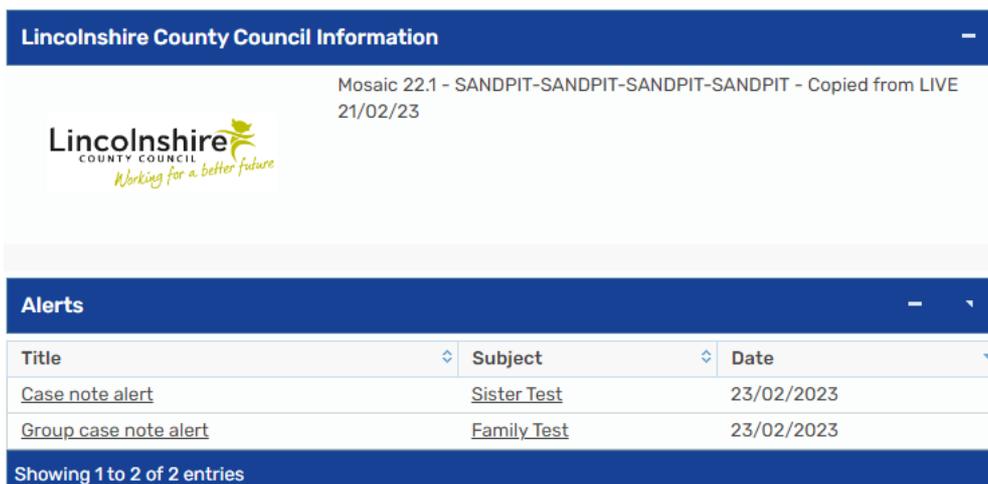


## Children's Services Quick Guide

### 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.

Type	Subject	Title	Status	Priority	Date	Note
	Incomplete work (1)					
	Alerts (4)					
	Sister Test (3549746)	Case note alert			23 Feb 2023	A case note has been added to the record of Client Test (3549746) by Kinga Bardocz (100201144) Vie...
	Family Test (3492491)	Group case note alert			23 Feb 2023	A case note has been added to the record of Family Test (3492491) by worker Kinga Bardocz (100201144...
	Family Turner (3492475)	Group case note alert			23 Feb 2023	A case note has been added to the record of Family Turner (3492475) by worker Amy Brooke (673945) ...
	Family Turner (3492475)	Group case note alert			23 Feb 2023	A case note has been appended to the record of Family Turner (3492475) by worker Amy Brooke (673945)...

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.