MOSAIC – FAQs

If you can not find the answer you are looking for below please contact the HAS System Support Team:

Telephone: 020 8921 3231

Email: <u>system-support-HAS@royalgreenwich.gov.uk</u>

Q How do I access Mosaic?



- A Click on the desktop icon
- Q When I open Mosaic I am only seeing a list of my Allocations, Recently Viewed, and Current Work – I am not seeing the summary screen I saw in Frameworki
- A This is because Mosaic automatically opens in *"Full Workview"*. To see the more familiar

Summary screen click on the 2nd icon [III] (Narrow workview)

- Q I can not see how to start a new workstep the option is not visible under "people" on my top toolbar
- A To start a new workstep click on "Start" on the left hand menu under either "Normal" or "Closed" view

Q How do I view a list of Client worksteps

A In the "Current Work" section click on "History" This will display a full list of client worksteps

Q How do I send a Task?

A In Mosaic Tasks are called "Requests." On the toolbar click on the select the relevant one and allocate it accordingly. **Note:** you must save the workstep for the request to be sent - you will know it has been sent as it will be highlighted in yellow in your Incomplete Work list

Q How do I know when a Request that I've sent has been completed?

A It will show in your Incomplete Work - the icon will have a green tick if approved; if it hasn't been agreed it will be highlighted in red with a red arrow on the icon

Q	When I open my Review I can not see the Assessment / Review forms
A	To access the correct document for completion, click on the "Forms and Letters icon (on the top toolbar. This will display the list of documents available for that workstep.
Q	How do I upload documents?
А	Documents can be uploaded from 2 places:
-	From within a <i>workstep</i> : click on the "View Documents" () and then Attach a document From within the <i>Documents</i> menu click on the "Attachments" tab and then "Upload"
Q	How do I "Finish" a workstep? – I cannot see a "Finish" button
A	To finish a workstep in Mosaic click the 🌌 icon
Q	How do I "Save and Continue?"
A	Click the 🔲 icon
Q	How do I "Save and Close?"
A	Click the icon