

Setting Up Haiku and Canto on your Device

Epic users who have completed their Epic training and have an active login to Epic Hyperspace 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).

Use these instructions to install Haiku and Canto on [Apple Devices](#) or [Android Devices](#).

Minimum Requirements to Run Haiku or Canto

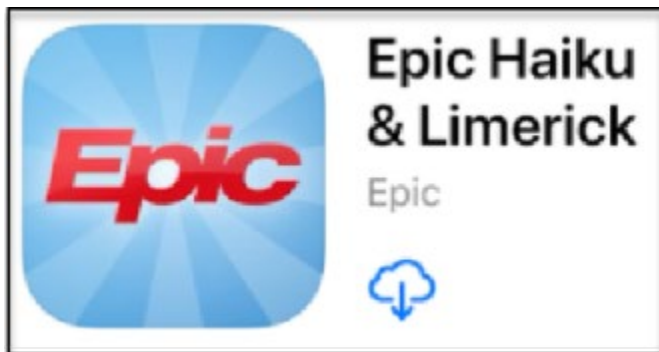
Application	Requirements
Haiku on iOS	Requires iOS 12 (Feb. 2020) or later. You can merge Haiku on iOS and Canto on iPad.
Haiku on Android	Requires Android 9.0 or later.
Canto on iPad	Requires iOS 7.0 or later. Compatible with iPad.

Install on Apple Devices

Installation requires three main steps: (1) Obtain an Install ID #, (2) Submit a Service Now ticket, and (3) Update your Device Settings.

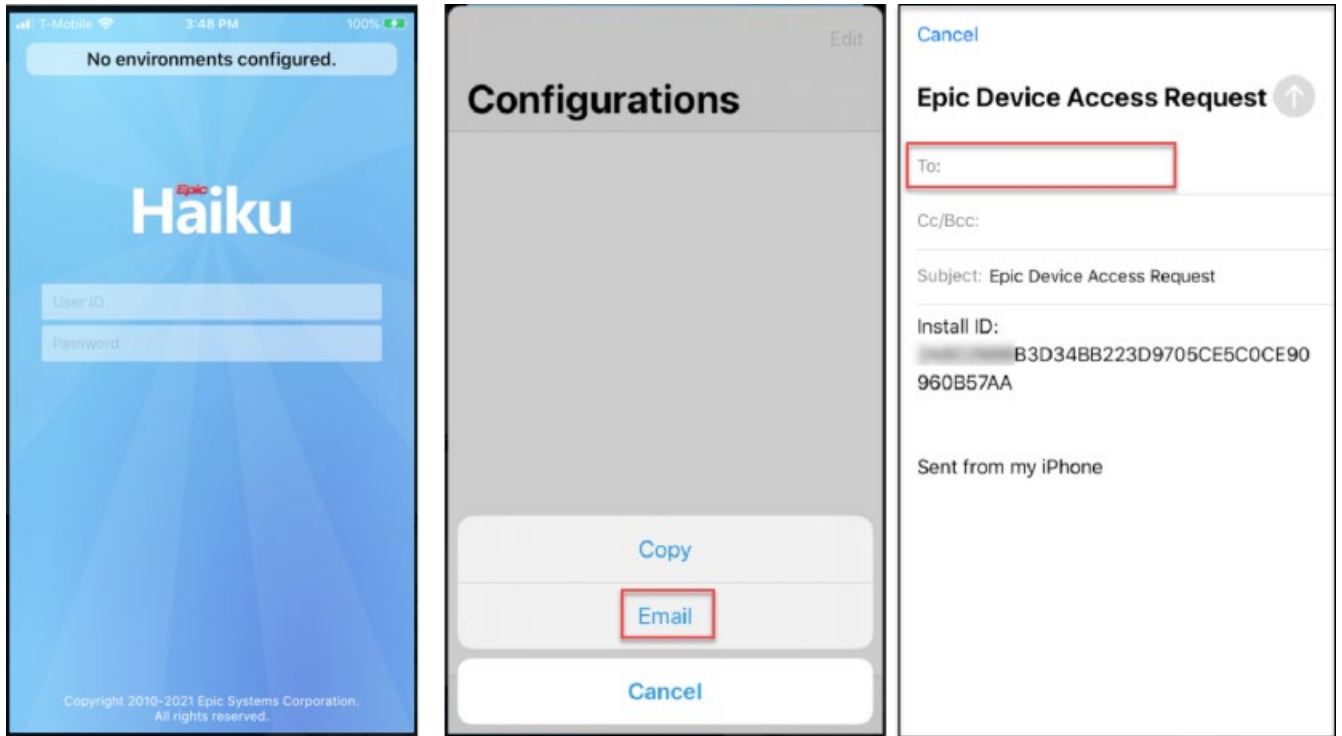
Obtain an Install ID # for an Apple Device

1. For iPhone or iPod: Go to the Apple Apps Store and download the **Epic Haiku & Limerick** app or the **Epic Canto** app.



2. Open Haiku or Canto. You may be asked to Accept a Licensing Agreement.
3. Click the **“No environments configured”** statement.
4. Click **OK** in the **“Getting Started”** screen.

5. Click **Identifier**.
6. Click **Email**.
7. The **Install ID** number displays. Write this number down (40 characters) or send it to your email account.



Submit a Service Now Ticket

Before using Haiku or Canto, you will have to submit a work order with the Providence Help Desk.

1. Call the **Providence AskIT Service Desk** at **(844) 92-askIT / (844) 922-7548**.
2. You will need the following information:
 - Epic Hyperspace Login (do not give your them your password)
 - Preferred Location: *Hoag Memorial Hospital*
 - Preferred Phone Number
 - Preferred Email
 - Epic Instance: *ORCA*
 - Device Type: *iPhone, iPad, Android*
 - Installation ID: (40 characters)

*** You must already have Haiku or Canto installed on your device before calling the Providence IT Service***

3. You will be noticed by email from the Providence IT HelpDesk when this request has been completed. Please ensure they have your preferred email in the ticket.

Update your Device Settings

After you have been notified that your Service Now request has been completed, update your device settings.

1. Open your device's **Settings** application, and select **Haiku** (iPhone, iPod touch, or Android) or **Canto** (iPad).
2. Make sure that Haiku or Canto has access to your **Camera**.
3. Set your **Connection Settings** as follows (use the same settings for Haiku and Canto).

NOTE: When typing in the Server Name, there are no spaces.

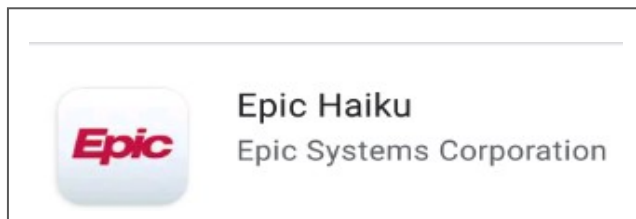
Item	Setting
HTTPS	On
Server	haikuor.providence.org
Path	Haiku

Install on Android Device

Installation requires three main steps: (1) Obtain an Install ID #, (2) Submit a Service Now ticket, and (3) Update your Device Settings.

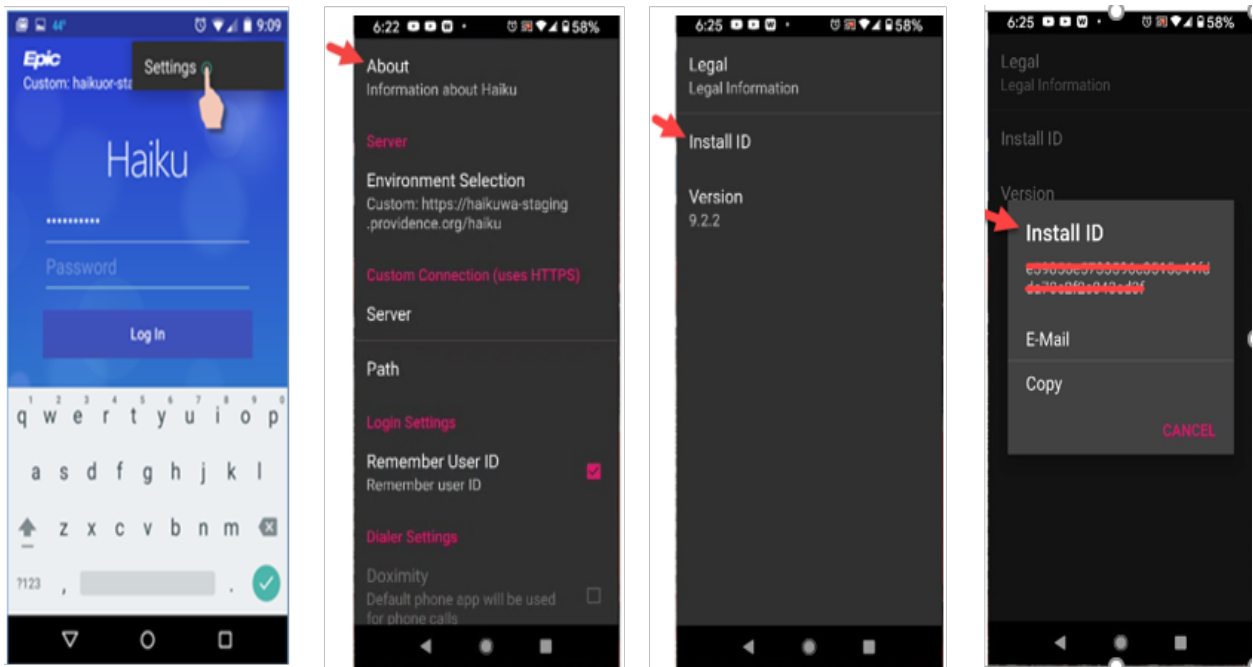
Obtain an Install ID # for an Android Device

1. Go to the **Google Play Store** and download the **Epic Haiku** app.



2. Access the device's **Settings** option by clicking the Menu button (usually 3 vertical dots).
3. Click the **Settings** button.
4. Open **Haiku**. You may be asked to **Accept a Licensing Agreement**.
5. This will display the Haiku setup screen.
6. Tap **About** and then **Install ID**.

- The **Device ID** section will open, displaying the **Install ID**.
- Write this number down (40 characters) or send it to your email account.



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NOTE: When typing in the Server Name, there are no spaces.

Item	Setting
HTTPS	On
Server	haikuor.providence.org
Path	Haiku

Logging In for the First Time

1. **User ID:** Enter your Epic Hyperspace Login.
2. **Password:** Use your Epic Hyperspace Password.



For assistance, please contact the **AskIT Service Desk** at **(844) 92-askIT** **(844) 922-7548**.