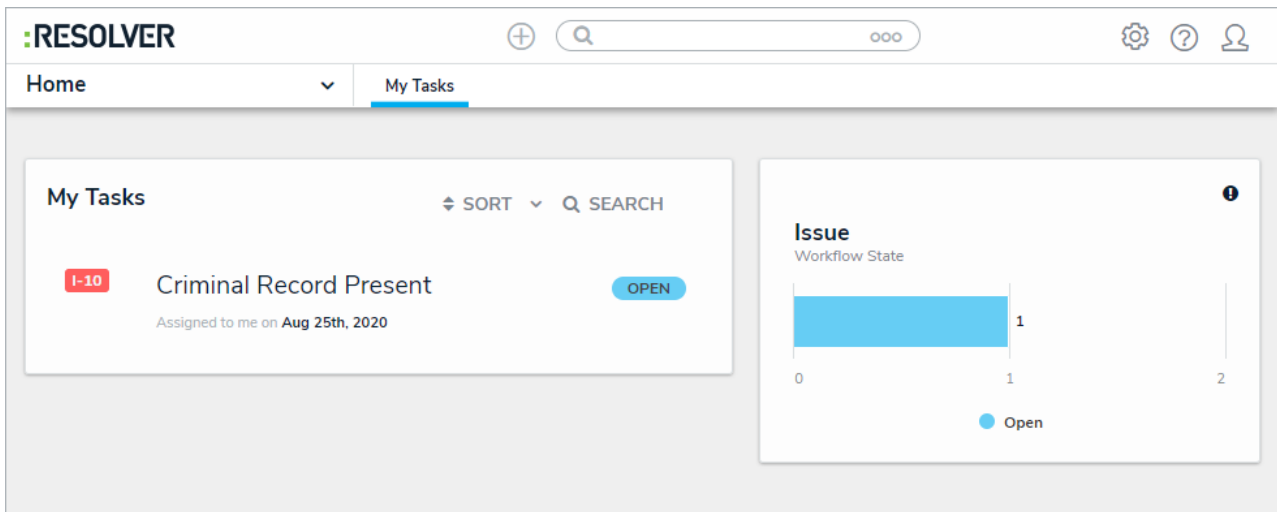


## Review an Issue

Issue owners and their delegates are responsible for ensuring issues are assigned an appropriate corrective action. Once an issue owner has reviewed an issue, it's sent to the [Compliance Team](#) for further review.



The screenshot displays the RESOLVER application interface. At the top, there is a navigation bar with the RESOLVER logo, a search bar, and user profile icons. Below the navigation bar, there are two tabs: 'Home' and 'My Tasks', with 'My Tasks' being the active tab. The main content area is divided into two panels. The left panel, titled 'My Tasks', contains a task card for 'Criminal Record Present' with a red 'I-10' label and an 'OPEN' button. The right panel, titled 'Issue', shows a 'Workflow State' chart with a blue bar at the value of 1 on a scale from 0 to 2, and a legend indicating 'Open'.

*Assigned issues on the My Tasks page.*

### To review an issue:

1. Log into an account that's been added to the **Issue Owner & Delegate** user group to display the **My Tasks** page.
2. Click an issue to display the **Issue Overview** page.

**RESOLVER** + 🔍 ☰ ⚙️ ? 👤

Applications ▾

Issue Status **Open**

## Issue Overview I-10

Record all key information related to an identified issue.

**Issue Name**

Criminal Record Present

**Description**

The person in question has a criminal record.

**Issue Owner**

Issue Owner & Delegate (Limited User) × ▾

**Issue Delegate**

Issue Owner & Delegate (Limited User) × ▾

**Date Identified** **Identified By**

August 25, 2020 ▾ Compliance Team ▾

*The Issue Review page.*

3. Edit the following fields, as needed:

- **Issue Name:** Enter a name for the issue.
- **Description:** Enter a description of the issue
- **Issue Owner:** Begin typing usernames to display a list of available options, then select the user who will be responsible for this issue.
- **Issue Delegate:** Begin typing usernames to display a list of available options, then select the user who will be responsible for this issue in the event the issue owner is unavailable.
- **Date Identified:** Select the date the issue was identified from the calendar dropdown.
- **Identified By:** Select the team or user who identified the issue.
- **Due Date:** Select the issue's due date from the calendar dropdown.
- **Issue Type:** Select an available issue type.
- **Issue Resolution Date:** Select the date the issue was resolved from the calendar dropdown.
- **Priority:** Select the issue's priority.
- **Recommendation:** Type in the steps you believe the organization should take to remediate the issue.
- **Management Response:** Enter a response.

4. In the **Corrective Actions** section, an existing corrective action can be added by clicking **Add Existing Corrective Actions**, typing its name in the search bar, and selecting it. To create a new corrective action from scratch, click **+ Create New** and fill in the required fields. See the [Review a Corrective Action](#) article for more detailed information on filling out this form.

## Corrective Actions

If there are Corrective Actions related to this Issue, they must be closed prior to closing the Issue.

### Corrective Actions

Unique ID	Name	Description	Priority	Expected Completion Date	Workflow State
CA-8	Performance Management	We will review the employee's performance and judge if he or she is a worthy addition to the team.	<span style="color: green;">●</span> Low		Open <span>✕</span>

[ADD EXISTING CORRECTIVE ACTIONS](#)    [+ CREATE NEW](#)

*The Corrective Actions section.*

5. **Optional:** Add [comments](#), as needed.
6. Click **Submit for Review** to send the issue to the Compliance Team.