

# Haiku / Canto Access Instructions

Epic users who have completed their Epic training, have their login to Epic Hyperspace and have a working SER record are eligible to sign up for access to the Providence Epic system through Haiku (Epic’s mobile app for an Apple iPhone or Android) or Canto (Epic’s mobile app for use with an Apple iPad).

## Minimum Requirements to run Haiku or Canto

Application	
<b>Haiku on iOS</b>	Requires iOS 12 or 13. Compatible with iPhone, iPad, and iPod touch.
<b>Haiku on Android</b>	Requires OS 7 or higher.
<b>Canto on iPad</b>	Requires iOS 7.0 or later. Compatible with iPad.



## How to set up your device for Haiku or Canto

### 1. Download Haiku or Canto to your device from the appropriate Apps store.

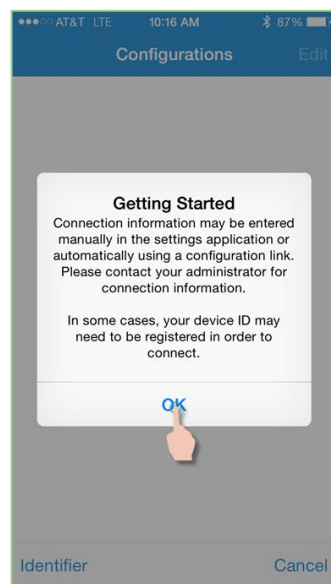
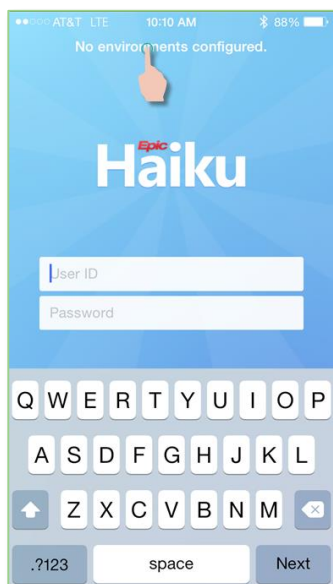
To find the application in the App Store, search for “Epic Haiku” or “Epic Canto.” You can also find it in the Medical category.

App	Devices supported	App Store
Haiku	iPhone or iPod Touch	<a href="#">Apple Apps Store</a>
	Android SmartPhone	<a href="#">Google Play</a>
Canto	iPad	<a href="#">Apple Apps Store</a>

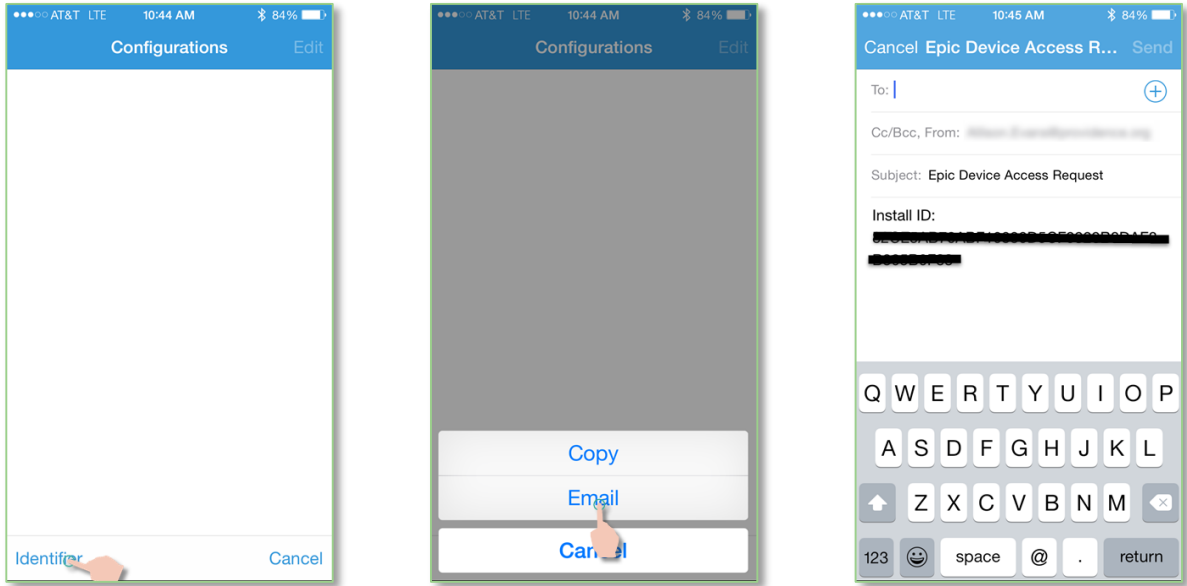
### 2. Obtain the Install ID for your device (40 characters alphanumeric).

Apple Devices – Haiku or Canto (note: Haiku screenshots are shown below, but same process works for Canto)

- A. Open Haiku or Canto. Accept the License Agreement, if it appears.
- B. Tap **No environments configured** at the top of the application. If the **Getting Started** message appears, tap OK.

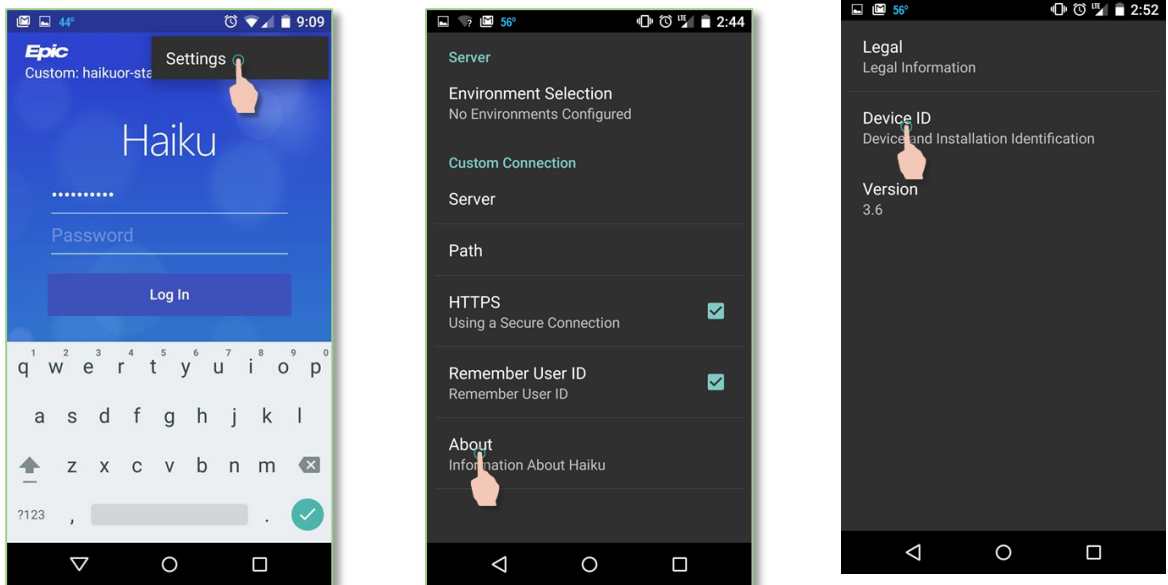


- C. Tap **Identifier** (lower left-hand of screen), and then click Email. The **Install ID** will appear in an email message. Either write this ID down or send it to your email address.

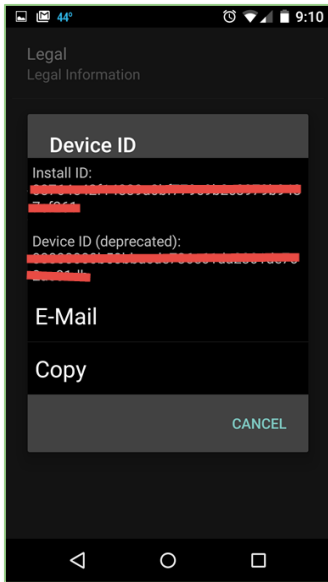


## Android Devices – Haiku

- A. Open Haiku. Access the device's Settings option by clicking the Menu button (usually 3 vertical dots) and then tap the **Settings** button. This will display the Haiku setup screen. Tap **About** and then **Device ID**.



- B. The **Device ID** section will open, displaying the **Install ID** and **Device ID (deprecated)**. You can choose to **E-Mail** the IDs to yourself or just take note of the **Install ID**. NOTE: The **Install ID** is 40 characters and may wrap on your screen.



### 3. Request access to Haiku or Canto.

Submit a work order/ticket with Hoag's Service Desk at (949) 764-8600, option 3. Please make sure to include your **Install ID**, **Primary Epic Login Department**, and your **Epic User ID** when requesting access.

### 4. Configure your device.

Open your device's Settings application and select Haiku (iPhone, iPod touch, or Android) or Canto (iPad). Make sure that Haiku or Canto has access to your **Camera**. If you are using a SmartPhone and want to be able to use the Cellular connection, make sure that **Use Cellular Data** is on.

Set your **Connection Settings** as follows (same settings for Haiku *and* Canto):

Item	Setting
<b>HTTPS</b>	<b>On</b>
<b>Server</b>	Oregon and California: <b>haikuor.providence.org</b>
<b>Path</b>	<b>Haiku</b>

For Haiku on iOS, you can also set up the following **Preferences**: (note that Initial Activity can be configured for Android from within the Haiku app)

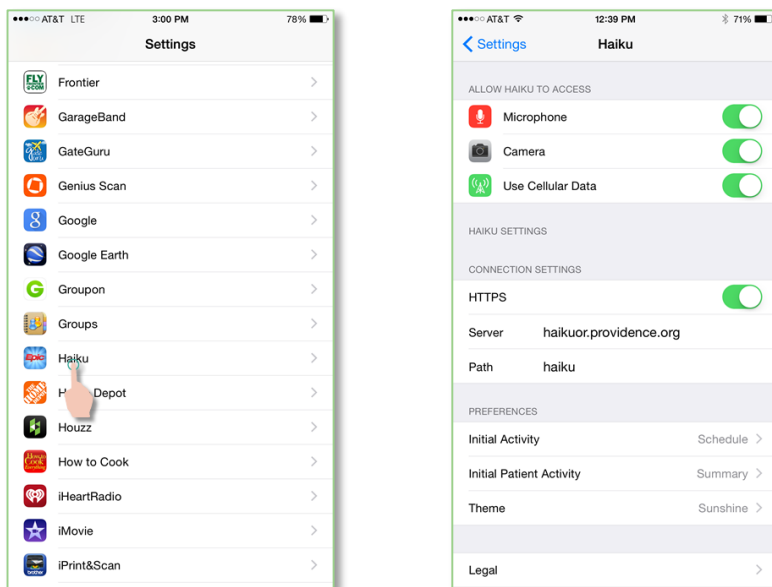
Item	Possible Settings (any others chosen will be ignored)
<b>Initial Activity</b>	<b>Patients</b> <b>Schedule</b> <b>In Basket</b> <b>Search</b>
<b>Initial Patient Activity</b>	<b>Summary</b> <b>Encounters</b> <b>Results</b> <b>Care Team (Haiku only)</b> <b>Write Rx</b>
<b>Theme</b>	<b>Sunshine</b>

For Canto, you can configure the **Dashboard**, which is the main display screen. Up to four activity slots are available. The only recognized selections are **Patients**, **Schedule**, **In Basket**, and **None**. If **None** is selected, no activity will display in the selected slot.

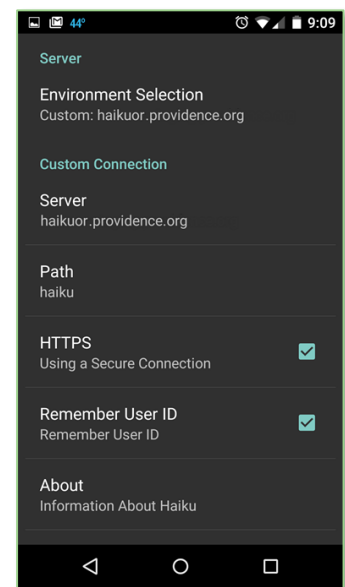
Additionally, the follow **Preferences** can be set for Canto:

Item	Possible Settings (any others chosen will be ignored)
<b>Initial Patient Activity</b>	<b>Summary</b> <b>Encounters</b> <b>Results</b> <b>Write Rx</b>
<b>Theme</b>	<b>Orange</b> <b>Green</b> <b>Blue</b>

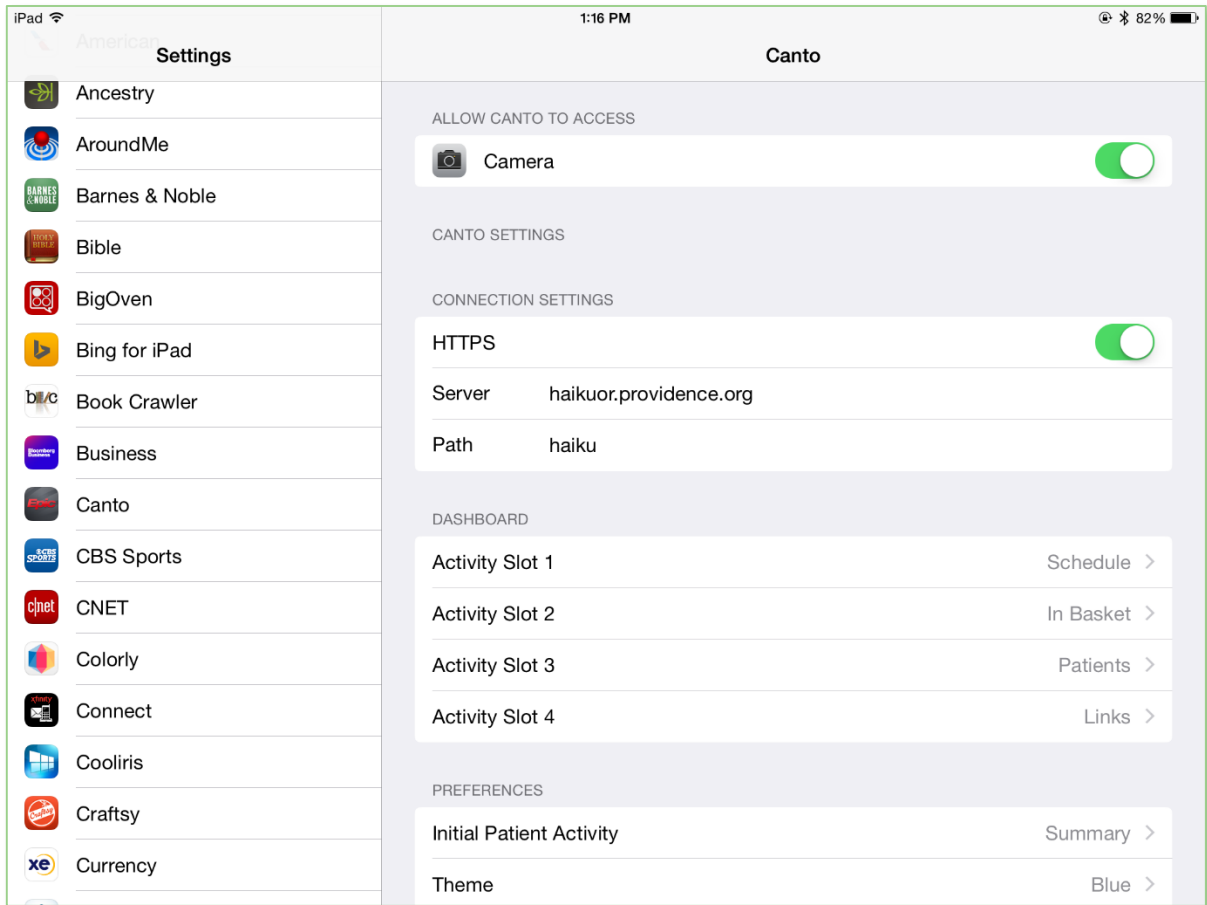
### iPhone/iPod Touch - Haiku settings:



### Android - Haiku settings:



## iPad – Canto settings:



### 5. Log into the application.

Once your access request is completed and your device is configured, you should be able to log in to Haiku or Canto. To do so, open the app and enter your Epic User ID and password.