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## Connect Care Mobility for Apple Devices

### Connect Care Mobility

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

Epic's mobile applications ("apps") for Apple devices include "Haiku" for iPhones, "Canto" for iPads and "Limerick" for Apple Watches. "Connect Care Mobility" refers to Epic's mobile apps as well as related apps, such as PowerMic Mobile, that can be used with the Epic apps.

### Streamlining Mobility

Alberta Health Services (AHS) streamlines installation and use of one or more clinical mobile applications ("apps") with an app called "Workspace ONE." This helps prescribers with:

- **Configuration**  
Installation of Haiku, Canto, Limerick, Dragon Medical One, RSA Soft Token and other AHS clinical apps is automated, sparing clinicians one-by-one configurations.
- **Integration**  
All AHS mobile applications (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) enjoy the same experience.
- **Compliance**  
Personal device(s) are checked for compatibility with clinical app security requirements.
- **Maintenance**  
Application update alerts are provided to clinicians with AHS-specific guidance.
- **Protection**  
All AHS applications are in a protected "bubble" on the user's device, isolated from potential malware, with secure connections between the user device and AHS servers.
- **Recovery**  
In the event of loss or theft, sensitive clinical applications (managed by AHS) can be disabled and erased to protect 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 applications provided via the Workspace ONE AHS catalogue. In short, AHS manages AHS-provisioned applications. It does not touch or monitor applications or settings outside the Workspace ONE bubble.

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

### Purpose

This tip is for prescribers who use PowerMic Mobile, Haiku, Canto or Limerick on Apple iPhones, iPads, or Watches.

The tip explains how to install required AHS mobility management software and then install and access Connect Care mobile application(s).

A [different tip](#) helps prescribers wishing to use Haiku on smartphones running the Android operating system. A [FAQ](#) provides more details about Connect Care mobility.



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### Before You Begin

Having confirmed that this tip applies to your device (iPhone, iPad, or Apple Watch) and that you intend to use a mobile application for some Connect Care tasks, please make sure that you have:

- **Authorization**  
You must have permission to install applications on your iPhone or iPad. Be sure to know your Apple ID 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 after Basic Training is complete. Ensure that you have at least 20 minutes available to follow these installation tips.
- **Device**  
Ensure that your iPhone, iPad and/or Apple Watch has the **latest updates** from Apple, or at least the most recent update before the current iOS version, and that you have a **current backup**. Do not use beta (pre-release) versions of iOS.
- **Security**  
Your mobile device must have a **6-digit passcode** set to unlock the device.
- **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 when a personal data plan is used off a wireless network.
- **Understanding**  
A separate **Connect Care Mobility Frequently Asked Questions** document provides more detail about the intent and effects of the steps described below.
- **Support**  
Trainers, Super Users, Workshop and Drop-in Centre staff can help you navigate the steps described below. The AHS IT Service Desk (1-877-311-4300) can help at any other time. The mobility services team ([ConnectCare.Mobility@ahs.ca](mailto:ConnectCare.Mobility@ahs.ca)) can assist prescribers with use of CIS mobile apps. Peer help is also available via [support.connect-care.ca](http://support.connect-care.ca).

### What to Expect

Successful Connect Care Mobility setup is stepwise:

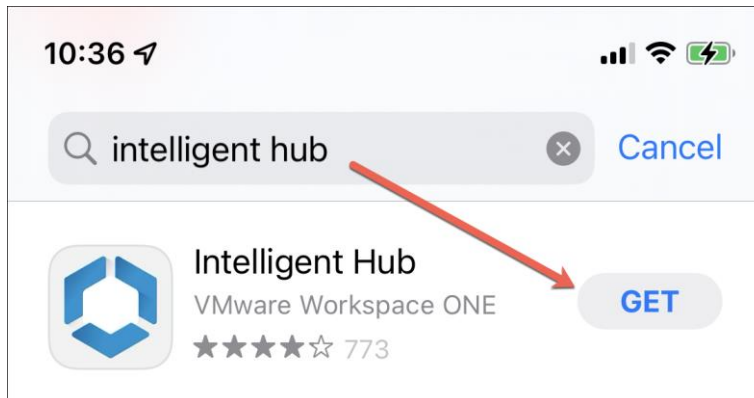
1. Install Workspace ONE.
2. Adjust the mobile device to allow Workspace ONE functionality.
3. Install desired Connect Care mobile app(s).
4. Confirm expected mobile app operation.



### Install and Configure Workspace ONE

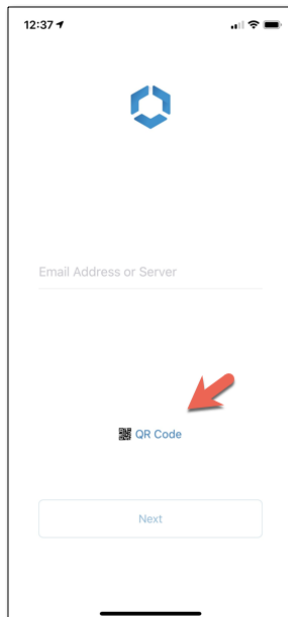
#### 1. Get the Intelligent Hub for Workspace ONE

Open the “App Store” application on your device and use the Search tool to find the “Intelligent Hub” app; then tap GET. When the Intelligent Hub app has finished downloading, tap Open.



#### 2. Configure Intelligent Hub

When the “Intelligent Hub” application is opened for the first time, it needs to be configured to work with AHS mobility management. This can be done by **scanning a barcode** with your device (easiest) or by manually entering a few settings.



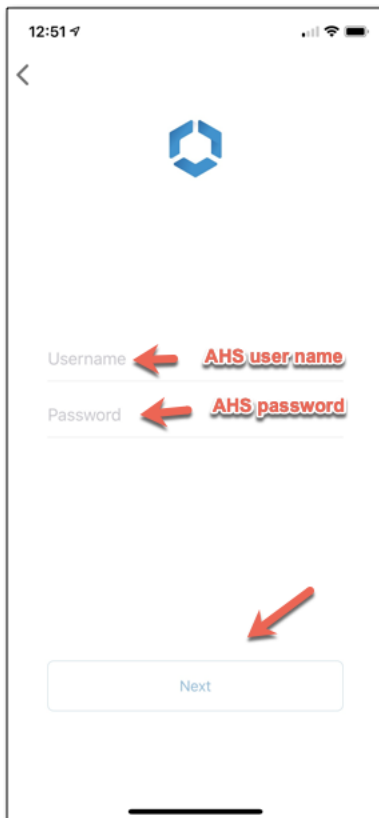
Tap the QR Code link, then give permission for “Hub” to access your device Camera, then point your camera at the QR code above.



Alternately, you can manually enter “[wsods.albertahealthservices.ca](https://wsods.albertahealthservices.ca)” as the server name and **BYODMOB1** as the Group ID and then select the **Next** button.

### 3. Log On to Intelligent Hub for Workspace ONE

After barcode or manual configuration of the Intelligent Hub app, you will be prompted to log in with your AHS username and password (same identifiers as you use to log on to Connect Care or AHS email), then tap **Next**. Anticipate a wait of up to a minute or two.

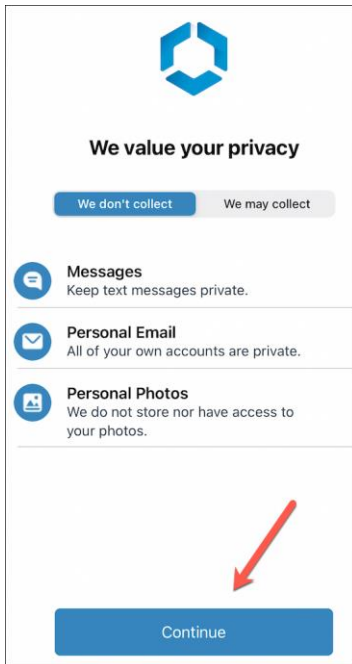


You may be asked if you would like your device to save your AHS password. It is okay to do so.

### 4. Accept any AHS Terms and Conditions for use of CIS Mobility

The next screen may be entitled “terms and conditions” and will reference both general [Connect Care Privacy Attestation](#) (InfoCare) and a [Connect Care Mobility Compact](#) for clinicians. These considerations apply to use of clinical mobile apps and other AHS clinical or corporate mobile applications deployed through Workspace ONE. The conditions have been reviewed by Connect Care stakeholders, including the CMIO portfolio. You will need to tap “**Accept**” to proceed.

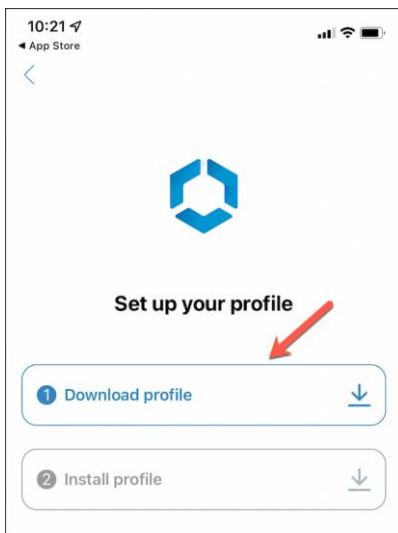
A Workspace ONE privacy page may display. This is generic information and does not describe AHS limited use of Workspace ONE features. Refer to the [FAQ](#) instead.



### Adjust the Device to allow Workspace ONE functions

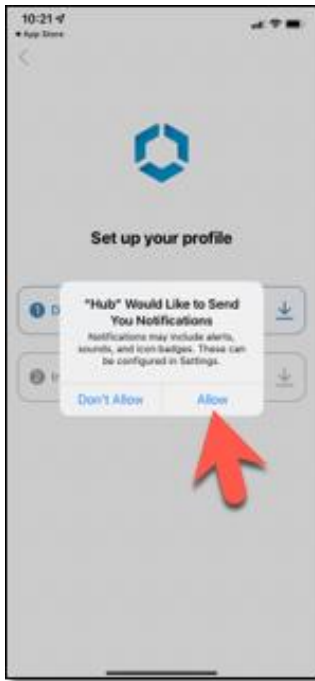
#### 1. Workspace Services

The Intelligent Hub app will post a screen starting set up of a device management “profile” that contains information about what Workspace ONE will be able to access on the current device. Select “Download Profile.”



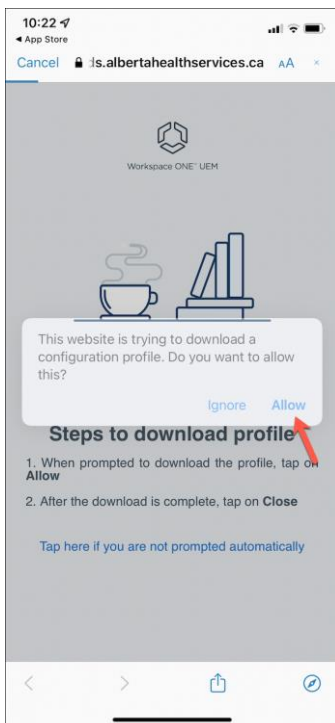
#### 2. Notifications

A popup request may seek your permission for Intelligent Hub to send “Notifications.” These will be important later when you are installing clinical mobile applications. **Be sure to tap Allow.**



### 3. Download Configuration Profile

Workspace ONE proceeds to find and obtain the AHS Connect Care configuration profile. Safari will open and a message will display saying that the website is trying to download a configuration profile. Tap **Allow**.





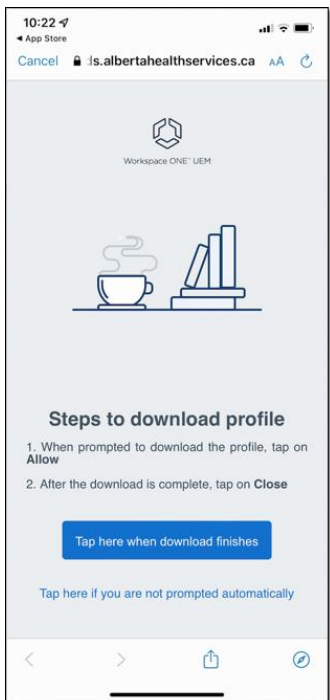
# Connect Care

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When notified that the “Profile is Downloaded,” tap **“Close.”**

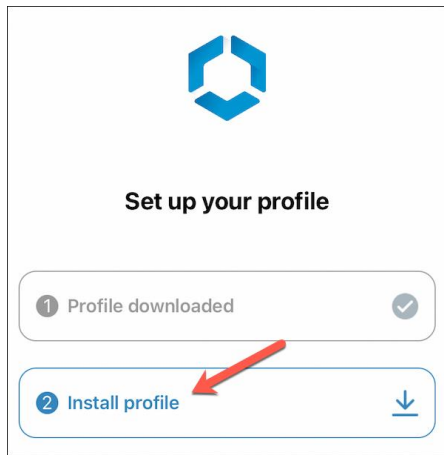


The remaining screen may not proceed to 100% progress. You can continue even if profile downloading appears to be incomplete.



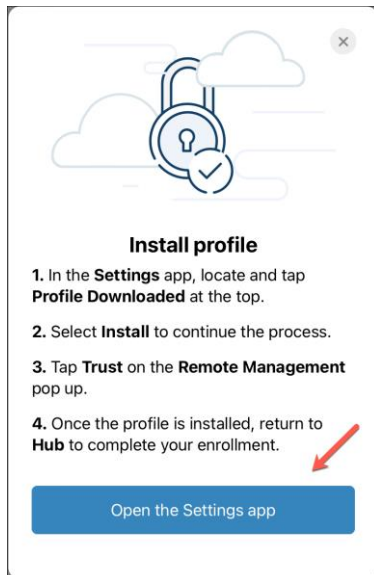


When prompted to open in Hub, tap **Install Profile**. This will take you to your device's settings to install the profile.



#### 4. Adjust Device Settings for Workspace Services

An information screen will appear summarizing the following step-wise instructions for configuring the Apple device to work with the Intelligent Hub app.



Tap "Open the Settings App."

Once opened into your iPhone or iPad settings app (go there manually if it does not open automatically), make sure you are on the **Home Settings** screen. This is the default start screen for device setting. You may need to navigate back to the settings home screen.

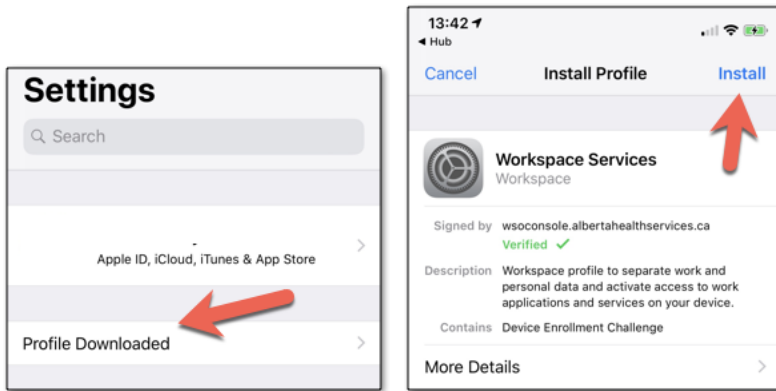
Look for a "**Profile Downloaded**" item immediately below your personal identity settings, tap on this, then tap on the "**Install**" item at the top right of the next screen.



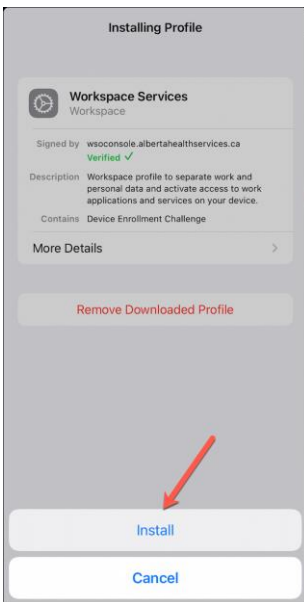


# Connect Care

## Mobility Tip for Apple Devices

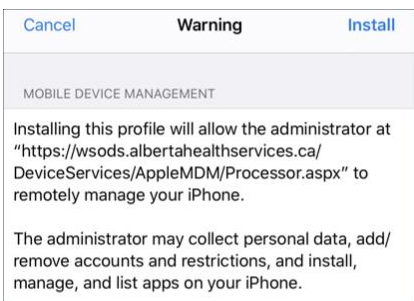


Enter your **device passcode** when prompted, then **“Install”** when your passcode is accepted.



### 5. Navigate Warnings

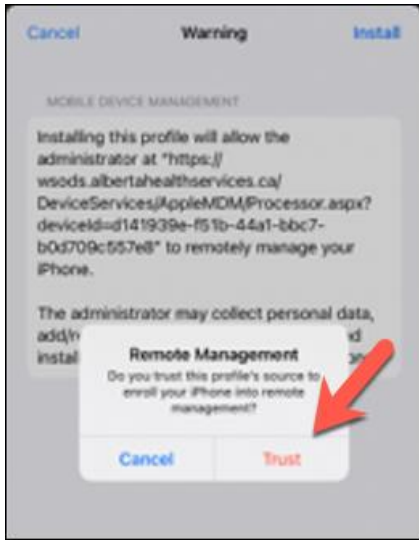
Standard Apple warnings may appear. These let you know that Workspace ONE could control one or more applications and related device settings.



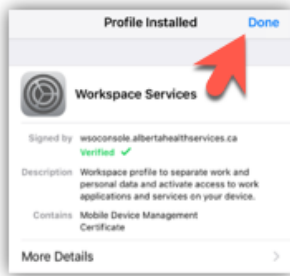
Tap **Install** as required. ***The message may seem alarming (Apple is appropriately protective) but in this case applies only to the applications installed by AHS.***



Tap **Trust** when asked to enroll your device in the workspace profile.

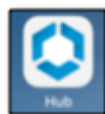
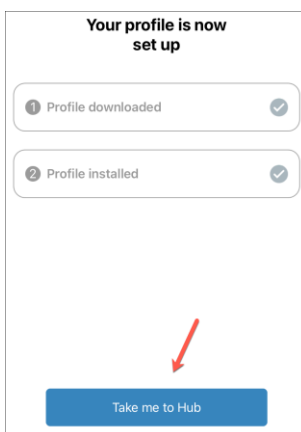


You will know that the profile installation has finished when the following screen appears. Tap **Done**. Then leave the device settings app.



### 6. Complete Intelligent Hub Setup

You should be returned to the profile setup screen. Tap "Take me to Hub." Alternately, Return to your device applications screen and tap on the **Hub** app to open.





You will be prompted to allow Workspace ONE to manage the Intelligent Hub app. Tap **Manage**.

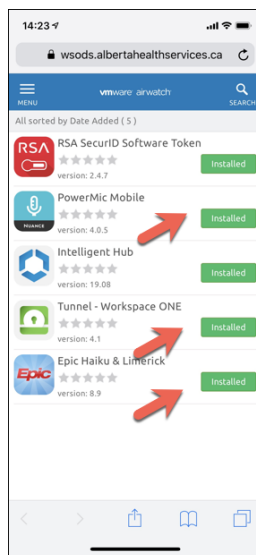
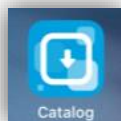


Finally, a page allowing access your account information displays. Workspace ONE is now fully installed and configured on your device. Close the application and return to your device applications (Home) screen.

### Install Connect Care Mobility App(s)

#### 1. Open the Workspace ONE Catalog

With the Hub installed, a new “Catalog” application should appear. Tap on this.



You will need to install at least three of the listed applications: Tunnel, Haiku (or Canto) 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 this Catalogue take two actions: the app is downloaded and the app is configured. This can take time! Allow many minutes.

**Order is important. Install the Tunnel first.**

#### 2. Install the “Tunnel – Workspace ONE”

This application is needed to ensure that Connect Care mobility applications 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 is essential that the Tunnel installation be completed first, before attempting any other application installs.** Otherwise, subsequent mobile app installs may not receive needed configuration files.

From the list, find “**Tunnel – Workspace ONE**” and tap **Install**.

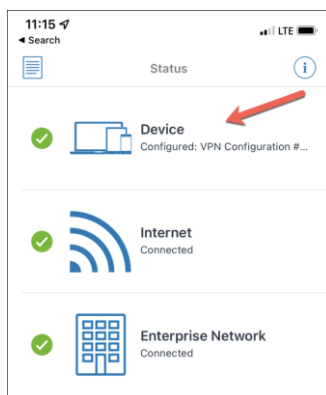
A message will appear asking you to confirm installation, tap **Install**.

After a short delay, you will get a message in green at the bottom of the screen that your request has been received and it will now show as Processing.

You may get an additional notification that Workspace ONE wishes to “manage” the Tunnel application. Allow this.

### 3. Install Haiku or Canto

**NOTE: the Tunnel app must be installed and working before attempting installation of any clinical applications.** After completing the Tunnel installation, return to the mobile device desktop, confirm that the Tunnel app is present, open it, and confirm that the Tunnel “Status” shows that the device is configured (if not, close the app and wait longer or re-install the Tunnel):



Once the Tunnel is installed and working, return to the Catalogue list, find “Haiku & Limerick” if your device is an iPhone or “Canto” if your device is an iPad. Repeat the process you followed to install the Workspace ONE Tunnel.

Note that applications may take a while to download and install.

You may get a request to allow installation. Tap “**Install**.” You will know that the process is near completion when presented with a final request to allow Workspace ONE to “manage” the application. Allow this.



### 4. Install PowerMic Mobile



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This mobile app is used to support in-system speech recognition and dictation. By installing from the Catalogue, you can be sure that the app is correctly configured to work with Connect Care. The install process is like what you experienced with Haiku or Canto.

### Open and Confirm the Connect Care Mobile App

At this point, PowerMic Mobile and the Haiku or Canto apps should appear on your iPhone or iPad application screen. The first time you open these apps, there may be additional requests for approval of Terms & Conditions or configuration confirmations.

Note that there is no installation process for Limerick. This Apple Watch product installs automatically if Haiku is installed and the user has a paired Apple Watch.

Other tip sheets, eLearnings and Personalization Workshop teachings cover app usage.