

Submitting a Document Request

Last Modified on 09/15/2025 10:25 am EDT

Overview

Users can request specific documents for their audits from an Audit Client. Audit Clients can be another user in the organization that we are auditing one of their process or controls.

User Account Requirements

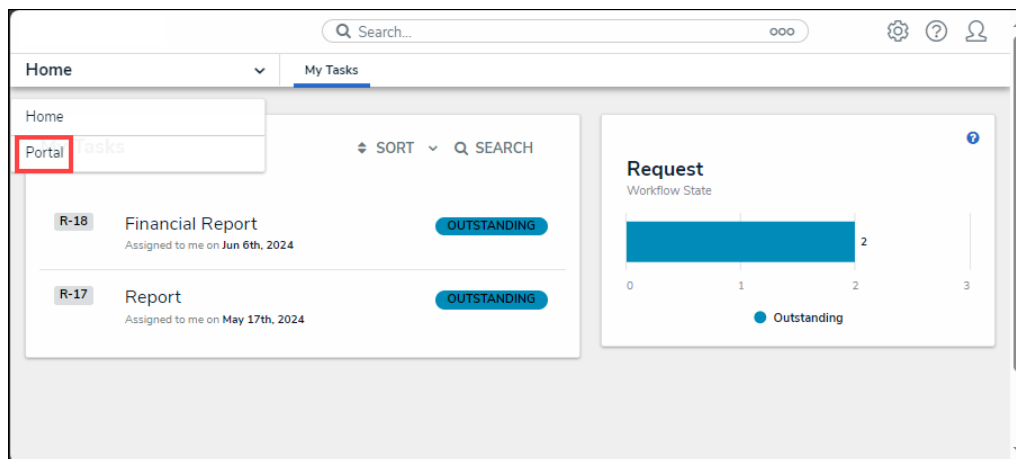
The user account used to log into Resolver must be added to either the Internal Audit Leads or Internal Audit Managers user group.

Required Information/Setup

For further information on how to scope an Internal Audit Project, please refer to the [Define the Scope of an Internal Audit Project](#) article.

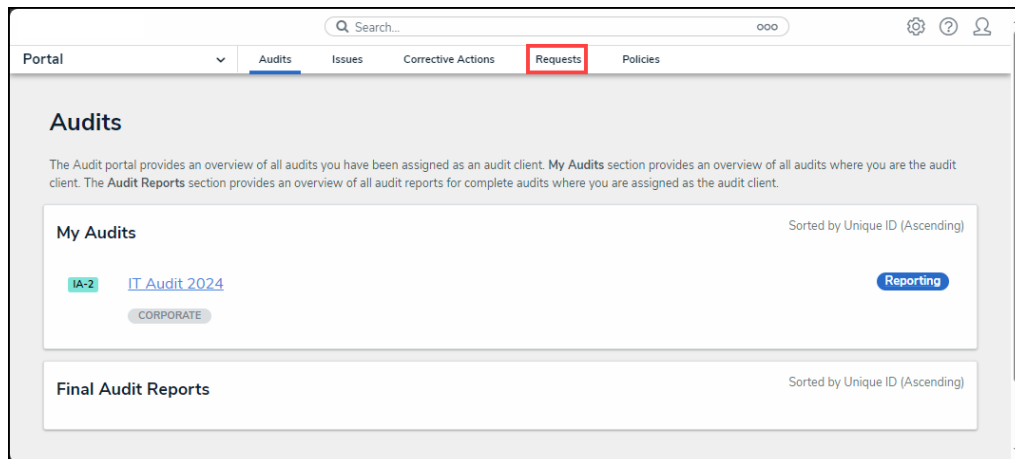
Navigation

1. From the **Home** screen, click the **Home** dropdown and select the **Portal** link.



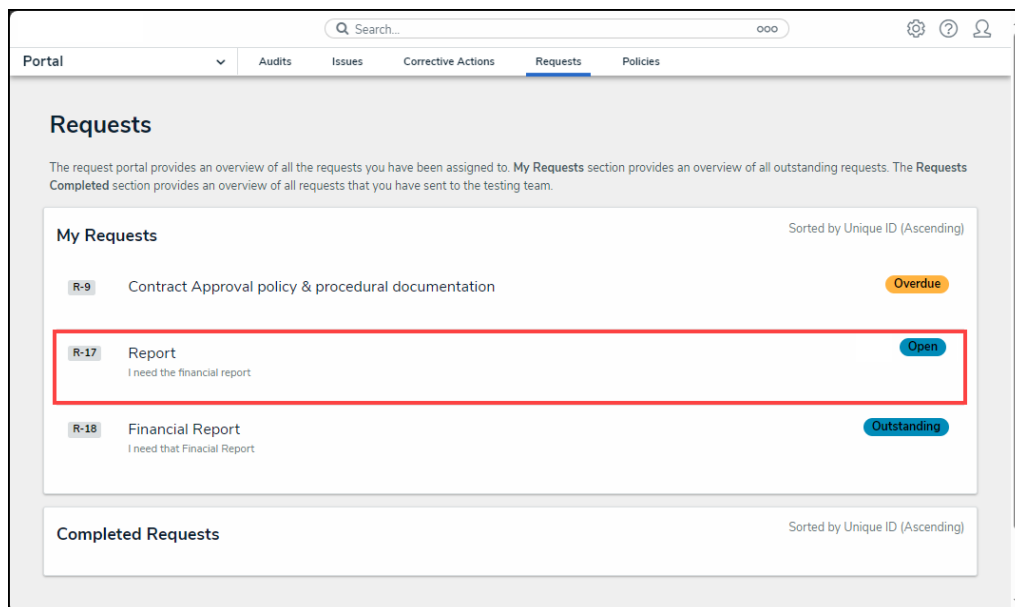
Home Dropdown

2. From the **Audits** screen, click on the **Requests** tab.



Requests Tab

- From the **Requests** screen, click on a document request from the **My Requests** section.



Document Request

Sending a Document Request

- From the **Document Request Details** screen, review the fields under **Step 1: Review Documentation Request**, making sure to note the **Description**, **Document Request Type**, and **Due Date** fields. The **Description** field will tell you the required documentation information requested, the **Document Request Type** will indicate the document type requested, and the **Due Date** field will dictate the document request's due date.

Portal ▼ Audits Issues Corrective Actions **Requests** Policies

Report R-17 **OUTSTANDING** ...

Document Request Details Related Controls and Policies

Step 1: Review Documentation Request

Please review the details of this document request, including when the request is due.

Request Name
Report

Description
I need the financial report

Request Owner Internal Audit Clients (Limited User)	Request Date May 17, 2024
Document Request Type Population Listing	Due Date May 17, 2024

Request Owner Field

- From **Step 2: Add Attachments** section Users can attach evidence to the issue by dragging and dropping an image in the **Supporting Attachments** field or clicking the **+ Add File** link and selecting an image from the connected PC. The maximum size for Files is 100 MB. the following file types are not valid (.bat, .exe, .gif, .sh, .dll, or .com).

Portal ▼ Audits Issues Corrective Actions **Requests** Policies

Step 2: Add Attachments

Please provide the requested documentation in the field below. You can click on the field to upload the document(s) directly or to provide a web link to the document's location. Alternatively, you can drag and drop the document(s) into the field.

If the documentation that has been requested is a Policy, click Add Existing Policy in the table below to see if it is already included in the library.

Documentation Attachments / URL

+ ADD FILE + ADD LINK

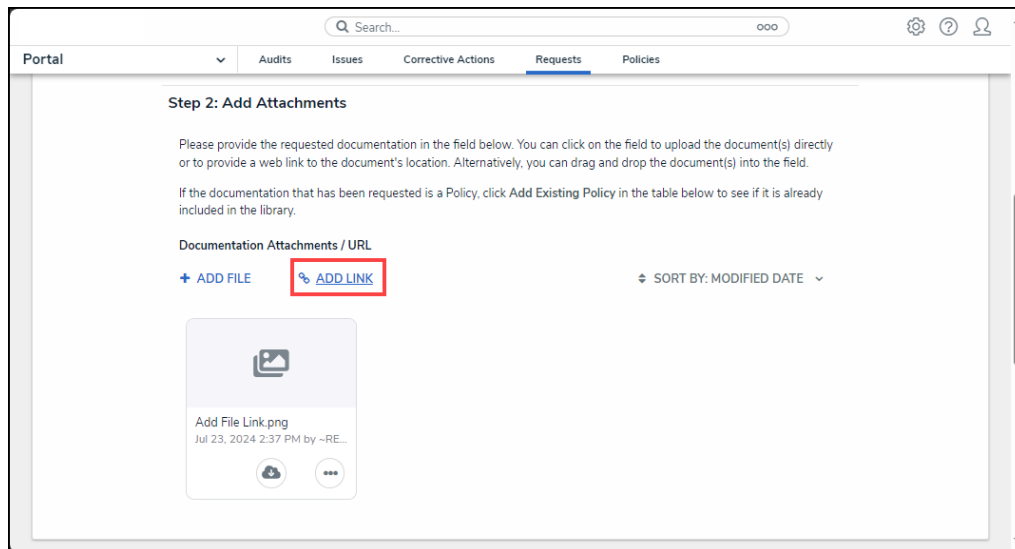
Drag files here or click to select...

or

Click to add a web link to a file...

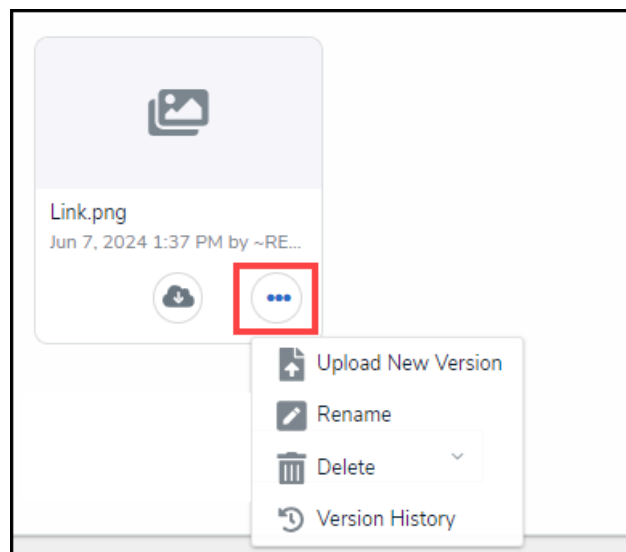
+ Add File Link

- Users can attach evidence to the issue by clicking on the **Add Link** link to attach a web link to the issue or click the **Click to add a web link to a file** link.



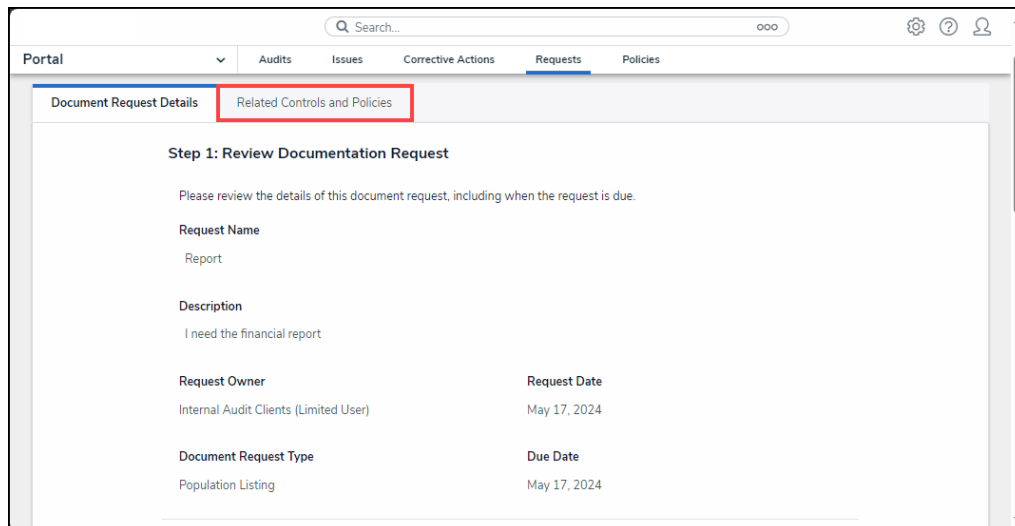
Add Link Link

4. **(Optional)** Click the **More** icon on the uploaded file card to [upload a new version](#), [rename](#), [delete](#), or check [version history](#).



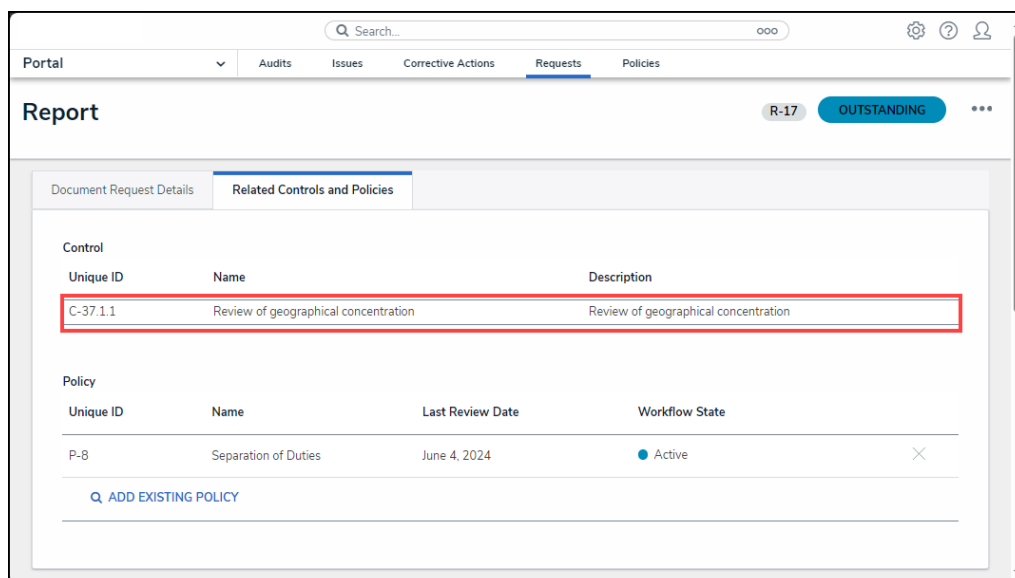
More Icon

5. Click on the ***Related Controls and Policies*** tab.



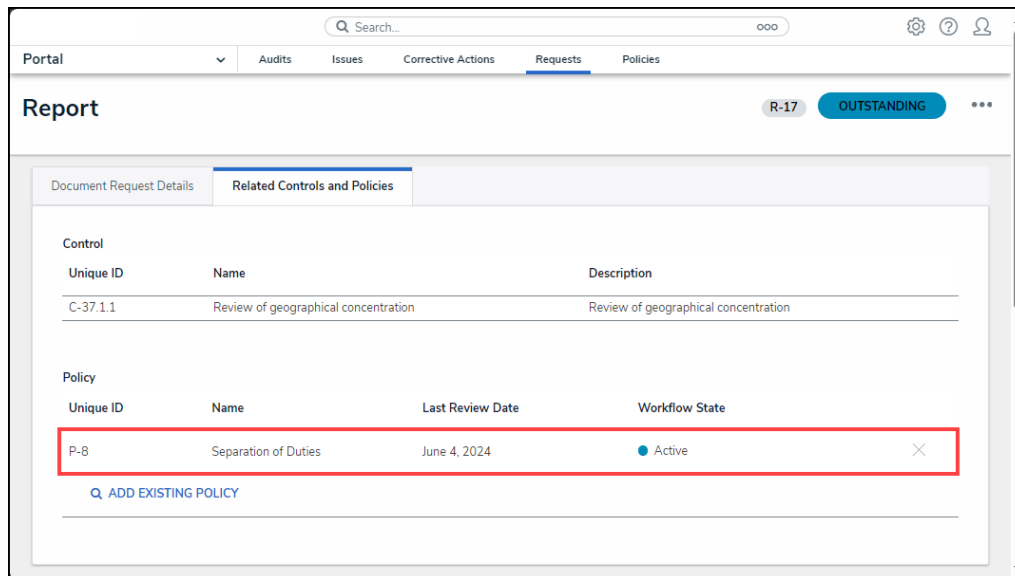
Related Controls and Policies Tab

- From the **Related Controls and Policies** tab, click on a control from the **Control** table to view more control details.



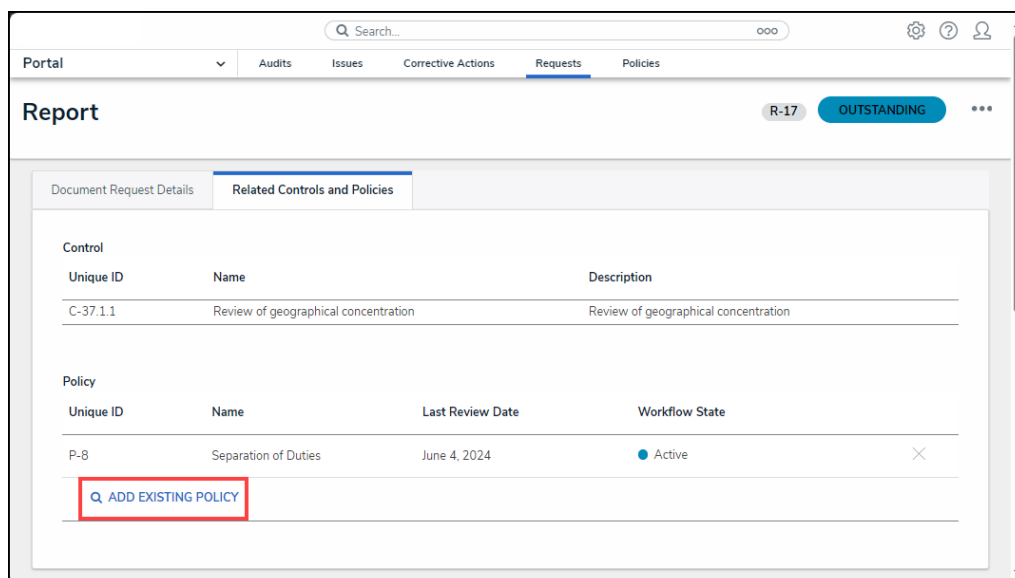
Control

- Click on a policy from the **Policy** table to view more policy details.



Policy

- Click the **Add Existing Policy** link.



Add Existing Policy Link

- From the **Add Existing Policy** pop-up, select the **Add** link next to a policy to add an existing policy to the documentation request.

ADD EXISTING POLICY

Search... Start typing to find an existing Policy

Showing 8 most recently created Policy
If you don't see what you were searching for, try searching from all Policies above.

- P-8 Separation of Duties** **ACTIVE** **ADDED**
Document the guidelines that matter to your organization with proper assignments.
- P-7 Approval Authority Requirements** **ACTIVE** **+ ADD**
Requiring specific managers to authorize certain types of transactions can add a layer of responsibility to accounting records by proving that transactions have been seen, analyzed an...
- P-6 Periodic Reconciliations in Accounting Systems** **ACTIVE** **+ ADD**
Occasional accounting reconciliations can ensure that balances in your accounting system match up with balances in accounts held by other entities, including banks, suppliers and cred...

Report

Document Request Details **Related Controls and Policies**

Control	Unique ID	Name
	C-37.1.1	Review of geographical concentration

Policy	Unique ID	Name
	P-8	Separation of Duties

[Q ADD EXISTING POLICY](#)

Add Existing Policy Pop-up

- From the **Comments** section, add any additional comments regarding the document request or supporting documentation in the **Audit Client Comments** field.

Comments

Review any comments from the testing team and add any relevant comments to the **Audit Client Comments** field below to supplement the document(s) added above.

For further clarity, you can message individual members of the testing team in the **Communications** section at the top of this form. Tagging specific members using "@" and their name will send them a direct email link.

Auditor Comments

Audit Client Comments

SUBMIT DOCUMENTATION

Audit Client Comments Field

- Click the **Send Request** button to send to request to an Audit Client(s).

Q Search...



Portal

AuditsIssuesCorrective ActionsRequestsPolicies

Comments

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Auditor Comments

Audit Client Comments

SUBMIT DOCUMENTATION

Send Request Button