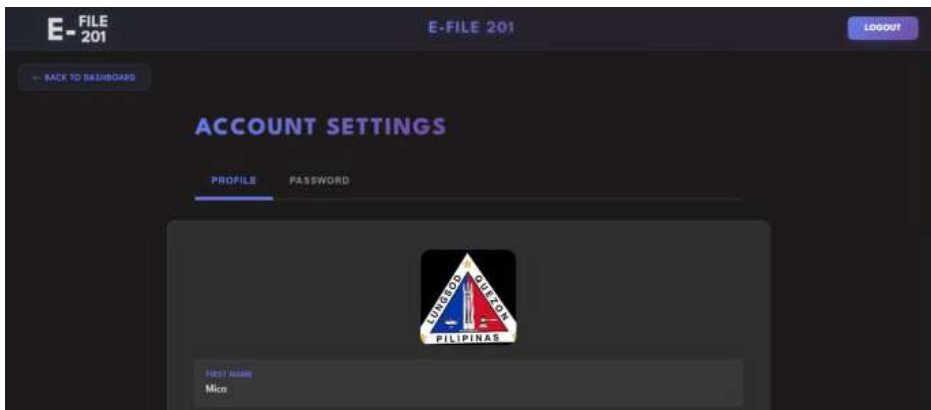
10. Requests List History



The screenshot shows the 'Request History' section of the E-FILE 201 interface. It features a table with the following data:

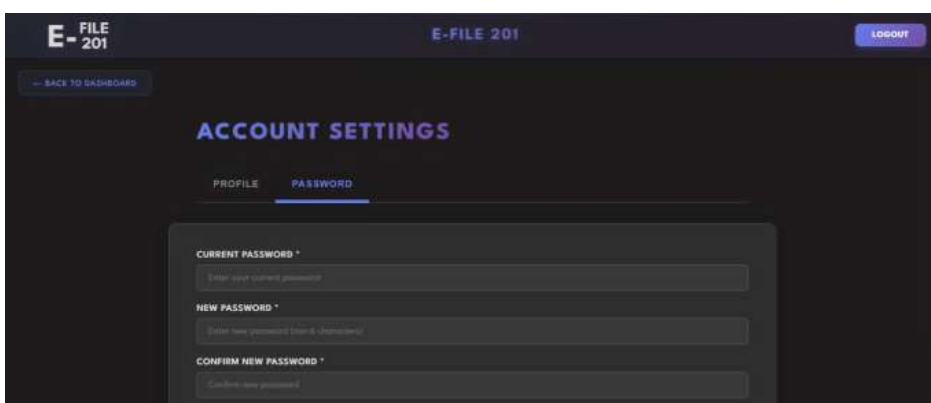
NAME	FILE	QUANTITY	REQUESTED	PROCESSED	STATUS	NOTES
1. Bulosan, Mico	Death of Office	1	04/28/26, 01:36:47 PM	04/28/26, 01:37:39 PM	REJECTED	No
2. Bulosan, Mico	Personal Data Sheet	2	04/28/26, 01:36:59 PM	04/28/26, 01:37:21 PM	READY FOR PICKUP	N/A
3. Bulosan, Mico	CSC Form 212	1	04/28/26, 01:00:35 PM	04/28/26, 01:32:38 PM	READY FOR PICKUP	N/A
4. Bulosan, Mico	Call Up Letter	1	04/28/26, 05:21:48 PM	04/28/26, 01:30:06 PM	REJECTED	-
5. Bulosan, Mico	Drug Test Result	1	04/28/26, 01:22:00 PM	04/28/26, 01:29:07 PM	READY FOR PICKUP	N/A

11. Account Settings



The screenshot shows the 'ACCOUNT SETTINGS' page with the 'PROFILE' tab selected. It displays the user's name as 'Mico' and a logo for 'UNIVERSITY OF QUEZON PILIPINAS'.

12. Password Settings



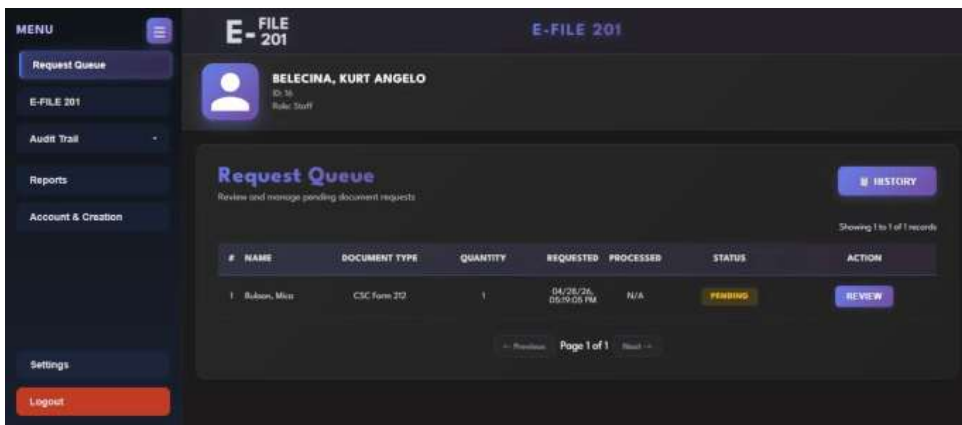
The screenshot shows the 'ACCOUNT SETTINGS' page with the 'PASSWORD' tab selected. It contains three input fields for password management:

- CURRENT PASSWORD *
- NEW PASSWORD *
- CONFIRM NEW PASSWORD *

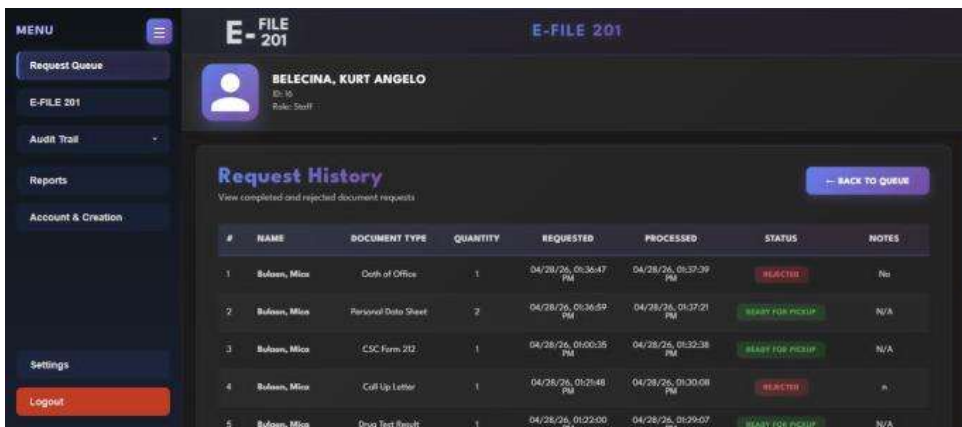
13. Staff Login



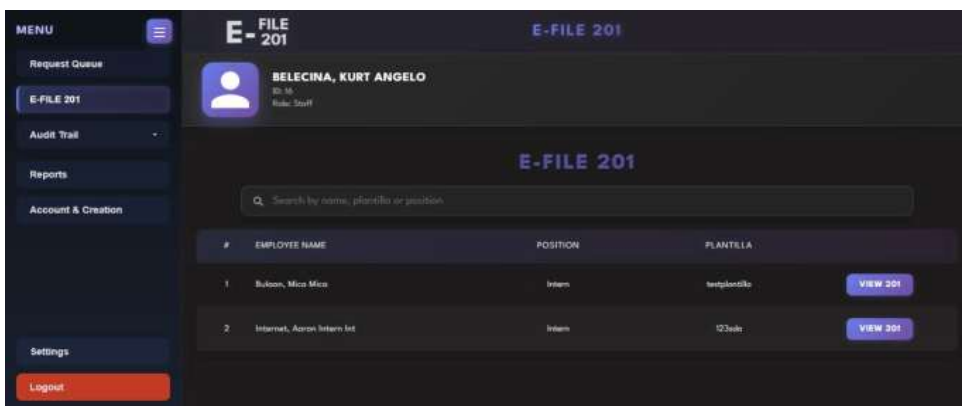
14. Request Queue



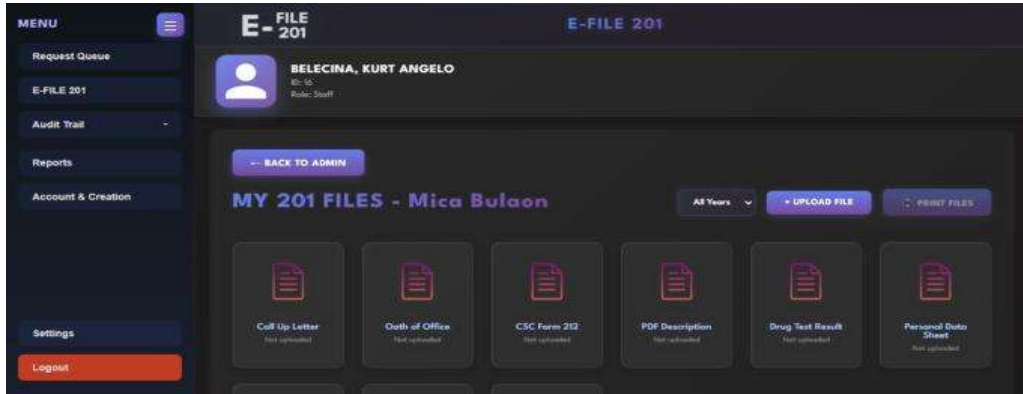
15. Actioned Request History



16. E-FILE 201



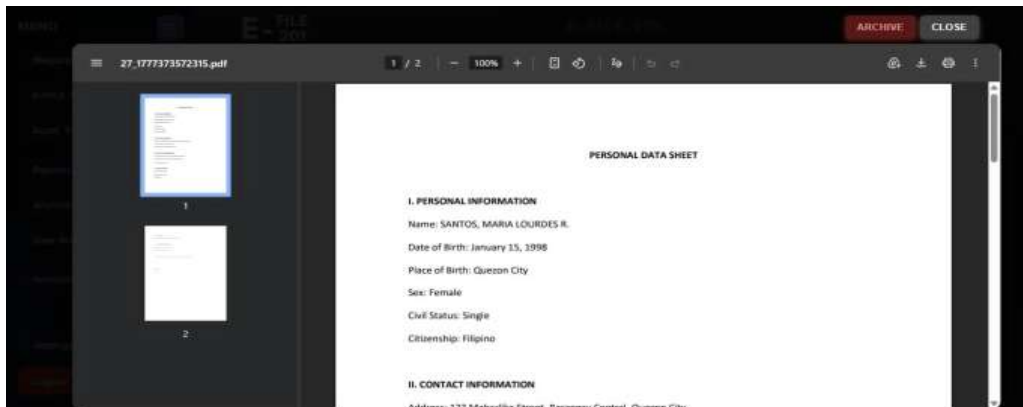
17. Personnel 201 Files



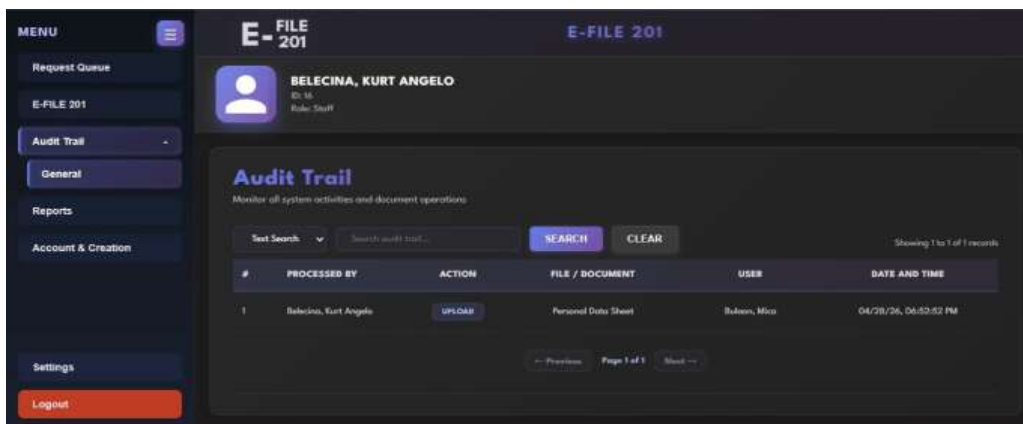
18. Upload 201 File Form



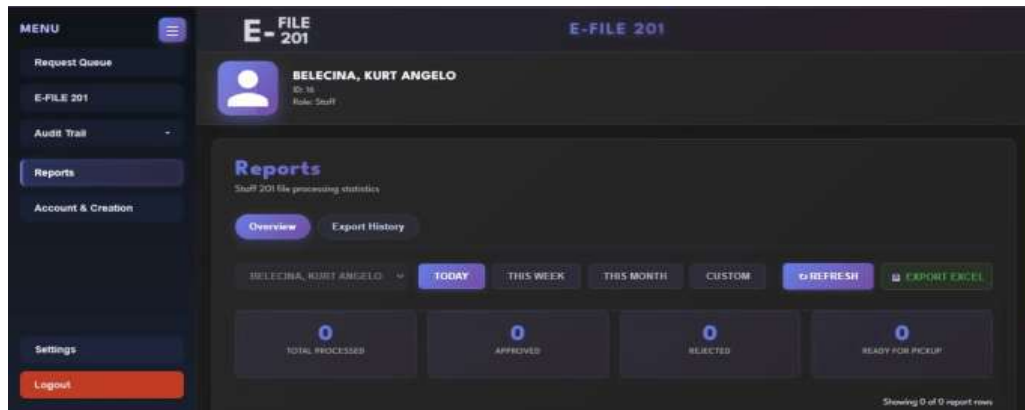
19. 201 File Overview



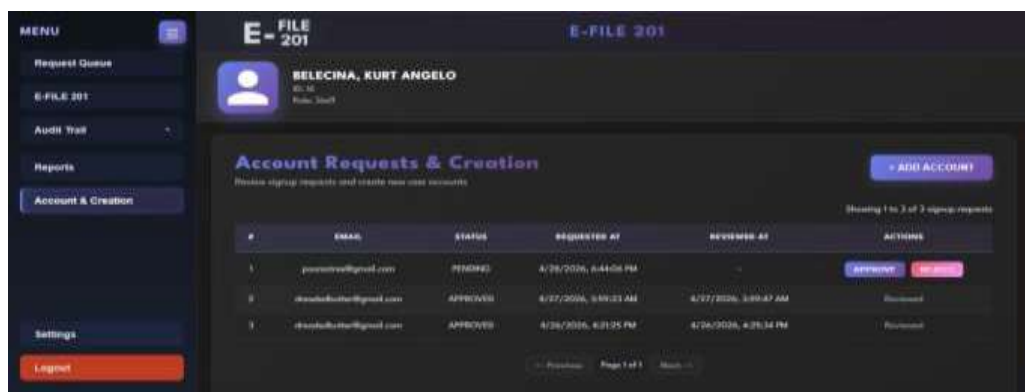
20. Audit Trail



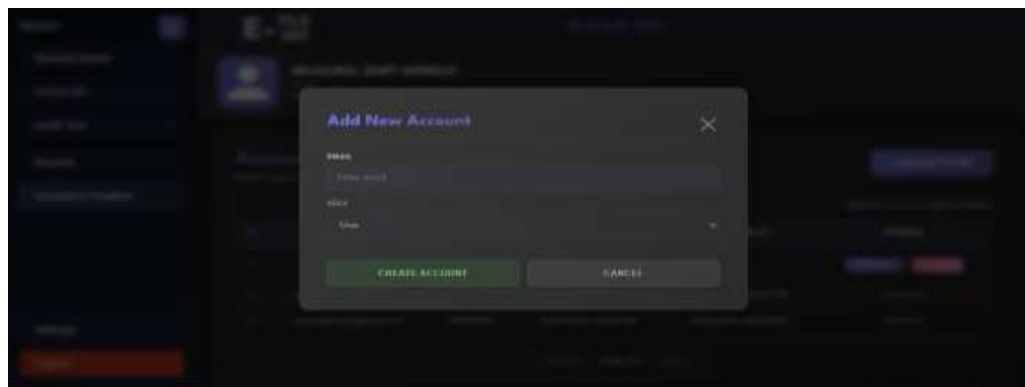
21. Reports



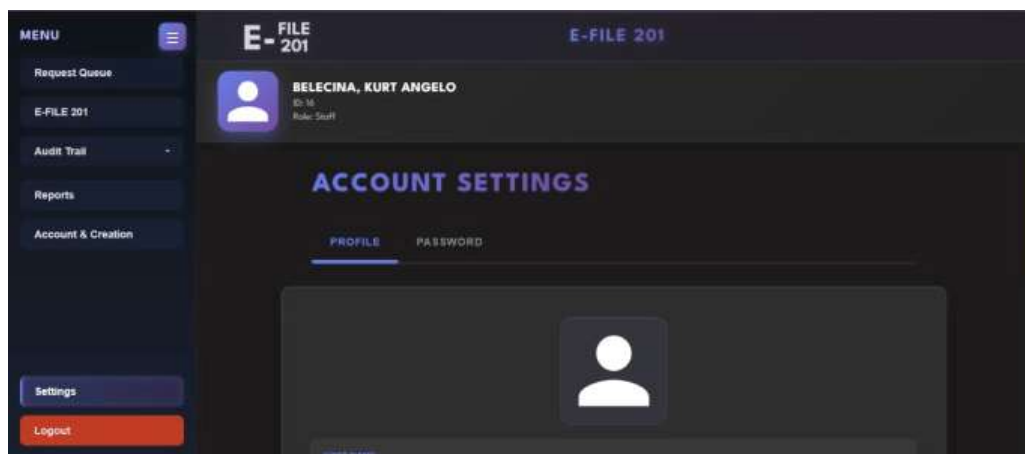
22. Account & Creation



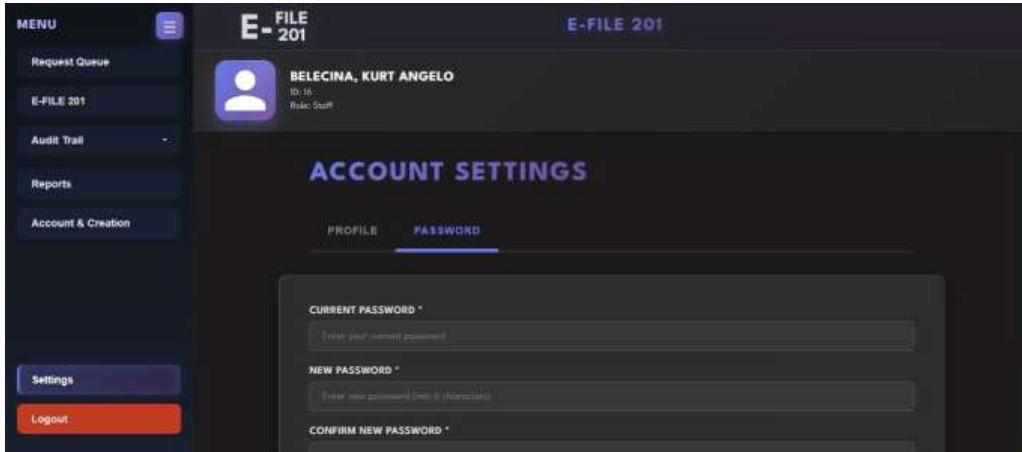
23. Add Account



24. Account Settings



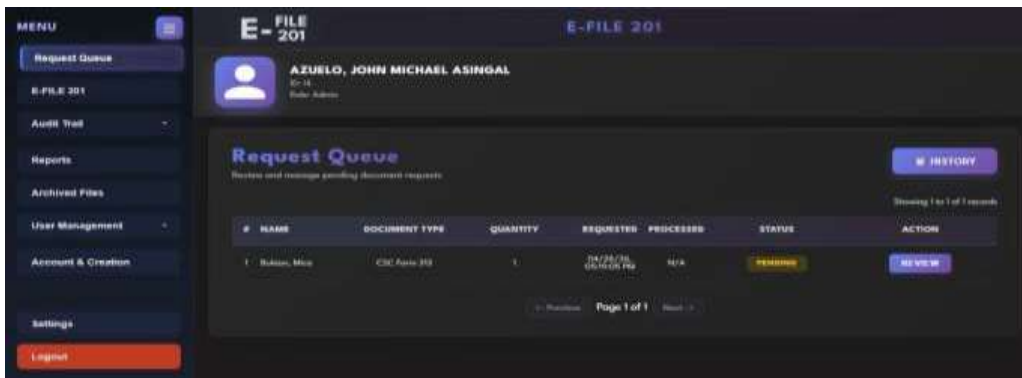
25. Password Settings



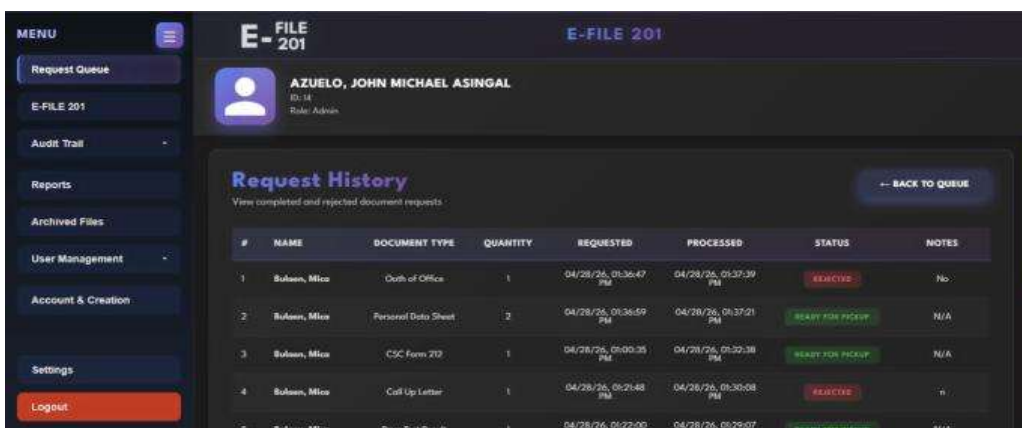
26. ADMIN LOGIN



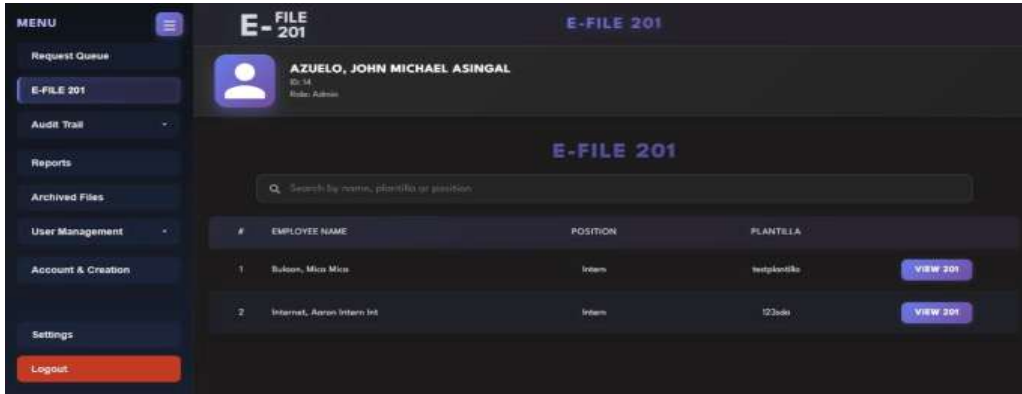
27. Request Queue



28. Actioned Request History



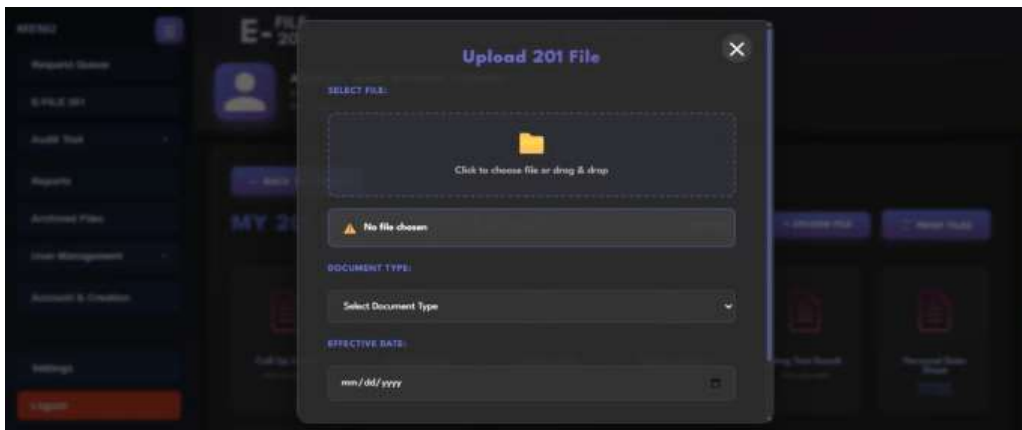
29. E-FILE 201



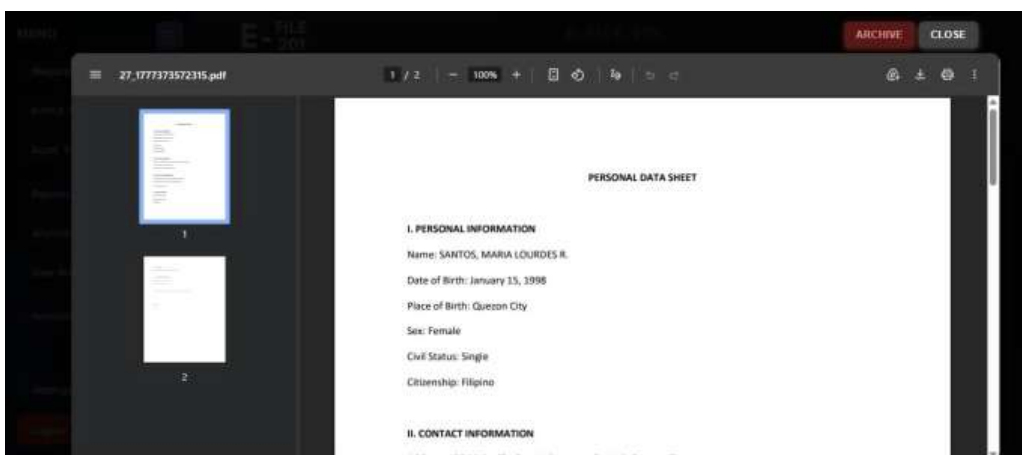
30. Personnel 201 Files



31. Upload 201 File Form



32. 201 File Overview



33. Audit Trail

#	PROCESSED BY	ACTION	FILE / DOCUMENT	USER	DATE AND TIME
1	Balobon, Kurt Angelo	UPLOAD	Personal Data Sheet	Balobon, Mia	04/28/26, 04:58:23 PM
2	Azuolo, John Michael	REJECT	First Day of Service	Internet, Aaron Intern	04/28/26, 05:16:46 PM
3	Azuolo, John Michael	APPROVE	First Day of Service	Internet, Aaron Intern	04/28/26, 05:19:21 PM
4	Azuolo, John Michael	UPLOAD	First Day of Service	Internet, Aaron Intern	04/28/26, 05:23:29 PM

34. Admin Security Trail

#	ADMIN	ACTION	TARGET USER	DETAILS	DATE AND TIME
1	Balobon, Aaron	USER RESTORED	Internet, Aaron Intern	Restored user account for aaronbalobon@rsis.com	04/27/26, 04:05:43 AM
2	Balobon, Aaron	USER ARCHIVED	Internet, Aaron Intern	Archived user account for aaronbalobon@rsis.com	04/27/26, 04:05:08 AM
3	Balobon, Aaron	SIGNUP REQUEST APPROVED		Approved signup request for aaronbalobon@rsis.com	04/27/26, 03:49:51 AM
4	Balobon, Aaron	USER CREATED BY ADMIN	N/A	Account created manually for aaronbalobon@rsis.com	04/27/26, 03:58:34 AM

35. Reports

Staff 201 file processing statistics

Overview | Export History

ALL STAFF | TODAY | THIS WEEK | THIS MONTH | CUSTOM | REFRESH | EXPORT EXCEL

14	5	3	6
TOTAL PROCESSED	APPROVED	REJECTED	READY FOR PICKUP

Showing 1-1 of 1 report rows

36. Export History

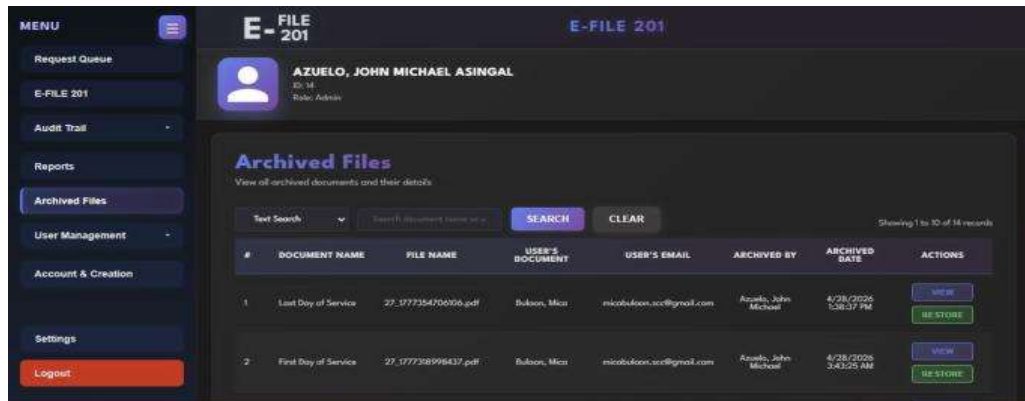
Staff 201 file processing statistics

Overview | Export History

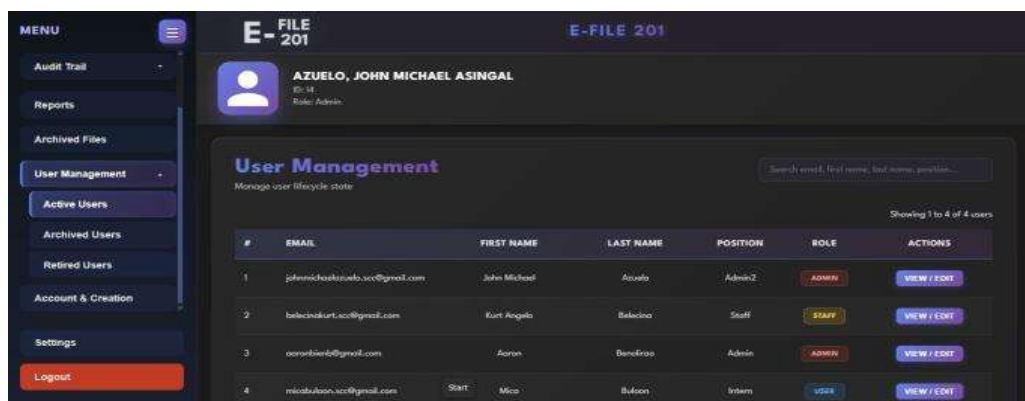
Showing 1 to 2 of 2 records

GENERATED BY	STAFF FILTER	PERIOD	DATE TYPE	TOTAL RECORDS	CREATED AT	ACTION
Azuolo, John Michael	All Staff	day	day	20	04/28/26, 04:17 PM	Download Again
Azuolo, John Michael	All Staff	day	day	20	04/28/26, 03:17 PM	Download Again

37. Archived Files



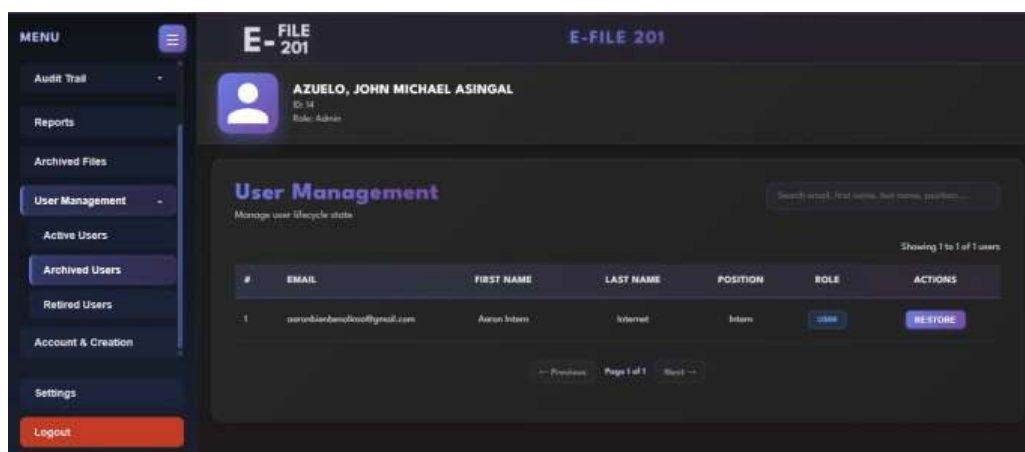
38. User Management - Active Users



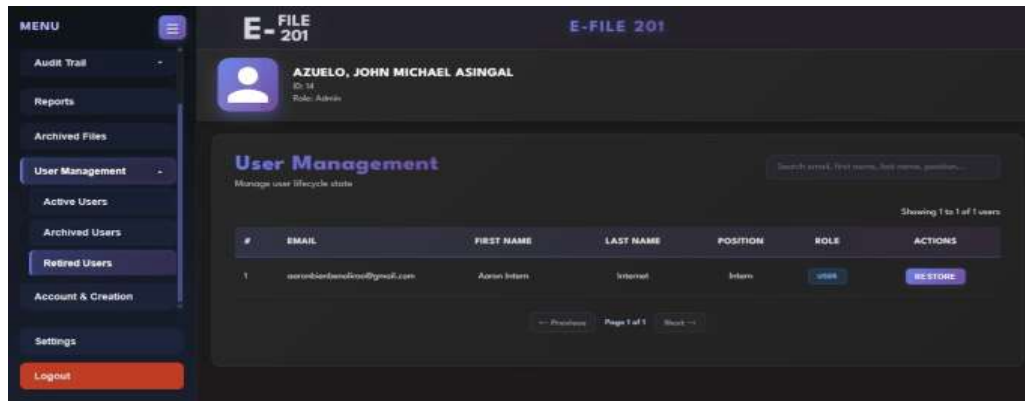
39. User Details



40. User Management - Archived Users



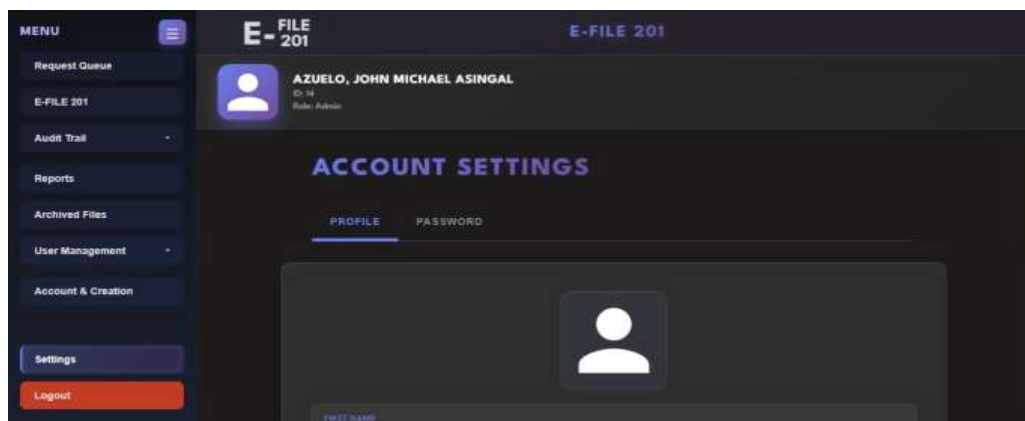
41. User Management - Retired Users



42. Account Requests & Creating



43. Accounts Settings



44. Password Settings

