Quick Guide

Redacting Information

All documents that are produced in Mosaic can be output into the Portable Document Format (PDF).

These documents are likely to contain personal data which could be used to identify a person or a member of their family.

On occasion, it will be essential to redact this personal data to enable Lincolnshire County Council staff to meet their obligations under the General Data Protection Regulation (GDPR) when using and sharing information containing personal data.

This guide is to be used in conjunction with relevant policies and guidance around data protection and redacting documents. LCC staff can find more information on the Information Assurance Hub

Please note: This guide covers processes to accommodate the functionality of software accessible by LCC staff. If you work for a partner agency, this guidance may not cover the correct process. If in doubt, please contact your IT support team.

General Redaction Guidance

There are two key points to consider when redacting from an electronic document:

1. The original form or letter on Mosaic should never be redacted. Only the version you output as a PDF should be redacted

2. In some circumstances, the redaction of electronic documents can be reversed

Redacting Sections from an Output (PDF Document)

A form or letter can be opened in Mosaic from within the Documents, Work history or Workflow map sections, or from the Workflow Step Summary screen. Please refer to the relevant user guides for full details of these areas.

When you open a form or letter in Mosaic it will open in a new window.

Clicking the **Output current form** icon will open up the **Output options** window which offers different options for how you wish the final PDF document to appear.

To redact (exclude) whole sections from the final PDF:

- Click the **Sections** radio button at the bottom of the window and enter the numbers of the sections that you wish to appear in the final PDF

In the example below, the final PDF will contain sections 1, 3, 5, 6 and 7. It will not include (will redact) sections 2, 4 or anything above 8.

- Click the **Output to PDF** button

If not automatically displayed, the downloaded PDF document can be opened by clicking 'form-export' button in the bottom left of your screen.

Please note: The window must be maximised to full screen for the "form-export" button to be visible.

Electronically Redacting Text from a Mosaic Document (Form or Letter)

After outputting a document into PDF format, it is possible to redact words, sentences or paragraphs using the highlighter tool in **Adobe Acrobat Reader DC.**

When you generate a PDF of the document, it will download to your device. You will see the document name appear in the bottom left corner of the screen.

To open the document in the correct program, please click on the arrow on the right hand side and then select **Open with system viewer**.
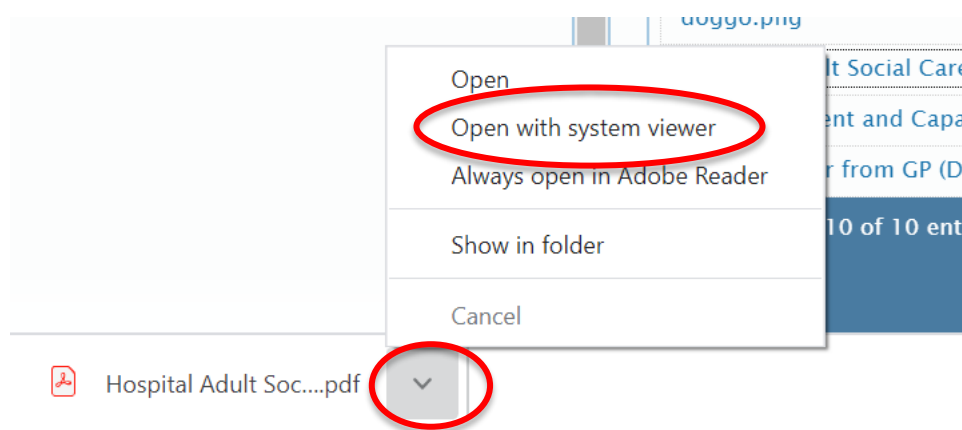
This will open the document in a new window.

> By default, the **highlighter tool** is set to the colour **Yellow**. To fully redact parts of the document, you must change this to **Black.**

- Click **Tools** from the menu bar in the top left corner of screen

- On the new page, click on the **Comment** symbol

You will be returned to the document again with a new **Comment** submenu appearing at the top of the screen.
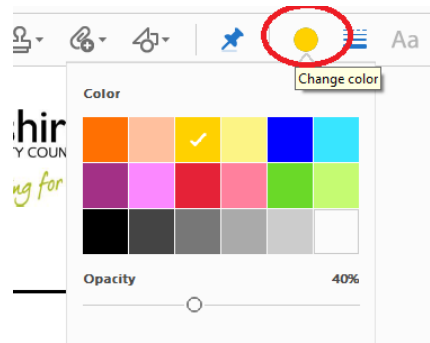

On the left hand side of this menu,

- Click the **Highlight text** icon

On the right hand side of this menu,

- Click the **Change colour** icon

A sub menu will display:

- Select the **Black** colour and set the opacity to 100%

- Click the **Change Line Thickness** icon and select an appropriate line thickness for the size of font you wish to redact

Now that the **Highlight text Tool** has been set up correctly, you can redact text.

- Using the left mouse button, drag the mouse over the text you wish to redact

- If you see the following warning message please tick the **'Don't show again'** checkbox and then click the **Continue highlighting** button
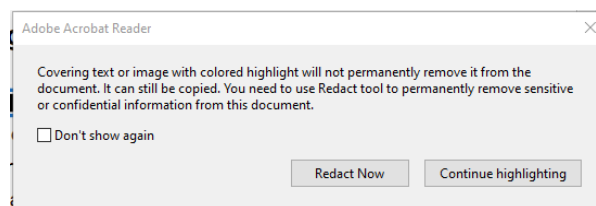
Once the mouse is released, providing the correct highlighting properties have been applied, the highlighted text will automatically be redacted (colour blocked out in black) as shown in the example below:
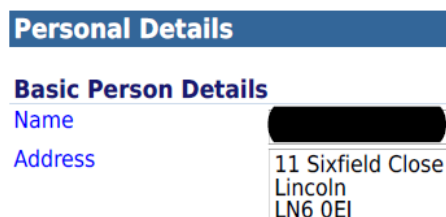
If an error is made and the wrong text has been selected, (colour blocked out for redaction) this can be reversed:

- Right click on the coloured out text and select **Delete** from the menu

Alternatively, click on the relevant text referenced under the **Comments List**, click the ⋯ icon and select **Delete** from the menu.

Distributing the Redacted Document

You must not electronically distribute this version of the redacted document, because the redaction could be edited.

Once the necessary text has been redacted, you must print off the document that you wish to distribute.

The printed document must then be scanned in PDF format.

Although this seems like unnecessary duplication, this process ensures that the redacted text cannot be revealed.

The PDF version of the document must then be uploaded onto the person's record. Please see **Uploading Documents** user guide for full details**.**

All intermediary stages of the redaction process must be deleted or destroyed. This will reduce the likelihood of an incorrect version being distributed in error.

The scanned in version can then be reprinted and distributed or the electronic version of this scanned document can be distributed accordingly.

Redacting Text Manually

To redact text manually, you must output the document into PDF format and then print it.

On the hard copy, you must use either a high quality cover-up tape or a black marker to completely cover the text that needs to be redacted.

As with redacting electronically, once the necessary text has been redacted, you must then scan the document in into the PDF format.

The PDF version of the document must then be uploaded onto the person's record. Please see Uploading Documents user guide for full details**.**

All intermediary stages of the redaction process must be deleted or destroyed. This will reduce the likelihood of an incorrect version being distributed in error.

The scanned in version can then be reprinted and distributed or the electronic version of this scanned document can be distributed accordingly