Epic mobile apps and Duo login

To further bolster security, we're adding Duo multi-factor authentication to Epic mobile apps used on personally owned devices. UCHealth-owned and managed devices will not require Duo.

New users
Beginning September 12, 2025, anyone installing an Epic mobile app (Haiku/Canto/Rover) on their personal device will be required to configure Duo.

Existing users
Current users of Epic mobile apps on personal devices will be required to install Duo by October 7, 2025. To configure your personal device with Duo now, skip to Option 2 below.

Enabling Duo for Haiku / Canto / Rover
The login experience with Duo enabled is quite streamlined, especially if you use biometrics like face or fingerprint ID. Enter your email address/username during the initial setup, and you will only be prompted to re-authenticate with Duo every 30 days.

These installation instructions show Haiku, but you can follow the same steps for Canto and Rover.

Option 1: New users of Epic mobile apps
1. Install the Epic mobile app on your personal device.
2. From a web browser on your mobile device, go to the UCHealth Employee page for Epic Haiku/Canto configuration.
3. Click the configuration link in Step 2, and the Haiku app will automatically open.
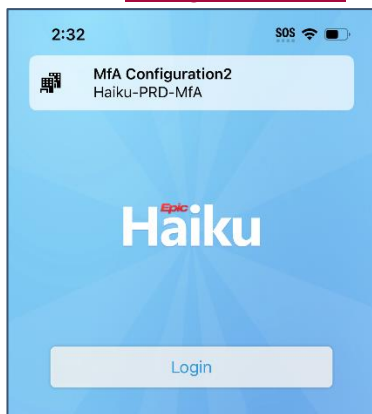
4. Click the login button.
5. A popup will ask for permission to use Duo to sign in. Click Continue.
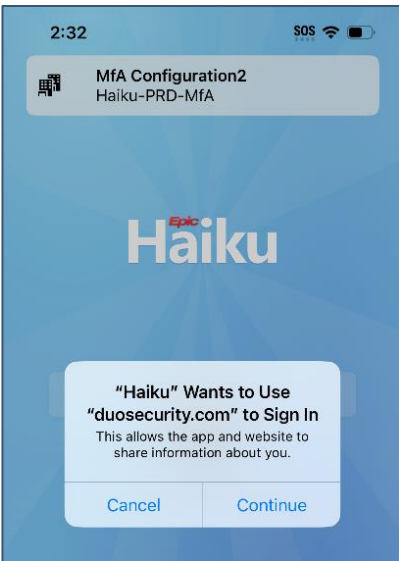
6. Enter your email address and network password. (This is a change from the previous process where you were asked for your Epic login username.)

- UCHealth - use your uchealth.org email address
- University/CUAnschutz - use your cuanschutz.edu email address
- Affiliates and Community Connect - use this "email-like" address comprised of your Epic user ID with the suffix "@uchealth.org." For example, an Affiliate/CC user with an Epic ID of "cmsmithjo" would use cmsmithjo@uchealth.org.

7. Duo will push a notification to the primary device registered in Duo. Remember, Duo will only send one push notification per login attempt. Do not accept random Duo push notifications.

Option 2: Existing users of Epic mobile apps
If your personal device already has Haiku installed, you'll just need to refresh configurations to add this extra layer of security. This will be required of all Epic mobile app users on personal devices as of 10/07/25.

1. Open Haiku and tap the environment button at the top of the screen.
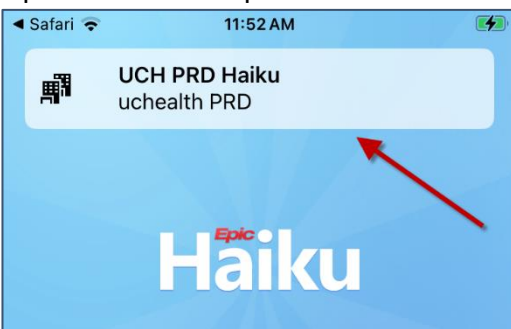
2. Press the Refresh button in the lower left corner of the screen.
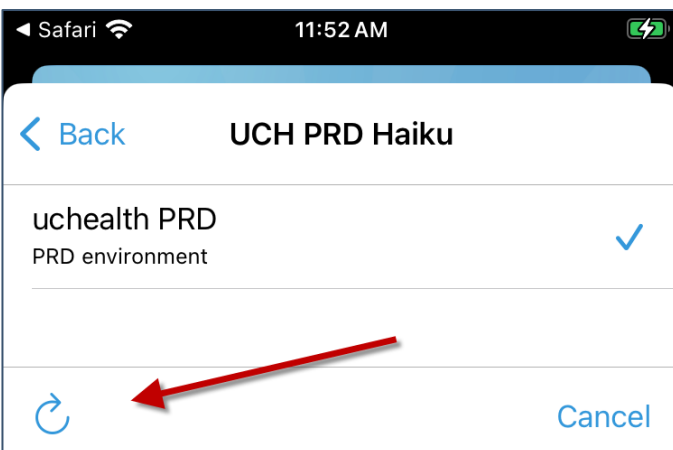
3. If an error occurs and Haiku is unable to communicate with the server, open a web browser, go uchealth.org > Employees > Epic Haiku/Canto configurator and reload the configuration file from the link in Step 2.