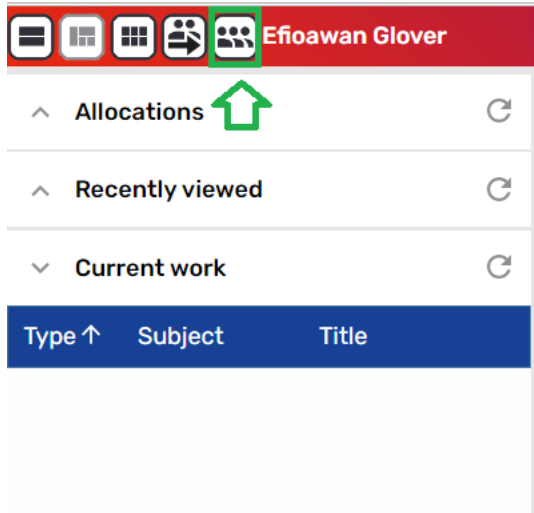




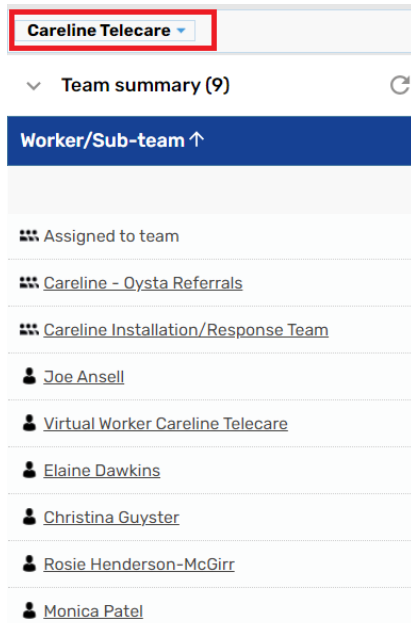
Careline Telecare work folder guidance

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:

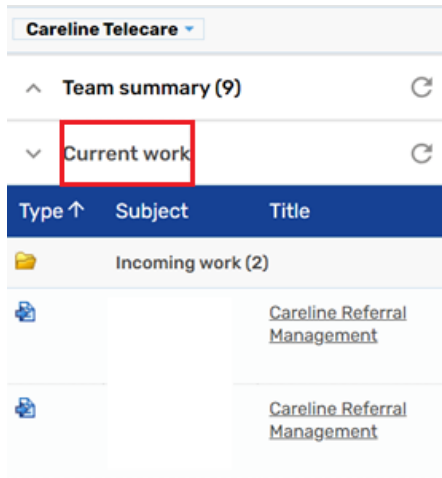


This will open up your team, Careline Telecare:





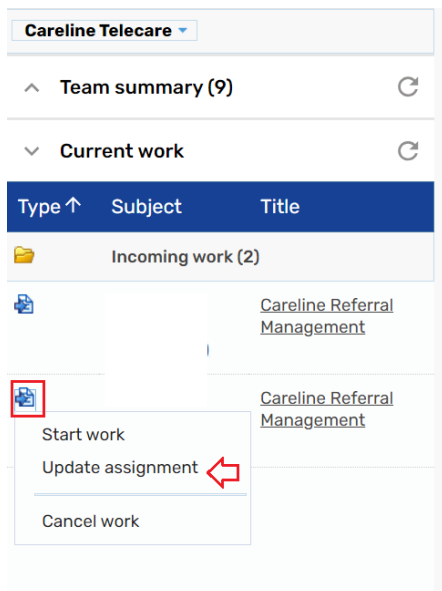
- Go to the 'Current Work' folder (in red below) and you will be taken to all the *Careline Referral Management* workflow steps which are waiting to be picked up by the Business Support Officers (client details removed for the purpose of this guide):



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#

Show workers in sub-teams

Pass to worker# **Find** **Clear**

Pass to team# **Find** **Clear**

Scheduled start date*

Time*

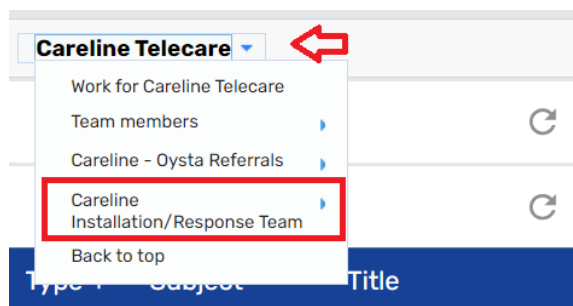
Note

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 the sub team Careline Installation/ Response Team folder, via your team folder.

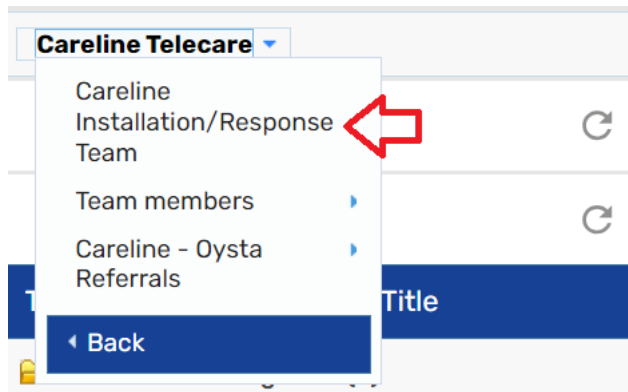
- When in your team folder, click Careline Telecare at the top, and it opens up:



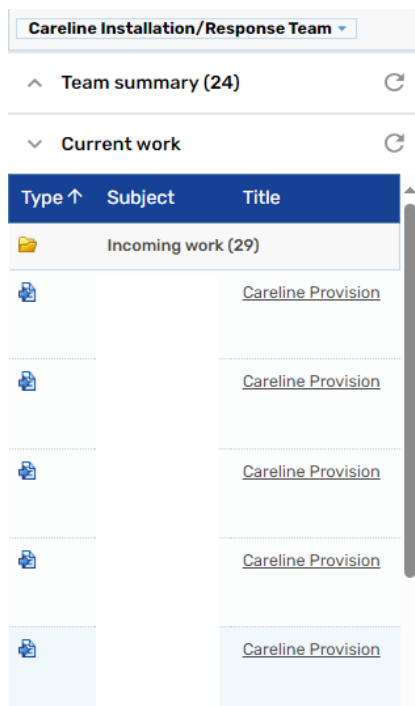
- You can see the sub team, Careline Installation/ Response team here. Select it.



- 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):



Remember, you are now in the Careline Installation/ Response team so it's listed at the top (rather than Careline Telecare)

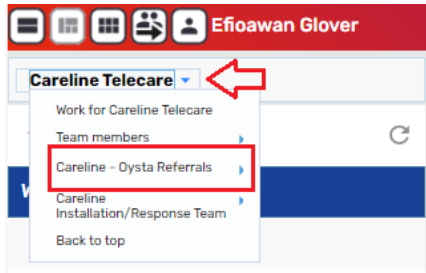
You can find all the *Careline provision* steps waiting to be picked up under the 'Current work' tab.



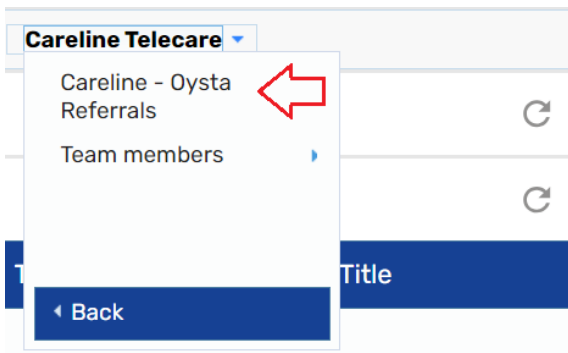
4. How to find the workflow waiting in the Careline Oyster Referral:

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

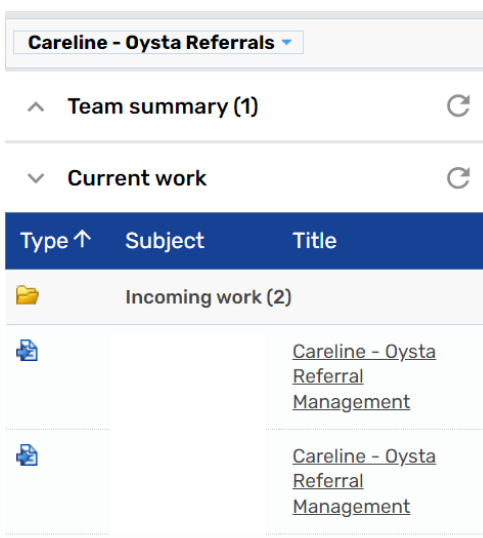
- When in your team folder, click Careline Telecare at the top, and it opens up:



- 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):



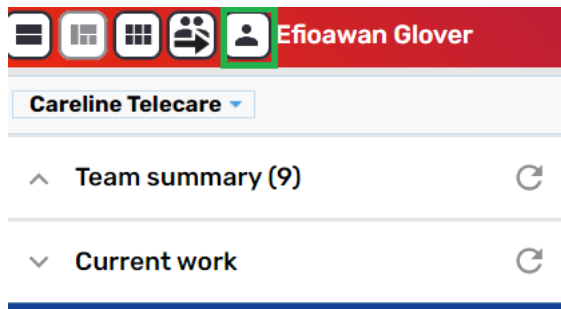


Remember, you are now in the Careline – Oysta Referrals folder so it's listed at the top (rather than Careline Telecare)

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:



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

