

## Adults Quick Guide

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### The Full Workview

Mosaic has three different workviews: **Full**, **Narrow** and **Closed**. This guide will focus on the **Full workview**.

The **Full workview** can be accessed at any time using the **Show full workview** icon  (this icon is 'greyed out' when you are in **Full workview** )

The **Full workview** will display either your **Individual workview** or the **Team workview** depending on which workview you were in when you last signed out of Mosaic.

When in your **Individual workview** most of the **Full workview** screen is split into three sections: **Allocations**, **Recently viewed** and **Current work**.

Clicking on each section will open (expand) or close (collapse) it.

Only one section can be open at once, although you can have all three closed at the same time.

If you click to expand the **Allocations** or **Recently viewed** sections, your **Current work** section will fall to the bottom of the screen and you will need to close (collapse) your **Allocations** or **Recently viewed** sections for it to re-display.

Please refer to the user guide **Managing Individual Workflow** for full details about the **Allocations**, **Recently viewed** and **Current work** sections.

When in the **Team workview** most of the **Full workview** screen is split into two sections: **Team summary** and **Current work**.

Please refer to the **Managing Team Workflow** user guide for further details about the **Team workview**.

Mosaic will retain your selection as to which section of the **Full workview** screen is open when you next sign into the system – this will be visible in the narrow column on the left in **Narrow workview**.

For example, if you open the **Allocations** sections, in your **Individual workview**, and then sign out, the **Allocations** section will be open when you next sign in.

Or, if you were in the **Team workview** with the **Current work** section open and then sign out, the **Current Work** section, within the **Team workview**, will be open when you next sign in.

Mosaic will also retain any settings applied to order/organise the work i.e. if you rearrange your **Current work** by '**Date**' it will remain arranged by '**Date**' until you change the setting.

Mosaic will also retain these selections throughout your current sign in session – the section you have opened will be open until you close it, or open a different section and the work/information will be organised as per your chosen settings.

## Organising your Full workview

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The default setting for each section of the **Full workview** (**Allocations**, **Recently viewed** and **Current work**) is by 'Type' (this setting is only visible when you open a **yellow folder** in the **Allocations** and **Recently viewed** sections)

Each section can be organised using any of the column headings (Type, Subject, Title, Status / Assigned to, Priority and Date) by clicking on the column heading to rearrange the information.

Clicking once will arrange by A-Z or New-Old; clicking twice will arrange by Z-A or Old-New.

Mosaic will retain your organisation within each section (each section can be organised differently) until you choose to change it. This includes when you sign out of the system – your choice will be retained when you next sign in.

Clicking the **Refresh pane** icon  will ensure the latest information is displayed within each section. It is recommend this is used if you have been signed in and not used the system for while, i.e. if it has been sat idle.

## Menu buttons

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The **Full workview** also has a menu down the right-hand side of the screen. This menu contains three big buttons:

- **Find person** – this button allows you to start a person search. A person in Mosaic is a customer/client, friend, family member, neighbour etc – a member of the public.
- **Find worker** – this button allows you to start a worker search. A worker in Mosaic is a professional so any staff members who have access to Mosaic will be classed as a worker but also doctors, teachers etc.

Please refer to the **Searching for a Person, Worker or Organisation** user guide for further details on performing a person or worker search.

- **Sign out** – this button allows you to sign out of Mosaic. The sign out option must always be used to exit Mosaic

## Other Icons

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As well as the **Full workview** icon  (changes to **Show full workview** icon  when you are in another workview) there are also some other icons in the top left corner of the screen:

- **Show narrow workview** icon  (changes to **Narrow workview** icon  when you are in Narrow workview) – when clicked this icon will display the Narrow workview
- **Show closed workview** icon  (changes to **Closed workview** icon  you are in Closed workview) - when clicked this icon will display the Closed workview

- **Show workers available to act for** icon  (changes to  when you are 'acting' as someone else) - when clicked this icon will display a list of workers you have been set up to 'act for' within Mosaic.

This icon is not visible in Closed workview.

Please refer to the **Acting For Others** user guide for full details of this functionality.

- **Show team workview** icon  (changes to the **Show individual workview** icon  when you have accessed the Team workview) – when clicked this icon will display the **Team workview** of the team you are working in.

This icon is not visible in Closed workview.

Only those with sufficient permissions will see this icon and therefore be able to access the Team workview.

Please refer to the **Managing Team Workflow** user guide for further details.