

complyND✓ – Managing Issues by Issue Owner

As an issue owner, you will be able to manage issues within **complyND✓**. Please refer to the **complyND✓** website for more detailed information.

Managing Issues by Issue Owner

1. Log into comply.nd.edu
2. From the **Issues** tab, click **Create/Manage Issues**.

The screenshot shows the complyND✓ homepage with the 'Issues' tab selected. Below the navigation bar, there are several links: 'Issues Overview', 'Create/Manage Issues' (which is highlighted with a red box), 'Respond To Issues/Actions', and 'Reopen Issues'. The 'Create/Manage Issues' link is the primary focus.

3. In the **My Issues** infoport, click on the **Issue Title** to open the **Manage Issue** form. Any issues assigned to you will be listed in the **My Issues** infoport.

Note: Issues are also available in the **My Tasks** dropdown list at the top of the screen.

The screenshot shows the 'Create/Manage Issues' page. At the top, there's a header with 'Training', 'Surveys', 'Issues' (selected), 'My Tasks', 'Manage GRC Libraries', 'Response', and 'Upload'. Below that is a navigation bar with 'Issues Overview', 'Create/Manage Issues', 'Respond To Issues/Actions', and 'Reopen Issues'. The main area is titled 'Create/Manage Issues' and contains a table titled 'My Issues'. The table has columns for 'Issue Title' and 'Status'. One row is shown: 'Elevator access blocked in basement' with 'Open' status. A red box highlights the entire table. A green arrow points from the 'Note' text above to the table.

4. The **Details** tab provides all of the details about the issue, including the issue description and the due date.

The screenshot shows the 'Manage Issue' form for issue #00000029. It includes fields for 'Issue Title' (Extension cord misuse), 'Owned By (Organization)' (VP and Chief Information Officer_H29), and tabs for 'Details', 'Related To', and 'Additional Details'. Under 'Additional Details', there's a section for 'General' with an 'Issue Description' field containing 'Several employees using extension cords as permanent access to outlets.' A red box highlights the 'Issue Description' field and the 'Additional Details' tab.

Note: If the assessor has attached a photo to help identify the issue, it will be accessible from the **Additional Details** tab.

The screenshot shows the 'Additional Details' tab. It includes sections for 'Created On' (08/24/2015) and 'Created By' (Donna Thompson). Below that are 'Last Modified On' (08/27/2015) and 'Last Modified By' (Donna Thompson). At the bottom, there's an 'Attachments' section with a file named 'BISP Process.png' and a 'Choose Files' button. A red box highlights the 'Attachments' section.

5. In the *Issue Review/Approval* section you can select one of three options in the **Action** field:

a. Request Clarification:

In the **Action** dropdown menu, select the option **Request Clarification** if the issue details are unclear or if you have questions about the issue. In the **Comments** field, you must explain what is unclear.

b. Due Date Change Request:

In the **Action** dropdown menu, select the **Due Date Change Request** option if you need more time to address the issue. If you ask for an extension you must enter a new due date. In the **Comments** field, explain why you need more time.

c. Close Issue:

In the **Action** dropdown menu, select the **Close Issue** option if the issue has been resolved, and enter a resolution in the **Comments**. Any comments regarding the resolution of this issue should be made in this field in order to become part of the **Issue Comments History** that is visible in reports.

NOTE: The **Issue Resolution Summary** field is not being used at this time.

Issue Review/Approval

Action*

Request Clarification

Comments*

Can you provide the office numbers?

(35/4000)

Issue Review/Approval

Action*

Due Date Change Request

Requested Due Date*

09/18/2015 EDT

Comments*

I have submitted a work order, but it will take longer than expected to complete.

(83/4000)

Issue Review/Approval

Action*

Close Issue

Issue Resolution Summary



Comments*

Issue resolved 8/30/15.

[Issue Con](#)

All furniture and equipment removed from the hallway.

(84/4000)

6. Click the green checkmark  to submit the form.



7. After submitting the form, it will remain in your **My Issues** infoport marked as *Pending Final Approval* until it is approved by the Inspection Administrator.

My Issues		
Issue Title	Status	Issue
Extension cord misuse	Pending Final Approval	Donn
Elevator access blocked in basement	Open	Donn

*Searching

In many complyND forms, you can search for the object you are looking for like a survey, organization, or even an issue contact. Most of the time when you are searching, you need to use the wildcard sign (%) before and after the search term in order to return all objects containing that term. If you are in the Ad-hoc form and you search on the term “fire” you will not return any results. However, the same search using the wildcard symbol (%fire%) will return all the objects with Fire in the name.

Remember, with any search you have to click **Go** or **Submit** to begin the search (just hitting **Enter** will NOT submit the search criteria).