

## MOSAIC – FAQs

If the answer you are looking for is not included below, please contact the HAS System Support Team:

**Telephone:** 020 8921 3231

**Email:** [system-support-HAS@royalgreenwich.gov.uk](mailto:system-support-HAS@royalgreenwich.gov.uk)

### **Q How do I access Mosaic?**



A Click on the desktop icon

- If the Desktop icon is not visible go into Start menu and you will find it listed there



Q if I am on a laptop, will I need to log into Global to access Mosaic

A Yes, as Mosaic is inside the Greenwich network you will need to log into Global to have access

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### **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 2<sup>nd</sup> icon  (Narrow workview)

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### **Q I cannot see how to start a new workstep – the option is not visible under “people” on my top toolbar**

A To start a new work step from the Person summary screen:

- Click “Start” on the left-hand menu within either “Normal” or “Closed” view
- Click  New...

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### **Q How do I view a list of Client work steps?**

A In the “Current Work” section click on “History” This will display a full list of all client work steps, including Incoming work

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### **Q How do I send a Task?**

A In Mosaic Tasks are called “Requests.” On the toolbar click on the  icon. You can then select the relevant one and allocate it accordingly. **Note:** you must save the workstep for the Mosaic FAQs

request to be sent - you will know it has been sent as it will be highlighted in yellow in your Incomplete Work list

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**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 has not been agreed it will be highlighted in red with a red arrow on the icon

In the Work Summary Section check the **"Request"** section – this will show the status of any requests that have been sent / completed etc:

### Requests

 Manager Agrees Carers Assessment (**Required**) - **COMPLETED** | [History](#)  
16/08/2021 09:01 by [Alison Ramsey](#) acting for [Andy Hall](#)

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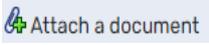
**Q When I open a Workstep I can only see the Next Action Form – where are the other forms that I need to complete eg Review, Assessment etc?**

A Where a workstep does not have a specific mandatory form, but instead you have to choose from a selection click on the  icon to see the forms available

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**Q How do I upload documents?**

A Documents can be uploaded from 2 places:

- From within a *workstep*: click on the "View Documents" (  ) and then 
  - From within the *Documents* menu click on the "Attachments" tab and then "Upload"
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**Q How do I "Save and Continue?"**

A Click the  icon

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**Q How do I "Save and Close?"**

A Click the  icon

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**Q How do I finish a workstep? – I cannot see a “Finish” button**

A To finish a workstep in Mosaic click the  icon

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**Q I have reopened an episode, made my changes and despite saving, the workstep is still showing in my Current work. How do I remove it?**

A When a workstep has been reopened you need to click  to complete (finish) it again

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**Q How do I send a “notification” Next Action?**

A In Mosaic this is not possible. Instead you should send an email to the relevant person(s) and / or record a Case Note and send a Case Note alert

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**Q I have a long list of items in my work folders. Is there a quick way of locating specific clients?**

A Yes – press **“Ctrl” and “F”** on your keyboard simultaneously. Start typing the client’s name into the text box in the top right of your screen. When the client is located it will be highlighted in your worklist

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**Q How can I make my text within Mosaic larger?**

A Whilst the text size cannot be altered as it is pre-set within Mosaic, if you press **“ctrl”** on your keyboard and scroll your mouse wheel the screen size will change. However, be aware that this is likely to distort the view of the Mosaic layout on your screen if changed substantially

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