



## Haiku Setup Instructions for Apple iPhone

**IMPORTANT: Please configure a PIN/Passcode or Biometric Login on your mobile device.**

Haiku is EPIC's mobile clinical application used for secure chat, inbasket, chart review and much more. If you already have Haiku configured for another institution (ie. Stanford or Kaiser), you will **still** need to complete these steps to access CSCHS (County of Santa Clara Health System) clinical information. **Please Note: Providers will be limited to a maximum of 3 active Haiku Devices at a time.**



Before you start, ensure that you have Haiku installed on your device. If you don't have the app installed, go to the app store and download.

- 1) Use your phone's camera to scan this **QR code** to launch the browser.

Alternatively, launch the following URL from the browser on your mobile device:

<https://scvchtst2014.sccgov.org/haiku/prd/haiku.htm>

- 2) From the browser, click on the image: **Haiku IPHONE/ANDROID**. This will launch Haiku. If you see an error when you do this, you probably don't have Haiku installed. Go to the app store and download.



- 3) When Prompted (Open in "Haiku"), click Open

- 4) If successful, you will see HHS PROD in the banner (**If true, skip to step 6**). However, if you have another institution (i.e. Stanford) configured, it may not say HHS PROD (i.e. Stanford will say SHC). **If you don't see HHS PROD in the banner, go to Step 5.**



- 5) Click directly on the banner (i.e. SHC). If Haiku is prompting for your Touch or Face ID, click Cancel, then click on the banner. If configuration was successful you should see SCVMC listed. Click there and then click HHS PROD. **This is how you will switch between institutions.** Push notifications (like secure chat), however, will automatically change environments for you. The banner should now say HHS PROD.
- 6) On the main screen, enter your login credentials (i.e. What you use to log into county Windows and HealthLink). You should now have access to Haiku.

If you run into any problems with this process, please contact [hhsisservicedesk@hhs.sccgov.org](mailto:hhsisservicedesk@hhs.sccgov.org) or call the SCVMC Help Desk at 408-885-5300.



## Haiku Setup Instructions for Android

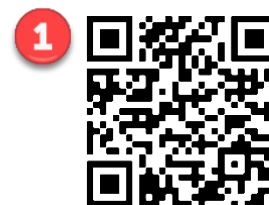
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**Note: Providers will be limited to a maximum of 3 active Haiku Devices at a time.**

Before you start, ensure that you have Haiku installed on your device. If you don't have the app installed, go to the app store and download.

- 1) Use a QR Code Reader (such as Google Lens) to scan the **QR code** to launch the browser. Some Android phones may have a QR Reader built into the camera app.



Alternatively, launch the following URL from your browser on your mobile device:

<https://scvchtst2014.sccgov.org/haiku/prd/haiku.htm>

- 2) From the browser, click on the image: **Haiku IPHONE/ANDROID**. This will launch Haiku. If you see an error when you do this or nothing happens, you probably don't have Haiku installed. Go to the app store and download.



- 3) If successful, you will see **HHS PROD** in the banner (if true, skip to step 5). However, if you have another institution (i.e. Stanford) configured, it may not say HHS PROD (i.e. Stanford will say SHC). **If you don't see HHS PROD in the banner, go to step 4.**



- 4) Click directly on the banner (i.e. SHC). If Haiku is prompting for fingerprint or facial ID, click Cancel, then click on the banner. On the next screen, if configuration was successful, you should see SCVMC listed. Click there and click HHS PROD. **This is how you will switch between institutions.** Push notifications (like secure chat), however, will automatically change environments for you. Go back to the main screen, it should now say HHS PROD.
- 5) On the main screen, enter your login credentials (i.e. What you use to log into county Windows and HealthLink). You should now have access to Haiku.

If you run into any problems with this process, please contact [hhsisservicedesk@hhs.sccgov.org](mailto:hhsisservicedesk@hhs.sccgov.org) or call the SCVMC Help Desk at 408-885-5300.