Here's a high-level review of the steps to install Haiku (or Canto, the tablet app); they're the same if you've had Haiku working but need to re-install or have a new phone:

1. Preparation
   a. If you've tried to install before and failed, delete Haiku, Tunnel and Mobile@Work/MobileIron (delete and re-install is one troubleshooting approach to mobile app issues, similar to restarting a device)
   b. Connect device to internet without using the H+H Guest Wifi

2. Load and launch Ivanti Mobile@Work Client (aka "MobileIron")
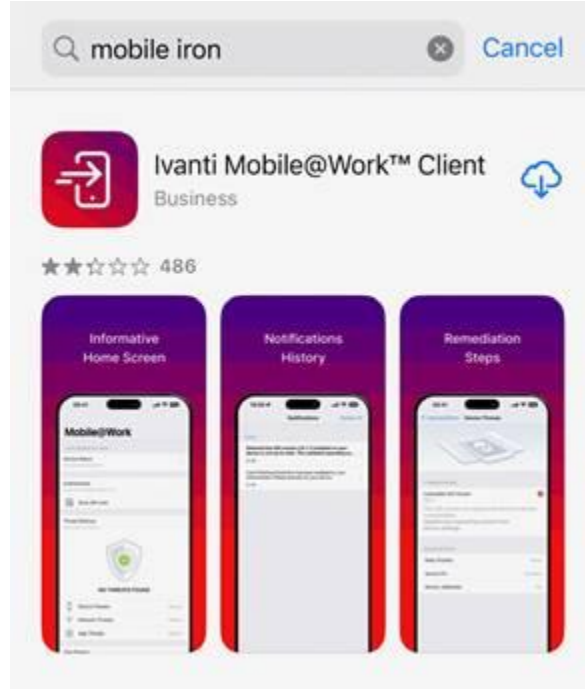
3. Authenticate yourself with your usual H+H username & password
   a. Mobile.nychhc.org is the server name
   b. Go to Settings, Profile, and Install the Profile Service
      (This creates the 'sandbox' that separates work from personal content, grants you CORP WiFi access, connects your H+H email account and creates space for Haiku)
      When you've succeeded on these steps, you can see that the "Profile" has been installed.
      Search Settings for "profile", and you'll see the following:

4. Open Apps@Work (may take minutes to load after installing the profile)
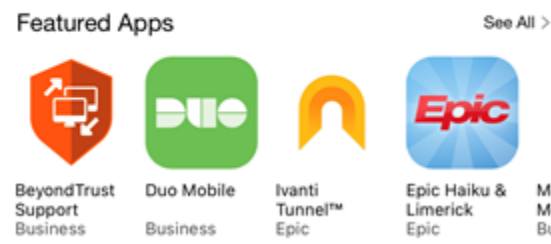
a. **Launch Tunnel** (this sets up the VPN for Haiku; you'll only need to run it once)
b. **Launch Haiku**

Here's the URL for H+H mobile support content: HaikuCanto.nychhc.org

Kevin Walker is our primary Telecom support agent for this at Kings. You can reach him through the ServiceDesk (xHELP or EnterpriseServiceDesk@nychhc.org)
Tony and Nyron are our Epic "Facility Credentialed Trainers"