ELLA

# EPIC LIBRARY

DATABASE
**Epic Library**

Single view

## Haiku/Canto Install Configuration

**This functionality changed with the August 2024 release:** To keep the Haiku, Canto, and Rover mobile applications running smoothly with the latest fixes and features, Epic updated the minimum required mobile client version to 10.8 for the Epic February 2024 version. All Haiku, Canto, and Rover mobile applications must be updated prior to *Friday, August 16, 2024*

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**Haiku** and **Canto** are mobile apps that allow providers and other clinical staff to access Epic Hyperspace on their phone or tablet. With the app installed, they gain access to an on-the-go workspace, with up to date clinical information and the ability to complete daily tasks such as reviewing patient information, e-prescribing medications and responding to In Basket messages.

With Haiku and Canto, access is safe and secure, allowing providers to access patient records from virtually anywhere.

To make sure Haiku, Canto, and Rover mobile devices are up to date with fixes and new features, users must update to version 10.8 or later from the Apple App Store or Google Play Store to continue using these apps.
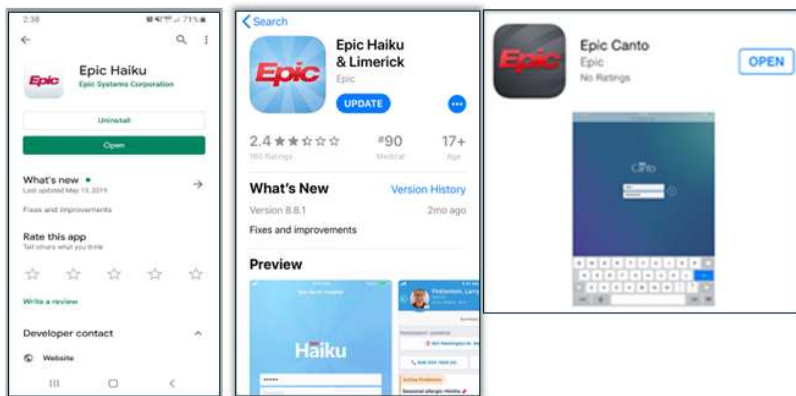
## Downloading the App

Which app to install depends on what device the user owns.

- For iPhone and Android, install Haiku from the Apple App Store or the Google Play Store.
- For iPad, install Canto from the Apple App Store.

# First Time Setup

1. When Haiku/Canto is first opened, the License Agreement will need to be signed by the user. Click **Accept** and a blue login screen will open.

2. The app will not have any environments configured, and this will display at the top of the device:
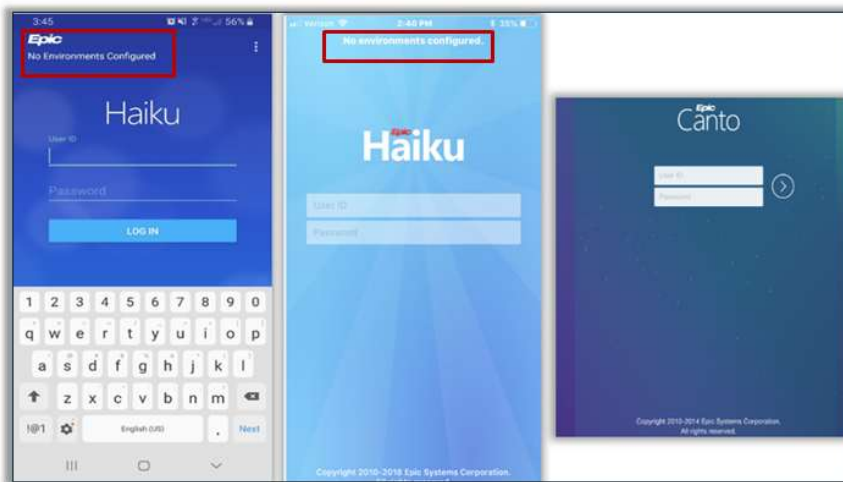


3. The device needs to connect to Epic PRD, or the app will not be able to log in. To access PRD Haiku, scan the QR code below or access the hyperlink on your phone: https://webprd.ochin.org/haiku/webprd.html.



4. Once on the website, click the link for OCHIN Haiku (PRD).

5. The hyperlink will launch Haiku and will generate a configuration for the OCHIN PRD environment in the Haiku app automatically.

> ⚠ If Haiku is already being used for another organization, the environment will need to be changed to OCHIN PRD. Additionally, if using Touch ID or another biometric login, that will need to be cancelled to get to the main login screen. Click the OCHIN PRD Haiku banner on the top of the screen. The environment selection screen will open, and allows the user to select the appropriate environment.



> 🔒 To access the Non-PRD environment, click the link https://webnonprd.ochin.org/dev-haiku/webnonprd.html There is no QR code for the non-PRD environment.

# Initial Two-Factor Authenticator Configuration

## On Site Devices

1. Go to settings on the mobile device and find the settings for the Haiku app.

2. Change the server to **mobile.ochin.info**

3. Change the path to **prd-haiku-no-mfa**
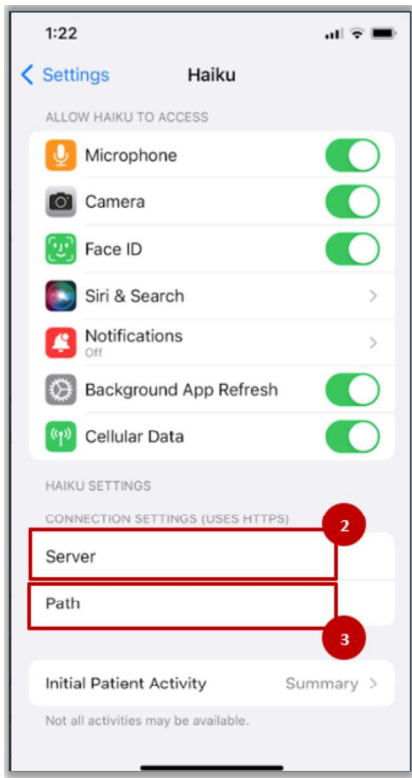


4. Launch Haiku and test logging in.  *If there is a timeout or connection error, please verify that your private wifi is routing* **mobile.ochin.info** *through your OCHIN router.*

5. Repeat steps 2-4 above on all devices that use Haiku while on site.

## Offsite Devices

The set up process below is not used for scenarios where a device is shared among users and the personal mobile device cannot be used while in clinic. A **Hardware Token** is required to log into Haiku/Canto in these scenarios. The user will need to reach out to the EHR Support Analyst to request a Hardware Token through a Jira to OCHIN.

For better security Two-Factor Authentication is required to log into Haiku/Canto. A 6-digit code is required every 12 hours using an authenticator application installed on the mobile device that has been configured to generate the code.

Access and download an approved Authenticator application to the mobile device. Any of the following are approved:
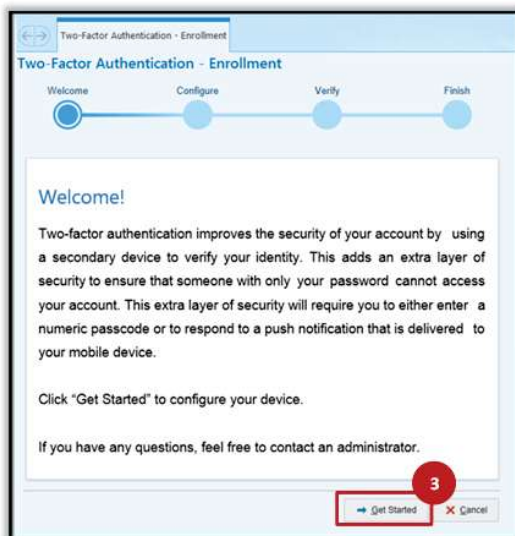
- Epic Authenticator
- Google Authenticator
- Microsoft Authenticator

Once the approved Authenticator has been downloaded to the device, log into Epic.

1. Click to open the  **Search** box.

2. Begin to type in the Search box, **Two Factor Authentication Enrollment**, click to  **Jump to**.
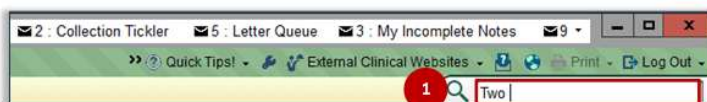
3. Click ➡Get Started.



4. If a **Hardware Token** is necessary, please stop here and reach out to the EHR Support Analyst to create a Jira to OCHIN.

5. If no Hardware Token is necessary, use the mobile device to scan the **QR code**.



6. Click ➡**Next**, Enrollment is now complete.

7. Click ✓ **Finish**. It is now possible to log into Haiku/Canto using the mobile device to complete the set up.



# Logging In

Enter the Epic ID and password (the same used to log into PRD from a workstation) and press Log In. When a user attempts to log in to Haiku or Canto on a new device, they will receive the following error message: