

MOSAIC support Guidance

The MOSAIC support team should be contacted **directly via email, phone or IM** for the **tasks/requests below**

- **Loretta.williams@camden.gov.uk** x 1511
- **Ben.ntumba@camden.gov.uk** x 8230
- **Yetunde.bright@camden.gov.uk** x 1832
- **Beverley.brown@camden.gov.uk** x 8124

1. Mosaic Training

a) General training

The Learning and Development team automatically receive a copy of the New Starter/Mover Request form and will contact you/your manager to offer dates for Mosaic training. NB: Any queries, please email learning@camden.gov.uk. All staff must have a current DBS and will be required to sign the AUP.

b) Mosaic Competence tests

TM/SPs can request competence tests for new staff who have a working knowledge of the Mosaic system by providing the following information about their use of the system:

- Name of staff
- Where used- i.e., LA
- When used
- Mosaic user role/what used for e.g. Early help/Social work

c) Mosaic User Skills Development

- Provision of one to one sessions with workers on specific workflows/system functionality -staff member requests one to one session by email.
- Facilitation of team training/ question & answer sessions- SP/TM request Team sessions by email. (Team sessions can be specially arranged or held as part of a usual Team meeting)

2. User support

Day to day support in progressing workflows, finding forms, using MOSAIC in general

- Available all week during working hours
- Accessible by phone and/or email to superusers
- Support users with the issues including but not limited to:
 - Recording of work on Mosaic,
 - Mosaic error messages
 - Workflow step up & step down queries

- Starting/progressing/ending a workflow
- Any need for immediate support with using Mosaic
- Request by phone if immediate attention is required otherwise an email will suffice.

3. Mosaic System Maintenance- folders and workflow errors

- Support SP/TM with cleaning up 'Leavers' folders and bring team folders up to date
- Support individual staff to clean up and bring work folders up to date
- Clean up of historic workflow errors

4. Child Protection and Information Sharing (CP-IS) System

- Support Social Workers to resolve reported error(s) for their cases.
- Support workers to complete the CP-IS workflow on Mosaic.
- Reporting any CP-IS errors in matching with NHS records to Social Workers (e.g. mismatch of names and date of birth)

5. Restricted records

a) Access to Restricted Records

- Reason access is required to the record(s)
- CC your senior/TM into the e-mail.

b) Request to Restrict Records

- why the record is to be restricted
- which workers require access to the record
- CC your senior/TM into the e-mail
- Where restriction is needed because family is known to staff, request must include their name(s) and team details.

The mailbox CSSWMosaicSupport@camden.gov.uk must be used for the tasks below (not IM or phone).

The mailbox will be monitored and tasks actioned throughout the day.

6. Deletions

a) Case Note Deletions

The request must be sent by a senior or team manager providing the following information

- Worker Name
- Reason for deletion

- Name of Client & Person ID
- Case Note Title
- Date/Time of Case Note

b) Workflow Step Deletions

- Person Name/ID
- Workflow Step/ID
- Reason for deletion
- CC your senior/TM into the e mail

NB **Document deletion** requests must continue to be made to the IT Helpdesk

7. Changing Worker Role

- Requests must be made by senior/TM
- Worker name
- New role and team
or
- Any additional access required.

8. Adding addresses and organisations

a) Manually adding Addresses

- Full address details
- Person name(s)/ID
- Address to be added

b) Adding new organisations

- Full organisation name
- Address
- Telephone number

NB **Finance supplier** requests must continue to be made to the IT helpdesk via the IT e form

9. Merging of Duplicate Records

- Person name
- ID's of records to be merged.

Staff will need to continue to submit Helpdesk requests to IT for the tasks below:

- **Document** deletions
- **New supplier** requests
- **Finance** related queries
- **Error messages**
- **System performance issues-** slowness, hanging, freezing

9. MOSAIC development

Staff should contact the MOSAIC support team to discuss:

- Updates/enhancements to forms and workflows
- Proposals for new forms and workflows

Request initial consultation by email providing the following information

- For Updates, name of form/workflow to be updated
- For new developments, information about proposed form/workflow
- Reason for request
- Name of team/Service
- CC relevant TM/SM