

Self Service - How to Configure Haiku (on iPhone) or Canto (on iPad) using the QR Code or Server and Path.

Applies to:

- Any IS, US-based or not, to assist in configuring Haiku or Canto on the mobile device.
- **Note:** Any How-to question once inside the app cannot by any means be addressed by a non-US member of IS.

Description: Epic - How to Configure Haiku/Canto using QR Code (Preferred) and Server and Path (optional method).

If you (the caregiver) need access to multiple instances of Epic (AK, OC, and/or WM) at Providence or you also use Haiku and or Canto at a Non-Providence Organization you must use the QR code method which requires the configuration file.

For Epic Haiku once a request has been completed, please DO NOT uninstall the app from your device. When the app is reinstalled the installation ID will be different so a new request will need to be placed.

You can only follow one of the below methods (Configuration via QR Code or Manual Configuration)

- **Configuration file QR codes for Haiku/Canto: (Preferred Method) or (Multi-Org)**
 - **This method works for both iOS and Android (Phones)**
 1. Utilizing the camera on your phone or iPad scan one of the following QR codes.
 2. The QR codes below will install a configuration file to your phone or iPad, be sure to choose the correct region.
 - **Haiku (Android or iPhone)**
 - **Note:** For Android, your camera must be able to recognize QR codes otherwise you will need to download a free QR code reader from Google Play.



- **Canto (iPad only)**



3. Once scanned, Haiku or Canto should open.

4. Tap on the banner to switch to your Epic Instance.



5. This will populate your server and path for you. Users should then attempt a login and should see an error message that their device needs activated.

6. User will need to document the Install ID for access submission. See Install ID section below.

- Then submit a [Clinician Mobile Device Epic Access](#) request for device activation.

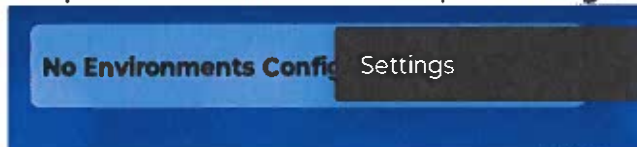
- **Manual configuration steps: (Optional Method - Not Preferred)**

- **For Android devices:**

1. Launch Haiku app on phone



2. Tap on the 3 vertical dots to open **settings**.



3. Enter within Server and Path field with info below, corresponding to correct Epic region.



- **Server:** (no HTTP or HTTPS) Just the string.

Region	Server
CA, NM, OR, TX	Haikuor.providence.org
WA, MT, Kadlec, Swedish and PacMed	Haikuwa.providence.org
AK	Haikuak.providence.org

- **Path:**

- For all regions: Haiku
- 4. Please attempt a login, you should see an error message that your device needs to be activated.
- 5. You will need to document the Install ID for access submission. See [Install ID section below](#).
- 6. Then submit a [Clinician Mobile Device Epic Access](#) request for device activation.
- **For iOS/iPhone/iPad devices:**
 1. Go to Settings on device. Scroll down until you find Haiku (iPhone) or Canto (iPad).



2. Select Haiku (iPhone) or Canto (iPad)
3. Enter corresponding information into the Server or Path sections (shown below).



- **Server:** (no HTTP or HTTPS), Just the string.

Region	Server
CA, NM, OR, TX	Haikuor.providence.org
WA, MT, Kadlec, Swedish and PacMed	Haikuwa.providence.org
AK	Haikuak.providence.org

- **Path:**

- For all regions: Haiku
- 4. Please attempt a login, you should see an error message that your device needs to be activated.

5. You will need to document the Install ID for access submission. See [Install ID section below](#).

6. Then submit a [Clinician Mobile Device Epic Access](#) request for device activation.

How to find the Install ID (Required for device access submission request):

Apple Devices – Haiku or Canto

1. Open Haiku or Canto. Accept the License Agreement if it appears.
2. Tap No environments configured or Custom environments at the top of the application. If the Getting Started message appears, tap OK.



No environments configured.

3. A 'Getting Started' pop up should come up. Click on 'OK'



Getting Started

4. Tap Identifier (lower left-hand of screen), and then click Email or Copy.



Install ID

- If you chose email - The Install ID will appear in an email message.
 - If you chose copy - The screen will flash, and it will copy the install ID to the clipboard. You will need to open a Note type program on the device and paste it, then you will be able to see it.
 - You can also MANUALLY document the number to enter in your access request form.
5. Either write this ID down or send it to your email address.

Android (phone) Devices – Haiku

1. Open Haiku. Access the device's Settings option by clicking the Menu button (usually 3 vertical dots) and then tap the Settings button.

2. This will display the Haiku settings screen. Tap About and then Install ID.

3. A popup box will show presenting the Install ID

- a. If you chose email - The Install ID will appear in an email message.
- b. If you chose copy - The screen will flash, and it will copy the install ID to the clipboard. You will need to open a Note type program on the device and paste it, then you will be able to see it.
- c. You can also MANUALLY document the number to enter in your access request form.

4. You can choose to E-Mail, Copy, or just write down the Install ID.

5. NOTE: The Install ID is 40 characters and may wrap on your screen.

Should the caregiver need further assistance after configuring and signing into Canto or Haiku:

- If you are PGC AskIT:
 - If the caregiver is on a PSJH-Provided device, send the case to VT2/Desktop for next level of assistance.
 - If the caregiver is on a personal device, there is no next level of assistance.
- If you are Stateside AskIT:
 - Assist with How-To questions on using the application.
 - If the application is accessible and having issues once inside of the application:
 - Transfer to EST
 - If the application is not accessible or the app itself is having the issue:
 - Transfer to VT2/Desktop if it is a PSJH provided device.