

BYOD 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 the ease of smartphones and tablets to make many CIS tasks convenient for clinicians. Prescribers can check schedules, communicate securely, capture clinical images, dictate notes, enter common orders, manage patient lists and review 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 Haiku and related apps, such as dictation, that can be used with the Connect Care CIS.

Streamlining Mobility

Alberta Health Services (AHS) facilitates installation and use of 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 from 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 clinic, office or home locations (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 applications 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 applications (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 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 installation or use of Connect Care Mobility.

Purpose

This tip is for prescribers, including physicians, nurse practitioners, clinical associates, trainees and medical students who use PowerMic, Haiku, Canto or Limerick on Apple iPhones, iPads or Watches.

The tip explains how to install the Connect Care Mobility management software and then install and access CIS-related 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.

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 CIS 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 AppleID 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 personalization workshops.
- **Time**
The best time to start mobile app access before your personalization workshop. You will learn how to configure and use the apps at the workshop. 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**.
- **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 will consume 200-300MB of data if performed on a personal data plan when 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 and Super Users at personalization workshops can help you navigate the steps described below. The AHS IT Service Desk (1-877-311-4300) can help at any other time and the CMIO team (mip@ahs.ca, cmio@ahs.ca) and mobility services (ConnectCare.Mobility@ahs.ca) area happy to assist prescribers with use of CIS mobile apps. Peer help is also available via support.connect-care.ca.

What to Expect

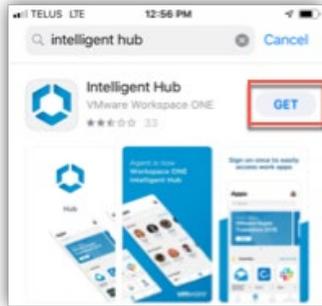
Successful Connect Care Mobility setup is stepwise:

1. Workspace ONE is installed.
2. Adjust the mobile device to allow Workspace ONE functions.
3. Install desired Connect Care mobile app.
4. Confirm expected mobile app operation.

Install and Configure Workspace ONE

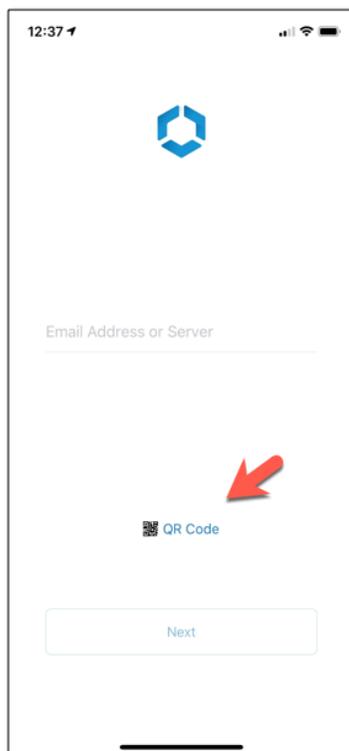
1. Get the Intelligent Hub for Workspace ONE

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. Allow camera access before scanning a barcode.



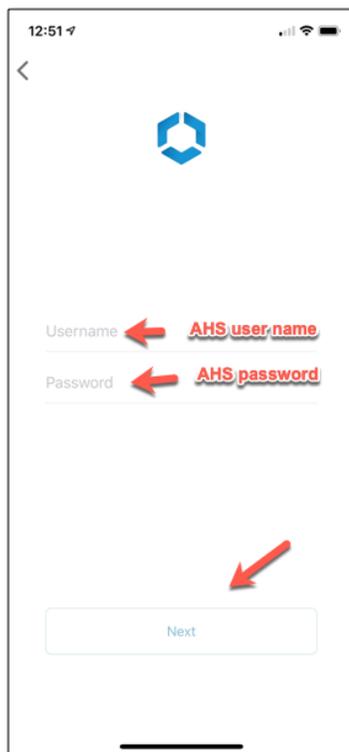
Tap the QR Code link, then give permission for “Hub” to access your device Camera when asked, then point your camera at the following code:



Alternately, you can manually enter “wsods.albertahealthservices.ca” as the server name and **BYODMOB1** as the Group ID and then select the **Next** button.

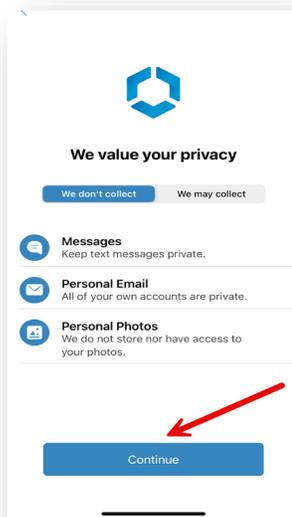
3. **Log On to Intelligent Hub for Workspace ONE**

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 the Connect Care CIS/ AHS computer), then tap **Next**. Anticipate a wait of many seconds to a minute or two.

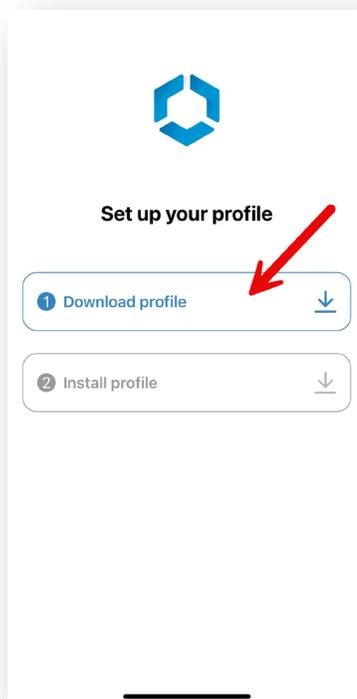


You may be asked if you would like your device to save your AHS password. It is okay to do so.

4. **Click “Continue” on privacy page.**



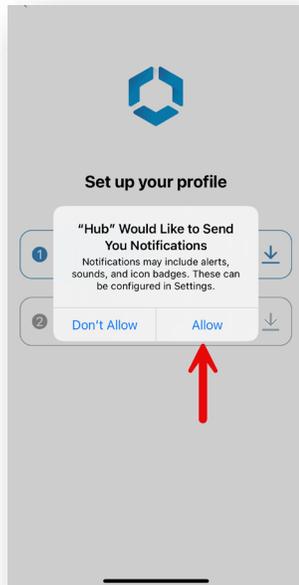
5. Click “Download profile” for your iPhone/ iPad.



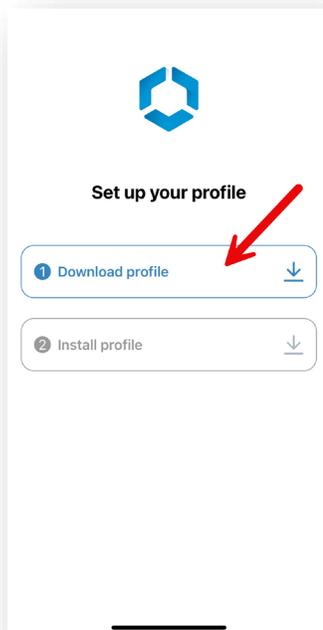
6. **Notifications**

The Intelligent Hub app requests your permission to send “Notifications”. These will be important

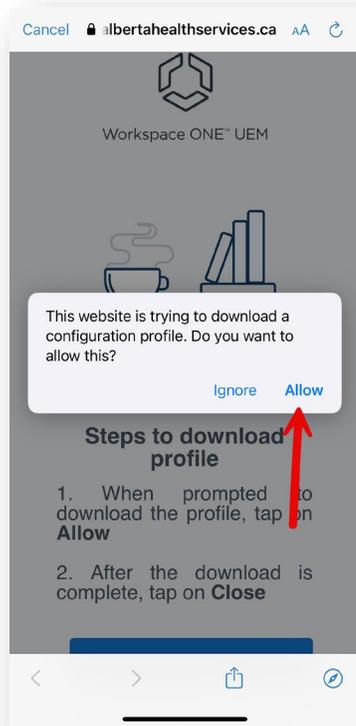
later when you are installing clinical mobile applications. **Be sure to tap Allow on it**



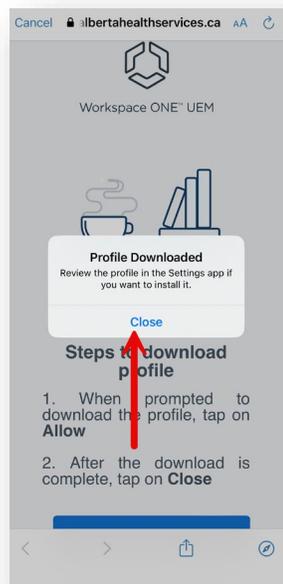
7. Click "Download profile" again.



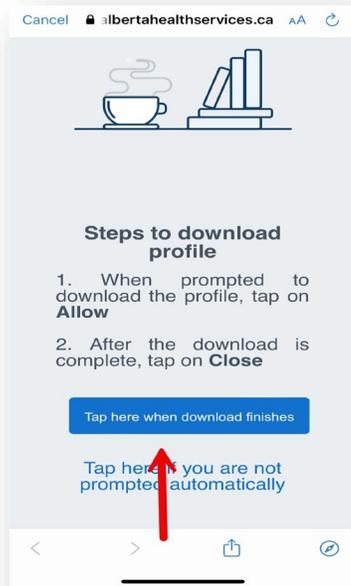
8. Click "Allow" for download the configuration profile.



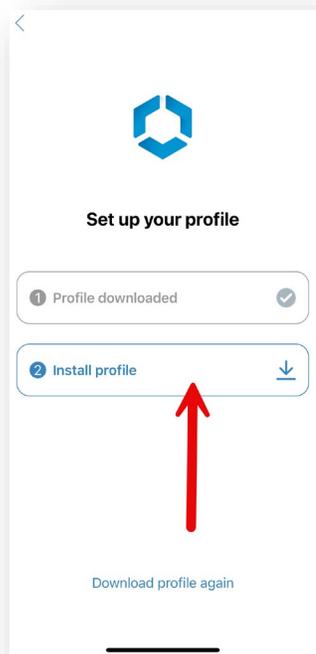
9. Once profile download complete, tap “Close”.



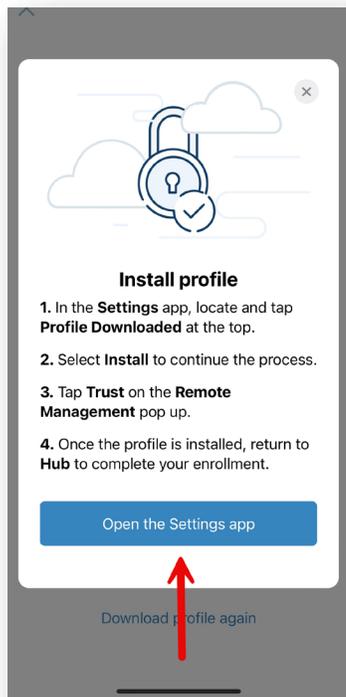
10. Click “Tap here when download finishes.” to get in Set Up your profile.



11. Click “Install profile” to install profile.



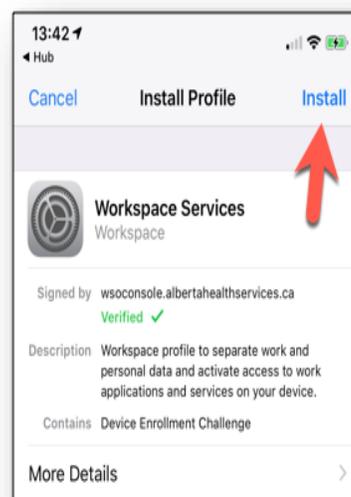
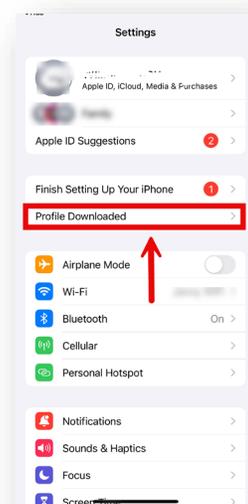
12. Click “Open the Settings app”



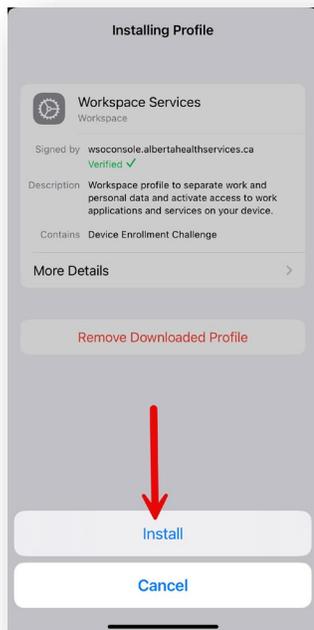
13. Adjust Device Settings for Workspace Services

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



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

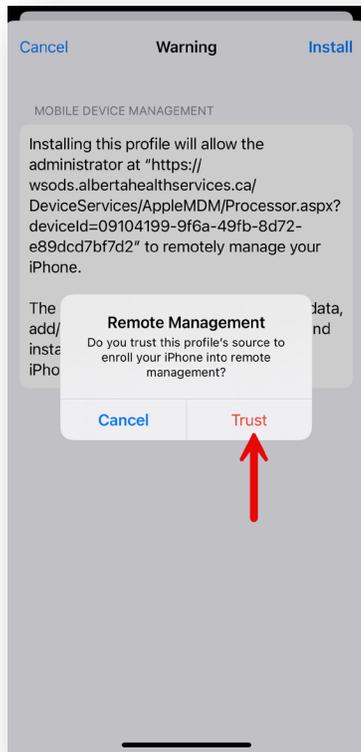


15. Navigate Warnings

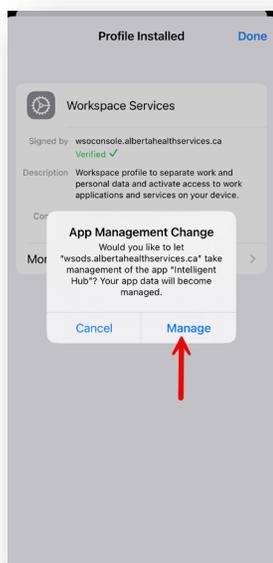
A number of standard Apple warnings will appear. These let you know that Workspace ONE could control one or more applications and related device settings. Know that the AHS instance of Workspace ONE is configured to ONLY affect the applications that are part of the AHS mobility package. Other capabilities, such as tracking other application logon parameters, are not enabled.



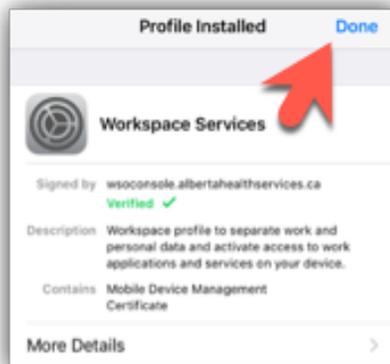
16. Click "Trust" to enroll remote management



16. Click "Manage" on App Management Change.



17. You will know that the profile installation has finished when the following screen appears. Tap **Done**.



18. Complete Intelligent Hub Setup

Return to your device applications screen and tap on the **Hub** app to open.

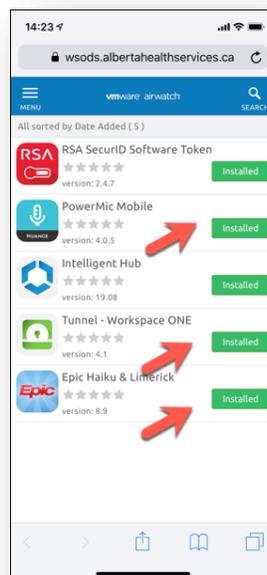


Finally, a page allowing access your account information displays. Workspace ONE is now fully installed and configured on your device. Close the application and return to your device applications (Home) screen.

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 app first.

2. Install “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.

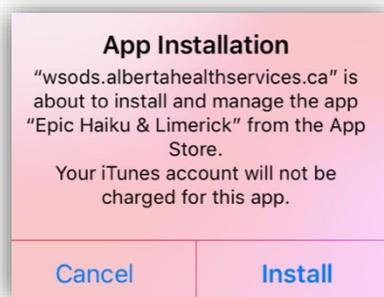
You may get an additional notification that Workspace ONE wishes to “manage” the Tunnel application. Allow this.

3. Install Haiku or Canto

From the same 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

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 similar to 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.

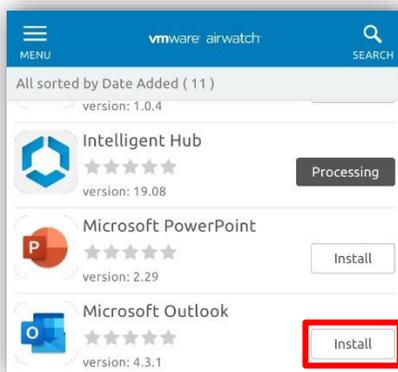
Other tip sheets, eLearnings and Personalization Workshop teachings cover app usage.

Setting up your AHS email on your device

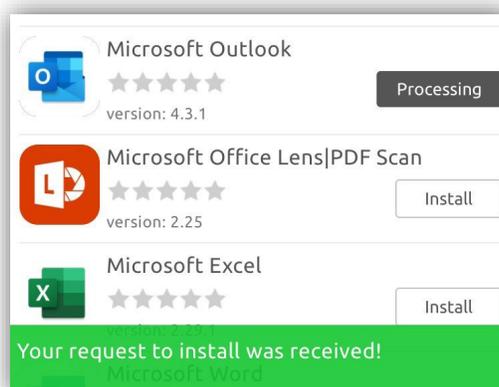
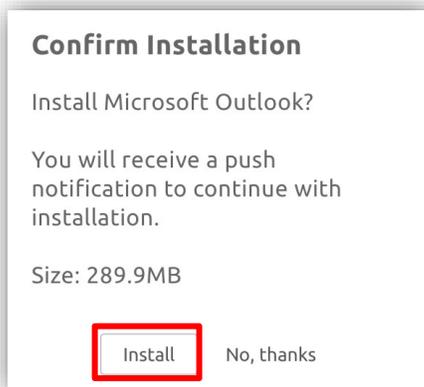
1. To start setting up your AHS email open the **Catalog** app



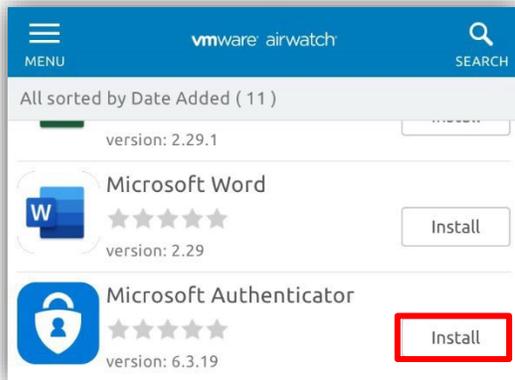
2. Find the Microsoft Outlook app and tap **Install**.



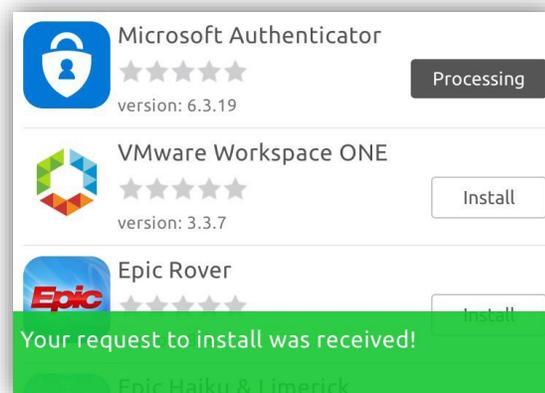
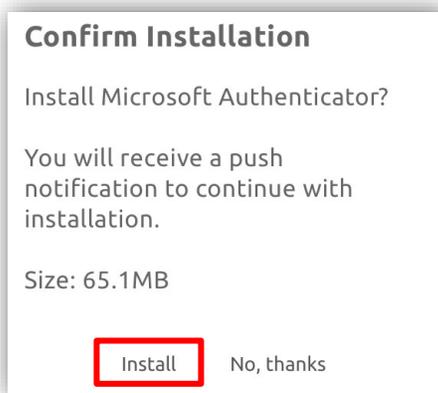
3. A screen will appear with the app details, tap **Install** to confirm. **After a short period**, a green message will appear at the bottom of the screen confirming your request was received.



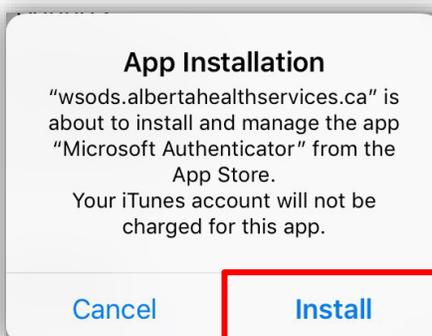
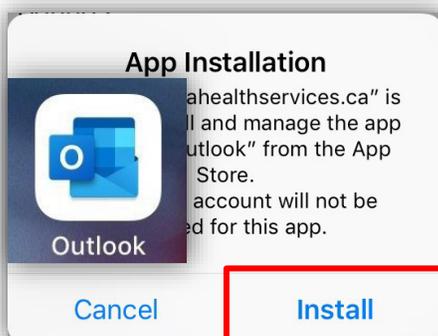
- Find the Microsoft Authenticator app and tap **Install**.



- A screen will appear with the app details, tap **Install** to confirm. **After a short period** a green message will appear at the bottom of the screen confirming your request was received.

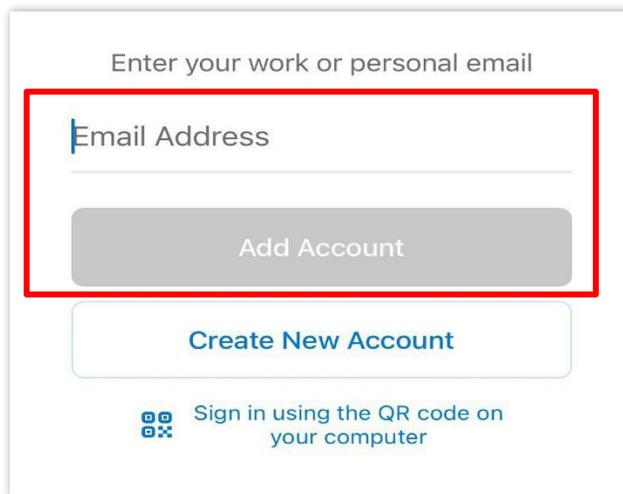


- You can now return to your home screen and wait for the 2 apps to start downloading. Before the apps download you will receive 2 prompts to confirm, tap **Install** for both.



Return to your device's home screen and wait for both apps to complete downloading. Once they are both downloaded tap on the **Outlook** icon.

7. After Outlook opens, enter your full AHS email address, then click “Add Account”.



Enter your work or personal email

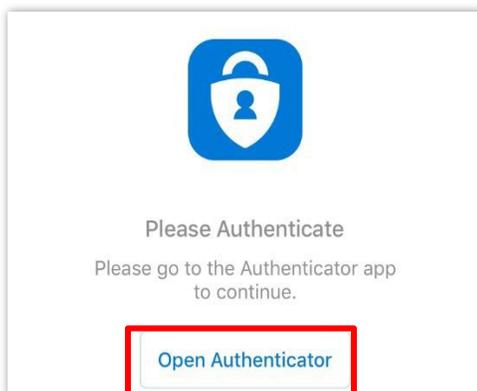
Email Address

Add Account

Create New Account

Sign in using the QR code on your computer

8. Outlook will prompt you to open the Authenticator App to continue. Tap “Open Authenticator”.

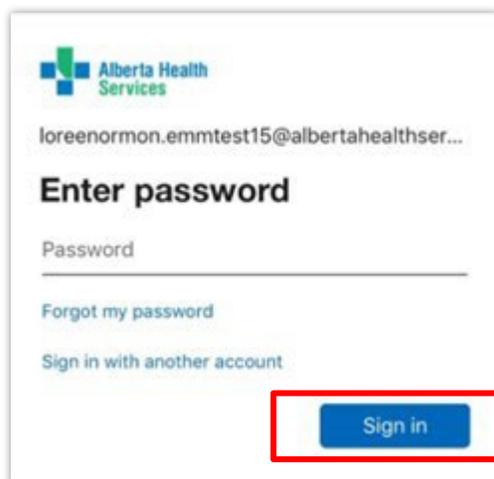


Please Authenticate

Please go to the Authenticator app to continue.

Open Authenticator

9. On the next screen, enter your AHS **password** and tap **Sign**



Alberta Health Services

loreenormon.emmtest15@albertahealthser...

Enter password

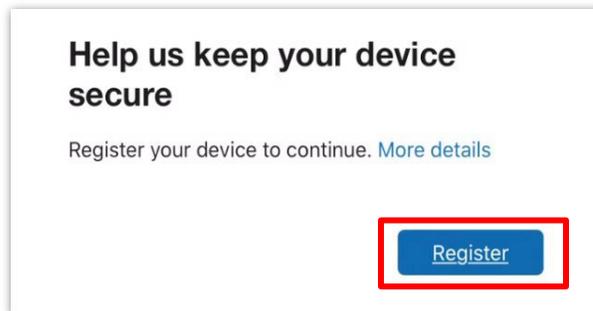
Password

Forgot my password

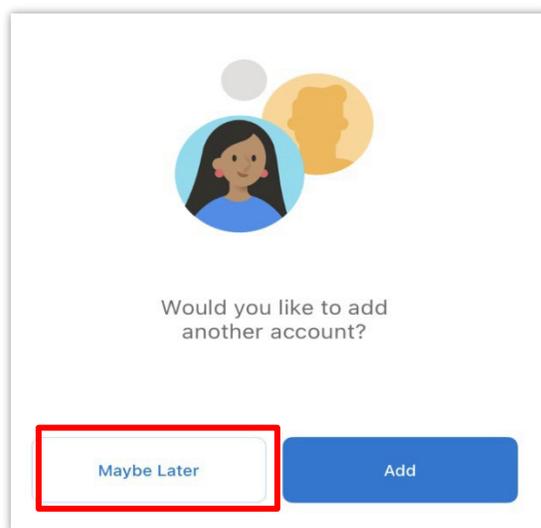
Sign in with another account

Sign in

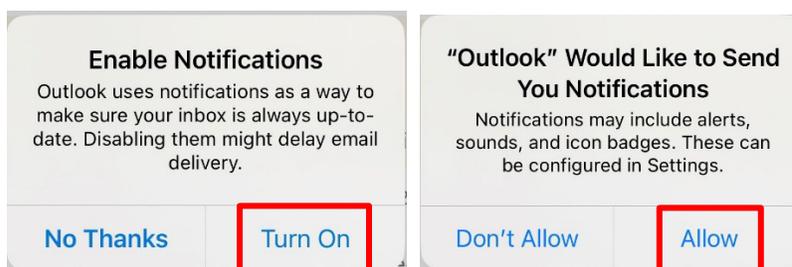
10. Register your device by clicking on the “**Register**” button.



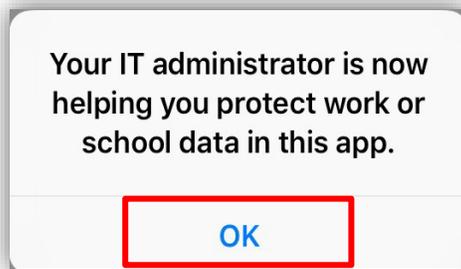
11. After registering, Outlook will ask you if you would like to add another account, select “**Maybe Later**” for now.



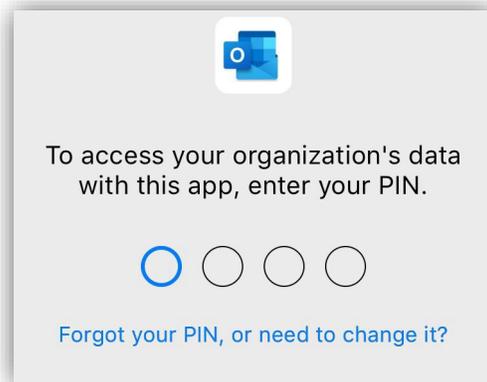
12. You will now enter your Outlook Inbox, and be prompted to Enable Notifications, we suggest to “turn on/allow” all of the prompts.



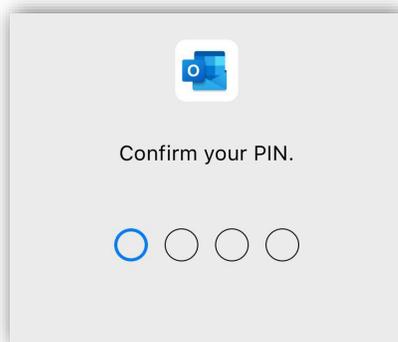
13. You will get a message telling you AHS is now protecting your data in this app, tap **OK**.



14. Re-open Outlook. You will now need to create a 4-digit pin for accessing your AHS email. This should be different from the passcode you unlock your device with.

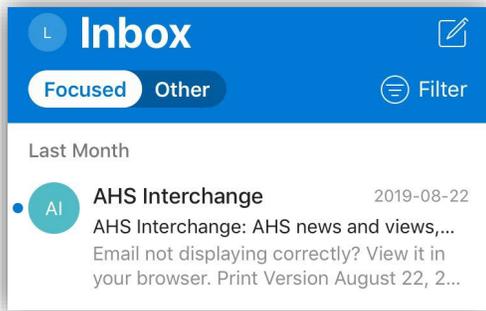


15. You will then need to confirm your new pin code.



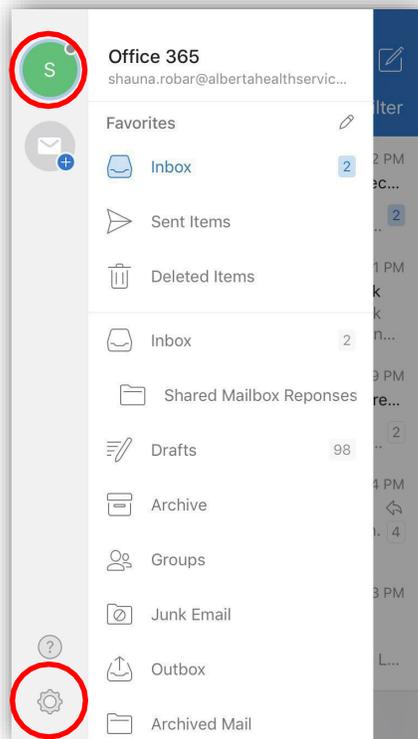


16. The Outlook app will now open and display your Inbox.



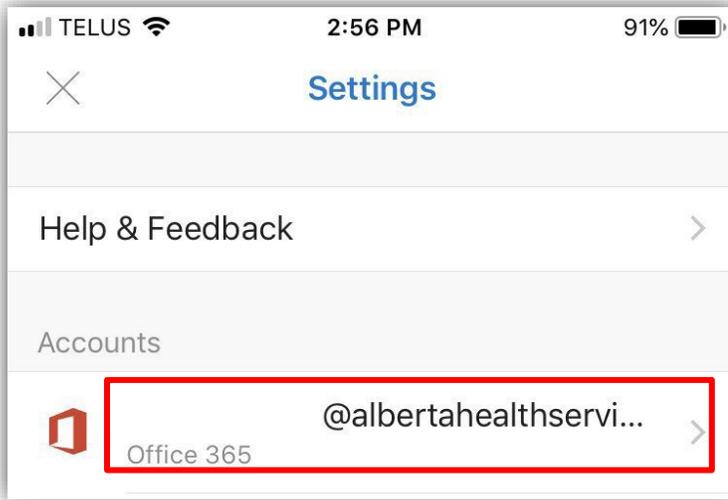
Outlook is now installed on your device and will start downloading your mailbox to your device. This may take a few minutes to complete depending on the number of emails you have.

17. 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 left-hand side and Tap the gear icon located in the lower left.

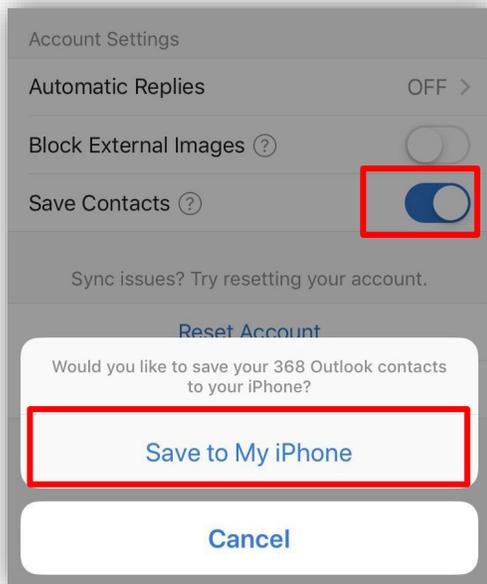




18. Select your email address listed under **Accounts**.



19. Turn on **Save Contacts** and tap **Save to My iPhone**



20. Click **Yes** when the prompt appears asking if you are sure you wish to copy your contacts to the iPhone. All your contacts will now be available in your Outlook app.

You are now configured and enrolled into Workspace One/Intelligent Hub with Outlook. If you have any further questions or issues, please contact the AHS IT Helpdesk (1-877-311-4300), create an incident ticket through Service Now or through the Service Hub on Insite.