



# Downloading and Configuring Haiku/Canto (Non-Providers)

MHS Leaders can now download and access Haiku (Epic's mobile app) on their personal devices.

## Configuring your device

1. **Download** the Haiku/Canto apps from the App Store or Play Store.
2. Open this **document** via your phone.
3. Click the appropriate **eConfiguration link**:
  - [Haiku iOS](#)
  - [Haiku Android](#)
  - [Canto](#)
4. The Haiku app will open. Notice the **organization name** will be listed at the top.



## Device Authentication

1. After downloading the Haiku app, **login** with your Epic credentials.
2. You will receive a **Login Failure** pop-up.



For new users, a **one-time device authentication** step will be necessary to ensure patient information safety. This device activation may take **1-2 business days**.

3. Once the administrator verifies it, you should receive an **In Basket message** notifying your device is now registered. You will then be able to proceed with logging in and start using the app.

