

Frequently Asked Questions

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Frequently Asked Questions

This page answers common visitor and admin questions about Sherkety ERP & Website Platform. If you need step-by-step instructions, use the linked guides in each answer.

General

What is Sherkety ERP & Website Platform?

Sherkety ERP & Website Platform combines a public business website with an admin area for managing content, services, pricing, and user access. Visitors can explore services and ERP modules, while authorized users can maintain website information and settings. See [Finding Services Through Navigation and Service Menus](#).

Do I need to sign in to browse the public website?

No, public pages such as services, ERP module pages, contact pages, FAQ, and policy pages can be viewed without signing in. You only need an account to access protected admin features. See [Finding Answers in FAQ and Policy Pages](#).

Where should I start if I am new to Sherkety ERP & Website Platform?

Start with the main website navigation, then open the service or ERP section that matches your interest. If you are comparing options, the FAQ, pricing areas, and contact actions are usually the fastest next steps. See [Using Header Navigation Across Public Pages](#).

How can I quickly find answers before contacting the team?

Open the public FAQ page first and scan the question titles for your topic. If the answer still feels incomplete, move to the related service page, ERP page, or contact option shown nearby. See [Using FAQ and Disclaimer Pages for Common Questions](#).

Website Navigation

How do I find business services on the website?

Use the main header and open the services menu instead of relying only on homepage scrolling. On smaller screens, open the mobile menu first, then look for the services section. See [Finding Services Through Navigation and Service Menus](#).

Why can't I find a page I saw earlier?

The page may be under a different menu group, in the footer, or inside a language-specific version of the site. It also helps to return to the homepage or use the header rather than searching through one long page. See [Navigating Footer Link Groups and Secondary Destinations](#).

What should I do if a header or footer link does not go where I expected?

First check whether you clicked a company link, policy link, social icon, or action button, since each type leads somewhere different. If the shortcut feels unclear, use the full page version from the header or Contact page instead. See [Using Header Navigation Across Public Pages](#) and [Understanding Footer Navigation and Secondary Links](#).

Language and Browsing

Can I browse Sherkety ERP & Website Platform in more than one language?

Yes, Sherkety ERP & Website Platform supports multilingual browsing on public pages. You can switch languages using the visible language control on supported pages. See [Switching Languages While Browsing the Platform](#).

Why did the language switcher send me to the homepage?

This usually means the current page is not available in the language you selected. When that happens, Sherkety ERP & Website Platform may open the homepage for that language instead of the matching page. See [Understanding Language Specific Routes and Page Availability](#).

Why is a page opening in the wrong language?

Check the page address first and confirm that it includes the expected language path. Older bookmarks or general homepage links may reopen the default version instead of the localized page. See [Browsing Localized Pages and Language Specific Routes](#).

Services and Packages

How do I compare services or packages without getting confused?

Compare one category at a time and focus on the included items, package summaries, and visible differences between options. If two offers still seem similar, open both pages side by side and use the contact option for a direct clarification. See [Discovering Services and Comparing Business Offers](#).

What if a service page does not answer my question?

Use the page as a starting point, then move to related pricing, FAQ, or contact links instead of guessing. Many pages are designed to introduce the offer first and send you to the right next step for more detail. See [Discovering Business Services From Service Pages](#).

How do I ask about pricing or request a quote?

Look for the visible call to action on the service or package page, such as a quote request, contact prompt, or inquiry button. If the action does not work as expected, check the form fields carefully and try again from the Contact page if needed. See [Using Service Page Calls to Action and Inquiry Prompts](#).

Are homepage offers and package highlights enough to make a decision?

They are useful for a first comparison, but they are not always the full picture. It is best to confirm included items, scope, and next steps on the related detail page before deciding. See [Using Homepage Promotions and Package Highlights](#).

ERP Modules

Where can I explore ERP modules such as HR, Inventory, Sales & CRM, and Reporting?

Start from the ERP apps catalog or from the module links shown across marketing pages. The catalog is especially helpful when you want to move from broad package messaging to specific module details. See [Evaluating ERP Modules From Catalog to Detail Pages](#).

What should I do if module pricing is unclear?

Do not assume how the pricing works from a short label alone. Use the inquiry action and ask whether the price is fixed, recurring, per user, per company, or based on a

custom quote. See [Evaluating ERP Modules From Catalog to Detail Pages](#).

How do I know whether an ERP package page is enough, or if I should open the apps catalog?

If the package page feels too general, move to the ERP apps catalog for a more direct view of available apps. This helps you confirm whether the advertised package scope matches the modules you actually need. See [Using ERP Discovery Paths From Marketing Pages](#).

What if I am interested in a specific module like HR, Inventory, or Sales & CRM?

Open that module's detail page and review its features, pricing area, and contact options. If something still feels unclear, use the page's inquiry action rather than trying to infer missing details. See [Reviewing Hr Pricing and Next Step Options](#), [Reviewing Inventory Pricing and Next Steps](#), and [Reviewing Sales and Crm Pricing and Evaluation Actions](#).

Contact and Trust

How can I contact Sherkety ERP & Website Platform?

You can usually contact Sherkety ERP & Website Platform through contact forms, direct contact details, and linked channels such as WhatsApp or social pages where provided. If one contact path does not work, the full Contact page is usually the best fallback. See [Contacting Sherkety Through Forms and Direct Channels](#).

What should I do if a contact form does not submit?

Check for missing required fields, an incorrect email format, or an unchecked consent box if one is shown. After correcting any visible issue, submit again and watch for the message shown on screen. See [Sending Messages Through the Contact Page](#).

Where can I check privacy, terms, and other policy information?

These public pages are usually available from the footer and help you review privacy, cookies, terms, disclaimer, and app privacy details. They are useful when you want to confirm how information is handled or what website statements formally mean. See [Finding Answers in FAQ and Policy Pages](#).

When should I use the FAQ page instead of the policy pages?

Use the FAQ page for practical questions about services, onboarding, demos, support, or next steps. Use policy and disclaimer pages when you need formal information about privacy, cookies, responsibilities, or limits around website content. See [Using FAQ and Disclaimer Pages to Clarify Website Information](#).

Admin Access and Content Management

Who can access the admin area?

Only authorized users with the right account and role can open protected admin pages. If you can browse the public site but cannot open admin pages, your access may be limited or you may need to sign in first. See [Reviewing User Access and Resolving Common Admin Issues](#).

Why can't I see edit controls on the website?

In most cases, you are either signed out, using an account without editing rights, or viewing the page outside an editable session. Sherkety ERP & Website Platform only shows inline editing tools to users with the correct permissions. See [Understanding Inline Editing Entry Points on Public Pages](#).

What should I do if my content update does not appear on the public website?

Reopen the item and confirm that you saved the correct record and that it is active, visible, or published if those options are available. Many update problems come from editing the right content but leaving it in a draft or hidden state. See [Managing Service Catalog Content in Admin](#) and [Managing Services Pricing and Site Settings](#).

Why does a translated field look blank in the editor?

This usually means you are viewing a language that has not been filled in yet, or you switched languages without saving first. Check the language selector in the editor and confirm you are editing the intended version. See [Editing Multilingual Content in the Editor](#).

What if a user account or role change does not seem to work?

Reopen the user record and confirm that the intended role was actually saved. It can also help to ask the user to sign out and sign back in before testing the change again. See [Managing User Accounts and Role Assignments](#).

Common Problems

What do I do when I see a warning or error message?

Read the message carefully before trying the same action again. In Sherkety ERP & Website Platform, the message often points to the exact field, step, or correction needed. See [Recognizing Warnings Errors and Dismissible Notices](#).

Why does the page keep showing loading placeholders or retry messages?

Start by refreshing the page and checking whether the issue affects only one page or several areas. If multiple pages behave the same way, the problem may be broader than a single screen. See [Understanding Loading Placeholders Empty States and Errors](#) and [Responding to Missing Content and Retry Messages](#).

What does a success message mean if I still see old information?

Sometimes the action completed, but the visible page has not refreshed yet. Reopen the record, check the saved values again, and confirm whether the page state matches the message you received. See [Understanding Toast Messages and Action Feedback](#).