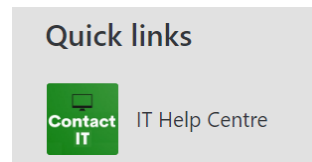**MERGING DUPLICATE RECORDS ON MOSAIC**

To merge a duplicate record, you will need to do the following:

- Complete an IT form on Essentials requesting both records to be merged
- Put a warning note on Mosaic on both of the duplicate records

IT Form

Go to Essentials home page and select **IT Help Centre**.

Quick links

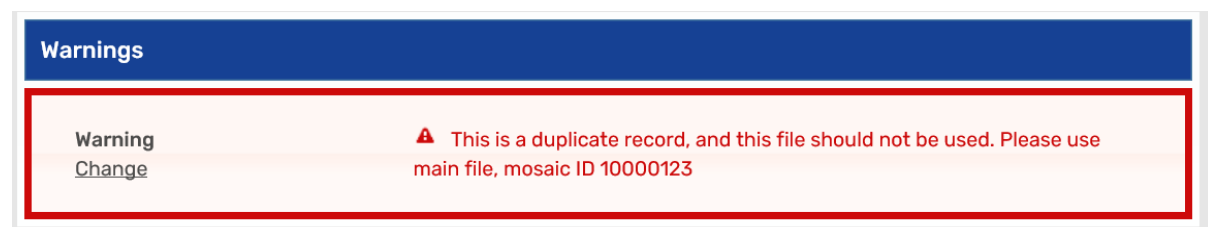Contact IT — IT Help Centre

Select **Log IT Issues & Requests** and then **Make an IT Request** and **Application-specific service requests**.

On the **Application-specific service requests** form, you need to provide the mosaic IDs and full name of both clients and then specify to IT which record needs to be kept as the main one going forward.
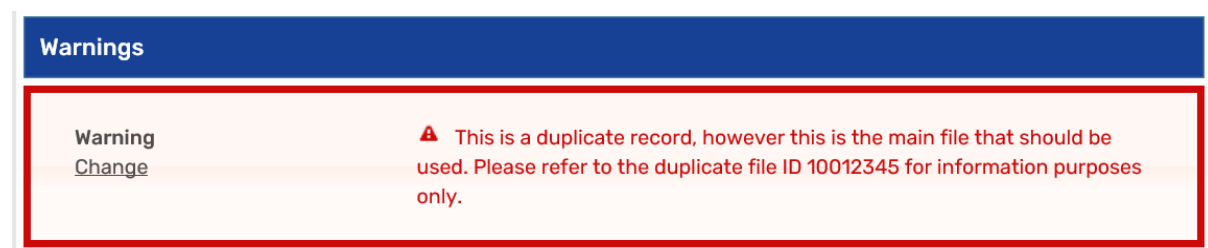
Once the request has been sent to IT, they will merge it and let you know when it has been completed.

Mosaic

On the duplicate record, put a warning indicating that it is a duplicate and which record should be used. Highlighting that this record SHOULD NOT be used. For example:

Warnings

Warning
Change

⚠ This is a duplicate record, and this file should not be used. Please use main file, mosaic ID 10000123

On the record that needs to be kept, put a warning note that this record should be used, and that it is the main one. For example:

Warnings

Warning
Change

⚠ This is a duplicate record, however this is the main file that should be used. Please refer to the duplicate file ID 10012345 for information purposes only.

Please note, some duplicate files cannot be merged if there is financial information (any current or ended provisions/services) on both of the files. IT can confirm if this is the case. Therefore, the warning notes become even more important for workers using the files going forward.