

## BYOD 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 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") include "**Haiku**" for compatible Android smartphones. "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:

- **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 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 Haiku and PowerMic on compatible Android smartphones.

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 Connect Care Mobility on Apple devices. A **FAQ** provides more details about Connect Care Mobility.

## Before You Begin

Having confirmed that this tip applies to your device (compatible Android smartphone) 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 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 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 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 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](mailto:mip@ahs.ca), [cmio@ahs.ca](mailto:cmio@ahs.ca)) and mobility services ([ConnectCare.Mobility@ahs.ca](mailto:ConnectCare.Mobility@ahs.ca)) are happy to assist prescribers with use of CIS mobile apps. Peer help is also available via [support.connect-care.ca](https://support.connect-care.ca).

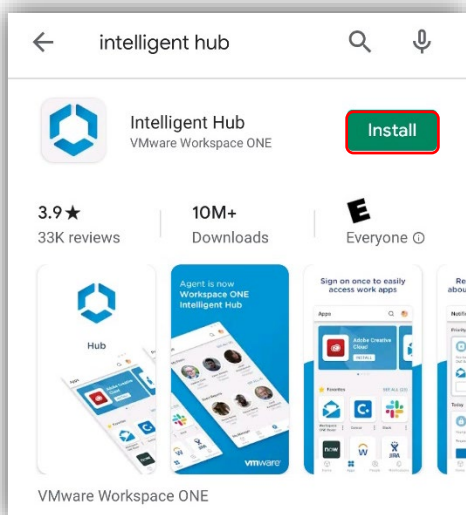
## What to Expect

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.

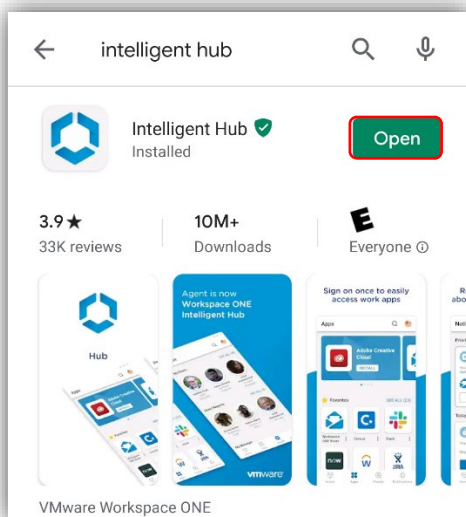
## Install and Configure Workspace ONE

1. To install the Workspace One Intelligent Hub app on your phone from the Play Store by searching for Intelligent Hub and then tapping on the **download icon** or **Install**.



Alternatively, you can enter [www.getwsone.com](http://www.getwsone.com) in your devices web browser to get a link to download the Intelligent Hub app.

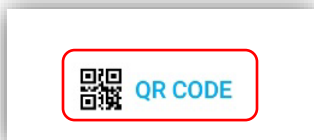
2. When Intelligent Hub app has finished downloading, tap **Open**.



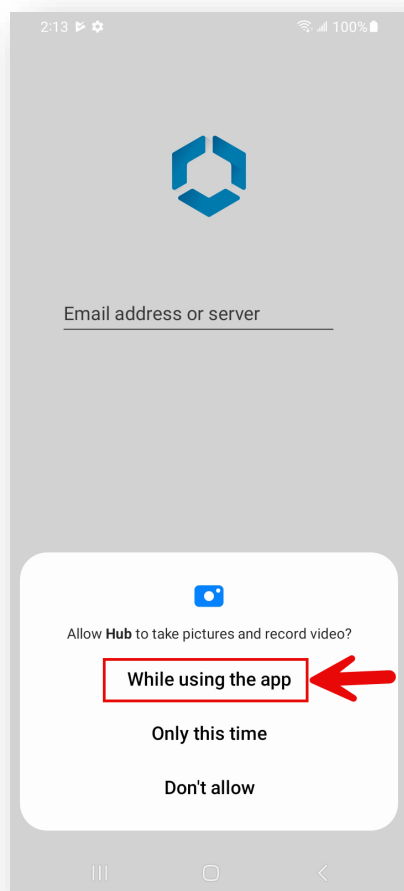
3. There are 2 options for starting the enrollment process, you can either scan a QR code or manually entering the information. Note: For ease, we recommend using the QR code option below.

**Option 1: Using the QR Code**

- Tap **QR Code**.



- Intelligent Hub also requires permission to take pictures and videos so that it can scan the QR code. You will need to click **While using the app** to proceed using the QR code.



- Scan the QR code below. Tap, **Next**.

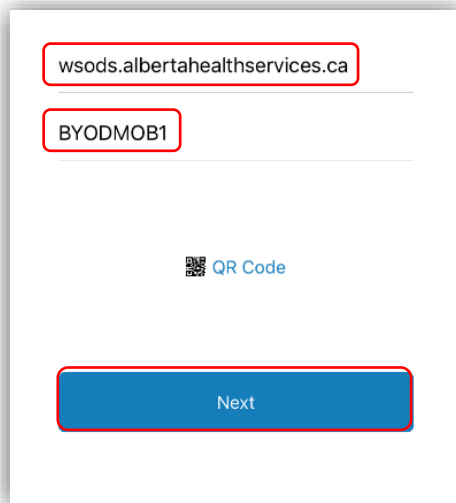


**Option 2: Manual Entry**

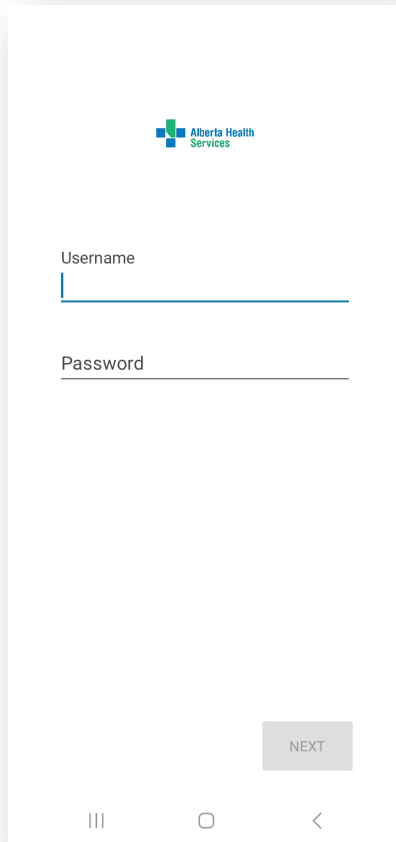
- Alternatively, you can manually enter the data required, type in the following information:  
Email address or server: **wsods.albertahealthservices.ca**

Group ID field: **BYODMOB1**.

Tap **Next** to continue.

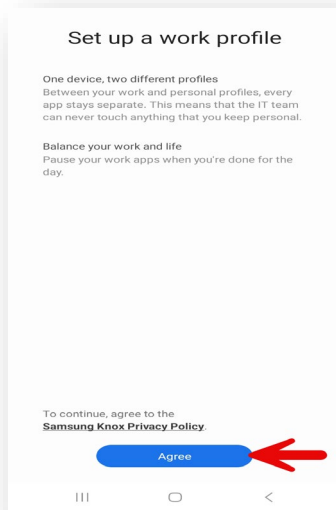
A screenshot of a mobile application interface for manual entry. It features two text input fields: the first contains 'wsods.albertahealthservices.ca' and the second contains 'BYODMOB1'. Below these fields is a small QR code icon followed by the text 'QR Code'. At the bottom of the form is a large blue button with the text 'Next'.

4. You will be prompted to log in with your AHS **Username** and **Password**. Enter your info and tap **Next**.

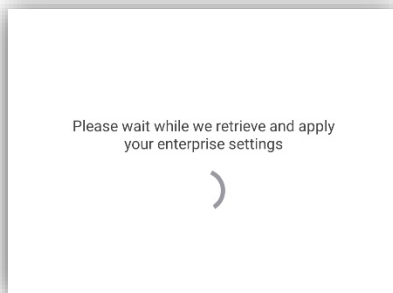
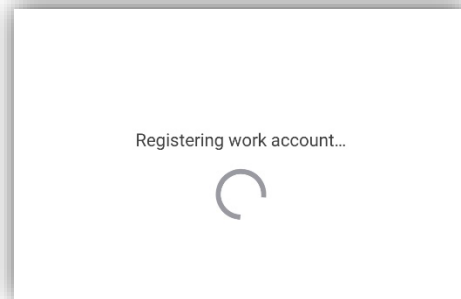
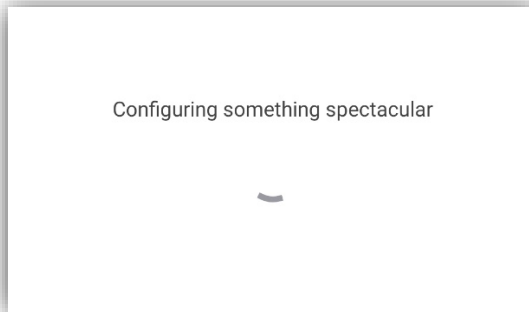


### Adjust the Device to allow Workspace ONE functions

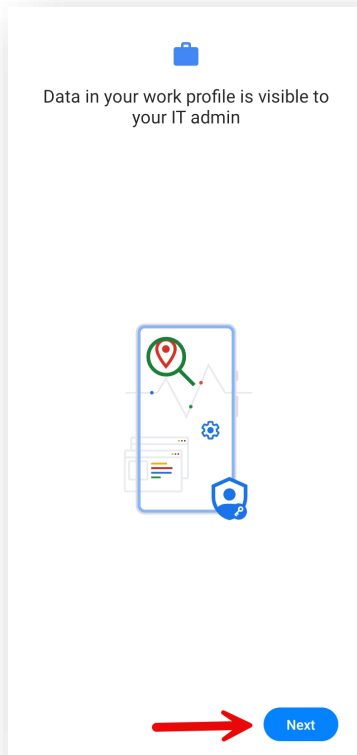
1. The next screen will prompt you to set up a work profile. The work profile will keep all AHS apps and data in separate location to your personal apps and data. Tap **Agree**.



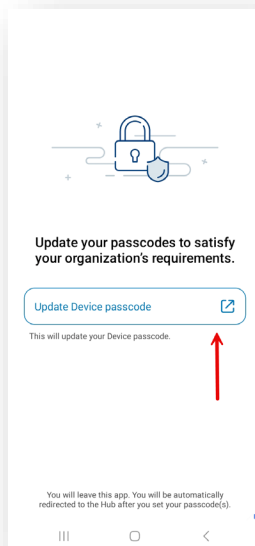
Your device will now step through several screens as it creates your Work Profile.



2. Click **"Next"**

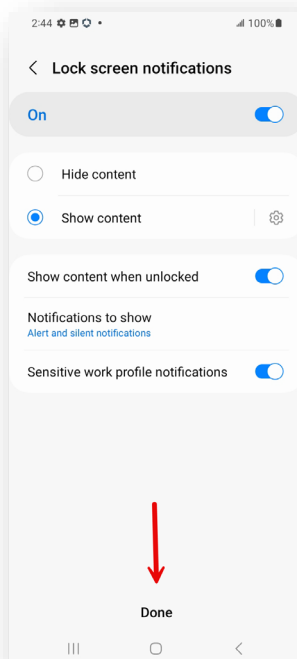
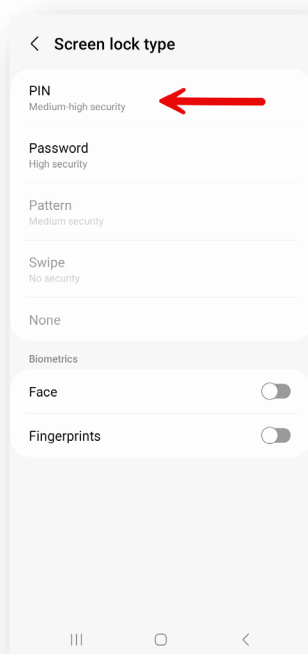


3. Click **"Update Device passcode"** to setup passcode as security policy requirement.

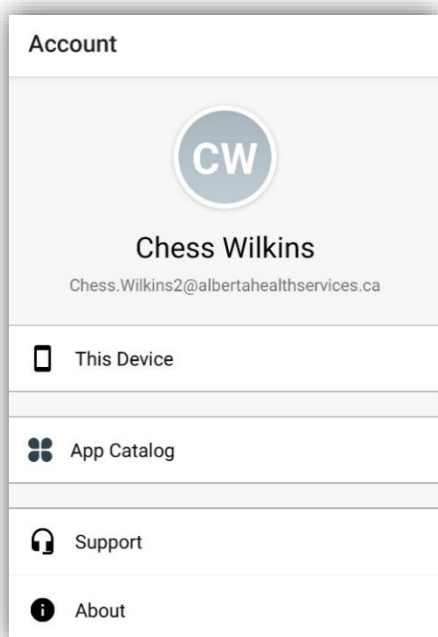




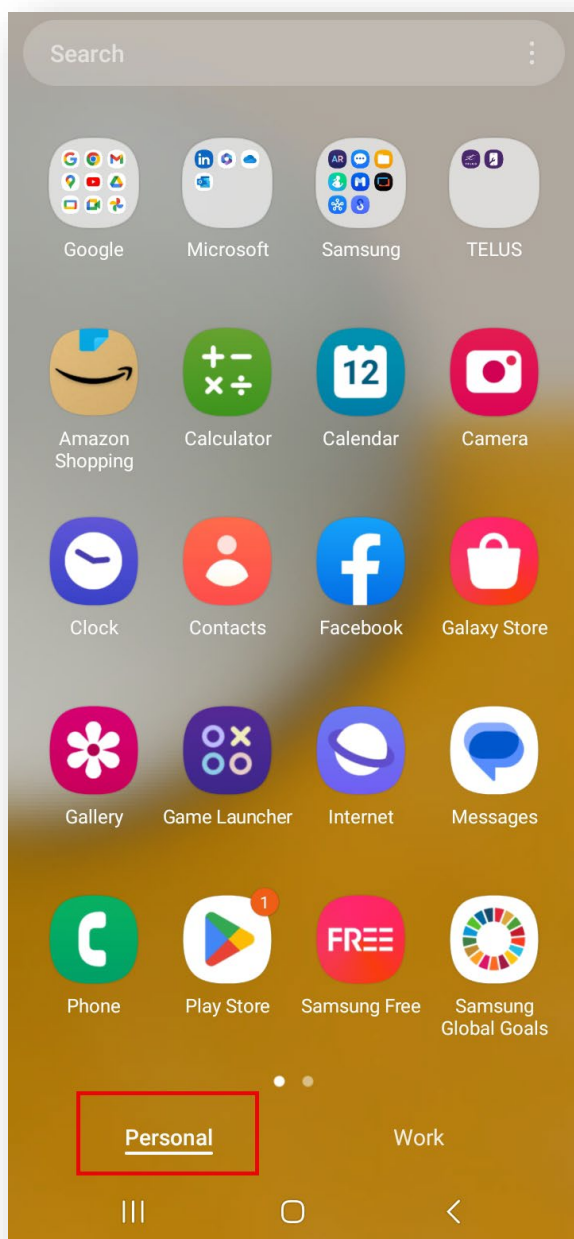
- Setup 6 digital PIN code by click **"PIN"**, then click **"Done"** after PIN code setup complete.



- Once the work profile is created an Account Page will appear with your name and AHS email address shown in the top section.

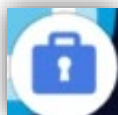


6. Return to your app page and you will now have 2 profiles on your device Personal and Work. The Personal profile contains all your own apps and data. If you wish you may now remove the Hub app you installed during enrolment into Workspace ONE.



7. The Work profile will contain all your AHS apps. Having a work and personal profile means you can safely have 2 different versions of the same app, like Outlook, on your device.

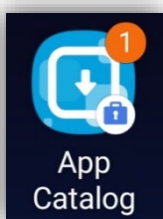
This symbol will appear in the bottom right hand corner of all AHS managed apps.



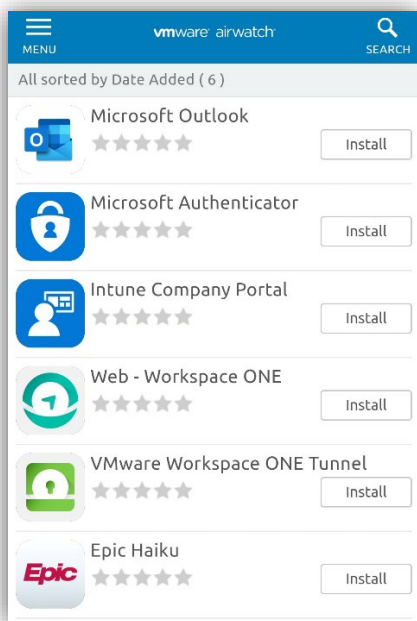
## Install Connect Care Mobility Haiku App

**Haiku is the Epic App for connecting Android phones 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.

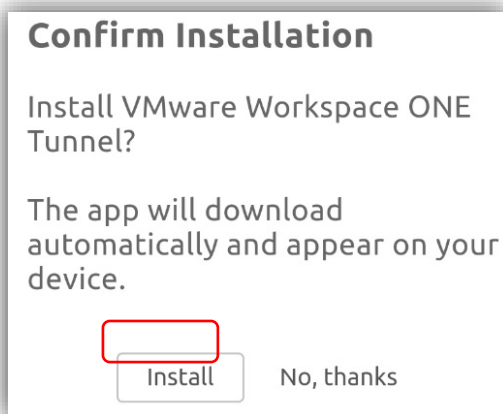
1. Tap on the App **Catalog** App on your work profile screen.



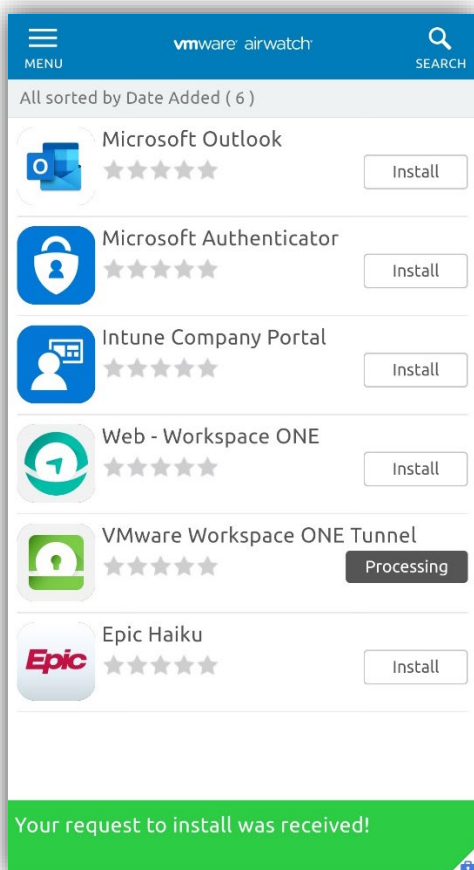
2. From the list, find **VMware Workspace ONE Tunnel** and tap **Install**. This is required to create a secure connection between your device and Epic.



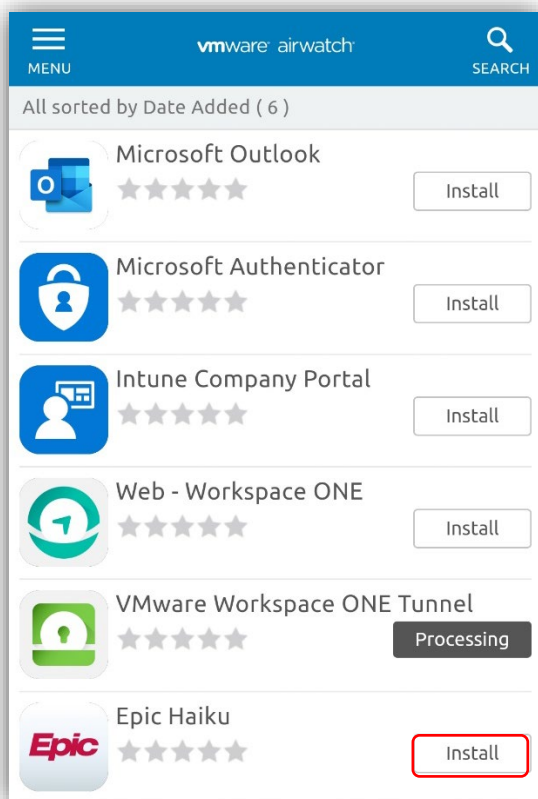
3. A message will appear asking you to confirm installation, tap **Install**.



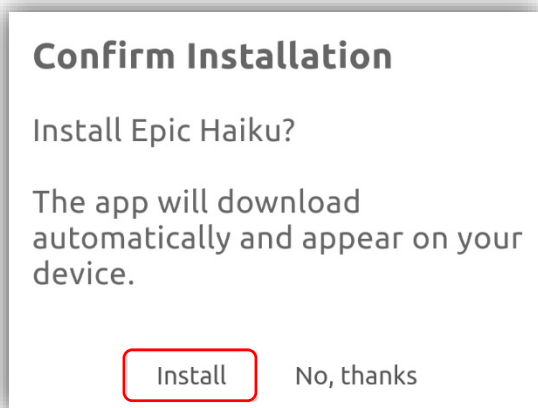
4. After a short delay you will get a message in green at the bottom of the screen that your request has been received and it will now show as Processing.



- Next find **Epic Haiku** on the list of apps and tap **Install**.

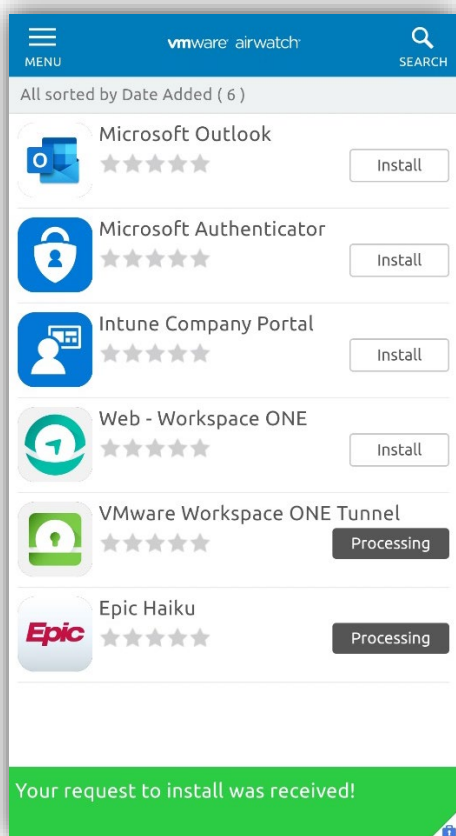


- A message will appear asking you to confirm installation, tap **Install**.



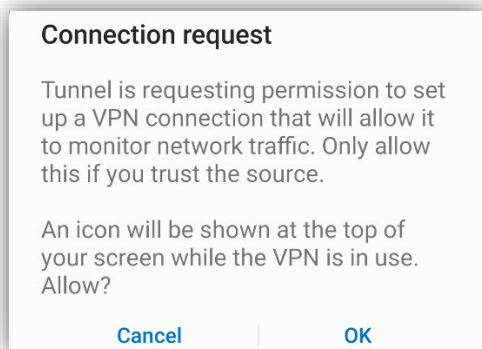
- After a short delay you will get a message in green at the bottom of the screen that your request has been received.

8. Repeat the process to ensure that all of Tunnel, PowerMic Mobile, and Haiku are installed.



Once you see this message you can return to your home screen and wait for both the VMware Workspace ONE Tunnel, PowerMic Mobile, and Haiku apps to download.

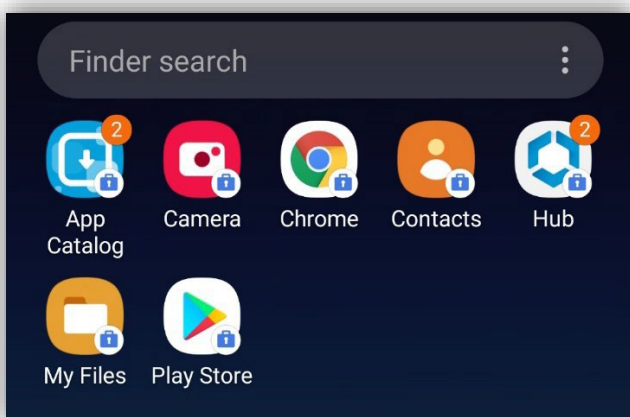
9. Note that when the Tunnel completes downloading it will prompt to create a VPN connection, this is requirement to connect to Epic, Tap **OK**.



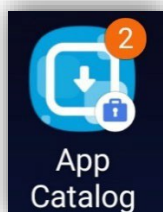
10. Once both apps are downloaded tap on **PowerMic Mobile** or **Haiku** icon to launch the application. There may be some additional notices and configuration alerts to navigate. Other tip sheets, eLearnings and Personalization Workshop teachings cover actual app usage.

## Installing AHS email on your device

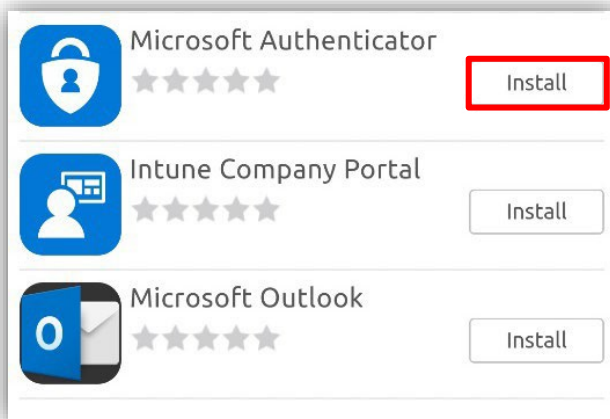
After you have completed installing Workspace ONE on your device, you should see the following apps installed on the work section of your device.



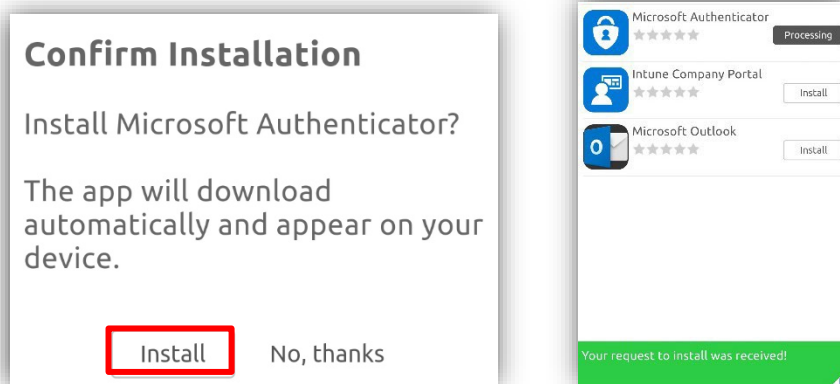
1. To start setting up your AHS email account on your device, open the **App Catalog**.



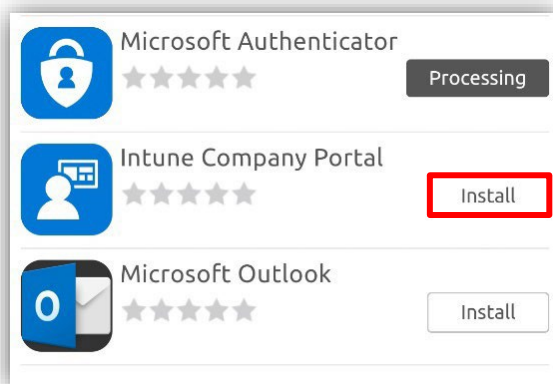
2. Find Microsoft Authenticator in the list and tap **Install**.



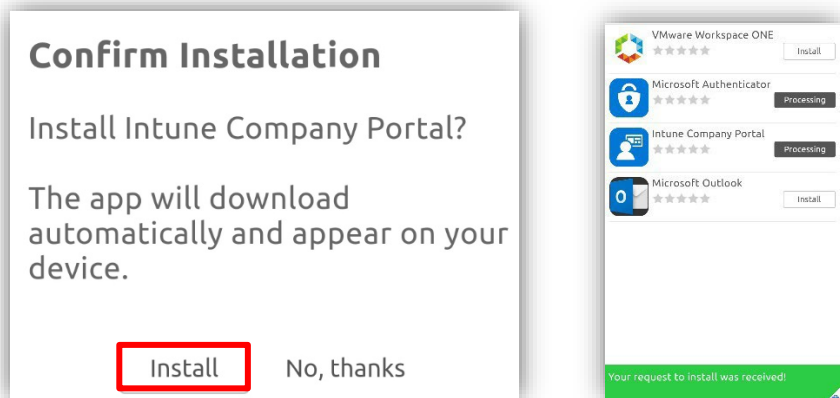
3. Tap **Install** to confirm the installation. After a few seconds you will see a green message confirming your request has been received.



4. Find the Intune Company Portal app in the list and tap **Install**.

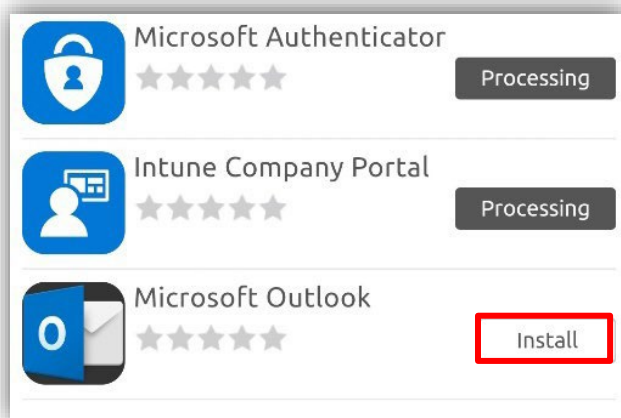


5. Tap **Install** to confirm the installation. After a few seconds you will see a green message confirming your request has been received.

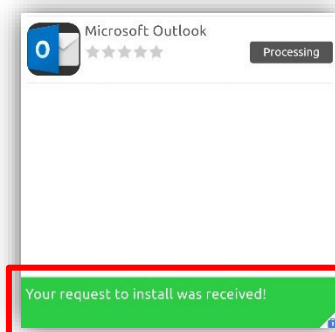
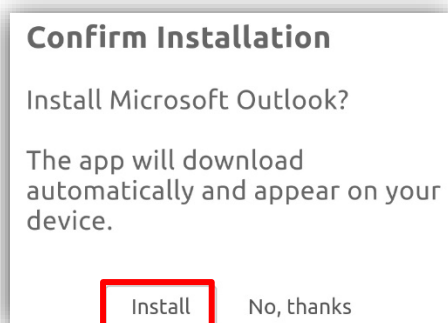




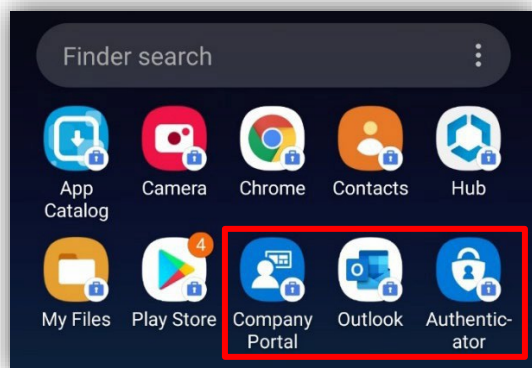
- Find the Microsoft Outlook app in the list and tap **Install**.



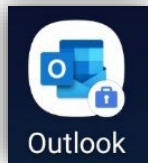
- Tap **Install** to confirm the installation. After a few seconds you will see a green message confirming your request has been received.



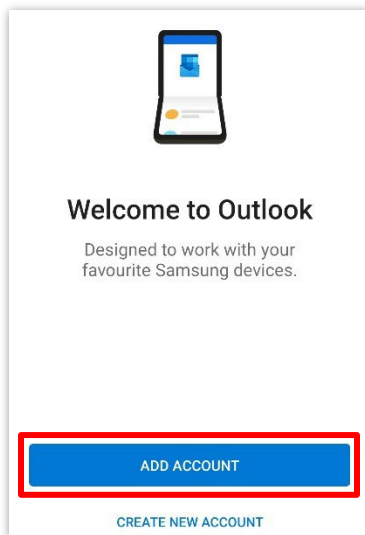
Return to your Work profile screen and wait for all 3 apps to download and appear in the Work profile.



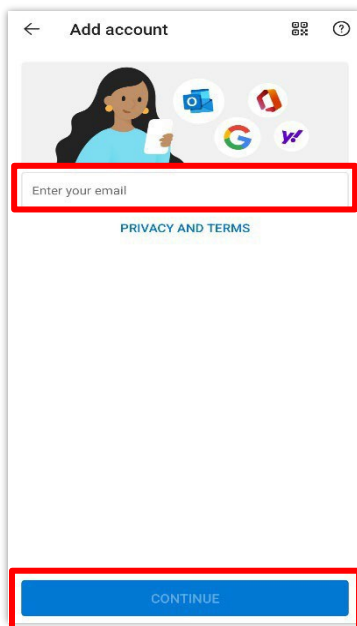
8. Tap on the Outlook icon.



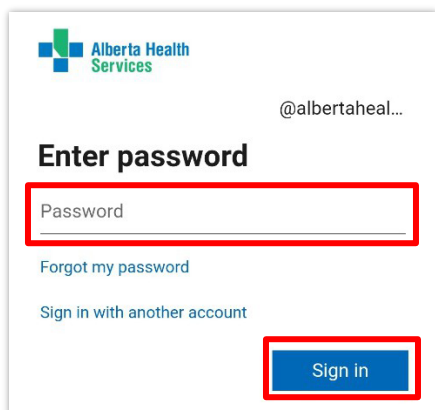
9. Tap **“Add Account”**.



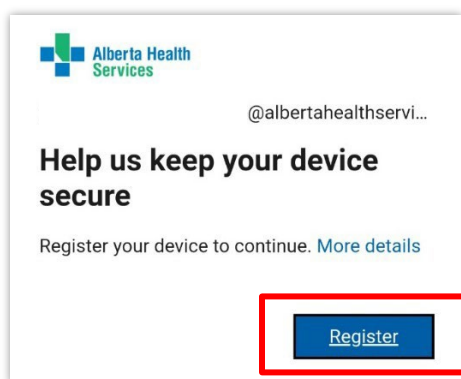
10. Enter your AHS email account address, then tap **“Continue”**.



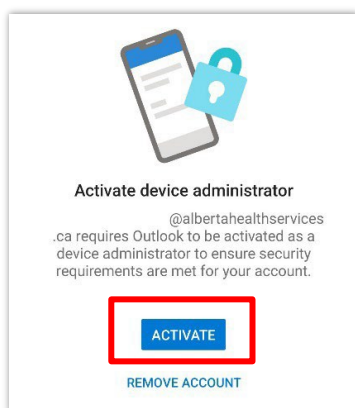
11. Enter your Password and tap the “**Sign in**” icon on the top right corner.



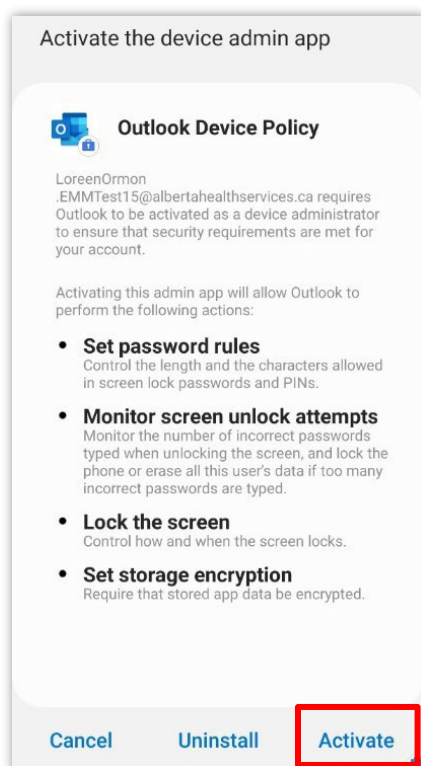
12. Next, you will need to register your device, tap **Register**.



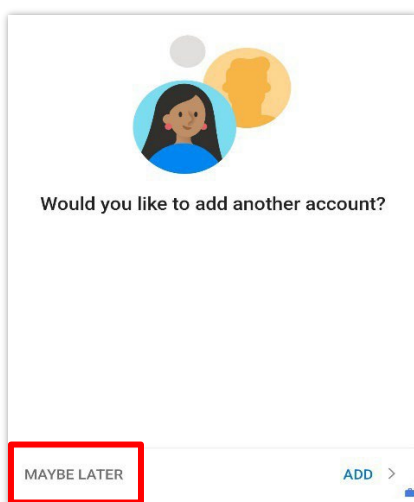
13. Tap **Activate** so AHS can check that your device meets AHS security requirements for Outlook access.



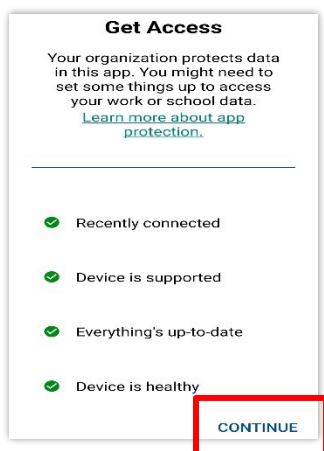
14. Tap **Activate** on the Outlook Device Policy screen.



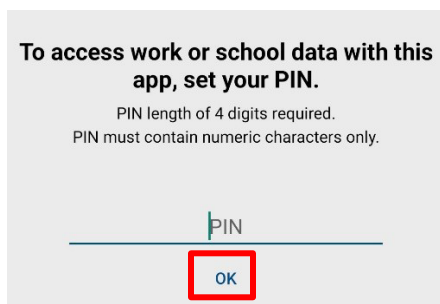
15. Once the account is added, Outlook will ask if you wish to add another account. Personal email accounts should not be set up on the work profile. If you wish to add a personal account you can add Outlook to the personal profile. Tap **“Maybe Later”**.



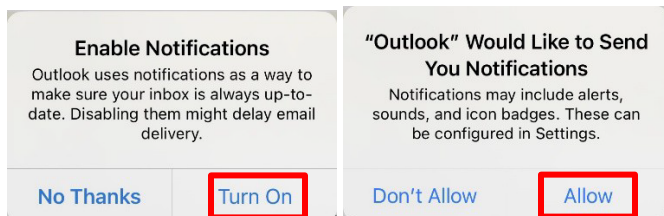
16. A “Get Access” screen will be next, with device diagnostics, click “Continue”



17. Next, set your 4 digit PIN for Outlook, this is not the same as your “Passcode”. You will have to re-enter the pin to confirm, then click “OK”

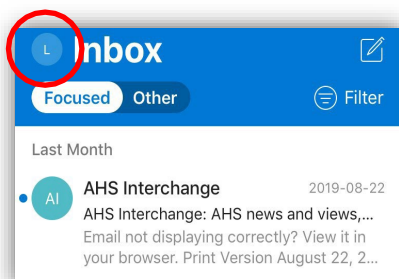


18. Before opening your inbox, Outlook will prompt you to “Enable Notifications”, we suggest you click “TURN ON” and then “Allow”.

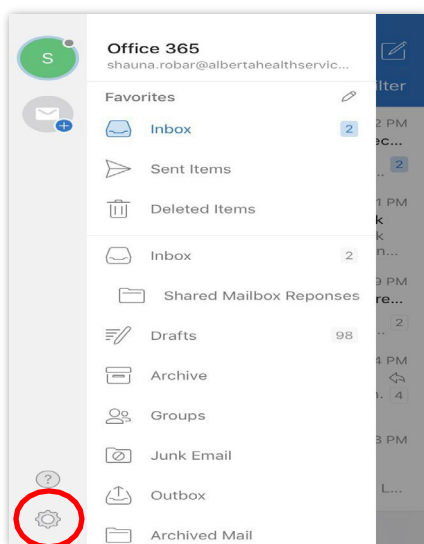


Outlook is now installed on your device and will start downloading your mailbox to your device. This may take a few minutes to complete depending on the number of emails you have.

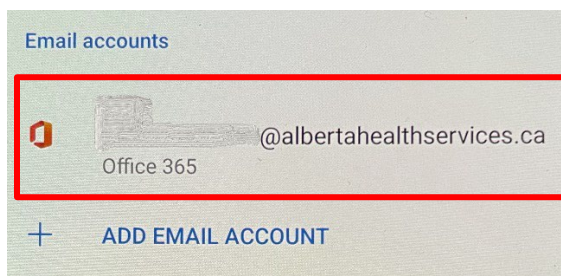
19. You will now need to sync your AHS email contacts to your phone. From within the Outlook app Tap on the letter representing your first initial on the upper left-hand side, for some users this will be their profile picture, this will open your “Home” window.



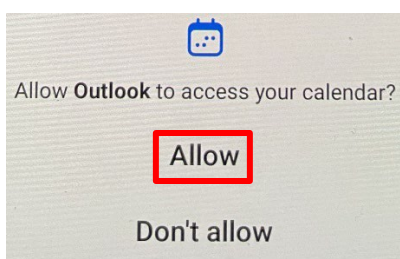
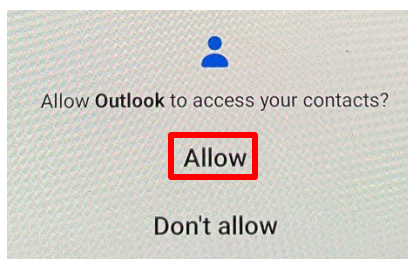
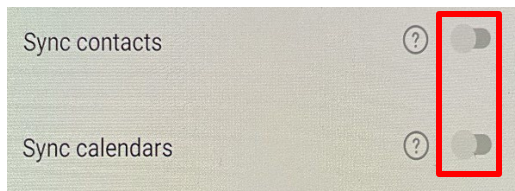
20. In this “Home” window, is where you access all your different mailboxes. Click on the “Gear” button at the bottom left to access your “Settings”.



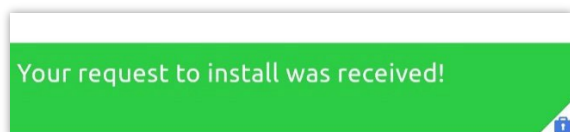
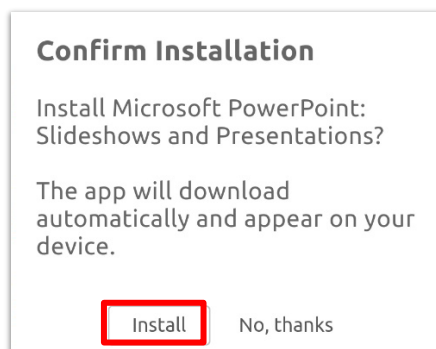
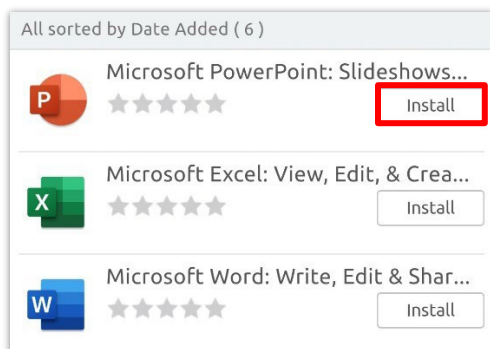
21. In Settings, click on the tab with your email account.



22. Toggle the contacts and calendars buttons to **ON**, turning them blue, click **“Allow”** to the prompts that will pop up. You can now back out to your inbox by clicking the back arrow at the top of the screen.

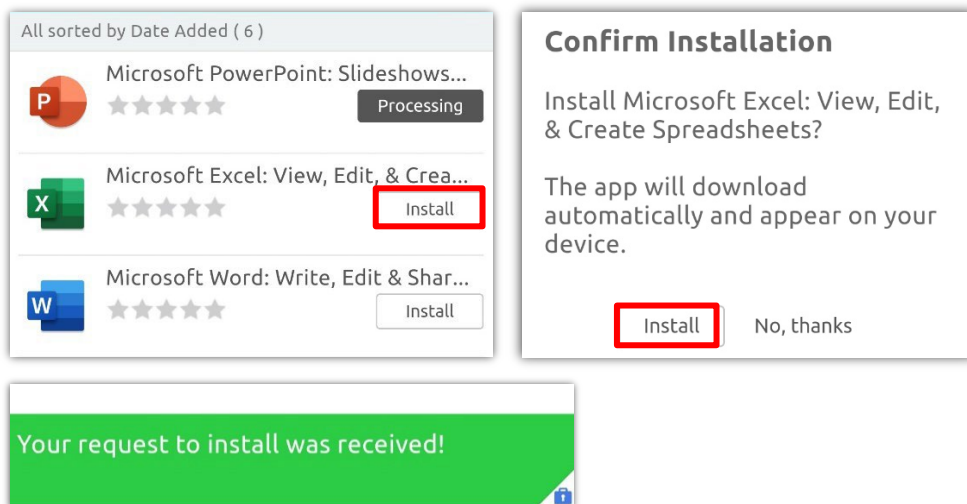


23. To open attachments from Outlook you will need to install the Excel, PowerPoint, and Word apps. Open the Catalog and tap **install** on PowerPoint. Tap **Install** again to confirm and wait for the green message to confirm your request has been received.





24. Tap **Install** on Excel. Tap **Install** again to confirm and wait for the green message to confirm your request has been received.



All sorted by Date Added ( 6 )

Microsoft PowerPoint: Slideshows... ★★★★★ Processing

Microsoft Excel: View, Edit, & Crea... ★★★★★ **Install**

Microsoft Word: Write, Edit & Shar... ★★★★★ Install

**Confirm Installation**

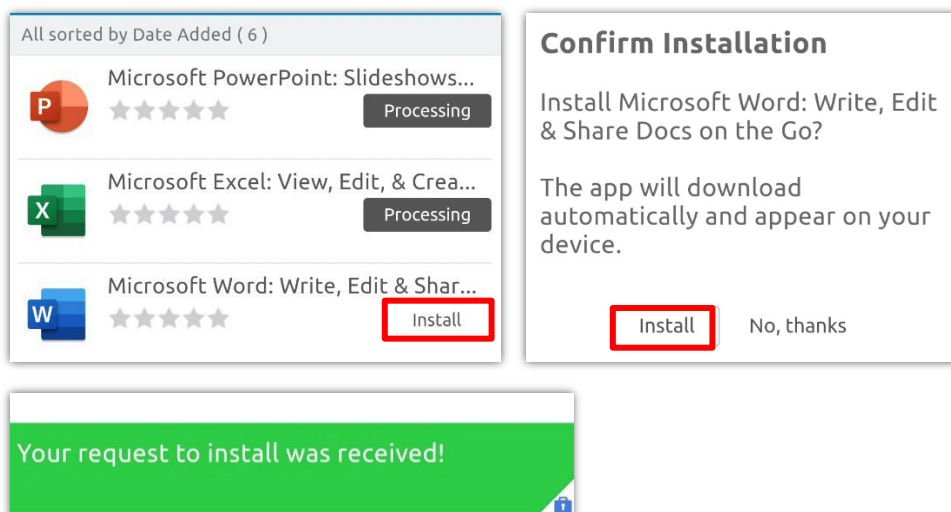
Install Microsoft Excel: View, Edit, & Create Spreadsheets?

The app will download automatically and appear on your device.

**Install** No, thanks

Your request to install was received!

25. Finally, tap **Install** on Word. Tap **Install** again to confirm and wait for the green message to confirm your request has been received.



All sorted by Date Added ( 6 )

Microsoft PowerPoint: Slideshows... ★★★★★ Processing

Microsoft Excel: View, Edit, & Crea... ★★★★★ Processing

Microsoft Word: Write, Edit & Shar... ★★★★★ **Install**

**Confirm Installation**

Install Microsoft Word: Write, Edit & Share Docs on the Go?

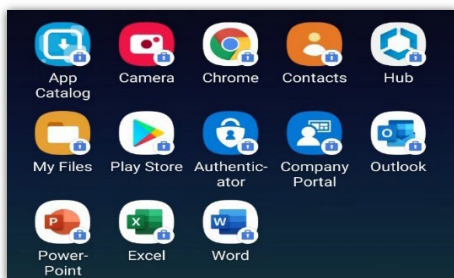
The app will download automatically and appear on your device.

**Install** No, thanks

Your request to install was received!



26. Return to your home screen and wait for the apps to complete downloading. Your Work Profile should now look like this.

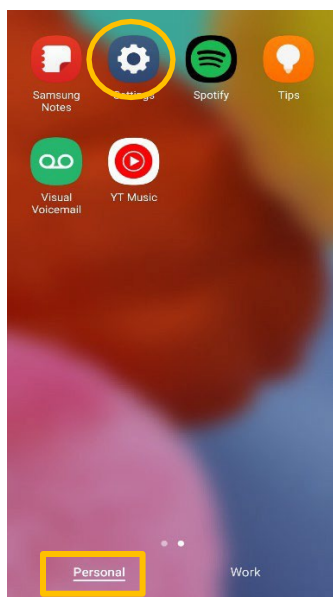


**Your AHS inbox is now configured in the Outlook App!** If you wish you can press and hold the Outlook icon to move it to your device home screen for easier access to your AHS mailbox.

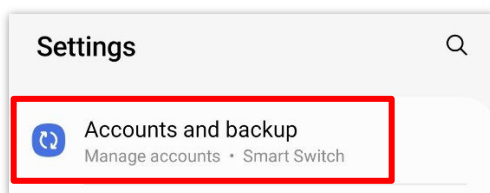
### Adding Google Account

Lastly, in order to restore from a backup from a previous Android device, or to access Google Services (ie. Play Store), you must sign into the device with a Google Account.

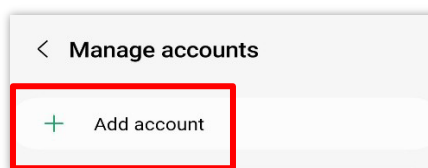
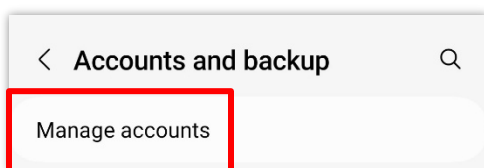
1. To do this, go into your device's "Settings" in your "Personal" profile.



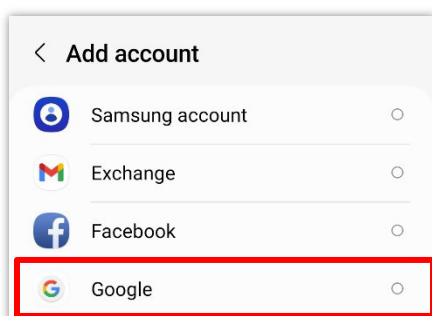
2. Scroll down to and click on “accounts and backup”



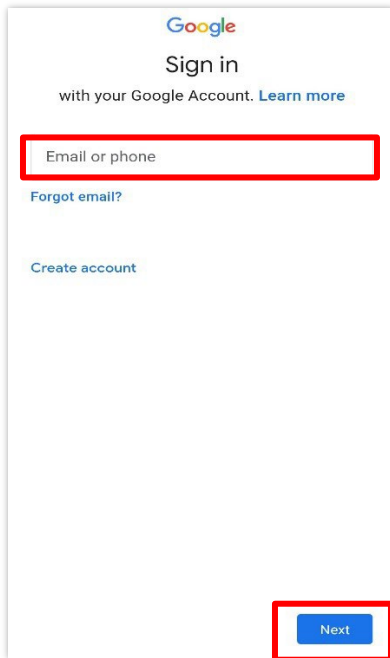
3. Click Manage Accounts, then click Add account



4. Click on “Google”, then you will be prompted to enter your passcode.



5. Enter your google email address, click Next, then enter your password, click Done.



Google

Sign in

with your Google Account. [Learn more](#)

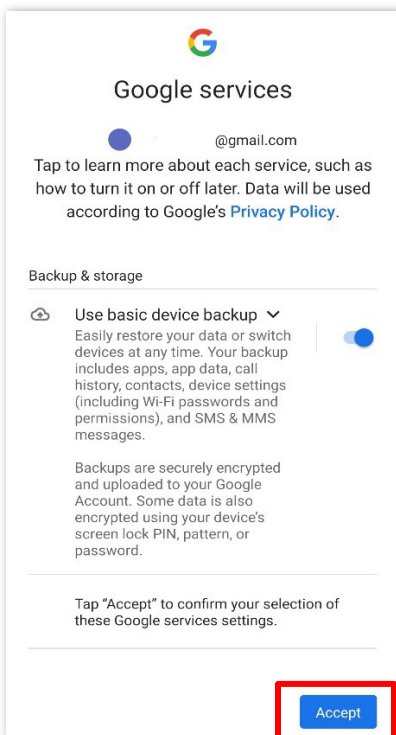
Email or phone

[Forgot email?](#)

[Create account](#)

Next

6. Click Accept at the Google Services prompt.




Google services

@gmail.com

Tap to learn more about each service, such as how to turn it on or off later. Data will be used according to Google's [Privacy Policy](#).

Backup & storage

Use basic device backup 

Easily restore your data or switch devices at any time. Your backup includes apps, app data, call history, contacts, device settings (including Wi-Fi passwords and permissions), and SMS & MMS messages.

Backups are securely encrypted and uploaded to your Google Account. Some data is also encrypted using your device's screen lock PIN, pattern, or password.

Tap "Accept" to confirm your selection of these Google services settings.

Accept



# Connect Care

## BYOD for Android Devices

You are now configured for Google and Workspace One on your Android Device! If you need to restore from a backup, you can do so now in the “Google Services” portion in your device’s “Settings”.

If you have any further questions or issues, please contact the AHS IT Helpdesk (1-877-311-4300), create a incident ticket through Service Now or through the Service Hub on Insite.