



Connect Care Mobility for Android Smartphones

Connect Care Mobility

The Connect Care clinical information system (CIS) can be accessed via computers and mobile devices. The mobile experience leverages smartphones to make many CIS tasks convenient for clinicians, anywhere. Prescribers can check schedules, communicate securely, capture clinical images, dictate notes, enter common orders, manage patient lists, and review test results.

The Epic mobile application (“app”) for compatible Android smartphones is “**Haiku**”; unfortunately, there is no Epic app for Android tablets. “Connect Care Mobility” refers to Haiku and related apps (such as “PowerMic Mobile” for dictation) that can be used with the Connect Care CIS.

Streamlining Mobility

Alberta Health Services (AHS) facilitates installation and use of clinical mobile apps with an app called “Workspace ONE”. This helps prescribers with:

- **Configuration**
Installation of Haiku, Dragon Medical One, RSA Soft Token and other AHS clinical apps is automated, sparing clinicians from one-by-one configurations.
- **Integration**
All AHS mobile apps (CIS, email, mobile office apps, etc.) are managed the same way.
- **Access**
Clinicians connecting from AHS locations (AHSRESTRICT network) or from external locations (clinic, office, or home/on call) enjoy the same experience.
- **Compliance**
Personal device(s) are checked for compatibility with clinical app needs, including any required updates and any required security settings.
- **Maintenance**
Application update alerts are provided to clinicians with AHS-specific guidance.
- **Protection**
All AHS apps are in a protected “bubble” on the user’s device, isolated from other software and potential malware, with secure connections between the user device and AHS servers.
- **Recovery**
In the event of loss or theft of a device, sensitive clinical apps (managed by AHS) can be disabled and erased, and so protect the clinician from a privacy breach.

Workspace ONE does not manage personal or work apps installed by the device user. AHS has specifically restricted mobile management to clinical and corporate apps provided via the Workspace ONE AHS catalogue. In short, AHS manages AHS-provisioned apps. It does not touch or monitor apps or settings outside the Workspace ONE bubble.

Mobile device performance should not be affected by use of Connect Care Mobility.

Purpose

This tip sheet is for prescribers (including physicians, nurse practitioners, clinical associates, trainees and medical students) who want to use Haiku and PowerMic on compatible Android smartphones. The tip sheet explains how to install the required Connect Care Mobility management software and then install and access CIS-related mobile app(s). (A separate [tip sheet](#) explains how to install the management software and related apps on Apple devices.)

A [guide](#) provides details on how to use Haiku on Android smartphones. An [FAQ](#) provides more details about Connect Care Mobility.



Before You Begin

Having confirmed that this tip sheet applies to your device (compatible Android smartphone) and that you intend to use a mobile app for some CIS tasks, please make sure that you have:

- **Authorization**
You must have permission to install applications on your Android smartphone. Be sure to know your access username and password. You must also have a working AHS username and password and be activated for mobile device management. This is done automatically for all prescribers registered for Connect Care.
- **Time**
The best time to start mobile app access is any time after Basic Training and prior to signing up for (optional) Dragon Medical One training. Ensure that you have at least 20 minutes available to follow these installation tips.
- **Device**
Ensure that your Android smartphone is updated as described in your device support guide, running Android 8 or later, known to be Haiku compatible and appropriately backed up.
- **Security**
You must have a 6-digit security pin set to unlock the device and have encryption turned on.
- **Network**
Installation is fastest when connected to a high-speed wireless network, such as AHSRESTRICT. Note that the installation process will consume 200–300MB of data if performed on a personal data plan when off a wireless network.
- **Understanding**
A separate [FAQ](#) provides more detail about the intent and effects of the steps described below.
- **Support**
The AHS IT Service Desk (1-877-311-4300) can help you navigate the steps described below at any time, and the CMIO team (cmio@ahs.ca) and mobility services (ConnectCare.Mobility@ahs.ca) are happy to assist prescribers with use of CIS mobile apps. Also see support.connect-care.ca for information on Connect Care Mobility issues that may currently be affecting users.

What to Expect

Successful Connect Care Mobility setup is stepwise:

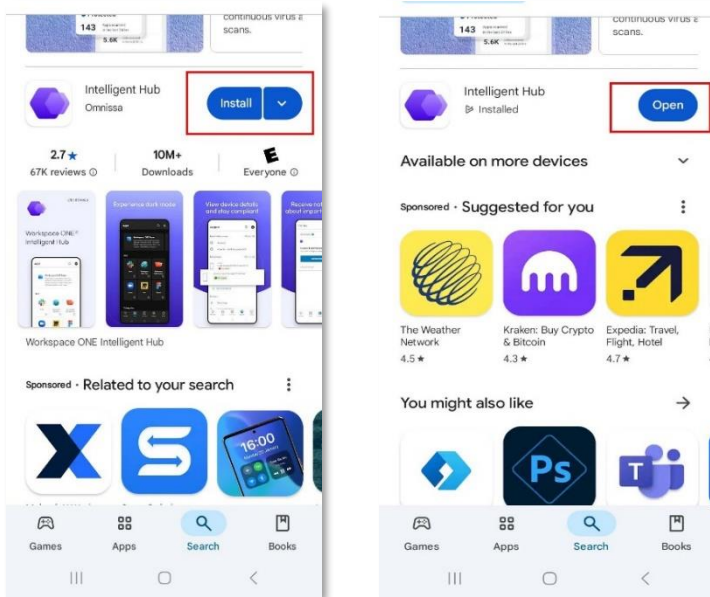
1. Install and configure Workspace ONE.
2. Adjust the mobile device to allow Workspace ONE functionality.
3. Install the desired Connect Care Mobility app(s).

The above steps are explained in order on the following pages, with the section on step 3 including information on installing Workspace ONE Tunnel, Haiku, PowerMic Mobile, AHS email via the Outlook app, and Microsoft Office apps.

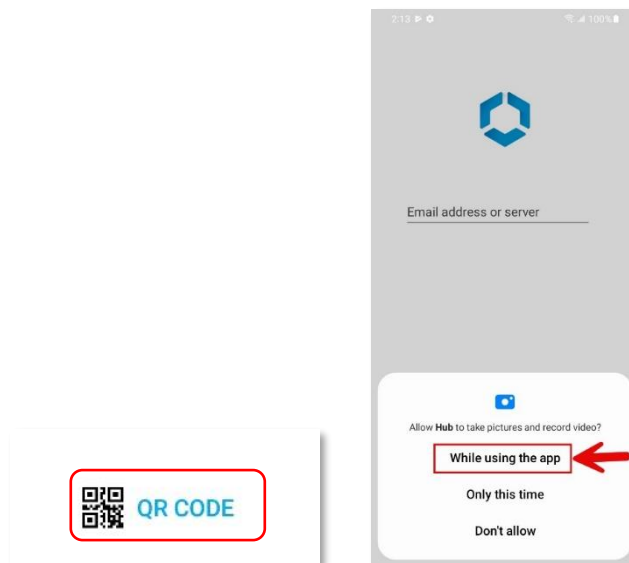


STEP 1: Install and Configure Workspace ONE

1. **Get the Intelligent Hub for Workspace ONE:** To install the Workspace One Intelligent Hub app on your device from the Play Store, search for “Intelligent Hub” and then tap **Install**. Alternatively, you can enter www.getwsone.com in your device’s web browser to get a link to download it. When the app has finished downloading, tap **Open**.



2. **Configure Intelligent Hub:** When the Intelligent Hub app is opened for the first time, it needs to be configured to work with AHS mobility management. There are two options for starting the new device enrollment process: you can either scan a QR code or manually enter the required information. *Note:* We recommend using the QR code option; you will need to allow camera access before scanning the QR code.
 - **QR code option:** Tap the **QR Code** link on the Intelligent Hub app screen and give permission for “Hub” to access your device camera by tapping **While using the app**.





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Point your camera at the QR code below. Tap **Next**.



- *Manual entry option:* Alternatively, you can type in the below, then tap **Next**.
 - “Email Address or Server” field: **wsods.albertahealthservices.ca**
 - “Group ID” field: **BYODMOB1**

wsods.albertahealthservices.ca

BYODMOB1

QR Code

Next

3. **Log on to Intelligent Hub for Workspace ONE:** After QR code or manual configuration of the Intelligent Hub app, you will be prompted to log in with your AHS **Username** and **Password**. Enter your information (same identifiers as you use to log on to Connect Care or an AHS computer) and tap **Next**.

Alberta Health Services

Username

Password

NEXT

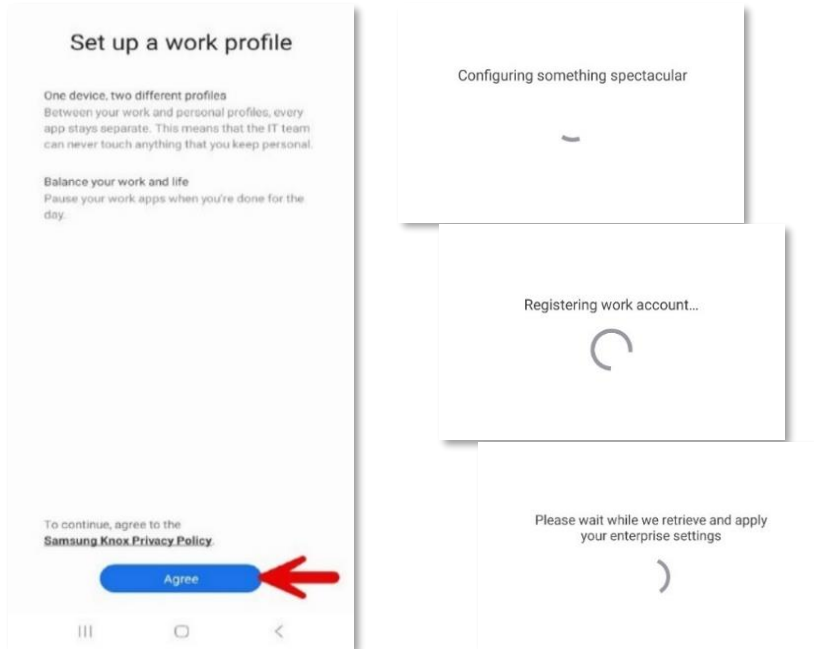


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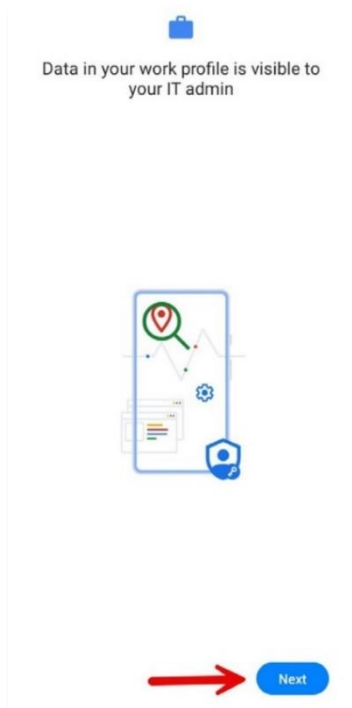
Mobility Tip for Android Devices

STEP 2: Adjust the Mobile Device to Allow Workspace ONE Functionality

1. The next screen will prompt you to set up a work profile. The work profile will keep all AHS apps and data in a location separate from your personal apps and data. Tap **Agree**. Your device will then go through a number of screens as it creates your work profile.



2. Tap **Next**.

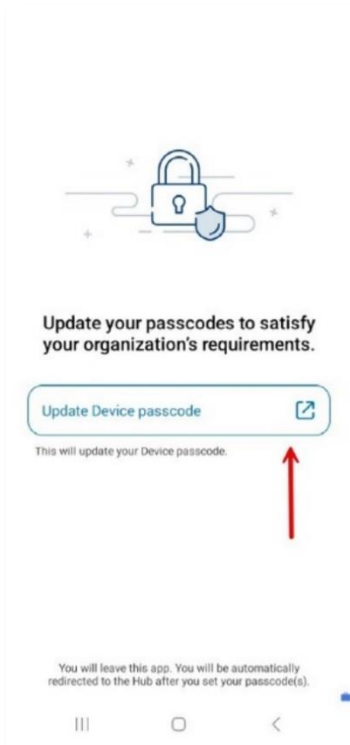




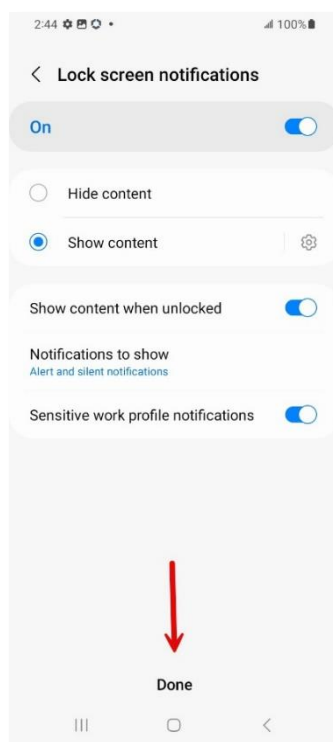
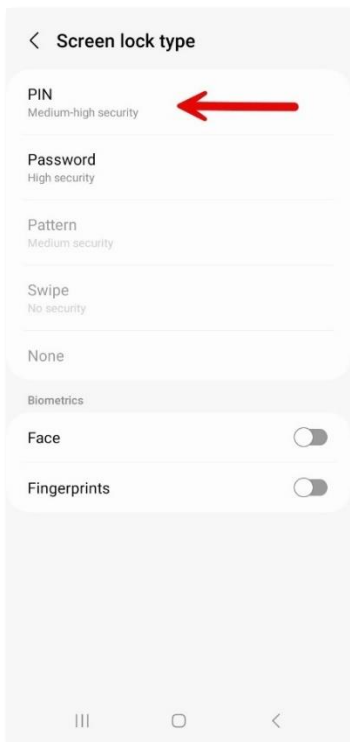
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3. Tap **Update Device passcode** to set up a passcode (an AHS security policy requirement).



4. Set up a 6-digital PIN code by tapping **PIN**, then tap **Done** after the PIN code setup is complete.

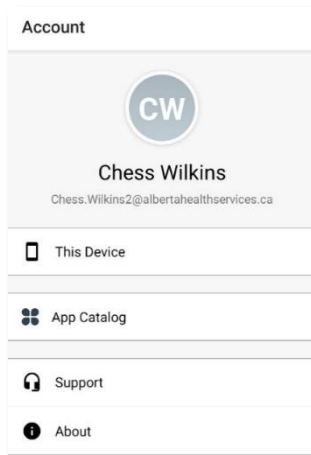




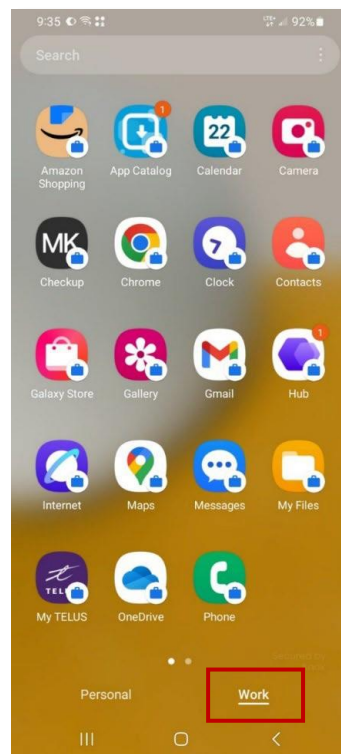
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5. Once the work profile is created, an **Account** page will appear with your name and AHS email address shown in the top section.



6. Return to your app page – you will now have two profiles on your device, **Personal** and **Work**. Having separate Personal and Work profiles means you can safely have two different versions of the same app, like Outlook, on your device.
- The Personal profile contains all your own apps and data. If you wish, you may now remove the Hub app you installed for enrolling into Workspace ONE from your Personal profile.
 - The Work profile will contain all your AHS apps. A briefcase symbol (📁) will appear in the bottom-right hand corner of all AHS-managed apps.





STEP 3: Install Connect Care Mobility Apps

Installing Workspace ONE Tunnel, Haiku, and PowerMic Mobile

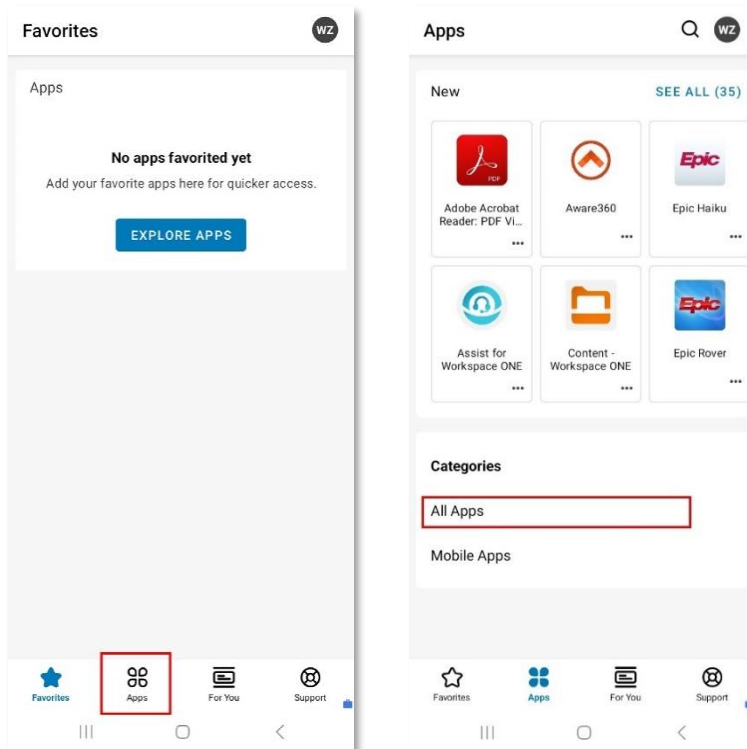
Haiku is the Epic app for connecting Android smartphones to Epic. There is no app for connecting Android tablets to Epic.

It should take about 5–10 minutes to download, install, and automatically configure Haiku to connect to the AHS Epic servers.

1. Tap the **Hub** app icon on your Work profile screen.



2. Tap **Apps** at the bottom of your screen, then **All Apps**.



You will need to install at least three of the listed apps: Workspace ONE Tunnel, Haiku and PowerMic Mobile. Do this even if you think that you have these already installed. Indeed, it is okay to remove any prior versions of those apps from your device and re-install. You can also tap the “Installed” button to re-initiate an installation if you think something did not complete. Note that installs from the Hub take two actions: the app is downloaded, and the app is configured. This can take time! Allow many minutes. **Order is important. Install Tunnel first.**

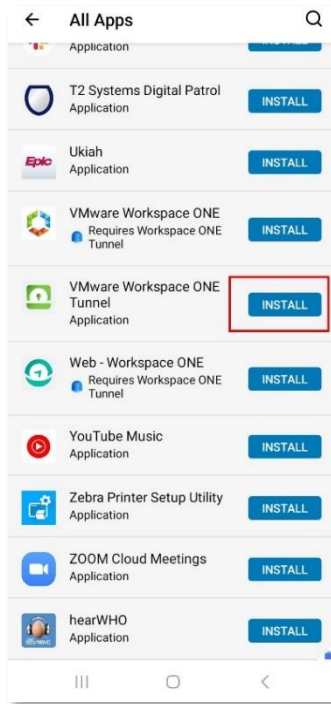
3. From the All Apps list, find **VMware Workspace ONE Tunnel** and tap **Install**. This app is needed to ensure that Connect Care mobility apps can work safely both inside AHS facilities (the “Intranet” or AHSRESTRICT Network) and outside AHS facilities (the “Extranet”). The Tunnel encrypts all communications between Connect Care mobile apps and the AHS or Epic servers. **It**



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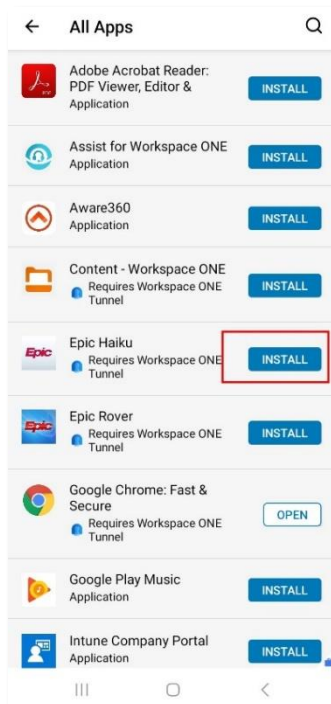
Mobility Tip for Android Devices

is essential that the Tunnel installation be completed before attempting any other mobile app installs. Otherwise, subsequent mobile app installs may not receive needed configuration files.



After a short delay, your screen will say “Installing”.

- Next, find **Epic Haiku** in the All Apps list and tap **Install**.

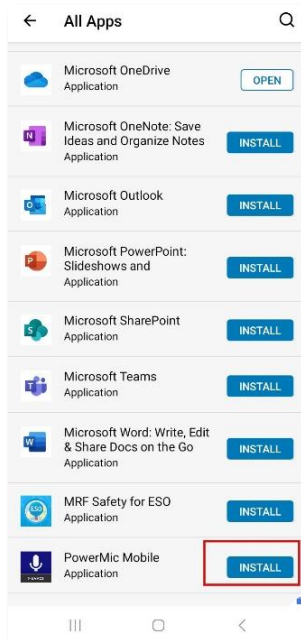




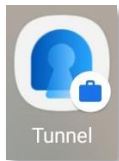
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Mobility Tip for Android Devices

5. Repeat the process to install **PowerMic Mobile**. This app is used to support in-system speech recognition and dictation.



6. Once Workspace ONE Tunnel, Haiku, and PowerMic Mobile are installed, tap the **Tunnel** app icon on your Work profile screen.



7. Tap **Continue**.

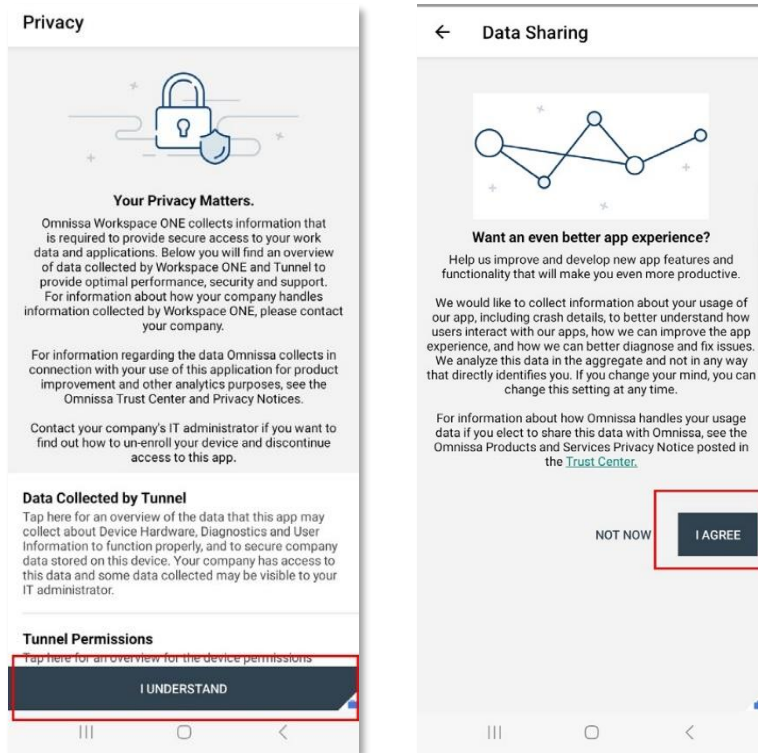




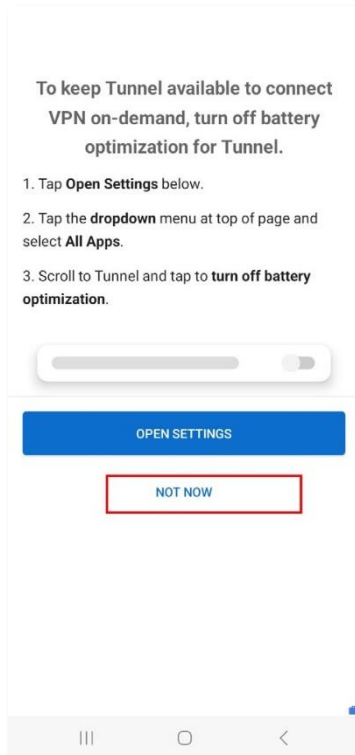
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Mobility Tip for Android Devices

8. On the “Privacy” screen, tap **I UNDERSTAND**, and on the “Data Sharing” screen, tap **I AGREE**.



9. On the next screen, tap **NOT NOW**.

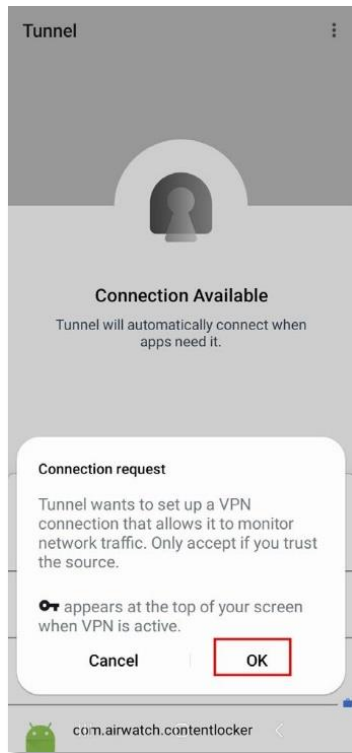




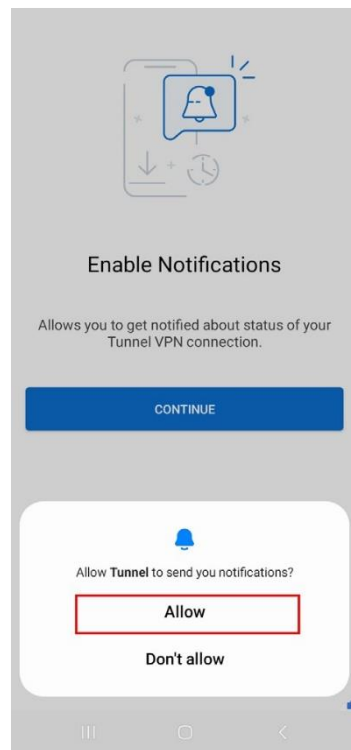
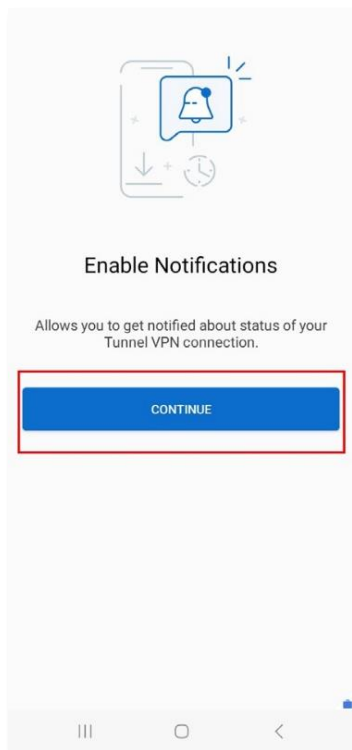
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10. Tunnel will prompt to create a VPN connection; this is a requirement to connect to Epic. Tap **OK**.

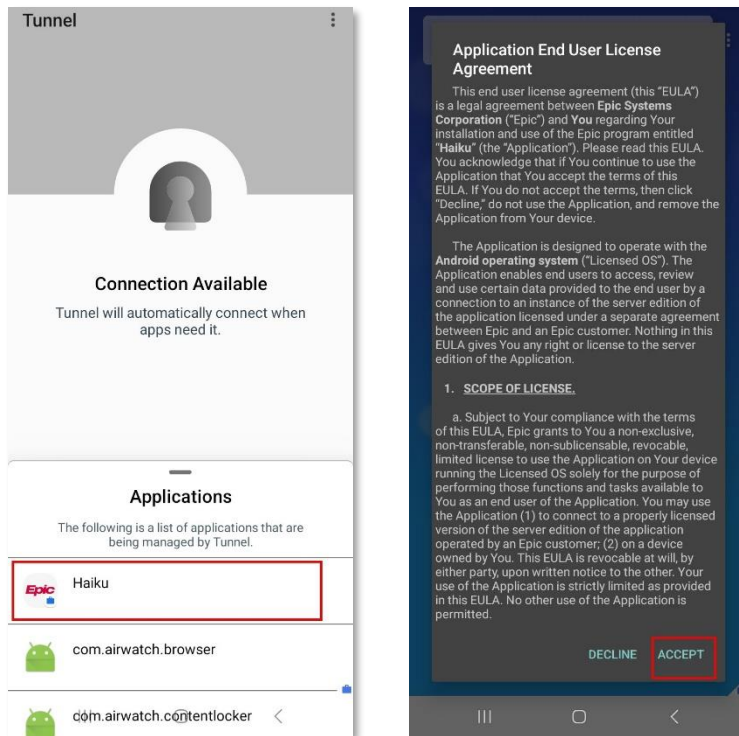


11. Enable notifications on Workspace ONE Tunnel by first tapping **CONTINUE**, then tap **Allow**.





12. Then, tap **Haiku** from the next screen to open the app, then tap **ACCEPT** on the Application End User License Agreement page. Haiku is then ready for sign in.

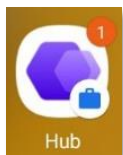


13. To launch the PowerMic Mobile app, tap the PowerMic Mobile icon on your Work profile screen. There may be some additional notices and configuration alerts to navigate. See the [Connect Care Manual](#) for more information.

Installing AHS Email and Microsoft Office Apps

After you have completed installing Workspace ONE on your device, on the Work profile screen of your device, you should see the apps necessary to set up your AHS email.

1. Tap the **Hub** app icon on your Work profile screen.

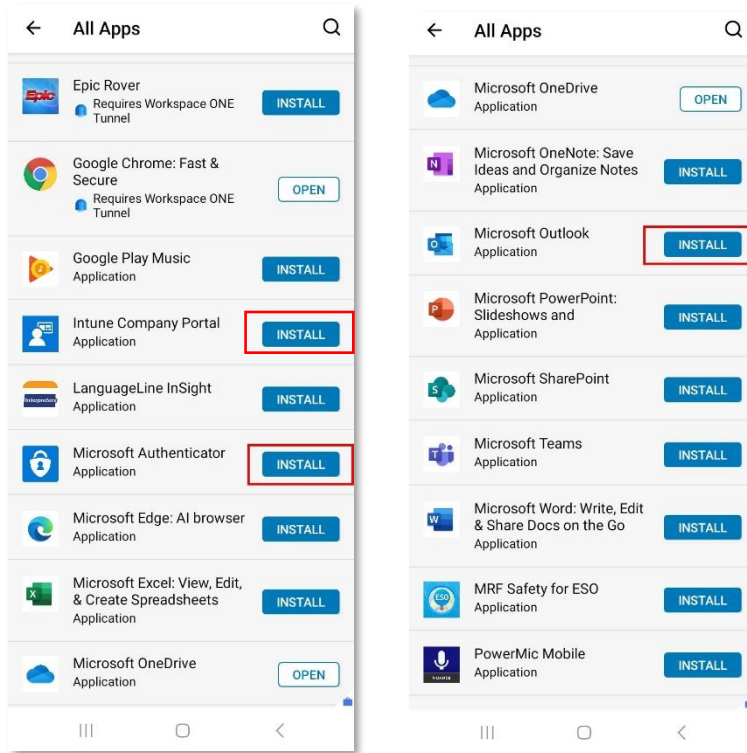


2. In the All Apps list, find **Microsoft Authenticator** and tap **Install**. Then, find **Intune Company Portal** and tap **Install**. Then, find **Microsoft Outlook** and tap **Install**.

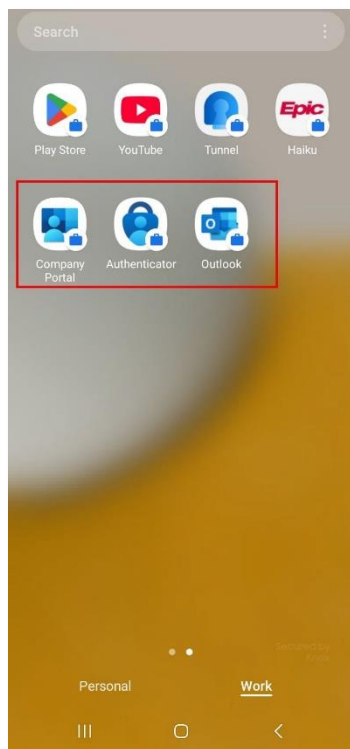


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- Return to your Work profile screen and wait for all three apps to download and appear in the Work profile.





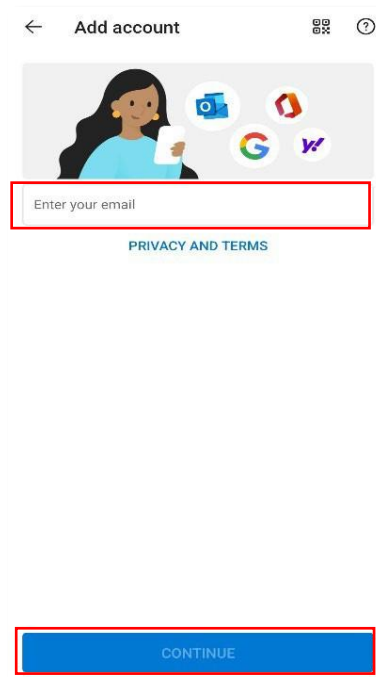
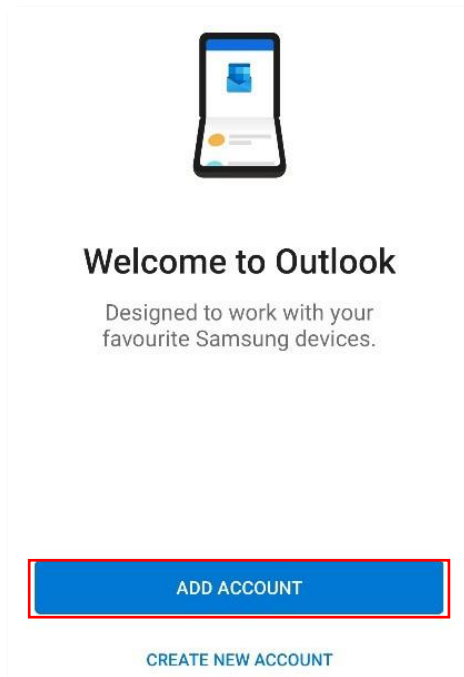
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Mobility Tip for Android Devices

4. Tap the **Outlook** app icon.



5. Tap **ADD ACCOUNT**. Then, enter your AHS email address and tap **CONTINUE**.



6. Enter your AHS password and tap **Sign in**.

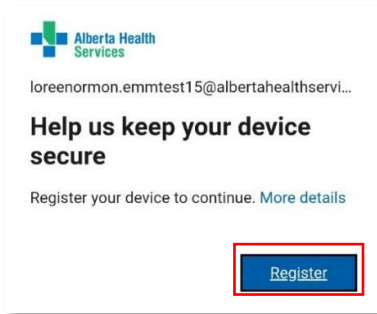


7. Next, you will need to register your device. Tap **Register**.

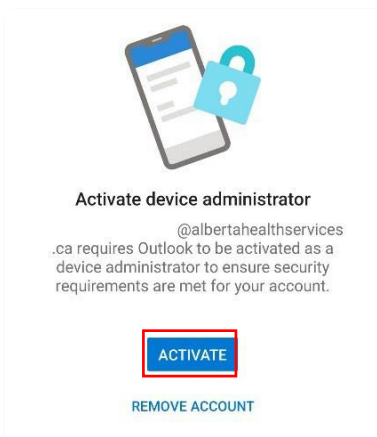


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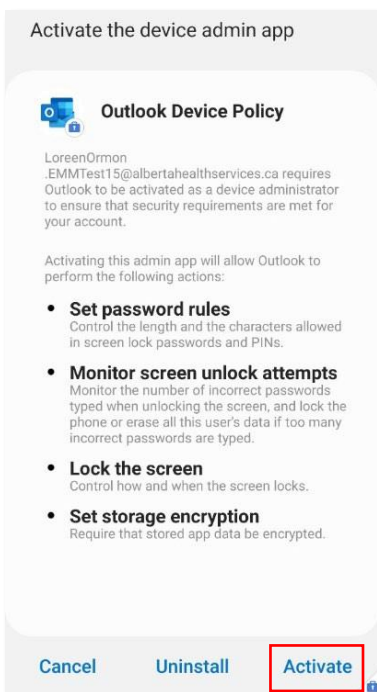
Mobility Tip for Android Devices



8. On the “Activate device administrator” screen, tap **ACTIVATE** so AHS can check that your device meets AHS security requirements for Outlook access.



9. On the “Outlook Device Policy” screen, tap **Activate**.

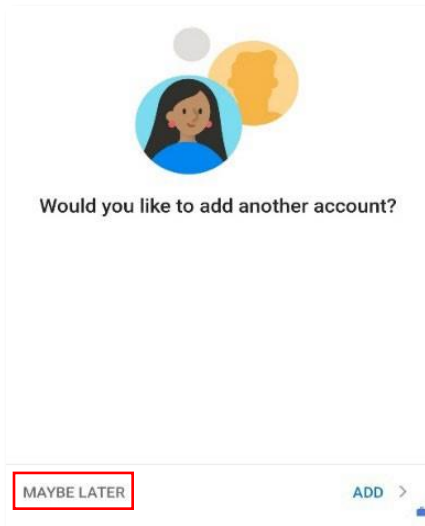




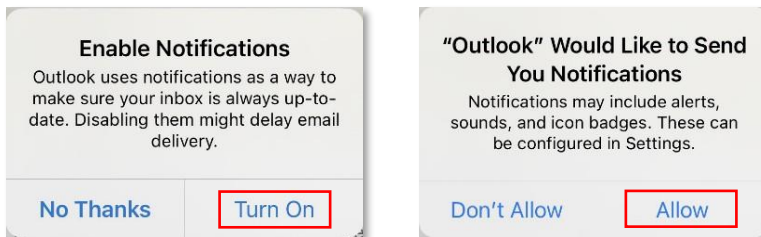
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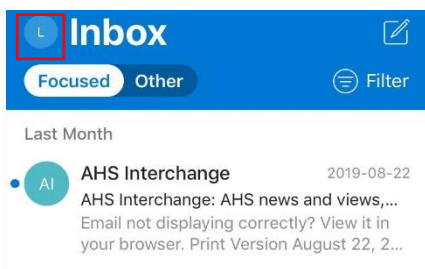
10. Once your AHS email account is added, Outlook will ask if you would like to add another account. Personal email accounts should not be set up on the Work profile. If you wish to add a personal account, you can add Outlook to the Personal profile. Tap **MAYBE LATER**.



11. Before opening your inbox, Outlook will prompt you to enable notifications. We suggest you tap **Turn On** and then **Allow**.



12. Outlook is now installed and will start downloading your mailbox to your device. This may take a few minutes to complete, depending on the number of emails you have.
13. You will now need to sync your AHS email contacts to your phone. From within the Outlook app, tap on the letter representing your first initial on the upper lefthand side (for some users, this will be their profile picture).

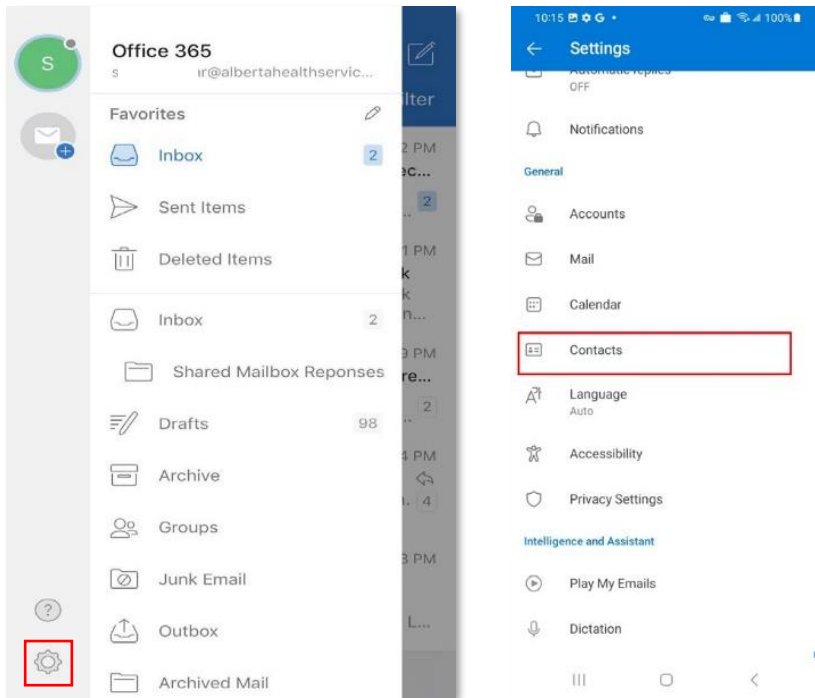


14. This will open your “Home” window, where you can access all your different mailboxes. To access your settings, click on the **gear icon** at the bottom left. Then, in the Settings menu, tap **Contacts**.

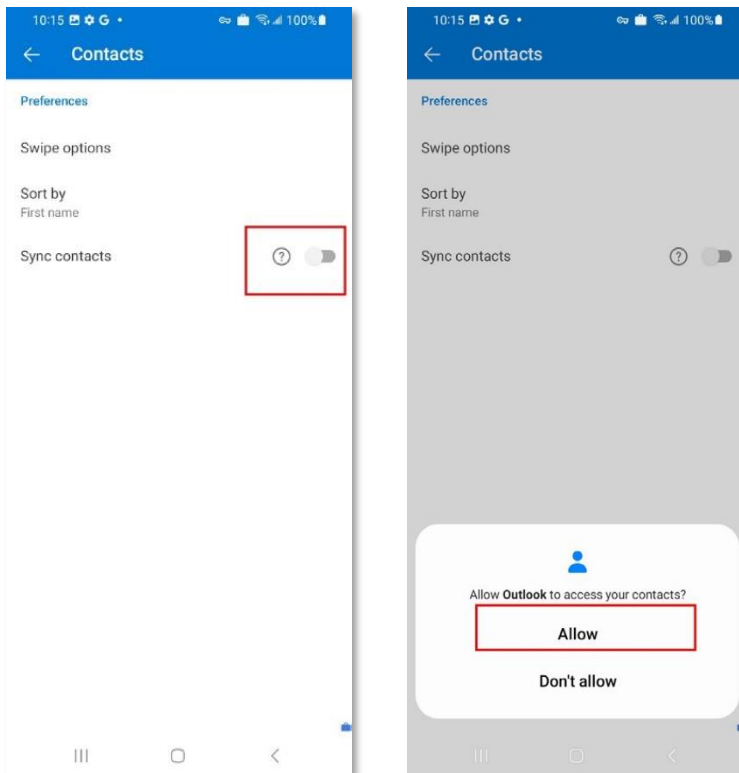


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Mobility Tip for Android Devices



15. Toggle the **Sync contacts** button on and tap **Allow** for the prompts that pop up. You can then back out to your inbox by clicking the back arrow at the top left of the screen.



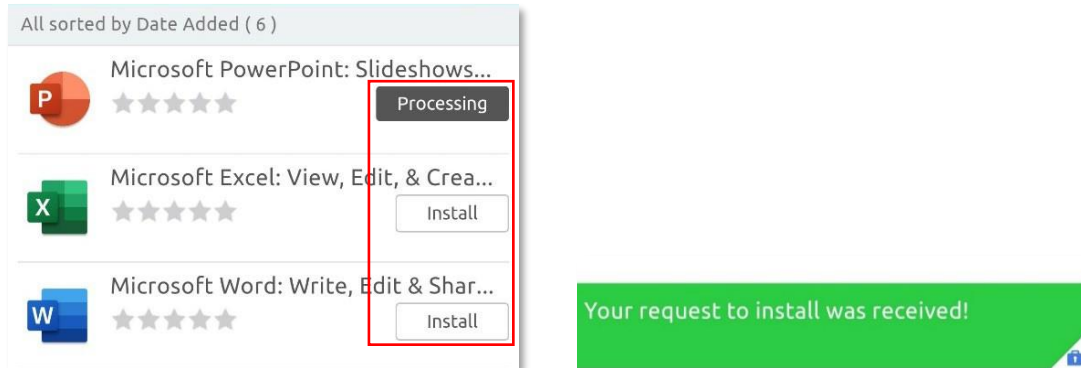
16. To open attachments from Outlook, you will need to also install the Excel, PowerPoint, and Word



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apps. Open the Hub app from your Work profile, find **Microsoft PowerPoint** in the list, and tap **Install**, then **Install** again. Do the same for **Microsoft Excel** and **Microsoft Word**. A message confirming the install request will appear for each, and the Install buttons will change to say "Processing".



17. Return to your home screen and wait for the apps to complete downloading.
18. Your AHS inbox is now configured in the Outlook app! If you wish, you can press and hold the Outlook icon to move it to your device's home screen for easier access to your AHS mailbox.

More Information

If you have any further questions or issues, please contact the AHS IT Helpdesk (1-877-311-4300) or create an incident ticket through Service Now or through the Service Hub on Insite. For more information on Connect Care Mobility and using Haiku on an Android device, see:

- [Manual: Connect Care Mobility](#)
- [FAQ: Connect Care Mobility for Prescribers](#)
- [Guide: Haiku for Android Users](#)