

# Creating a New Issue

Last Modified on 09/12/2025 3:51 pm EDT

## Overview

A Member of the Internal Audit Team will review an Internal Audit Project's Controls for Issues and track potential problems that may cause an Issue and impede the completion of the Internal Audit Assessment.

## User Account Requirements

The user account used to log into Resolver must be added to the Internal Audit Team user group.

## Related Information/Setup

To submit an Issue to the Risk Team, please refer to the Submitting an Issue - Internal Audit Article.

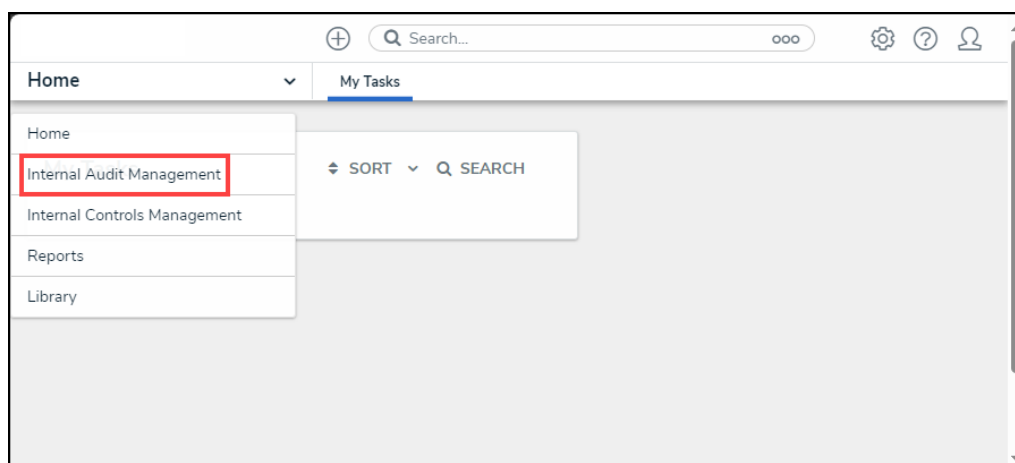
- [Submitting an Issue - Internal Audit](#)

See the Review an Internal Audit's Controls article for more information on Internal Audit Controls.

- [Review an Internal Audit's Controls](#)

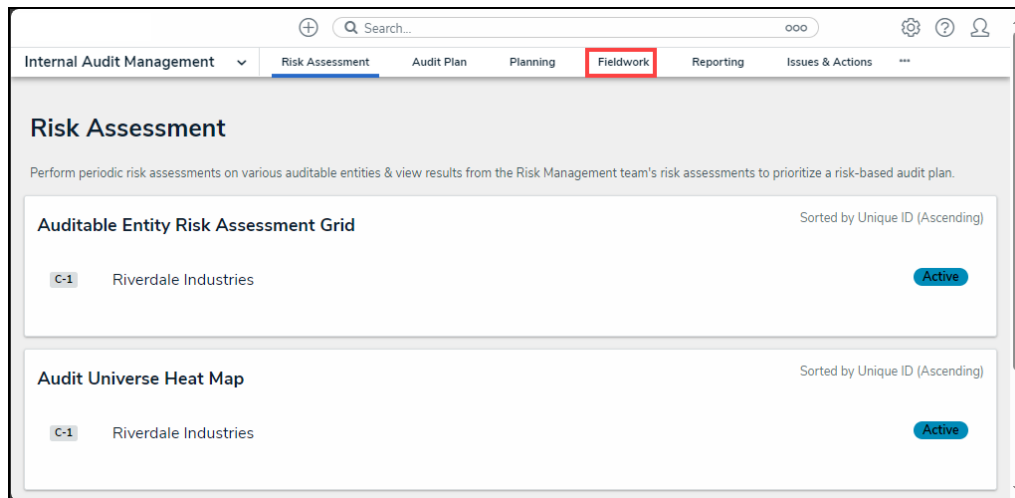
## Navigation

1. From the **Home** screen, click the **Home** dropdown and select the **Internal Audit Management** link.



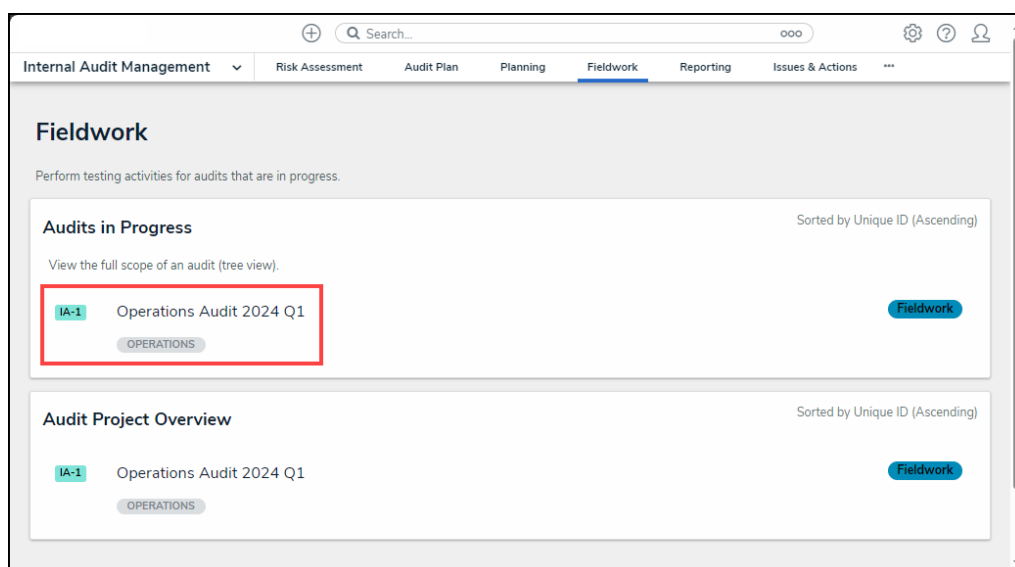
*Home Dropdown*

- From the **Risk Assessment** screen, click on the **Fieldwork** tab.



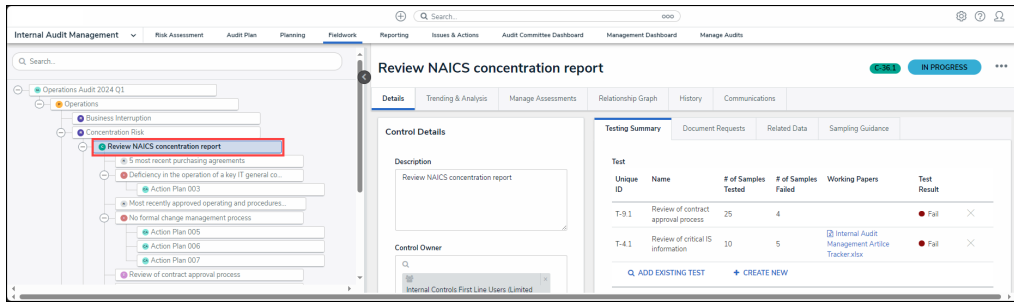
*Fieldwork Tab*

- From the **Fieldwork** screen, click the Internal Audit Project that contains the control you want to review from under the **Audits in Progress** section.



*Click an Internal Audit Project*

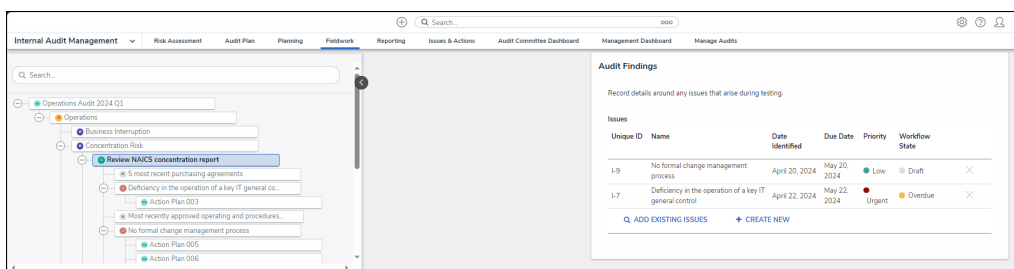
- From the **Audit Project Review** screen, use the navigation tree to the left to expand the nodes until you find the desired control. Controls are indicated with a **C** icon next to the control name on the node.



*Internal Project Review Screen*

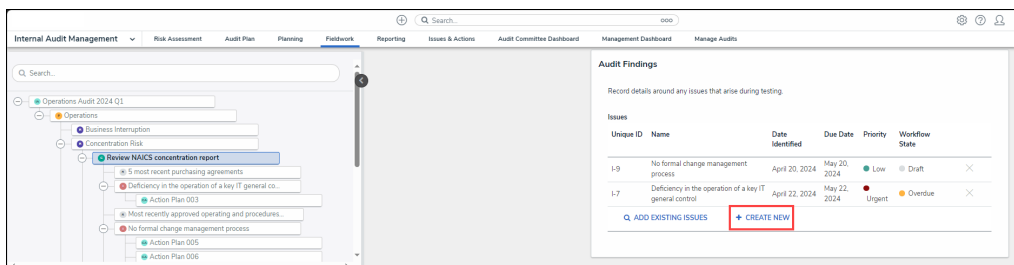
## Creating a New Issue

1. From the **Control Overview** pop-up, scroll to the **Audit Findings** section.



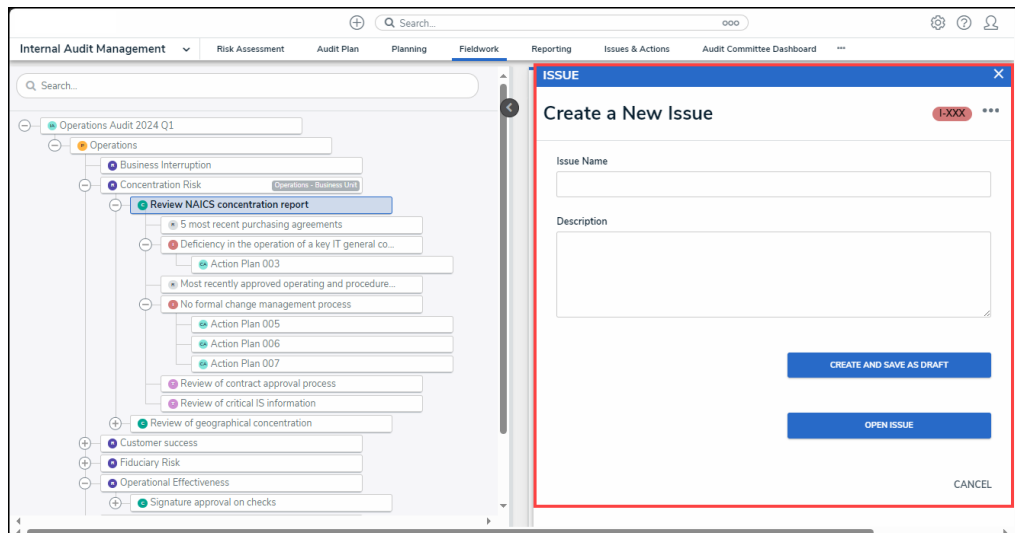
*Audit Findings Section*

2. Click the **+ Create New** link.



*+ Create New Link*

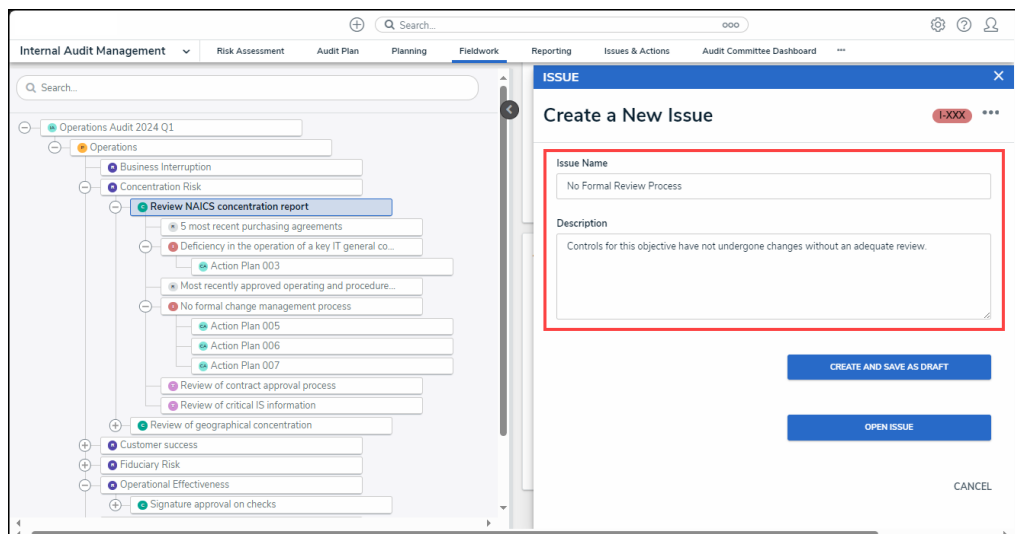
3. The **Create a New Issue** pop-up will appear.



*Create a New Issue Pop-up*

4. Enter information in the following fields (not all fields are required at the time of creation and will be filled out during the review process):

- **Issue Name:** Enter the Issue's name.
- **Description:** Enter a long description or instruction outlining the Issue in further detail.



*Create a New Issue Pop-up*

5. Click one of the following buttons to complete the Issue:

- **Open Issue:** The **Open Issue** button will move the Issue from the **Creation** state to the **Open** state. In an Open state, users can review and add additional comments to the Issue before it transitions to the **Review** state.
- **Create and Save as Draft:** The **Create and Save as Draft** button will move the Issue from the **Creation** state to a **Draft** state and save changes made to the form so

that you can come back and finish filling out the form at a later date before moving the Issue to an **Open** state.

The screenshot displays the Resolver Internal Audit Management interface. On the left, a tree view shows the audit structure under 'Operations Audit 2024 Q1', with 'Review NAICS concentration report' selected. The main panel on the right is titled 'Create a New Issue' and contains the following fields:

- Issue Name:** A text input field containing 'No Formal Review Process'.
- Description:** A text area containing 'Controls for this objective have not undergone changes without an adequate review.'

At the bottom right of the form, two blue buttons are visible: 'CREATE AND SAVE AS DRAFT' and 'OPEN ISSUE'. These buttons are highlighted with a red rectangular box. A 'CANCEL' link is located below the buttons. The interface also features a top navigation bar with tabs for 'Risk Assessment', 'Audit Plan', 'Planning', 'Fieldwork', 'Reporting', 'Issues & Actions', and 'Audit Committee Dashboard'.

*Buttons*