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Get Started Troubleshooting Haiku

Haiku is Epic's mobile application (app) for iPhone and Android. **Haiku will be used as a solution to replace Halo** and allow for secure communication both internal and external to Trinity Health as an organization.

Steps for Troubleshooting

"How do I download Haiku?"

Follow these steps from your personal iOS (Apple) or Android device:

1. Type in <https://tinyurl.com/TCApps>

-OR-

Scan the QR code using your phone's camera



2. Click the appropriate button for your phone type
Note: The tablet app Canto is only available for iOS and employed/privileged providers
3. After installation, open the app - the end user license agreement must be reviewed and agreed to in order to continue.
4. Click the appropriate button in Step 2 on the page to configure the app for the TogetherCare instance of Epic.
5. Enter your Trinity ID to log in.
6. Submit a ServiceNow ticket or call the Service Desk at your local number (see table below) if further assistance is needed.

"I cannot get Haiku on my phone."

- If you are using an organization-owned device, your access to download a new app might be restricted. Please submit a ticket through Service Now or by calling the help desk a (see directory at right)
- **Note to inpatient nurses** – You will use the Epic Rover app on your organization-owned device to access Secure Chat during working hours. If you require Secure Chat while not at work, you will need to download the app using your personal iOS or Android device.

"I cannot log into Haiku."

There are a few reasons why you may not be able to access Haiku:

1. **Have you completed your TogetherCare training?** Before access is granted, you will need to complete your training and pass their End User Proficiency Assessment (EUPA) to get access to TogetherCare. Check your HealthStream to make sure all necessary portions of training were completed.
2. **Did you complete all steps in the download instructions?** Please go through the steps above again. If you still have issues, continue going through this job aid.

<p>Trouble Logging In? Call Your Local Service Desk</p> <p>Grand Rapids, Muskegon, Oakland 1-888-667-3003</p> <p>Ann Arbor and Livingston 734-712-2288</p> <p>St. Mary Mercy Livonia 734-655-4357</p> <p>IHA & St. Joe's Medical Group 734.327.0388 / hd@ihacares.com</p>
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3. **Did you receive a login failure?** You may be entering an incorrect password. Try resetting your password through self-service. If you are unable to reset your password, please contact the Service Desk (see directory on pg. 1)

“I am in Haiku, but it doesn’t look like I expected.”

Haiku is configured based on your role within the organization. See the access descriptions below to determine if you need to submit a Service Now ticket:

- **Employed and privileged providers:** Credentialed inpatient, outpatient, emergency and resident providers who chart on patients within Epic Hyperspace will have full access to Haiku. This includes Schedule, Patient Lists, Secure Chat, In Basket, Patient Chart access, Results Review, Notes Entry, Ordering, E-Prescribing, and Media Capture.
- **EpicCare Link Providers:** Independent/partner providers will have access to Secure Chat only.
- **Outpatient nurses/medical assistants:** Outpatient clinical colleagues will have access to Schedule, Patient Lists, Secure Chat, Patient Chart access, Notes Review, Media Capture, and Medication Review.
- **Medical students:** Medical students will have access to Schedule, Patient Lists, Secure Chat, Patient Chart, Notes Review, Media Capture, and Medication Review.
- **All other users:** All other Halo users will have access to Secure Chat only.

“I tried these troubleshooting steps but still cannot access Haiku”

If the troubleshooting steps above do not fix the issue, please search for the knowledge base articles in Service Now Self Service.

You may also contact the Service Desk (see table), option 0 or submit a self-service ticket. Please note the following:

- Call from a device separate from the one Haiku is/will be installed on, in case the Service Desk needs to perform additional troubleshooting.
- If the Service Desk is unable to resolve your issue, a ticket will be routed to the appropriate Epic-TogetherCare team. Please provide your name, phone number, Trinity-health e-mail, username/4x4 and the best time to reach you; expect to receive a call from an Epic TogetherCare application coordinator between the hours of 8 a.m. and 5 p.m. ET.

Submit self-service tickets here: <https://trinityprod.service-now.com/ess/>

- Select Something is broken>Report an Incident
- The Service Desk will route self-service tickets to the appropriate Epic-TogetherCare team.