Adults Quick Guide

Work History

Work history is viewed by clicking the **History** button located on **Current work** on the **Person summary** screen.

The **Work history** section opens in the main Mosaic window (over the Person summary screen – though the sidebar menu and main header menu across the top of the screen will still be available to use)

Work history displays a table listing all workflow steps that have been assigned, started and completed in the person's record.

It shows:

- **Incoming work** (to be started) – no start or end date

- **Completed work** (finished) – start and end date

- **Incomplete work** (started but not finished) – start date but no end date

- **Future work** (scheduled to start in the future e.g. reviews) – no start or end date

The work displayed in **Work history** does not include any optional forms or letters recorded during the completion of any workflow steps.

It also does not show any documents uploaded within a workflow step.

However, these documents can be viewed by clicking on the workflow step title (as shown under the **Work** column) to display the **Workflow Step Summary** screen. Please refer to the **Workflow Step Summary Screen** user guide for further details.

Note - Any workflow steps with restricted access will display in the **Work history** list in black text – you will not be able to access the **Workflow Step Summary** screen for these steps.

The **Work history** screen also does not show any form or letter templates created in the **Documents** section and does not show any documents uploaded in that section either. Please refer to the **Document Section** user guide for further details.

You can 'Start' or 'Resume' any Incoming, Incomplete or Future work directly in the **Work history** screen by clicking on the **Yellow Cog** icon 🌼 in the **Actions** column and then selecting the appropriate option. You will only have the option to Start/Resume work if it is assigned to you, to a member of your team, or to your team. If you have not got access to the work you will see "No action available".

If needed (usually when requesting help from the Mosaic Service Desk) the **Workflow Step ID** for each individual workflow step is available in the **Work history** table in the **ID** column,

The **Work history** screen is very similar to the **Workflow map**, in that they both show the person's journey, but it is displayed in different formats. Please refer to the **Workflow map** user guide for further on the **Workflow map**.

Note - The **Workflow Map** is accessible when in the **Work history** screen via the **Workflow map** button.

A benefit of using the **Work history** screen instead of the **Workflow map** is that it shows who is currently responsible for each piece of work, or for completed work it shows who was responsible when it was finished, without having to access the **Summary Screen** for that workflow step. You can see this information in the 'Last assigned to' and 'Responsible team' columns.

The **Work history** is similar to the **Documents** section for navigation:

- You can filter the contents of the **Work history** table by typing details into the **Search** field - the list will shrink displaying only entries matching the search criteria used

- You can choose how many entries to display using the **Show entries** dropdown menu

- You can choose how many workflow steps to view per page in the table - it will default to show 15 steps per page

- The **First/Previous/Next/Last** buttons can be used to scroll through the documents if there are multiple pages

- The **Work history** screen can also be rearranged by each of the column headings - the default setting is in Date order – newest at the top (descending).
  For example: Clicking the arrow in the **Start date** column allows you to rearrange the work by ascending or descending date order or clicking the arrow in the **Work** column allows you to group the work alphabetically by Title (A-Z or Z-A).

Click the **History** button to close **Work history** and view the **Person summary** screen