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 Mental Health teams, the act for is the *Virtual Admin ASC Mental Health Hub.* Using this 'act for' enables staff to access workflow in all Mental Health folders, regardless of the specific Mental Health team they are listed under on Mosaic.
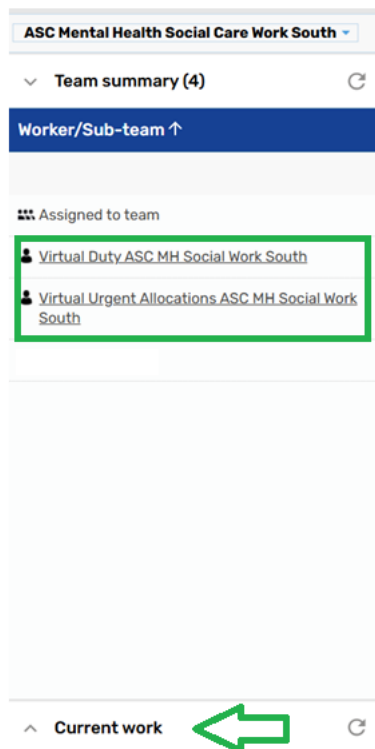
1. Click on the act for icon at the top left of Mosaic:
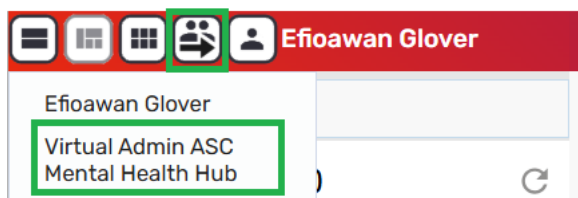
2. Select the *Virtual Admin ASC Mental Health Hub* act for.

3. Once selected, the list of Mental Health teams are displayed below.
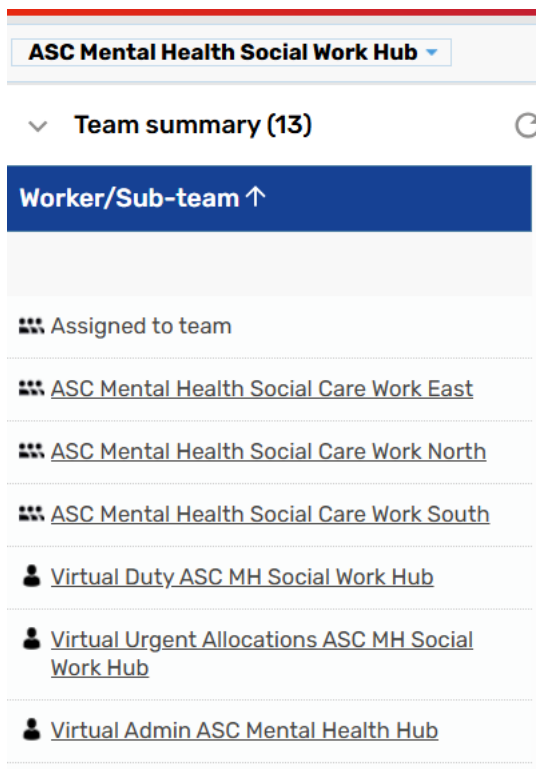
4. Click the Mental Health team you want to access e.g ASC Mental Health Social Care Work South. There are other work in the folders highlighted in green.

5. Then in the Current work folder, under *Virtual Admin ASC Mental Health Hub* virtual worker, click on the icon and select 'Update assignment':
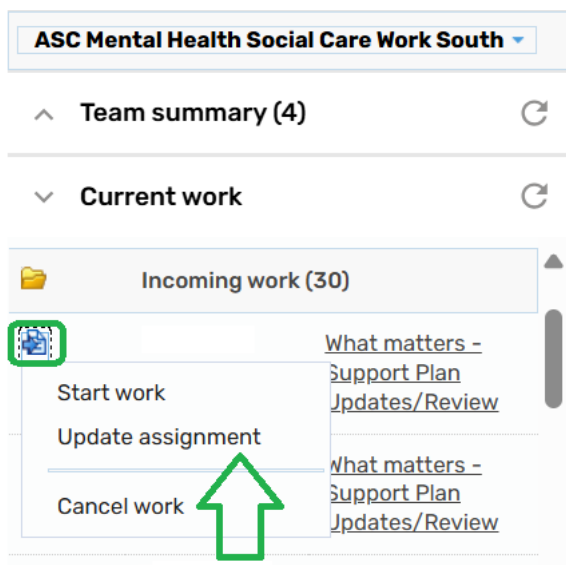
6. The Assign box below will appear, and you select 'Find':

7. Find your name or another worker name or team, select it, and then click 'OK'.

The workflow has now been assigned and will be in the person or team 'Incoming 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 Mental Health Hub act for, as this folder is not being checked. It is purely for staff to use to reassign workflow.