

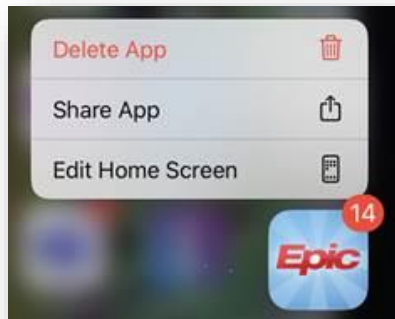
For HM SPG/PCG and Transplant Providers

Reinstall Epic Mobile to Resolve Intermittent Virtual Visit Issues

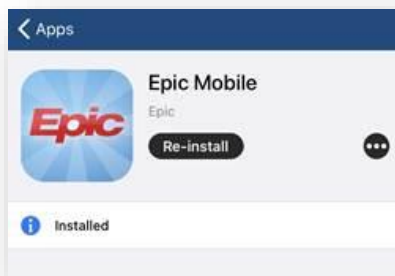
The current versions of Haiku and Canto on Apple® iOS devices are experiencing intermittent issues connecting to patients during MyChart virtual visits. To resolve this, please SPG, PCG and transplant providers should remove these apps from their mobile devices and re-install updated versions through the Houston Methodist Intune Company Portal.

Please follow these instructions to delete the current **Epic Mobile** app and re-install updated versions. **Note:** your previous user settings and preferences will not be lost in this process.

1. Uninstall **Epic Mobile** by pressing and holding on the icon, then selecting **Delete App**.



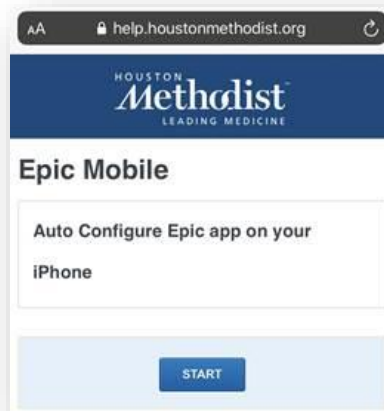
2. Open the **Comp Portal** app (already downloaded on your device) and select **Epic Mobile**. If necessary, use your Houston Methodist email address and password to log in.
3. Click **Re-install** to download the updated app version.



4. After **Epic Mobile** installs, click **Haiku Config** for iPhones or **Canto Config** for iPads. These configuration apps should already be available on your device.



5. Click **Start** to begin **Auto Configure Epic app** on your iPhone.



6. Open the **Haiku** or **Canto** app on your device and verify that **Production** displays at the top of the app start up page. This indicates you have the correct version installed.



For additional information on Epic Mobile, visit the [Houston Methodist Epic Mobile webpage](#). If you experience issues or have questions, please contact telemedsupport@houstonmethodist.org.