

Careline Telecare work folder guidance

1. How to find the workflow waiting in the Careline Telecare folder:

• On the top left hand side of Mosaic, you will see your name. Click on the fifth icon:

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 Allocations 	G
 Recently viewed 	C
✓ Current work	G
Type↑ Subject Title	

This will open up your team, Careline Telecare:

Careline Telecare 💌
✓ Team summary (9) C ²
Worker/Sub-team ↑
K Assigned to team
🗱 <u>Careline - Oysta Referrals</u>
Careline Installation/Response Team
Soe Ansell
Virtual Worker Careline Telecare
Elaine Dawkins
Linistina Guyster
Rosie Henderson-McGirr
& Monica Patel



• Go to the 'Current Work' folder (in red below) and you will be taken to all the *Careline Referral Management* workflow steps which are waiting to be picked up by the Business Support Officers (client details removed for the purpose of this guide):

Careline Telecare 💌				
∧ Tea	m summary (9) C			
∨ Cur	rent work	C		
Туре 个	Subject	Title		
a	Incoming	work (2)		
2		Careline Referral Management		
2		Careline Referral Management		

2. How to assign Careline referral management steps to a named worker

Any of the *Careline Referral Management* workflow steps under the Careline Telecare team folder, can be assigned directly to a named Business Support Officer.

• Click on the icon next to the workflow step you wish to assign, and select 'update assignment'





• You then select 'Find', entering the worker's name, and select OK.

				Fields marked with a * are required At least one field marked with a # is required
Team worker#	Please select			~
□ Show workers in su	ub-teams			
Pass to worker#		Find	Clear	
Pass to team#		Find	Clear	
Scheduled start date*	09/08/2024			
Time*	14:56			
Note				
				4
				OK Cancel

3. How to find the workflow waiting in the Careline Installation/ Response Team folder:

As you are listed under the Careline Telecare team, you need to select <u>the sub team</u> Careline Installation/ Response Team folder, via your team folder.

• When in your team folder, click Careline Telecare at the top, and it opens up:

	Careline Telecare 👻 🤇		
	Work for Careline Telecare		
	Team members	•	C
	Careline - Oysta Referrals	•	
	Careline Installation/Response Team	÷	C
-	Back to top		T 141 -
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• You can see the sub team, Careline Installation/ Response team here. Select it.



• It'll open up, and you need to select Careline Installation/ Response team again:



• It will then open up the team folder (client details removed for the purpose of this guide):

Careline Installation/Response Team 🔻				
∧ Team summary (24) C ²				
✓ Current work				
Туре 个	Subject	Title		
8	Incoming wo	rk (29)		
¢۵		Careline Provision		
₽		Careline Provision		
A		Careline Provision		
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Remember, you are now in the Careline Installation/ Response team so it's listed at the top (rather than Careline Telecare)

You can find all the *Careline provision* steps waiting to be picked up under the 'Current work' tab.



4. How to find the workflow waiting in the Careline Oyster Referral:

As you are listed under the Careline Telecare team, you need to select <u>the sub folder</u> Careline – Oysta Referrals folder, via your team folder.

• When in your team folder, click Careline Telecare at the top, and it opens up:



- You can see the sub folder, Careline Oysta Referrals here. Select it.
- It'll open up, and you need to select Careline Oysta Referrals again:



• It will then open up the team folder (client details removed for the purpose of this guide):





Remember, you are now in the Careline – Oysta Referrals folder so it's listed at the top (rather than Careline Telecare)

You can find all the *Careline – Oysta Referral Management* steps waiting to be picked up under the 'Current work' tab.

5. How to switch back to yourself as a worker/ leave the Careline Telecare folder:

To leave the team folder, and return to yourself, select the last icon at the right hand corner of Mosaic and it will take you to your folder:

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Careline Telecare 🔻	
 Team summary (9) 	G
✓ Current work	G

• You're now back as yourself, and out of the team folder:

