HR Ghana

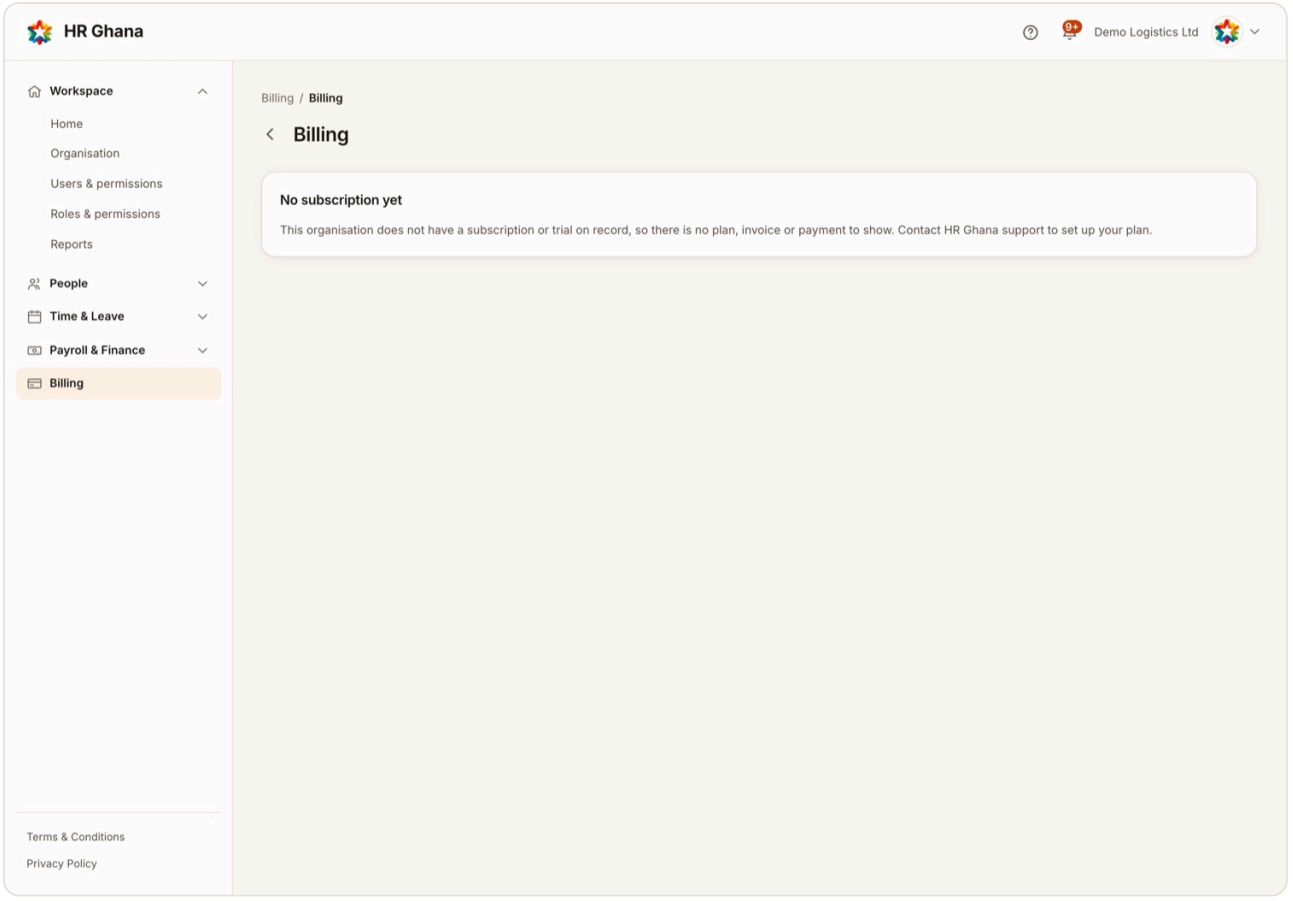
Billing, access and your data

For owners and billing managers

Understand your plan, what happens if a payment is missed, and how to download everything your organisation holds in HR Ghana.

hrghana.com · October 2026 · Screens show sample data

1. Your plan and free trial



The Billing page: plan, trial, data export, invoices.

1. Billing is its own item in the left menu, shown only to people who manage it. Open it to see your plan, the number of employees you are billed for, your trial end date and your invoices and payments.
2. You start with a 30-day free trial. Pricing depends on the number of active employees.
3. The Billing page and the notice at the top of every page tell you if anything needs your attention.

2. Paying, and the grace period

1. When your trial ends, or a payment is missed, your organisation keeps full access for a grace period (14 days). A notice at the top of every page shows the date.
2. You are reminded by email and notification before the grace period ends.
3. Pay from Billing where online payment is available for your account; otherwise contact support@hrghana.com and we will record your payment. Full access returns as soon as your subscription is active again.

3. Read-only access

1. If the grace period passes without payment, your organisation becomes read-only. Everyone can still see their data, and the owner can still pay and download an export, but nothing new can be created or changed.
2. Nothing is deleted. People who are not billing managers see a short notice asking them to contact their organisation owner.
3. A general employee never sees billing: their menu shows only their own pages.

4. Download your data

1. On the Billing page choose Download data export. You receive a ZIP of CSV files with everything your organisation holds: employees, payroll, leave, attendance, loans, assets, recruitment, performance, policies, invoices and the audit history.
2. You can download it at any time, including when your account is read-only or after a subscription has ended. Each download is recorded in the audit log.
3. Uploaded documents are stored as files and are not inside the ZIP; their records are.

5. If you decide to leave

1. Download your data export before you go.
2. After a subscription has ended your data is kept for 90 days, with reminders at 30 and 7 days before the end, and then the organisation is archived. You can subscribe again before then to carry on.
3. If you want your data exported for you, write to support@hrghana.com.

Remember

> Tip: the owner can change who holds the billing permission under Users & permissions. Keep at least two people who can reach Billing.

Need help? Contact your HR team, or write to support@hrghana.com. The screens in this guide show sample data; yours will show your own organisation.