

Epic Haiku & Canto User Set-up Guide

Mobile Device Management (MDM) Requirement

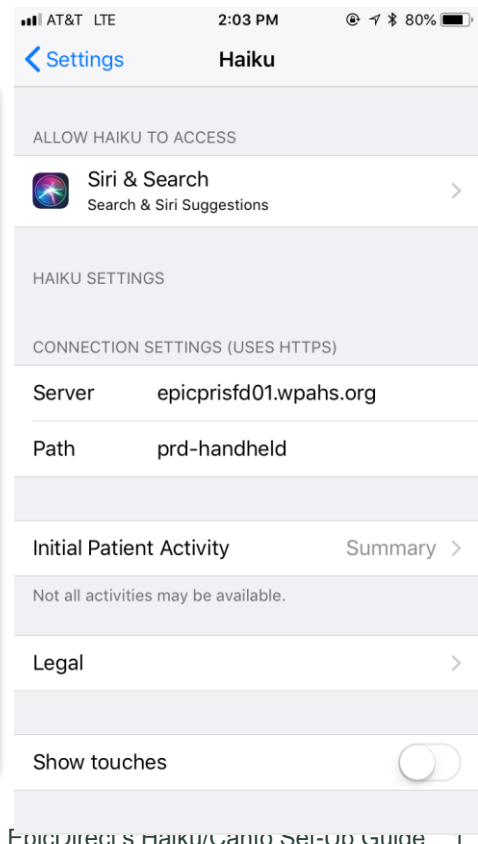
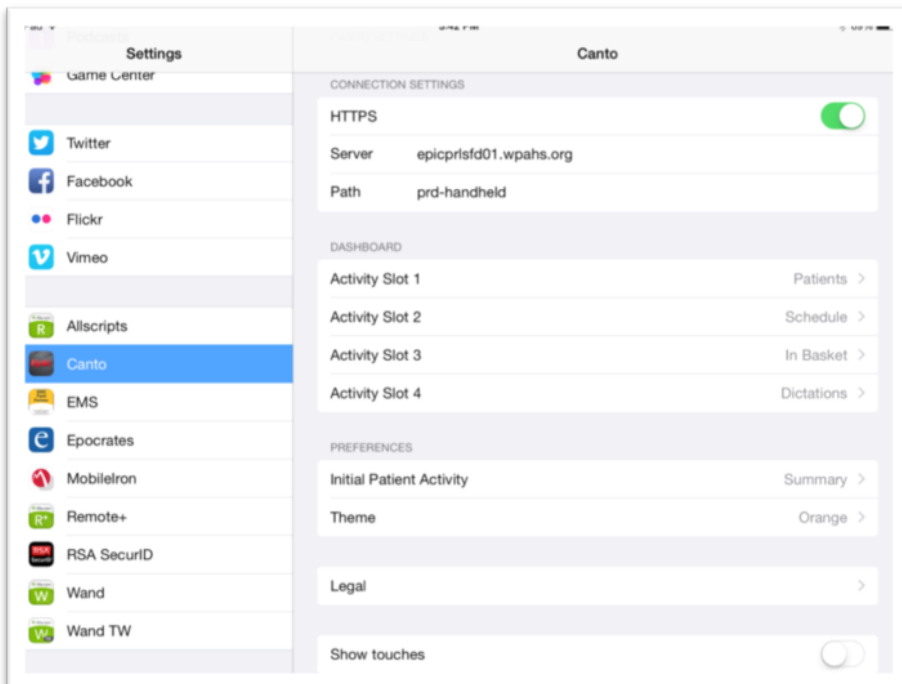
In order to install Haiku or Canto on a device, the device must have Maas360 installed. If it is not installed, please see the separate instructions for MDM installation (How to Download and Install MaaS360) at the bottom of this document or call Epic Direct (412-330-4357) for install guidance. Epic Direct can be called at any point during the activation process for further guidance as well.

Downloading the Application

Download Haiku or Canto from the App Catalog. Once it is downloaded, add in the Server and Path as instructed below This process differs depending on the exact device type.

Adding the Server and Path on an Apple Product (iPhone, iPad)

1. On the device's home screen, tap **Settings**.
2. On the **Settings** screen, scroll until you see Haiku (if you are enrolling an iPhone) or **Canto** (if you are enrolling an iPad), and then tap the application's name.



3. “On the **Haiku or Canto** screen, add the following as Server and Path:

Section	Setting	Description
	Server	Enter epicprisfd01.wpahs.org
	Path	Enter prd-handheld

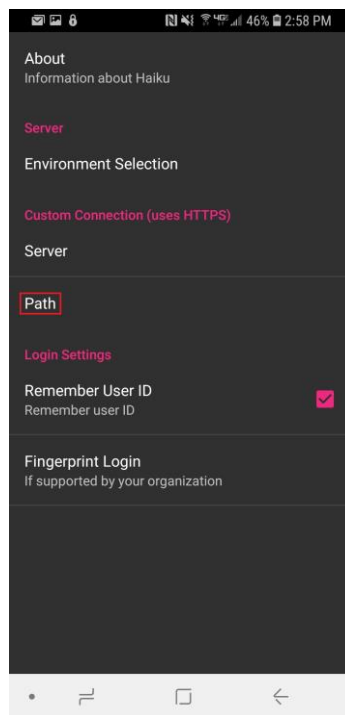
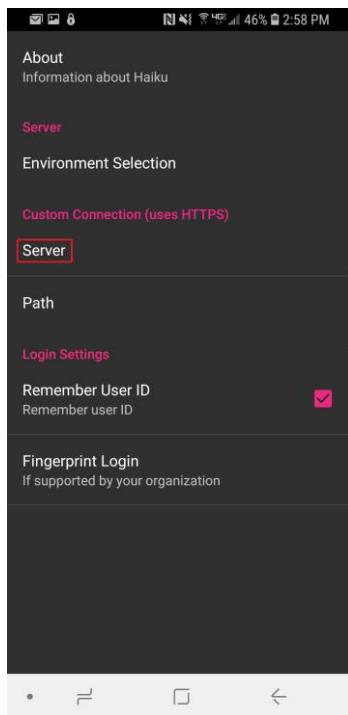
Once the server and path is added, launch the device and attempt to log in. After attempting login, an error message will display:

“Login failure, device not registered, an administrator has been notified”

This error means that the request to log in has populated a report in Epic. **However, the user should then call Epic Direct (412-330-4357) to request Activation fulfilment.** This will ensure access to Haiku/Canto is completed and occurs as quickly as possible.

Adding the Server and Path on an Android phone

1. On the Andoid’s Haiku log in screen, tap the vertical ellipses to view **Settings**.
2. On the **Settings** screen, enter the **Server** and **Path** fields:



Section	Setting	Description
	Server	Enter epicprisfd01.wpahs.org
	Path	Enter prd-handheld

Once the server and path is added, launch the device and attempt to log in. After attempting login, an error message will display:

“Login failure, device not registered, an administrator has been notified”

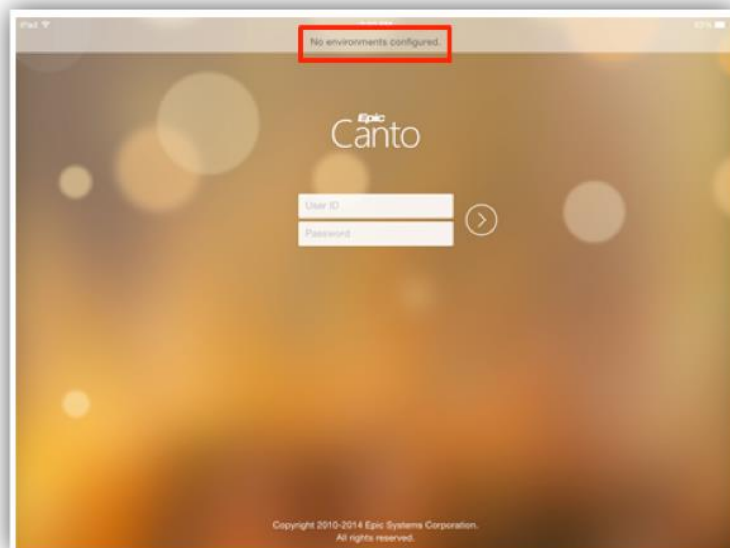
This error means that the request to log in has populated a report in Epic. **However, the user should then call Epic Direct (412-330-4357) to request Activation fulfilment.** This will ensure access to Haiku/Canto is completed and occurs as quickly as possible.

Sending Device Identifier Information for Activation

An alternative option for having the Haiku/Canto app enrolled for activation is to send device the identifier information to Epic Direct via an email created from within the application. This method will NOT allow access as quickly as using the Server, Path, and Epic Direct phone call above.

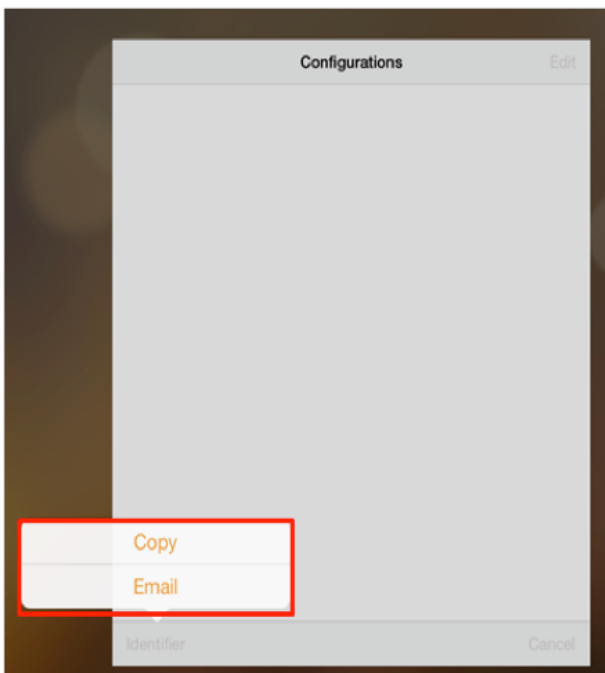
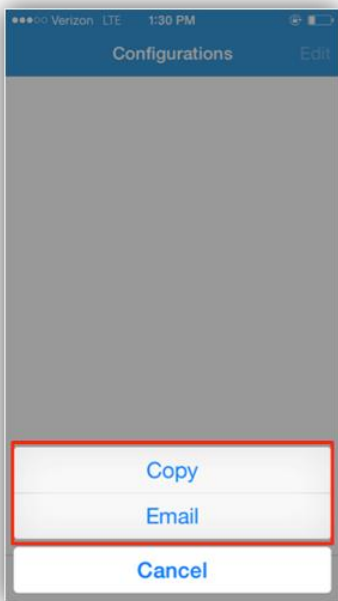
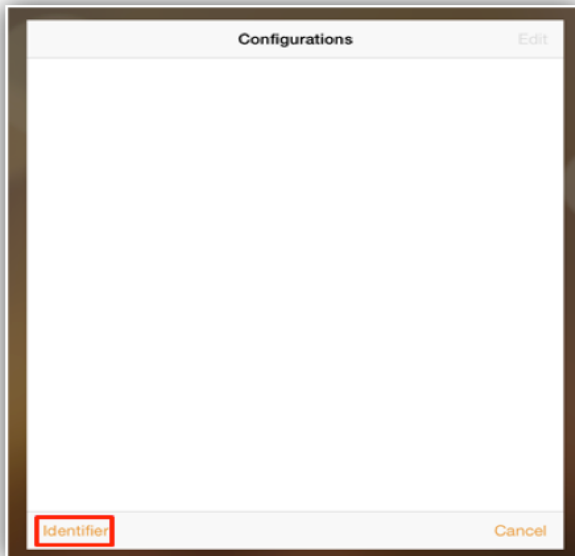
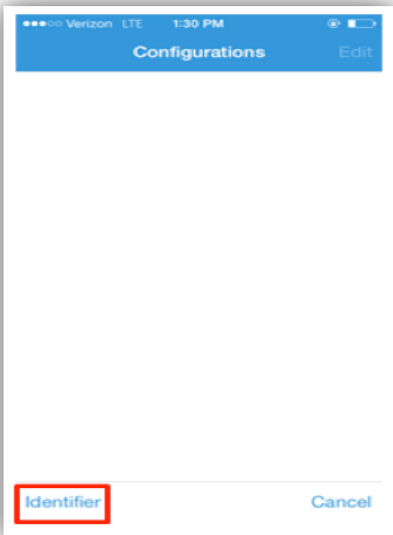
Sending the Identifier via an Apple Device (iPhone, iPad)

1. At the top of the Haiku or Canto login screen, tap the words **No environments configured.**



At the bottom of the **Configuration** screen, tap **Identifier**.

Result: You will see a pop-up box with two buttons, **Copy** and **Email**.

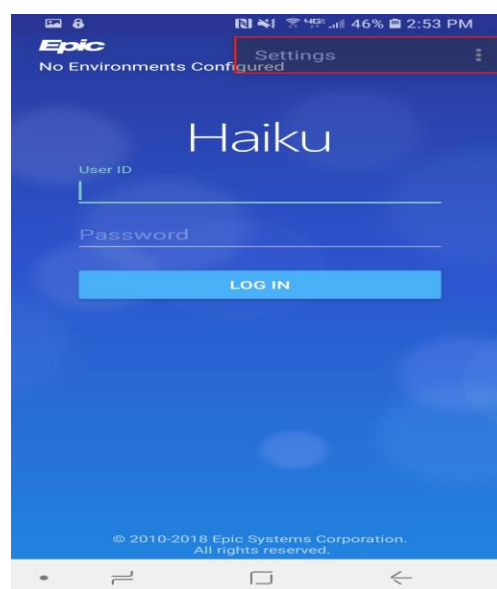
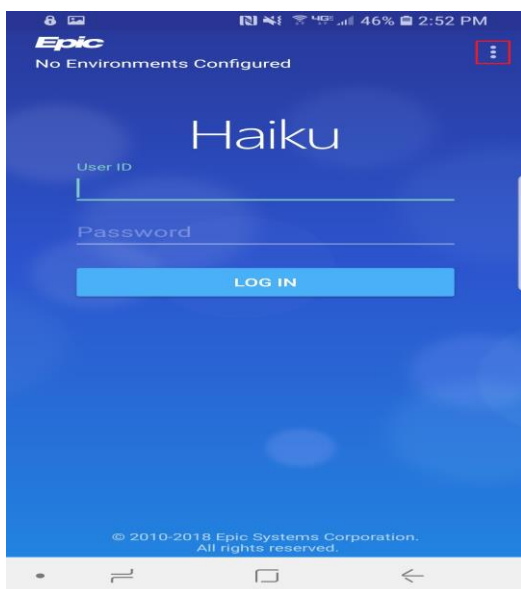


2. In the pop-up box, use one of the following buttons to request activation for your device.

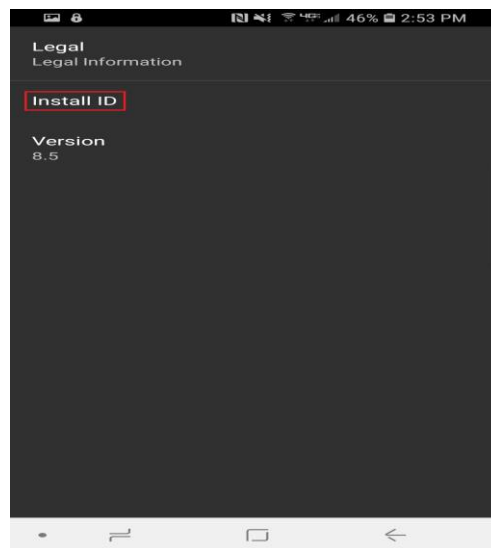
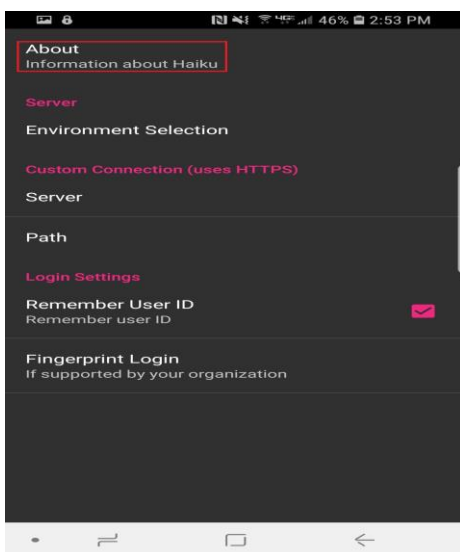
Button	Steps
Email	<p>3. If you have AHN email set up on your device, select Email.</p> <p>Result: An email will open in your device's email client. In the body of the email, you'll see an auto-generated identifier.</p> <p>4. In the body of the email, include the following information with the identifier.</p> <ul style="list-style-type: none">○ Type of device (iPad or iPhone)○ Device's name○ EPIC User name <p>5. Send the email to ITSERVICECENTER@ahn.org.</p>
Copy	<p>6. If you don't have email set up on your device, click Copy.</p> <p>7. Open the Notes app on your device, and then paste the identifier in a note.</p> <p>8. On your desktop computer, open your email, and then create a new email.</p> <p>9. In the body of the email, manually enter the identifier you pasted in a note on your device, and then include the following information.</p> <ul style="list-style-type: none">○ Type of device (iPad or iPhone)○ Device's name○ EPIC User name <p>10. Send the email to ITSERVICECENTER@ahn.org.</p>

Sending the Identifier via an Android phone

1. At the top of the Haiku login screen, tap the vertical ellipses and click Settings.



2. Select the **About** screen, then tap **Install ID**.



3. In the body of the email, include the following information with the identifier.

- Type of device (phone model)
- Device's name
- EPIC User name

Send the email to ITSERVICECENTER@ahn.org

How to Download and install MaaS360

1. Tap the **Safari** icon on your Apple device's home screen. (Android's please call IT Service Center)
2. In the Safari browser, type <http://m.dm/30010407> and then tap **Go**.

(**For Jefferson Only** - In the Safari browser, type <http://m.dm/30022547> and then tap **Go**.)

3. On the Mobile Device Management page, tap **Continue**.
4. When you get to Step 1 - Authenticate page:
 - a. Enter your AHN username and the password you use to logon to your work computer.
 - b. Select whether your iPhone is **Personal** or **Corporate**. A **Personal iPhone** is one you bought and own. A **Corporate iPhone** is one provided to you by AHN.
 - c. Tap **Continue**.
5. When you get to **Step 2** - Accept Terms page:
 - a. Tap "**I have read and accept the terms**" and then tap **Continue**.

6. When you get to the **Step 3** - Install MDM Profile page

Note: If your Apple device is using iOS 12.2 or higher, you will be prompted to complete the Profile install in the iPhone Settings. For more information click [here](#)

- a. Tap **Continue**.
 - b. On the Install Profile screen, tap **Install** and then **Install Now**
 - c. Enter your iPhone's **passcode** using the number pad
 - d. On the warning screen, tap **Install**.
 - e. After the MDM profile installs, tap **Done**.
7. When you get to **Step 4** - Install App – MaaS360 for iOS page
 - a. Tap **Install**.
 - b. Enter your Apple ID username and password if prompted or select **Cancel** to bypass.
 - c. In the App Installation popup, tap **Install** again.
 8. Tap the button below your iPhone's screen to close the **Safari** browser and return to your home screen.

Note: If you aren't prompted to enter your AHN password go to the phone settings to enter in the password. Email will be viewed in the Apple's native Mail app.

- a. Go to **your iPhone Settings** tap, **Accounts and Passwords >AHN Mail > Account**.
- b. Enter AHN password you use to logon to your work computer or laptop
- c. Tap **Done**.
- d. Click on Mail Application to find AHN Inbox.