

How to Guide, Mosaic Adults

Completing Requests

In Mosaic **REQUESTS** replace **TASKS** in Frameworkki. Requests are in Workflow Steps and would be sent to you for various reasons, such as:

- Asking a manager to authorise your Assessment / Review
- Passing a Support Plan to Brokers to set up a Service
- Passing information to another team

The request will display in your **Incoming Requests** folder under your **Current Work**

Current work

Type ↑	Subject	Title	Status	Priority	Date	Note
	Incoming work (1)					
	Incoming requests (1)					
	 Lally Test (3000572886)	Manager Authorisation:a_Care and Support Plan Review			6 Apr 2021	test

To view the person's record before accessing the request click on the subject name

To complete the request, click on the title of the request. **The workflow step summary screen will display**

To complete the request you will need to amend the workflow step, click **Resume**

Once you have checked the form and are happy to agree the request click on the requests icon, which will be highlighted



  **Manager Authorisation (Required)** - 06/04/2021 (A Ramsey)

 Send request

Outstanding requests will display in red, click on the **red text box** to open the outstanding request

- To agree click Completed
- To not agree click Returned
- Click OK
- Click save icon 
- You can now either finish the step 
- Or close the step so the assessing officer can complete it 