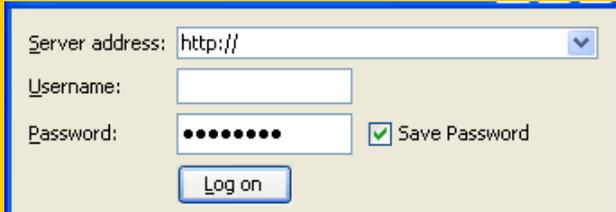


**Issue Management** is a process for remediating items that the HHS 508 Reports have flagged, whether they are manual or systemic checks.



For your records, please write down your Issue Management Instance and your username in the blank space

### Prerequisites

You must have the following before you begin:

- Java Runtime Environment 6.13 or higher\*
- Accenture/Maxamine Tool installed\*
- An account created on the Issue Management server for your Operational Division. If you do not have one, contact your 508 Coordinator.

\* URL for software is located under **Useful Links**.

### To Find Issue Management Reports:

1. Login to the Accenture/Maxamine Tool.
2. Select "Websites" in the menu bar.
3. Select "Reports" in the menu.
4. Select "Find Reports" in the submenu
5. Select the ellipses (...) button to browse for your reports.
6. Select "Search Subfolders" button
7. Click "Search."
8. Select your report from the search results in the "Results" frame.
9. Select "Browse" to open the report.

### To Manage/Manage All Issues:

1. Once you've completed the steps above, click the "HHS Custom 508 Reports"
2. Navigate to an item that you want to manage.
3. Select the "[manage]" link.
4. Change the status of the item.
5. Enter a reason into the "Reason" field.
6. Click the Update button.

### Read Only Reports

If you do not wish to do Issue Management but still wish to see the reports, you may go to the following link with your **web browser**:

[http://128.231.74.\\_\\_\\_\\_\\_](http://128.231.74._____)

### Issue Management Statuses

The ADDE allows you to mark the status of an issue with a number of options

- **Unclassified (default)** – by default, all issues are marked as unclassified and count against the score.
- **Assigned** – To assign an issue to another user to manage, this option is provided
- **Passed** – To mark an item as a false positive after manual verification, an item is marked as passed
- **Failed** – This option is provided if the item will never pass. This option ought to never be used. Instead, keep the item assigned or unclassified until resolved.
- **Ignored** – This option is provided for items that are not issues to be checked. This option should never be used. Instead the scan settings ought to be changed.

**Note:** Always provide a reason for changing a status.

### Issue Management Strategies

- Assign things that you can't fix.
- "Manage all" false positive issues first

### Issue Management Dos and Don'ts

- Manage issues to see your score improve the next time your scan is run.
- Let us know if there are any changes a site that we are scanning.
- Do NOT attempt run a scan on Issue Management server.
- Do NOT attempt to run a report on an Issue Management server.
- Do NOT change your values under "Website"/"Options."

### Useful Links

- Documentation and Application download site: <http://128.231.74.137:1000/>
- HHS.gov Section 508 Web site: <http://www.hhs.gov/web/508>
- Access Board Web site: <http://www.access-board.gov/sec508/guide/1194.22.htm>

For support questions, please contact us at [Scansupport@hhs.gov](mailto:Scansupport@hhs.gov).