Mosaic

Children's Services Quick Guide

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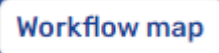
This guide is intended to help you understand the icons within and outside of workflow steps.

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

Icon	Name	Use	Location
	Full Workview	Used to select the workview as Full, the icon will go grey when selected	First icon on the top left corner - outside of workflow steps
	Narrow Workview	Used to select the workview as Narrow, the icon will go grey when selected	Second icon on the top left corner - outside of workflow steps
	Closed Workview	Used to select the workview as Closed, the icon will go grey when selected	Third icon on the top left corner - outside of workflow steps
	Act For	Used to work on behalf of anyone you have the permission to 'act for'. The arrow turns red when a 'can act for' is in use.	Full and Narrow workview – outside of workflow steps
	Team Workview	Used to view the Team summary	Full and Narrow workview – outside of workflow steps
Home	*Home*	Used to view your Mosaic Homepage	Closed and Narrow workview – outside of workflow steps
Sign out	*Sign out*	Used to end a Mosaic session correctly	Closed and Narrow workviews (there is a logout button in Full workview) - outside of workflow steps

Icon	Name	Use	Location
Bulk Assign	**Bulk assign work**	Used to reassign some or all the work in the Current work to a different worker/team.	Top right corner of the Allocations and Current work toolbars in Full workview
	Refresh pane	Used to update the Allocations, Recently viewed and Current work toolbar with any new items that have been added	Top right corner of the Allocations and Current work toolbars in Full and Narrow workview
	Completed work	Displays when a piece of work has been completed.	In Narrow and Closed workview on the Home page in the Recent work section and on the Workflow map
	Incomplete work	A workstep that has been started but not yet finished.	Under Current work section on Person/Group summary and Full or Narrow workview
	Incoming work	Work that is scheduled to be started	Under Current work section on Person/Group summary and Full or Narrow workview
	Future work	Work that is scheduled for the future	Under Current work section on Person/Group summary and Full or Narrow workview
	Returned work	An incomplete step that has had a request returned.	Current work pane in Full and Narrow workview
	Authorised work	An incomplete step, that has all its requests complete, and it is ready to be finished	Current work pane in Full and Narrow workview
	Request sent	An incomplete item that is waiting for a response to a request	Current work pane in Full and Narrow workview
	Request	Requests require a response. The workstep cannot be finished without all requests being completed.	Current work pane in Full and Narrow workview

Icon	Name	Use	Location
	Notification	Notifications are purely for information and will need to be acknowledged	Current work pane in Full and Narrow workview
	Alert	Displays when a Case note has been added that you need to be aware of. Alerts must be acknowledged.	Current work pane in Full and Narrow workview
	Individual	Displays against an individual's workstep	Under Current work section on Person summary and Full or Narrow workview
	Group	Displays against a group workstep	Under Current work section on Person summary and Full or Narrow workview
	Show gender /pronouns note	Displays against when Gender/Pronoun notes have been added to Basic details	On a Person summary, next to Gender and Pronouns or on a Group summary next to Pronouns
	This person is restricted	Shows that an individual within a group has restricted access	Next to the restricted individual in the Group summary
	This person has individual general notes	Shows that an individual within a group has general notes added	Next to the individual in the Group summary
	This person has individual warning notes	Shows that an individual within a group has warning notes added	Next to the individual in the Group summary and within the Warning banner on the Person summary
	Add to Family/Carers	Allows you to add another person to the group, by finding the person and if necessary, creating a new person record.	Group summary page

Icon	Name	Use	Location
Start work	*Start Work*	Displays a list of the group members so you can choose which of subjects need to be included in the workstep. After selecting, a list of group workflow items that can be started for the selected members is displayed.	Group summary page
History	*View Group membership History*	Switches the display to show, or hide, people that are no longer members of the group.	Group summary page
Workflow map	*Workflow Map*	Used to view the workflow map for a person or group	Is located on the Current work on a Person or Group summary screen in Closed and Narrow workviews - outside of workflow steps
History	*Work History*	Used to view all steps created in Mosaic for a person or group	Is located on the Current work on a person's Person Summary and Group Summary on a Closed and Narrow workviews - outside of workflow steps
Person summary	*Return to Person summary*	Used to return to the Person summary page after viewing the Work history	Is located on the Current work on a Person summary screen in Closed and Narrow workviews - outside of workflow steps
Group summary	*Return to Group Summary*	Used to return to the Group summary page after viewing the Work history	Is located on the Current work on a Group Summary screen in Closed and Narrow workviews - outside of workflow steps

Icon	Name	Use	Location
Genogram	*Genogram*	Used to view a genogram based on the person or group's recorded personal relationships	Is located on the Personal relationships on a person's Person summary screen or in the members table on the Group Summary in Closed and Narrow workviews - outside of workflow steps
	Key	Provides illustrative examples of icons within the Workflow Map and Genogram	Located within the Workflow Map and the Genogram
	Save	Used to save the workflow step	A toolbar icon located across the top of a workflow step window
	Finish	Used to finish (lock down) the 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 current document	Used to generate a PDF of the form in a workflow step	A toolbar icon located across the top of a workflow step window/Genogram
	Requests	Used to send Request and/or Notifications to teams or workers where required. Requests require a response Notifications are for information and will need to be acknowledged	A toolbar icon located across the top of a workflow step window

Icon	Name	Use	Location
	Mandatory request	As above, shows that there is a Request within a form that must be sent/completed before the form can be finished	A toolbar icon located across the top of a workflow step window
	Forms and Letters	Used to access optional form 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 and to view documents that have been attached.	A toolbar icon located across the top of a workflow step window
	Copy From	Used to copy the form contents from an identical form on a sibling's record. It does not appear in group worksteps.	A toolbar icon located across the top of a workflow step window
	Show Subject Summary	Used to refresh the Person summary screen and make the summary come forward to be the main window	A toolbar icon located across the top of a workflow step window
	Show details	Used to refresh the Group summary screen and make the summary come forward to be the main window	A toolbar icon located across the top of a workflow step window
	Close	Used to exit/close the workflow step window	A toolbar icon located in the top right of a workflow step window/Genogram/Workflow map
	Date and Time picker	Used to select the date and time	Located within the form of a workflow step

Icon	Name	Use	Location
	Date Picker	Used to select the date	Located within the form of a workflow step
	Yellow cog	Indicates the field is prepopulated but can be edited within the workflow step itself. For best practice treat this icon the same as a Blue Cog.	Located within the form of a workflow step
	Blue cog	Indicates the field is prepopulated and cannot be edited within the workflow step itself. These fields can be updated by clicking the Show Subject Summary icon, updating the Person Summary screen, maximising the workflow step and clicking the Refresh icon.	Located within the form of a workflow step
	Show guidance	When clicked offers practice guidance and prompts	Located within the form of a workflow step
	Warning	Indicates a mandatory field. These fields must be completed before the workflow step can be finished	Located within the form of a workflow step
	Move up	Used to specify the Primary Service User Group	Located within the Service User Group screen if multiple groups added
	Move up	Used to rearrange the order of rows in a table – it will move the row up	Located within the form of a workflow step

Icon	Name	Use	Location
	End	Will display a date field for an End Date to be added.	Located within the Service User Group, Notes window and Group summary page
	Delete	Used to delete a row of text from a table	Located within the form of a workflow step
	Edit	Used to edit text within a table or to change previously recorded information in Person details	Located within the form of a workflow step or in each section of Person details on Person summary window
	Timed out (case note)	Displays against any Case Note that has not been finished within 24 hours. The Case Note will need to be appended to be finished	Displays on Home page and Case notes window
	Unfinished	Displays against unfinished Case Notes that can still be updated and finished	Displays on Home page
	Append	Allows additional information to be added to a Case Note	Located within the Case notes window
	Show/Hide	Expands the fields to view or add further information	Displays within the Personal and Organisational relationships window
	Step Summary	Shows the Workstep Summary where all Documents relating to a piece of work can be viewed in one place.	Located within the Documents store
	Move	Used to 'move' a person or people to a new address or change the location of a file. It automatically adds an end date to the previous address/location	Located within the Addresses and File location windows