



Quick Guide, Mosaic Adults

Mosaic Icons

This guide is intended to help you understand the icons within and outside of workflow steps.

Please note: You will not see all icons in all workflow steps and some icons outside of workflow are subject to system permissions.

TIP: There is no right click in Mosaic, you will need to LEFT CLICK all icons

Icon	Name	Use	Location
	Full workview	Used to change the workview between Full, Narrow and Closed. Shows your current work ONLY	Top left corner in Full, Narrow and Closed Workviews - outside of workflow steps
	Narrow workview	Used to change the workview between Full, Narrow and Closed. Shows your current work and person summary screen. This is what we are used to in Frameworki	Top left corner in Full, Narrow and Closed Workviews - outside of workflow steps
	Closed workview	Used to change the workview between Full, Narrow and Closed. Only shows the person summary screen	Top left corner in Full, Narrow and Closed Workviews - outside of workflow steps
	Act for	Used to select anyone you are set up to "Act for"	Top left corner available from full and narrow workviews – outside of workflow steps
	Team workview	Used to view the work of your team	Top left corner available from full and narrow workviews – outside of workflow steps
	Sign out	Used to log our of Mosaic	Top right corner available from narrow and closed workviews

Workflow Step Icons			
Icon	Name	Use	Location
	Save	Used to save work in a workflow step	A toolbar icon located across the top of a workflow step window
	Finish	Used to finish (complete) your workflow step	A toolbar icon located across the top of a workflow step window
	Refresh current form	Used to refresh prepopulated fields within the workflow step once the record (Person Summary screen) has been updated	A toolbar icon located across the top of a workflow step window
	Output to PDF	Used to generate a PDF of the current forms. Use this to print	A toolbar icon located across the top of a workflow step window
	Requests	Used to send requests (tasks) to teams or worker e.g Managers Authorisation / Pass to Brokers	A toolbar icon located across the top of a workflow step window
	Mandatory request	The workflow step requires at least one request completed	A toolbar icon located across the top of a workflow step window
	Request sent	A request has been sent and needs completing before the workflow step can be completed	A toolbar icon located across the top of a workflow step window
	Forms and Letters	Used to access optional forms and letter templates within a workflow step	A toolbar icon located across the top of a workflow step window
	View Documents	Used to upload and attach external documents to a workflow step	A toolbar icon located across the top of a workflow step window
	Show subject summary	Used to refresh the person Summary screen (behind the workflow step window) before minimising the window to update the person's details for prepopulated fields within the workflow step	A toolbar icon located across the top of a workflow step window
	Close	Used to exit / close the workflow step window. This will prompt you to save your work on close	Top right corner in workflow step window
	Warning	Indicates a mandatory field within a form. These fields must be completed before the workflow step can be finished	Located within sections of the form in a workflow step

Current Work Icons

These icons are in your current work folder and will require you to LEFT click on them to give you options to start / resume / assign or cancel work

Icon	Name	Use	Options
	Incoming request	Indicates you have a request to complete	Resume work Assign
	Future work	Indicates you have a workflow step in your future work	Start work Assign work Cancel work
	Incoming work	Indicates you have a workflow step assigned to you or your team ready to start	Start work Assign work Cancel work
	Incomplete work	Indicates a workflow step you have started and need to complete	Resume work Assign work
	Request sent	Indicates you have sent a request and are awaiting a reply from a workflow step. This will be highlighted in yellow in your current work	Resume work Assign work
	Request completed	Indicates all requests sent have been completed and your workflow step can be finished	Resume work Assign work
	Request returned	Indicates a request has been returned but not completed. If the request is mandatory you will need to make changes and re send the request until it is completed. This will be highlighted red in your current work	Resume work Assign work
	Multiple requests	Indicates requests that have been sent and have more than one status e.g one is complete the other awaiting reply. Work will show in your current work like this if it has been agreed by your Manager, then passed to Brokers and waiting for them to action	Resume work Assign work

Frameworkki to Mosaic – Main differences

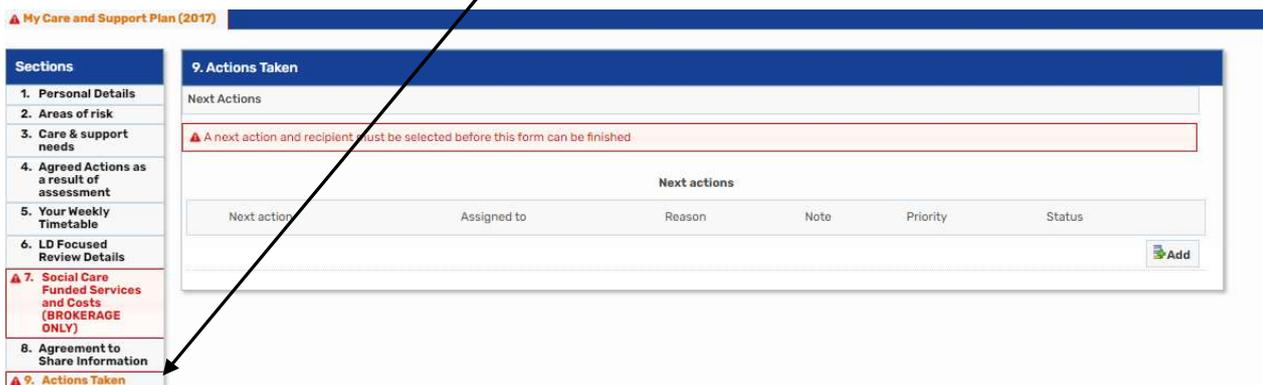
- There is NO right click in Mosaic, **left click** for all your menu options

Frameworkki to Mosaic Terminology	
In Frameworkki	In Mosaic
Episode	Workstep
Task	Request
Outcome	Next Action
Team Folders	Team Workview – separate icon 

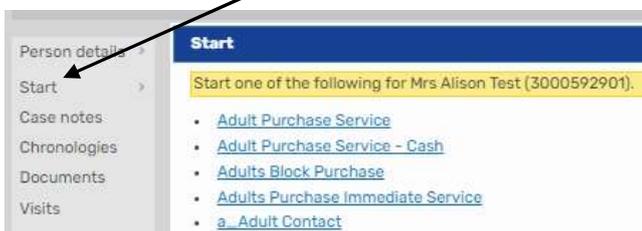
Episodes list – In Mosaic Episodes are known as Worksteps, there is no button for these in Mosaic, previous worksteps in the workflow can be found under the **History** button under Current Work, on the left hand side of the person's front screen



Outcomes – In Mosaic Outcomes are known as Next Actions, they can be found within a workstep, as the **last section** on the mandatory form, under **Actions Taken**



Starting workflow – To start workflow such as a _Adult Contact or a _Significant Information, from the person's front screen choose **Start** then **New** to get a list of worksteps you can start



Team Workview

To see you team folders you now need to switch Workview

 Click the Team Workview Icon to see you teams folders

 Click on the Full Workview Icon, this gives a better picture of work assigned to your team and workers in your team