**Using a Virtual Worker 'Act For'**

You may find when trying to pick up a workflow step assigned to a team, that the 'start' option isn't available. This is because it's assigned to a team that is not your own.
To pick up this workflow step, you will sometimes need to use a Virtual Worker Act for (which will have been provided to you when access to Mosaic was granted).

When using the act for, you are temporarily acting as an imaginary worker in that team to have access to the workflow, to enable you to reassign this to yourself.

For example, in the Neighbourhood teams, the act for is the *Virtual Admin ASC Neighbourhoods*. Using this 'act for' enables staff to access workflow in all neighbourhood folders, regardless of the specific neighbourhood they are listed under on Mosaic.

1. Click on the act for icon at the top left of Mosaic:
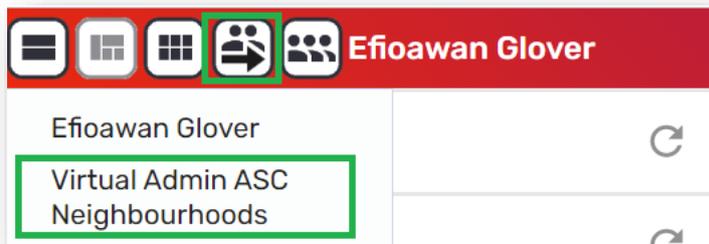
2. Select the *Virtual Admin ASC Neighbourhoods* act for.

3. Then click 'Start Work' on the workflow step you wish to assign to yourself, under Current Work on the client's front screen.
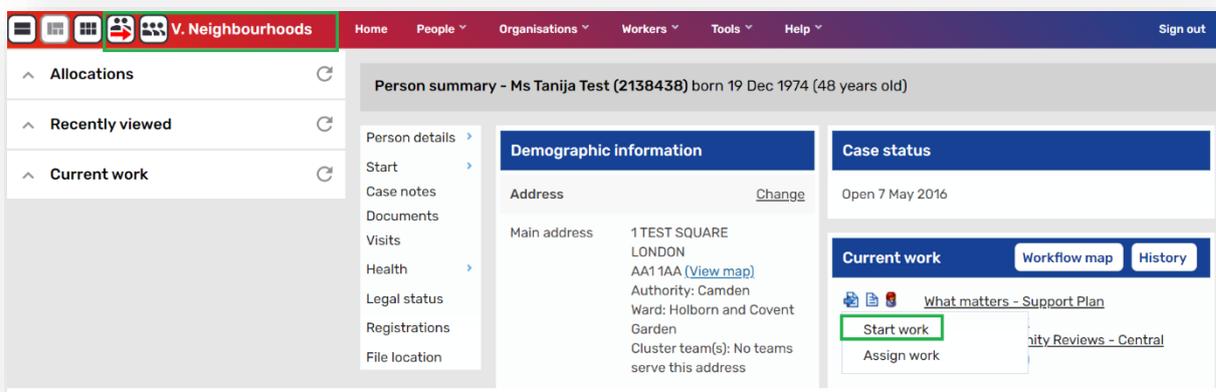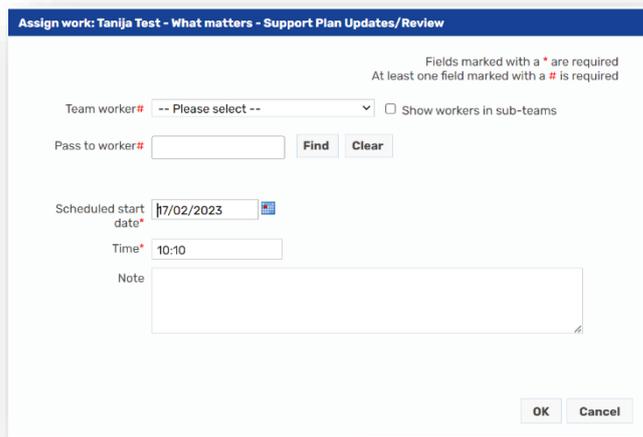

4. 'Save and Close' the workflow step.

5. Then in the Current Work folder, under *Virtual Admin ASC neighbourhood* virtual worker, click on the icon and select 'Assign work':
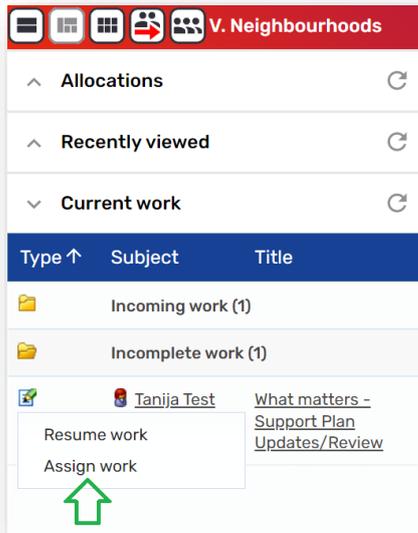

6. The Assign box below will appear, and you select 'Find':

7. Find your name, select it, and then click 'OK'.

The workflow has now been assigned and will be in your 'Incomplete work' work folder.

8. Please ensure you now return to the 'Act for' icon, and revert back to yourself on Mosaic, selecting your name. You do not wish to continue working on Mosaic under the Virtual Worker act for, now that the reassigning has been completed.
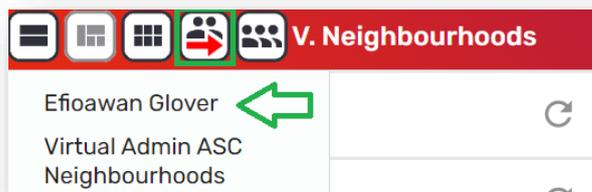

Please note, no work should be left in under the Virtual Admin ASC Neighbourhoods act for, as this folder is not being checked. It is purely for staff to use to reassign workflow.

Using an 'Act for' to directly assign work, from a team folder (Managers)

If you wish to assign a workflow step to another worker, from a different team folder to your own, you will not want to start the piece of work using the Virtual Worker 'act for' and then reassign it (as described above). Instead, you will need to go directly into the team folder where the workflow step is waiting, and assign it from there, using the Virtual Worker 'act for' that has been provided to you, via this icon:

For example, in the Neighbourhood teams, the 'act for' is the *Virtual Admin ASC Neighbourhoods*. Using this 'act for' enables staff to access all the neighbourhood folders, regardless of the specific neighbourhood they are listed under on Mosaic.

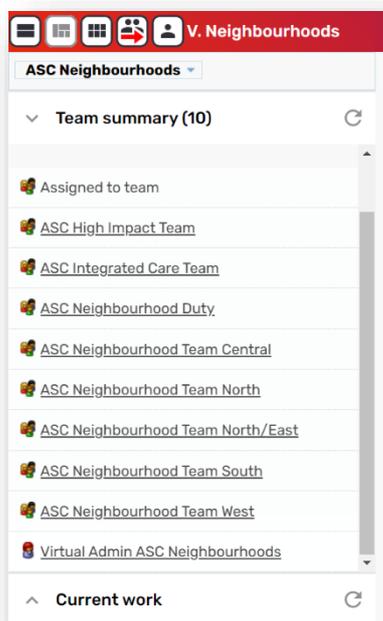1. Click on the act for icon at the top left of Mosaic:
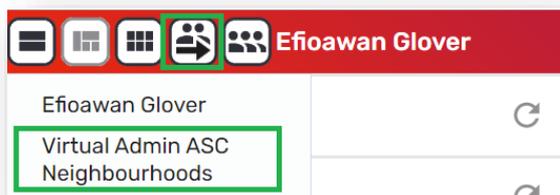
2. Select the *Virtual Admin ASC Neighbourhoods* act for.

3. To access the team folder, click on *Show team workview* icon
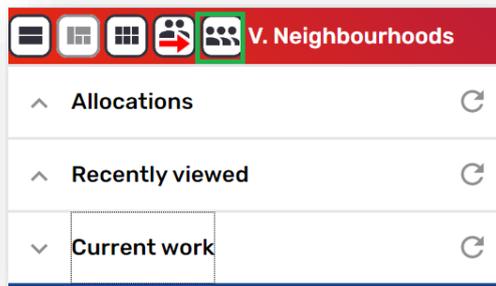
4. You will be presented with the list of neighbourhood teams:

5. Select the folder you want to access e.g ASC Neighbourhood Team Central. You will be presented with more Central folders as below (if you had selected ASC Neighbourhood Team South, more South folders will appear).
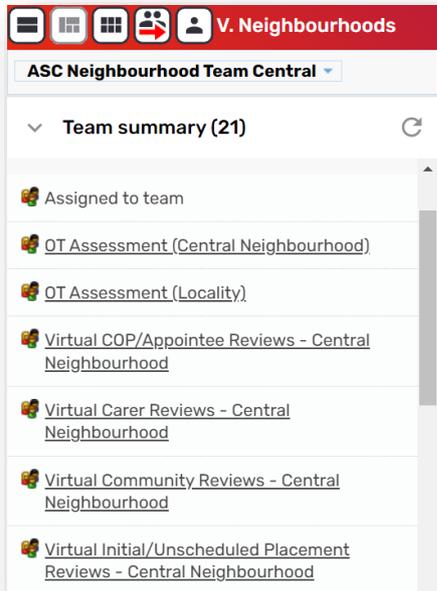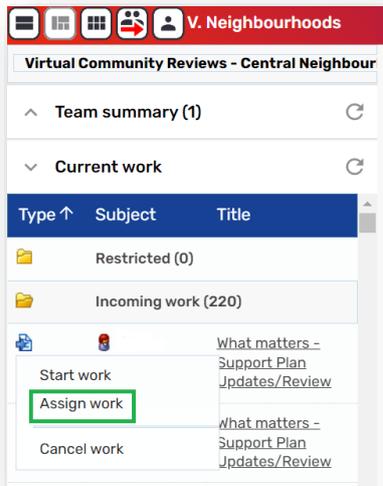

6. Select the review folder you want to access e.g Virtual Community Reviews - Central Neighbourhood.

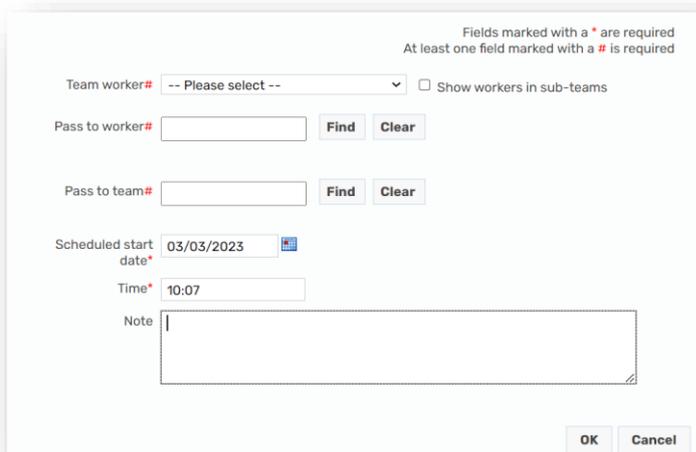7. Click on 'Current Work' to view the work folders:
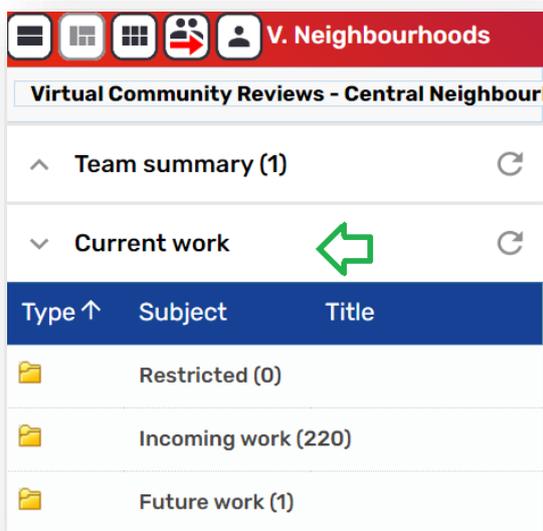
8. Click on the relevant folder, whether that is *Incoming Work* or *Future work*

9. To assign the workflow step, and in this case the Review, click on the icon on the left of the workflow step and select 'Assign work':

10. The Assign box below will appear, and you select 'Find' by *Pass to worker*:

11. Find the worker name, select it, and then click 'OK'.

The workflow has now been assigned and will be in the worker's work folder.

12. Please ensure you now return to the 'Act for' icon, and revert back to yourself on Mosaic, selecting your name. You do not wish to continue working on Mosaic under the Virtual Worker 'act for', now that the reassigning has been completed.

Please note, no work should be left in under the Virtual Admin ASC Neighbourhoods act for, as this folder is not being checked. It is purely for staff to use to reassign workflow.