

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.



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 <u>the duplicate record</u>, 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:



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:



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.