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

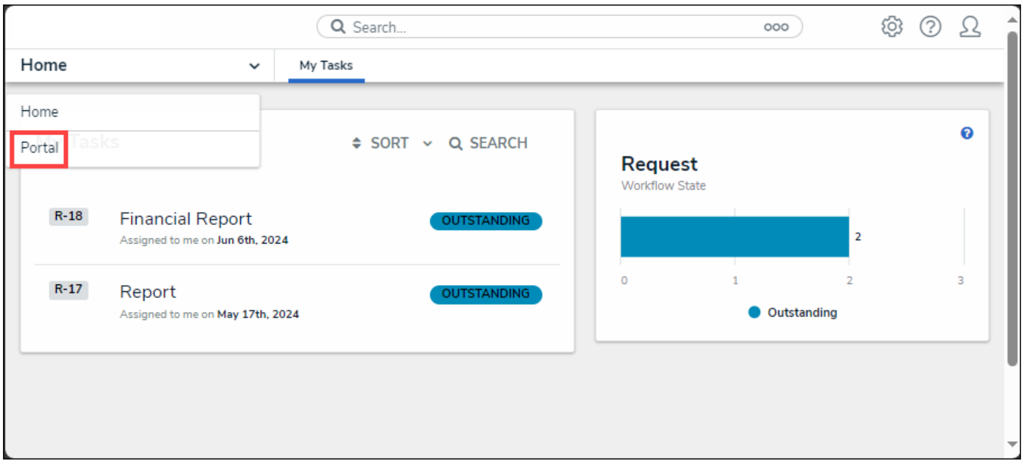
The user account used to log into Resolver must be added to either the Internal Audit Leads or Internal Audit Managers user group.

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.

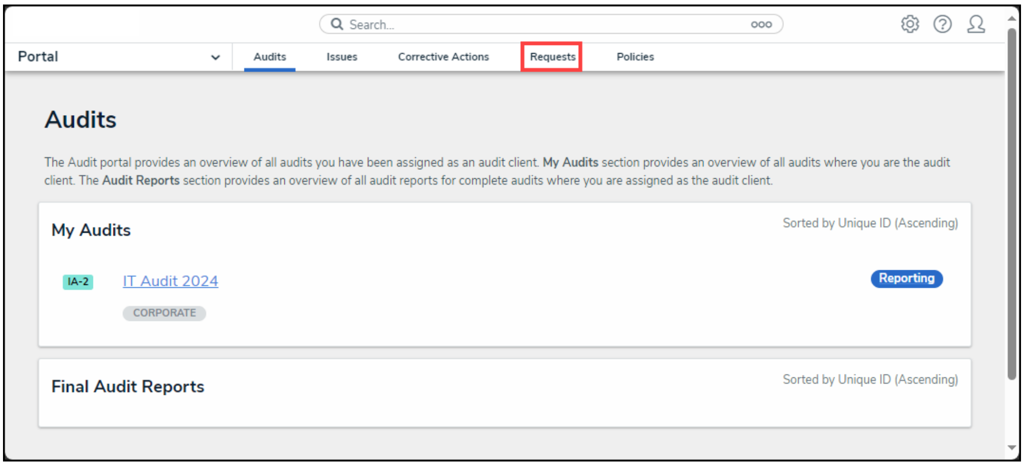
Navigation

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



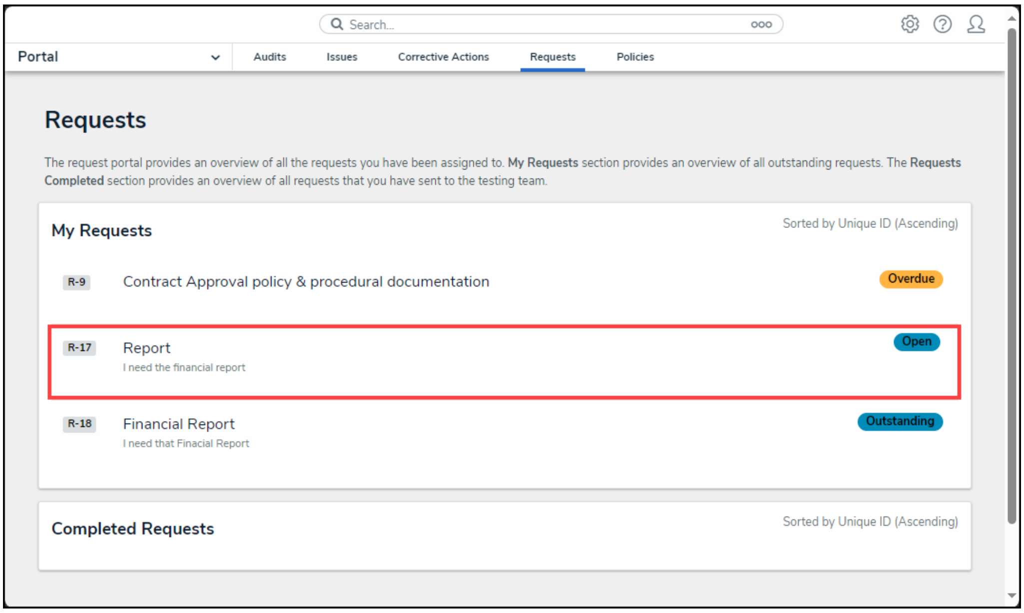
Home Dropdown

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



Requests Tab

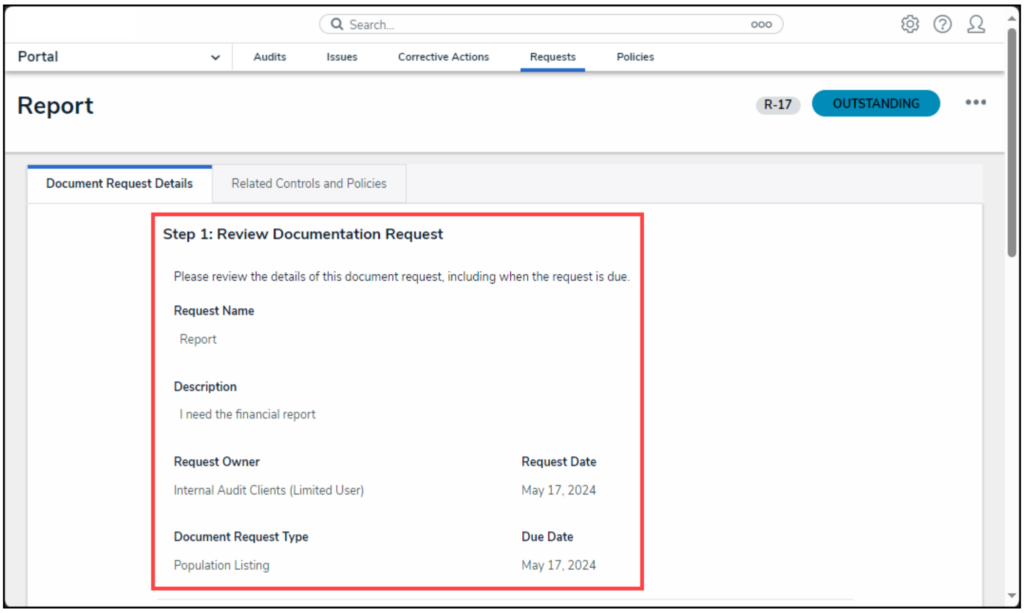
3. From the ***Requests*** screen, click on a document request from the ***My Requests*** section.



Document Request

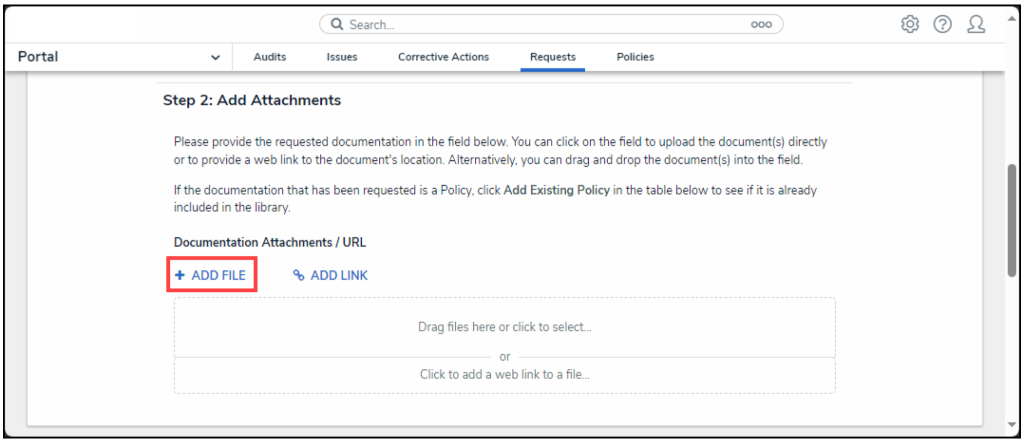
Sending a Document Request

1. 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.



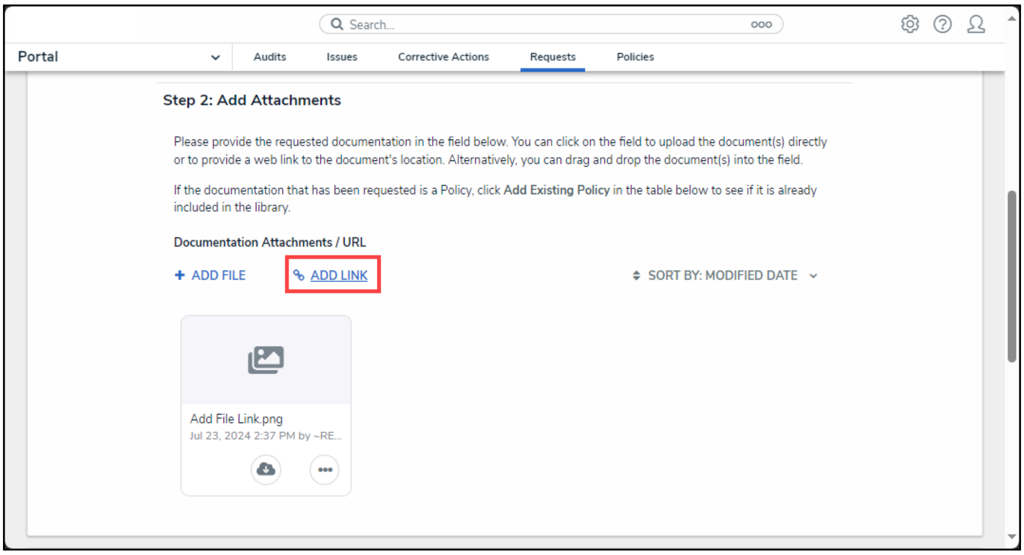
Request Owner Field

2. 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).



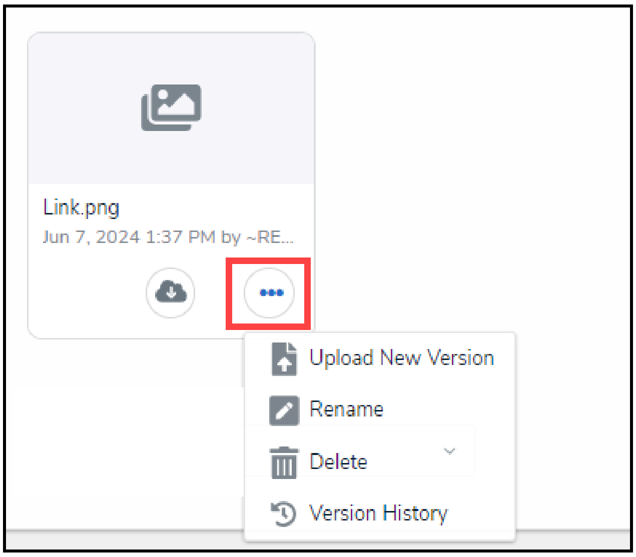
+ Add File Link

3. 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.



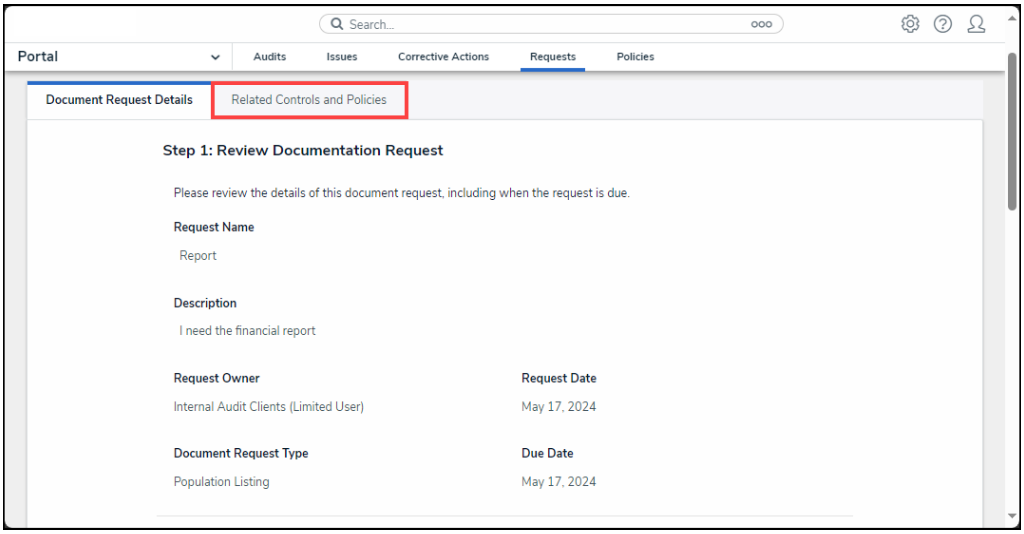
Add Link Link

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



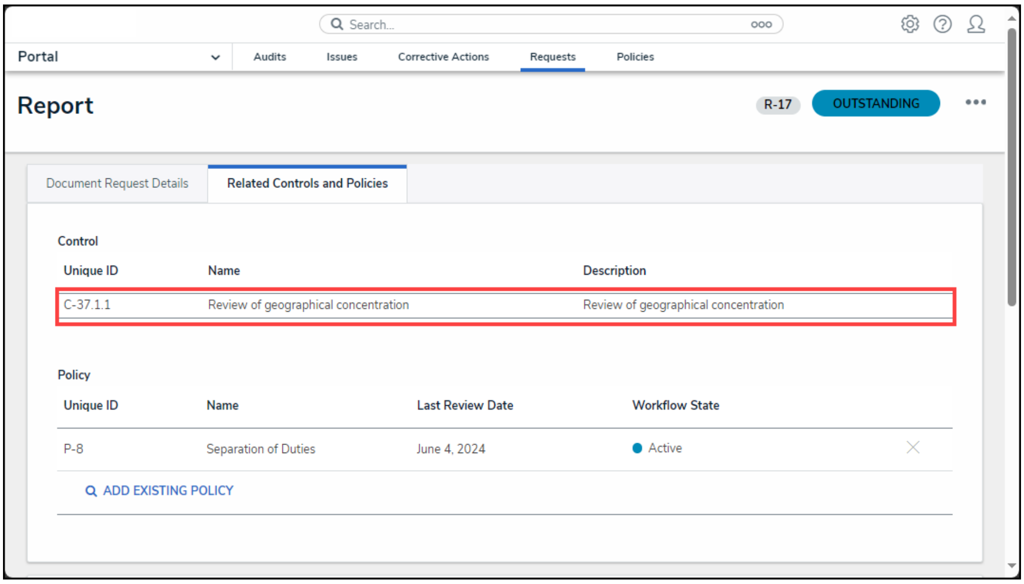
More Icon

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



Related Controls and Policies Tab

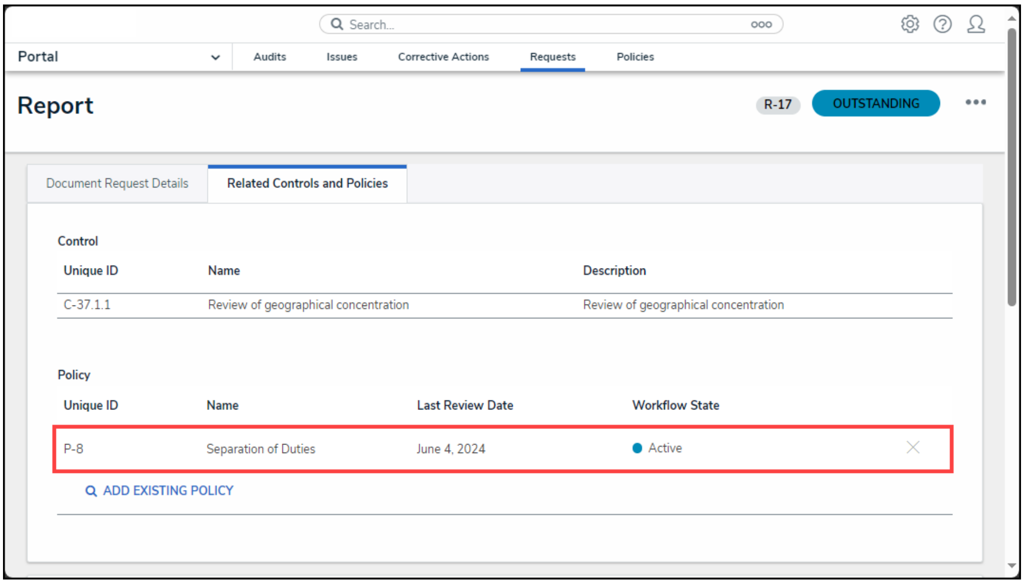
6. From the ***Related Controls and Polices*** tab, click on a control from the **Control** table to view more control details.



Control

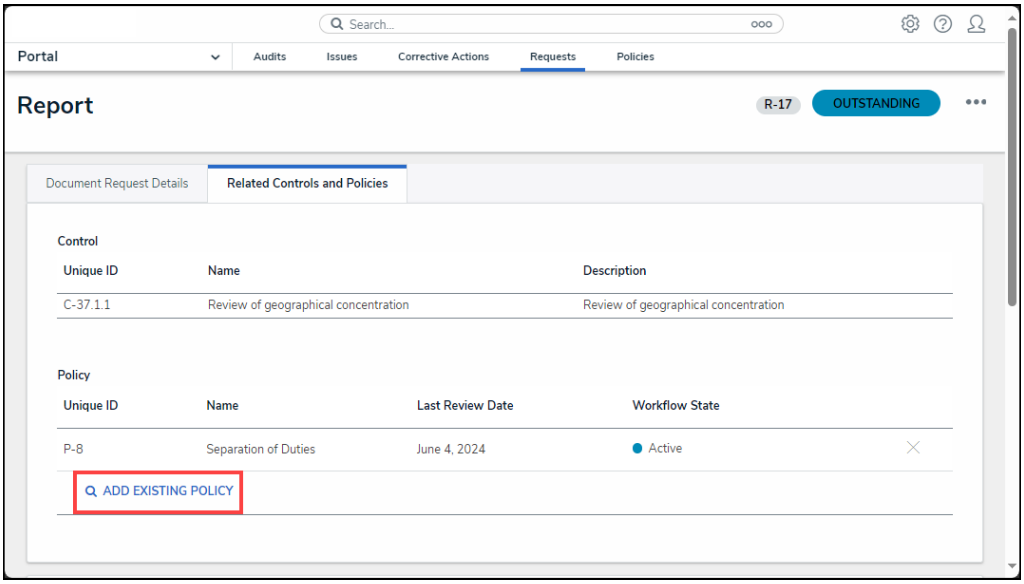
7. Click on a policy from the **Policy** table to view more policy details.

![Resolver. A KROLL BUSINESS]



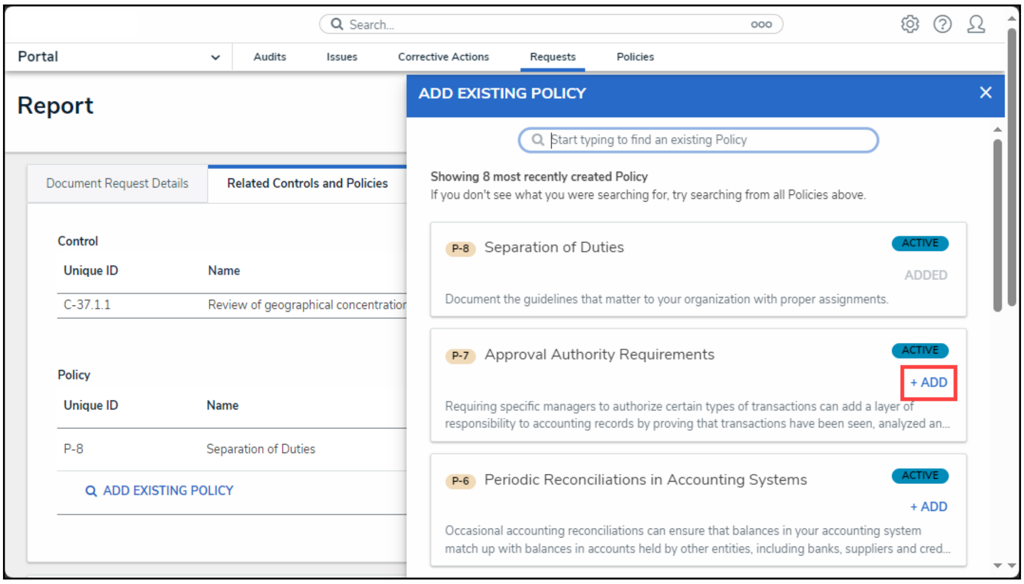
Policy

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



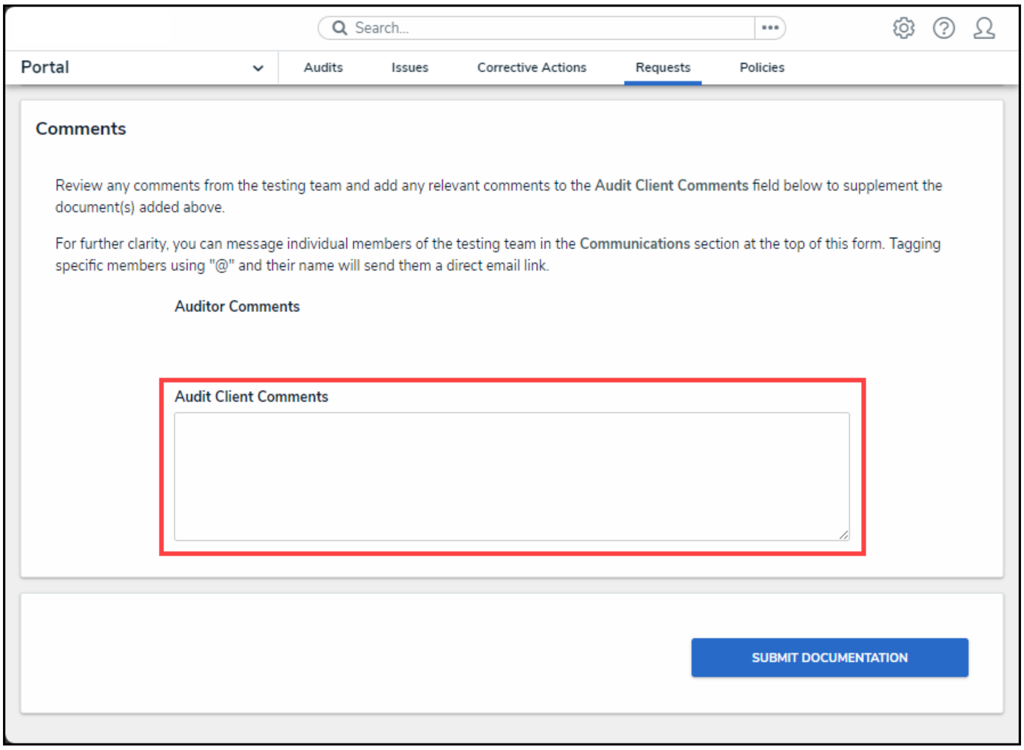
Add Existing Policy Link

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



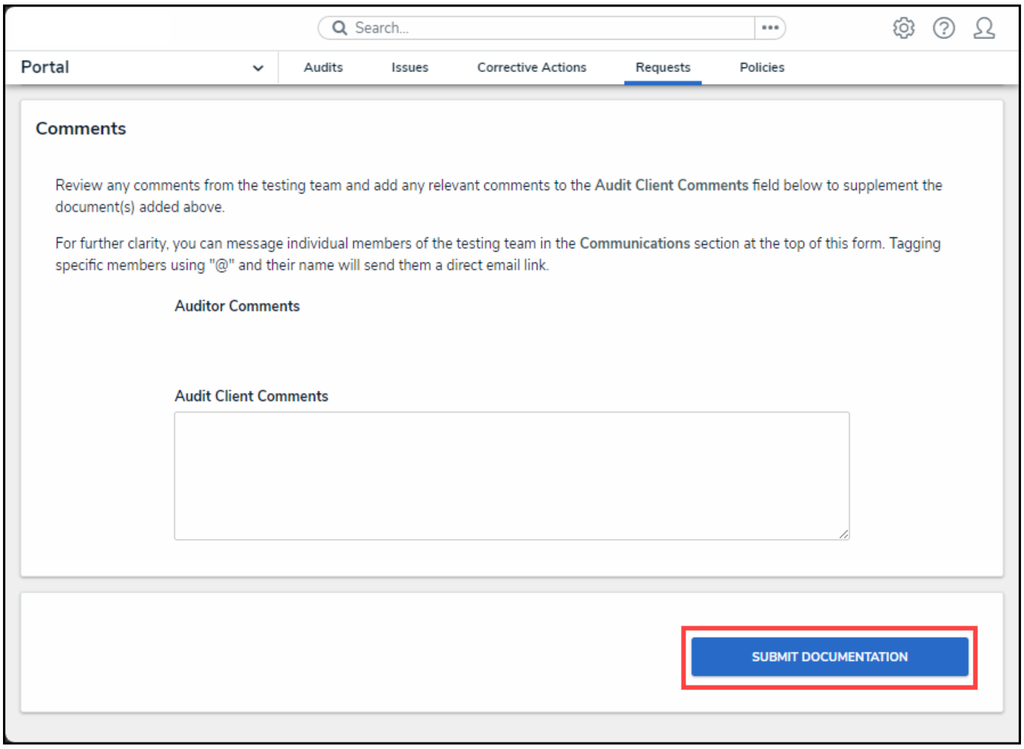
Add Existing Policy Pop-up

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



Audit Client Comments Field

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



Send Request Button