

FileGenius Reference and Supporting Documentation Library

Product and How to Use Information

[FileGenius Info Guide](#) – a collection and summary of information about the company and product.

[FileGenius Features](#) – a graphical cataloging and description of the essential features of FileGenius.

[FileGenius Us vs. Them Report](#) – a detailed comparison of FileGenius vs. six other file transfer solution providers, evaluated for usability, value, and customer benefit. Save time researching and shopping.

[FileGenius FAQ](#) – frequently asked questions about the product and concerns addressed before purchase.

[FileGenius Support FAQ](#) – frequently asked questions about support issues.

[FileGenius File Handling Resources](#) – details of proper file naming, how to handle file extensions and file types in file transfer situations, and other useful information about various file types and file transfer.

[FileGenius Quick Start Guide](#) – everything you need to know to start using FileGenius immediately.

[FileTransfer Quick Start Guide](#) – white-label User Quick Start Guide our customers can distribute to their customers, with their brand/logo instead of ours.

[FileGenius White-labeling](#) – FileGenius policy to allow white-labeling of every site they sell.

General and Technical Information for Users, IT Personnel, and Management

[Who Uses FileGenius?](#) – Detail of the industries, businesses, organizations, and professions that use FileGenius.

[FileGenius Price Sheet](#) – Information on what FileGenius costs, details of pricing plans.

[FileGenius Mail Notification System](#) – information about how to insure receipt of your site's messaging and notification emails.

[FileGenius vs. FTP](#) – comparison of traditional FTP protocol and FileGenius.

[FileGenius File Handling Resources](#) – details of proper file naming, how to handle file extensions and file types in file transfer situations, and other useful information about various file types and file transfer.

Pricing, Billing Information

[FileGenius Price Sheet](#) – Information on what FileGenius costs, details of pricing plans.

[FileGenius Billing and Payment Policies](#) – detail of billing and payment terms and policies relating directly to subscription charges, upgrading accounts, and account cancellations.

Support Information

[FileGenius Support Policy](#) – detail of support policies and provisions.

[FileGenius Support FAQ](#) – frequently asked questions about support issues.

[FileGenius File Handling Resources](#) – details of proper file naming, how to handle file extensions and file types in file transfer situations, and other useful information about various file types and file transfer.

[FileGenius Quick Start Guide](#) – everything you need to know to start using FileGenius immediately.

Security Information

[FileGenius Security and Privacy Statement](#) – detail of precautionary measures and information concerning security and privacy as it relates to the use of FileGenius.

[Best Practices, Credit Card Authorization](#) – vendor detail of best practices handling of credit card authorization.

[SSL Provider Audit Report](#) – audit report on provider of SSL certificate, 128/256-bit encryption security.

Policy, Privacy, Legal

[FileGenius Subscription Agreement](#) – detail of legal conditions and terms governing subscription relationships with FileGenius.

[FileGenius Billing and Payment Policies](#) – detail of billing and payment terms and policies relating directly to subscription charges, upgrading accounts, and account cancellations.

[FileGenius Support Policy](#) – detail of support policies and provisions.