Quick Guide

Duplicate Records

Identifying and Reporting Duplicate Records

Where two or more Mosaic records have been created for the same person, Mosaic users (you) must notify the Mosaic Helpdesk by completing the **Notification of duplicate record** Mosaic Requests form.

Before completing the form, you will need to check that the records are for the same person, rather than two similar but different people.

You should compare the name, date of birth, address and relationships.

You should also ensure that the records are not Pre- and Post-Adoption records; you can do this by contacting the Mosaic Helpdesk on 01522 555555, option 1, option 2.

The Mosaic Helpdesk will confirm which record should be regarded as the master record. This decision is made based on the current workflow and the status of the records.
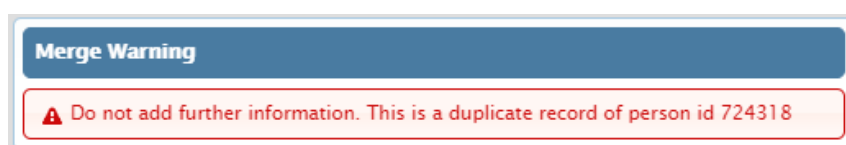
Merged Records

The Mosaic Helpdesk will merge the master and duplicate record.

Before they do, they will liaise with you (the requesting Mosaic user) to ensure that the correct records are being merged.

While they wait for confirmation, the Helpdesk will record a warning on the duplicate record to inform others that it is a duplicate:

Merge Warning

⚠ Do not add further information. This is a duplicate record of person id 724318

Current workflow recorded on the duplicated record can continue to be worked on. There is no need to re-create the workflow in the master record as this will be created as part of the merge process.

Once the merging process has started, no further information should be added to the duplicate record. New information should only be added to the master record.

Once the merge has been completed, a **'Merged from'** reference number will be added to the **Reference numbers** section on the **Person summary** screen and a document, called **'Person Details Export for Duplicate ID xxxxxx'**, will be uploaded to the master record. This document summarises the information that was merged from the duplicate record.
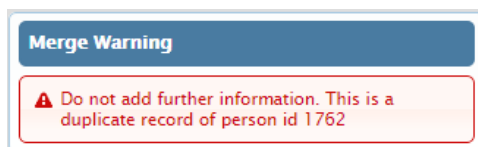
Historic Duplicate Records

Multiple records will still exist for historic records and records that cannot be merged. There will be a master record (the one which should still be used) and also duplicate records.

The master record will have a warning on it to indicate that there is a duplicate record that you may need to look at, e.g.
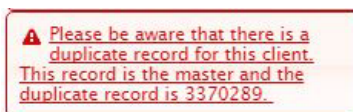
Any duplicate record will also have a warning on it which will identify it as a duplicate:

Where there are multiple duplicate records, different messages will display on the master and subsequent duplicate records: