Enabling Duo for Haiku / Canto / Rover

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

The login experience with Duo enabled is quite streamlined, especially if you use biometrics like face or fingerprint ID after you enter your email address/username during the initial setup. 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.

Existing users
Current users of Epic mobile apps on personal devices will need to update their Haiku configuration as of October 7, 2025. Please follow Option 1 below. Android users, follow Option 2 for an updated e-Configuration link to enable Duo.

New users
Anyone newly installing an Epic mobile app (Haiku/Canto/Rover) on their personal device, please jump to option 2 below.

OPTION 1: 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 or you will encounter an error message. If you do encounter the error message, simply click Ok and follow the instructions below.

1. Open Haiku. **iPhone users with Face ID enabled,** look away as soon as you tap the Haiku app so that Face ID fails. Then hit Cancel. This will reveal "UCH PRD Haiku" banner as shown below. Tap the banner.

2. Press the Refresh button in the lower left corner of the screen.
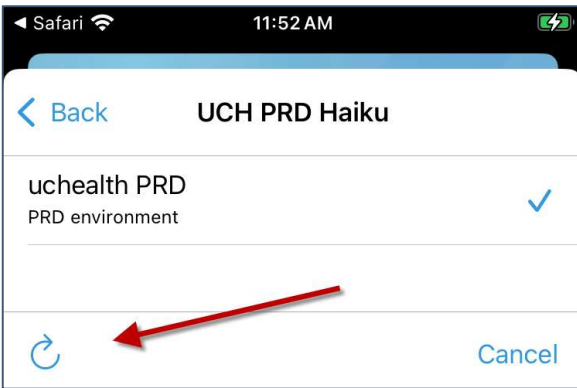
You will briefly see the spinning icon of the update. When it goes away, the update is complete.

3. Users who have not updated by October 7, 2025, will see one or two error messages. Click Ok and follow the same instructions above to update.

**OPTION 2: ANDROID USERS AND/OR NEW USERS OF EPIC MOBILE APPS**
1. Install the Epic mobile app on your personal device from the appropriate app store.
2. Once installed, click this configuration link and the Haiku app will automatically open.
   For more information, visit the UCHealth Employee page for Epic Haiku/Canto configuration.

3. Click the login button.
4. A popup will ask for permission to use Duo to sign in. Click Continue.

5. 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.
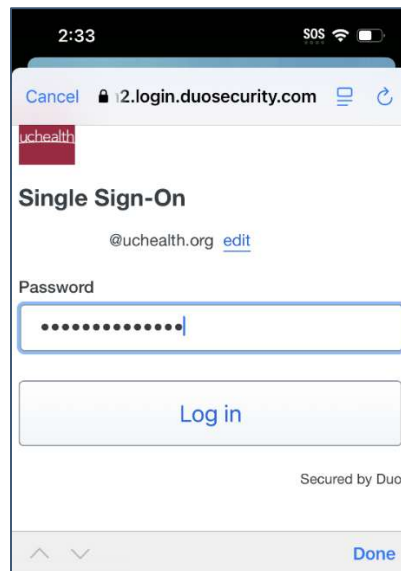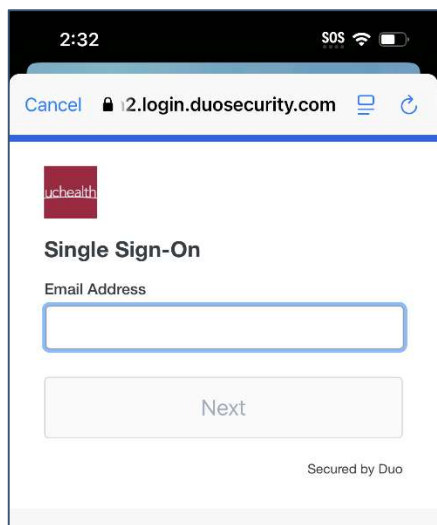
6. Duo will push a notification to the primary device registered in Duo. Remember, Duo will only send one push notification per login attempt. Do not accept random Duo push notifications.
7. If an error occurs and Haiku is unable to communicate with the server, open a web browser, go uchealth.org > Employees > Epic Haiku/Canto configurator and reload the configuration file from the link in Step 2.