CATALYST FREQUENTLY ASKED QUESTIONS

The following provides helpful information and tips for the Frequently Asked Questions (FAQs) submitted by clients using Catalyst.

Q: What if I didn't get my introduction text?

You will want to download the Catalyst mobile app to your phone, and then contact your case manager to get your username/ID so you can login into Catalyst and begin your Enrollment process.

Q: How do I get the Catalyst app on my smartphone?

The best way to download Catalyst to your phone is to use the link that is sent in your introductory SMS/text. If you don't have that message, you can go the App Store for your phone (Android or iPhone) and download it from there. In the App Store search for "**Catalyst 2.0**" and download it. NOTE: <u>Do not</u> download the version titled "cFive Catalyst 2.0".

Q: How do I login?

Once you have downloaded the Catalyst App to your smartphone and have been Enrolled by your case manager, you can access the app whenever you need. Simply click on the app and enter your username/ID in the area that says "Enter your username" and click on the blue "Log In" button.

Q: What's my "Username" and how does it work?

- Your "username" is your Catalyst ID. It has been assigned to you by Catalyst, and it will be sent to you in the first SMS/text message you receive from Catalyst.
- It is typically your first name and last name separated by a dot/period. Examples: Joe.Smith or JOE.SMITH
- Your user name is not case sensitive, so when entering your assigned username you can use any combination of upper and lower case letters. However, please remember you MUST put in the dot/period between your first and last name.
- If you can't find the text with your username or have forgotten your username, contact your case manager and they can provide it to you.

Q: I got a "biometrics not approved" message, what does that mean?

If you receive a message from Catalyst telling you that your client biometric is not approved that means that Catalyst is waiting for your case manager to approve the image and voice samples that you submitted during your enrollment process. You will not be able to log into Catalyst when you get this message. When this happens, you should wait 1-2 hours, and try to login again. If you still cannot login, you may want to contact your case manager and let them know you have received this message.

Q: I'm having trouble getting Catalyst to work, what should I do?

There are a few things you should check on your phone settings to make sure your phone is set up correctly. The first time you log into Catalyst, Catalyst will send a series of requests that must accept to enable Catalyst to work properly. Check your phone settings to make sure you have allowed Catalyst to: Send Notifications, Access the Microphone and Access the Camera.

Also, check your settings to see if you have blocked unknown users or users with partial phone numbers. If you have blocked these numbers, you will need to turn off that setting.

Q: I'm having trouble taking my image, what should I do?

There two most common reasons for that are poor phone reception or attempting to take the image in a dark area, or a combination of both. Check your cell phone receptions strength, and move to another area if it is weak. You will need some lighting in order for Catalyst's facial recognition software to be able to capture your image. You do not have to be in bright light, but it will not work in extremely dark areas.

Catalyst's facial recognition software will not recognize people wearing glasses and hats, so those should be removed when taking the Catalyst image.

Q: I'm having trouble with my voice recording, what should I do?

The most common reasons for this are because you are not speaking clearly or Catalyst is having difficulty detecting your voice because it is also detecting other sounds in the background. When there is background noise Catalyst cannot capture your voice biometrics. It is best to turn off loud TVs, radios and other noise producing items (such as equipment, crowd noise, etc.), or move to another area where those sounds cannot be heard.

When submitting your voice biometrics, it is best to speak clearly at a moderate voice level – do not whisper or shout into your phone's microphone.

Q: What happens if I lost my phone or get a new phone?

You only have to enroll in Catalyst once. When you get a new phone, all you have to do is download the Catalyst App from your phone's App Store onto your new device, and login using your username/ID.

Additionally, you can download Catalyst to multiple devices, if you have more than one phone you want to use to connect to Catalyst.
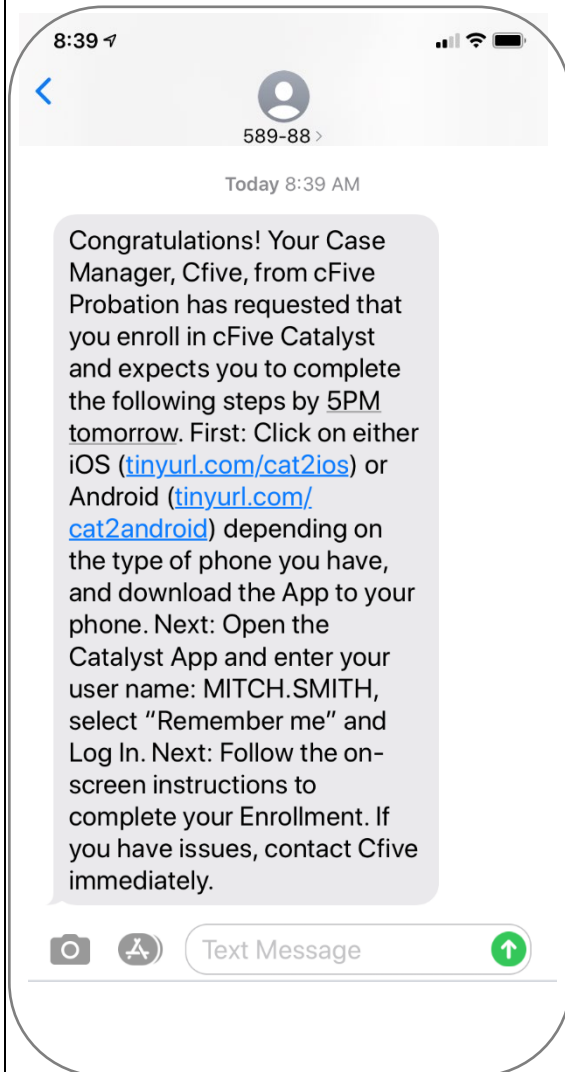
Q: Who do I contact if I have questions or issues?

Your case manager will answer your questions and help you troubleshoot any issues that may arise. Make sure you give them a detailed description about any issues you are having and what type of phone you are using.
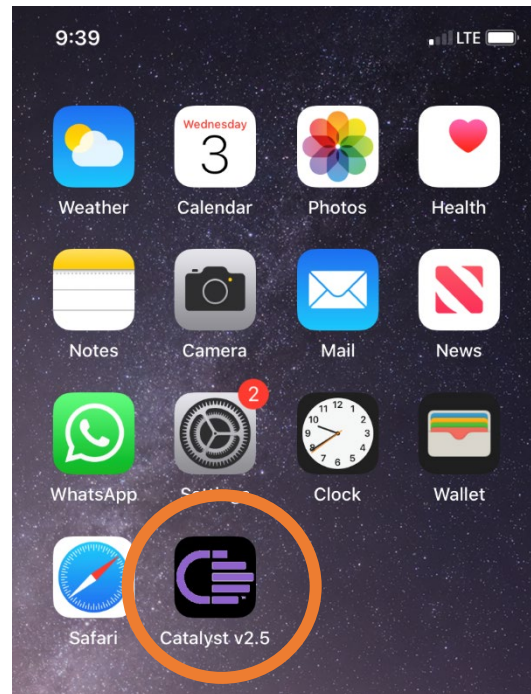
![cFIVE Catalyst logo]

What to Expect

Here are some examples of the icons, screens and messages you may see:
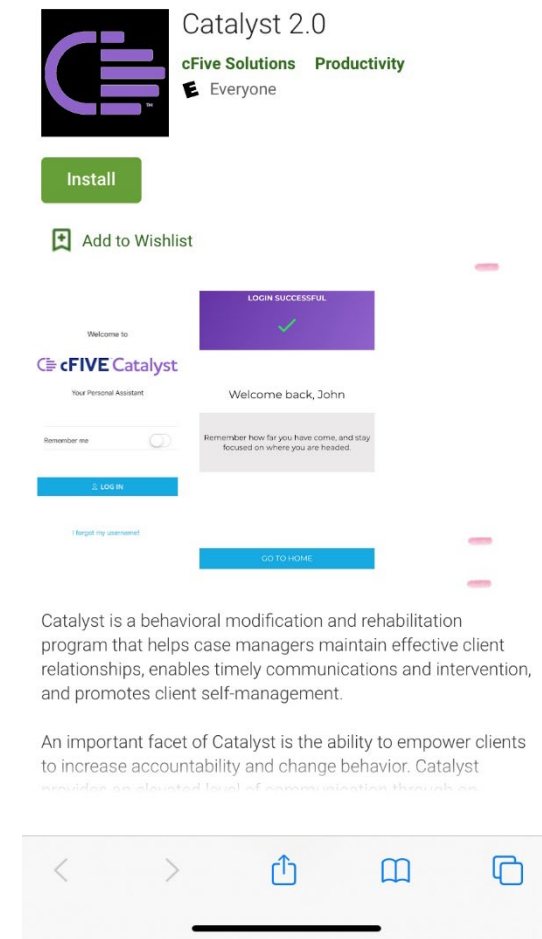
Catalyst Welcome/Introductory SMS/text:	What the Catalyst icon looks like on your phone:

Catalyst App in iPhone App Store

‹ Search

Catalyst 2.0
Capita Technologies Inc

OPEN

☆☆☆☆☆
Not Enough Ratings

4+
Age

Welcome to

cFIVE Catalyst

Your Personal Assistant

Enter your username

Remember me

LOG IN

I forgot my username!

9:19

LOGIN SUCCE

Welcome to Cat

Over the next few days, we
use this a

LET'S GET ST

Today   Games   Apps   Arcade   Search
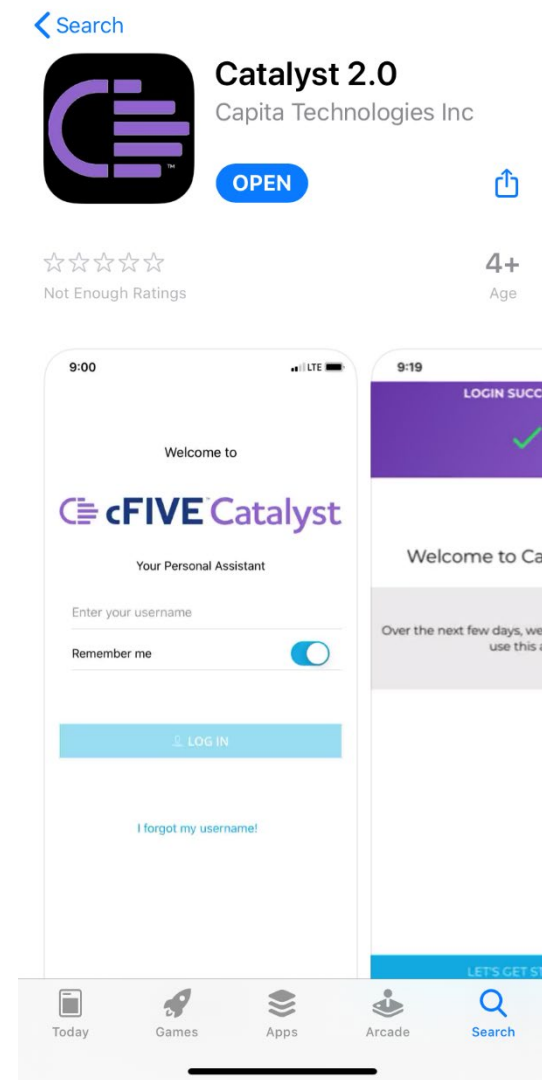
Catalyst App in Android App Store

Catalyst 2.0

cFive Solutions   Productivity

Everyone

Install

Add to Wishlist

LOGIN SUCCESSFUL

Welcome to

cFIVE Catalyst

Your Personal Assistant

Welcome back, John

Remember me

Remember how far you have come, and stay
focused on where you are headed.

LOG IN

I forgot my username!

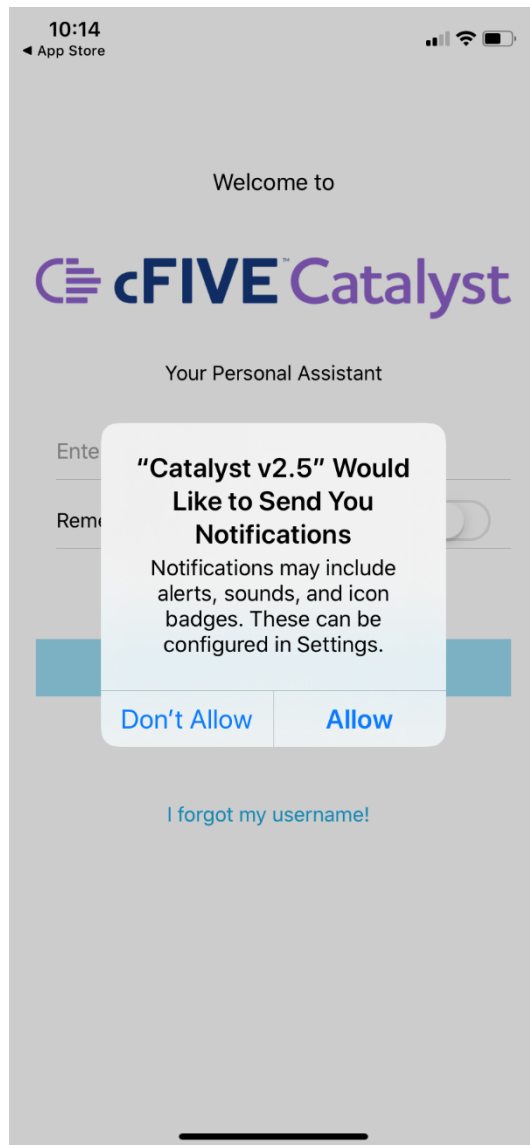GO TO HOME

Catalyst is a behavioral modification and rehabilitation
program that helps case managers maintain effective client
relationships, enables timely communications and intervention,
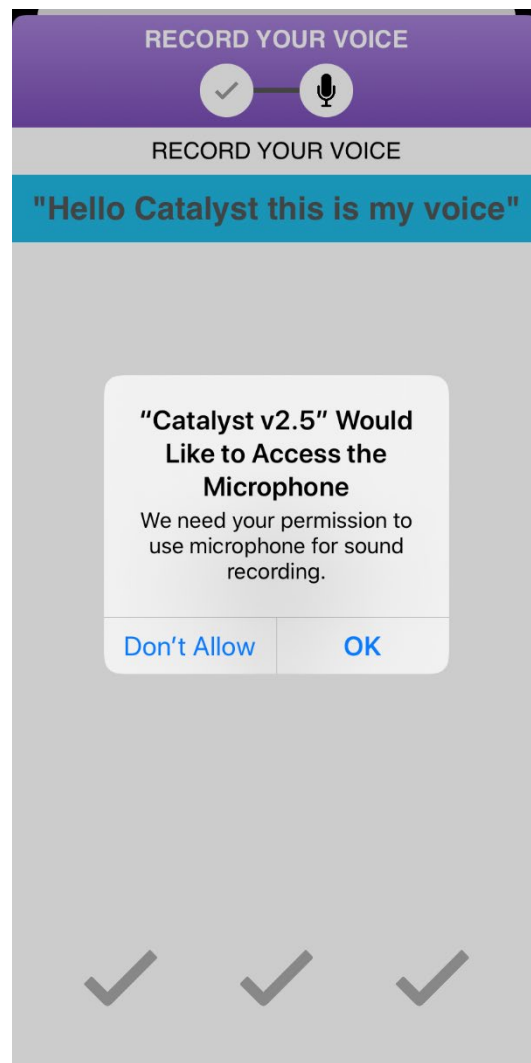and promotes client self-management.

An important facet of Catalyst is the ability to empower clients
to increase accountability and change behavior. Catalyst
provides an elevated level of communication through an

Catalyst Enrollment Request for Notifications

Catalyst Enrollment Request for Microphone

(Camera request will look similar)

10:14
◀ App Store

Welcome to

cFIVE Catalyst

Your Personal Assistant

Ente

Rem

"Catalyst v2.5" Would Like to Send You Notifications

Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

Don't Allow   Allow

I forgot my username!

RECORD YOUR VOICE

RECORD YOUR VOICE

"Hello Catalyst this is my voice"

"Catalyst v2.5" Would Like to Access the Microphone

We need your permission to use microphone for sound recording.

Don't Allow   OK

✓   ✓   ✓

Catalyst Login Screen

12:25

Welcome to

cFIVE Catalyst

Your Personal Assistant

Enter your username

Remember me

    LOG IN

2020-06-01 10:58:05 -0700

Checking Settings of Catalyst in your iPhone

Microphone & Camera Settings:

AT&T   12:58 PM   68%

‹ Settings   **Catalyst v2.5**

ALLOW CATALYST V2.5 TO ACCESS

🎤 Microphone

📷 Camera

Siri & Search
Siri & Suggestions
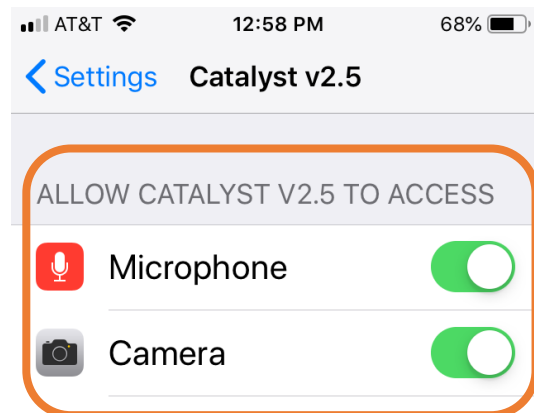
Notifications Settings:

12:15

‹ Notifications   Catalyst v2.5

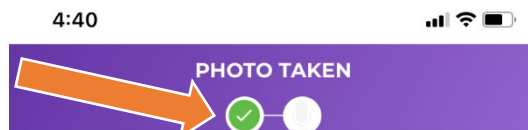Allow Notifications

![cFive Catalyst logo]
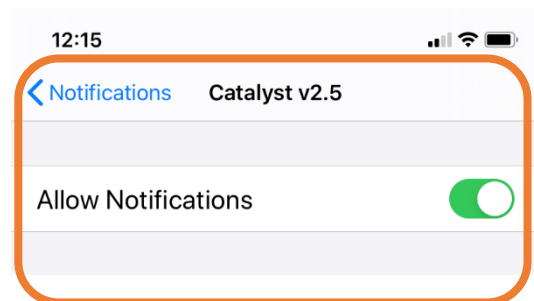
Catalyst Enrollment: Facial biometrics capture screens. Red oval indicates an issue, note comments at bottom of screen.

TAKE YOUR PHOTO
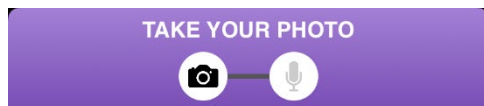
Center your face in the oval.
Picture will take when oval is green.

Face Too Low

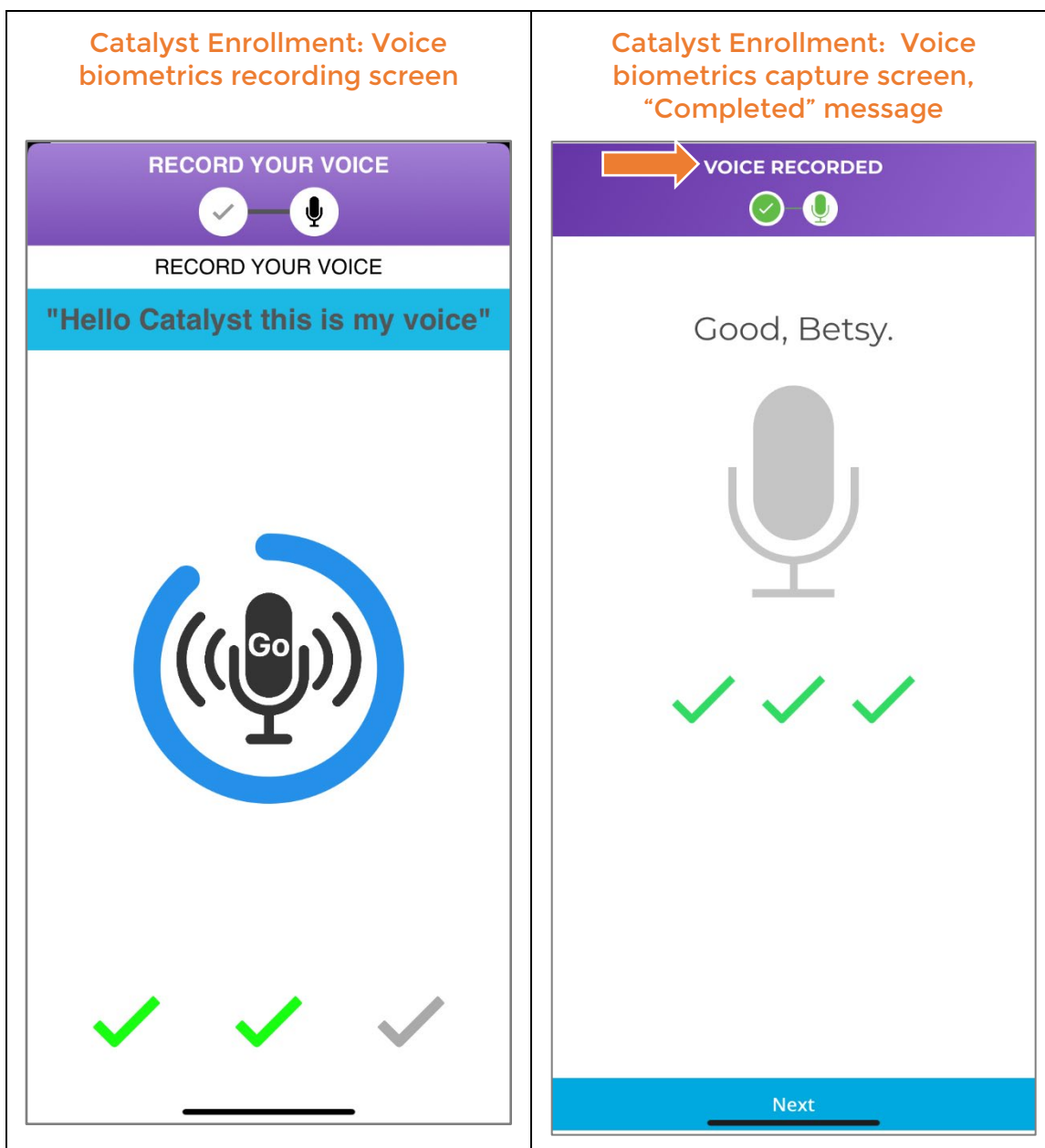Catalyst Enrollment: Facial biometrics capture screen. Green dot indicates successful photo taken.

4:40

PHOTO TAKEN

Got it

Retake?

Next

Catalyst Enrollment: Voice biometrics recording screen	Catalyst Enrollment: Voice biometrics capture screen, "Completed" message

Catalyst Enrollment: Successful enrollment notice.

YOU'RE DONE!

✓

Congrats, Kevin! You have enrolled.

Your case manager will message you when you can log in

How will Catalyst help me?

BACK TO LOG IN

Catalyst Notifications:

🔒

4:35
Saturday, May 23

CATALYST V2.5   now
cFive
Jane, you have unread messages in your inbox. Please log in now to view.

CATALYST V2.5   now
cFive
cFive has set an appointment for you on 26 May 2020 at 2:00 PM. Please log in to acknowledge.

3:00 ⌁
◀ Messages

Welcome to

cFIVE Catalyst

Your Personal Assistant

Enter your username

Rem

cFive
You had an appointment that was scheduled on 26 May 2020 at 2:00 PM. Please log in to confirm you attended.

Cancel   Go