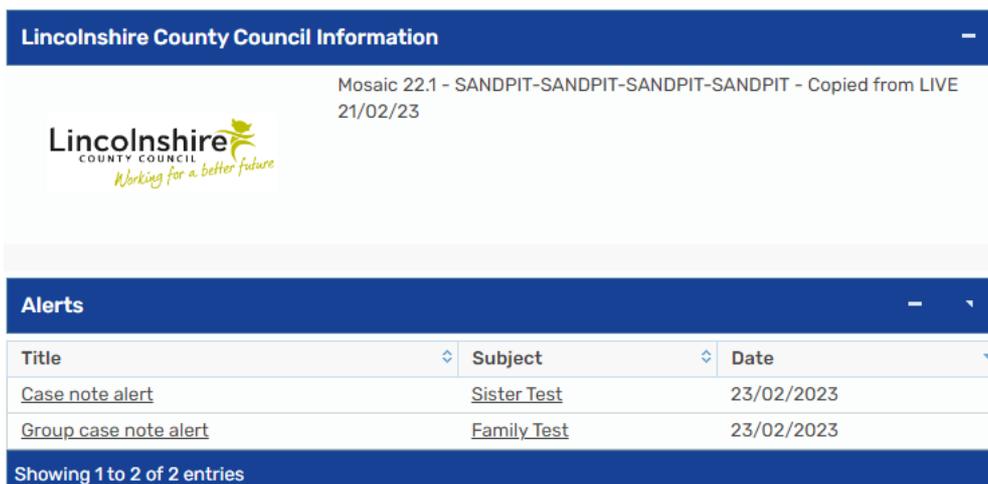# Case Note Alerts

When logging in to Mosaic you will see the Home Page which will display a list of **Alerts** on the left side of the screen. Alerts are only sent for case notes that are finished and where you have been added to the case note as an **alert recipient**. The following image shows a typical alert popup:

Case Note Alerts will also display in the **Alerts** folder of the **Current work** pane.

Clicking on the **Case note alert** hyperlink will open a new window.

Alert: Family Test – Group case note alert

A case note has been added to the record of Family Test (3492491) by worker Kinga Bardocz (100201144)

Subjects:

Brother Test
Sister Test

Title: telephone call to parents
Type: Telephone Call
Date/Time: 23/02/2023 15:13

Recipients:

Kinga Bardocz

| OK | Acknowledge | View case note | View all case notes |

- **OK** will leave the alert on the list to be read later.
- Click the **View case note** button to read the details of the information that has been recorded. **View all case notes** will take you to the list of case notes for the individual.
- Once the information has been read, select **Close.**
- Click **Acknowledge** confirming that you have viewed the information. This will remove the **Case Note Alert** from your list.