

CATALYST FREQUENTLY ASKED QUESTIONS

The following provides helpful information and tips for the Frequently Asked Questions (FAQs) for 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 4.0**" and download it.

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 username 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 did my enrollment, but I cannot login to Catalyst. Why not?

After you have completed the enrollment process your case manager will review and verify your biometrics **BEFORE** you will be able to login. You will receive a SMS/Text

message that let's you know when have been approved and can login. If you have not received that message, you will not be able to login to Catalyst yet.

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.

As part of enrollment, you must wear appropriate clothing for your enrollment picture.

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: It appears I am locked out of my questionnaire (not able to answer it), what do I do?

There is a specific time period in which you can answer your questionnaires. Each questionnaire has a due date and time, and it is important to respond within that time period. Keep in mind that as soon as you receive a notification or reminder about your upcoming questionnaire due date you CAN respond to the questionnaire. If you miss your questionnaire's due date you should contact your officer.

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.

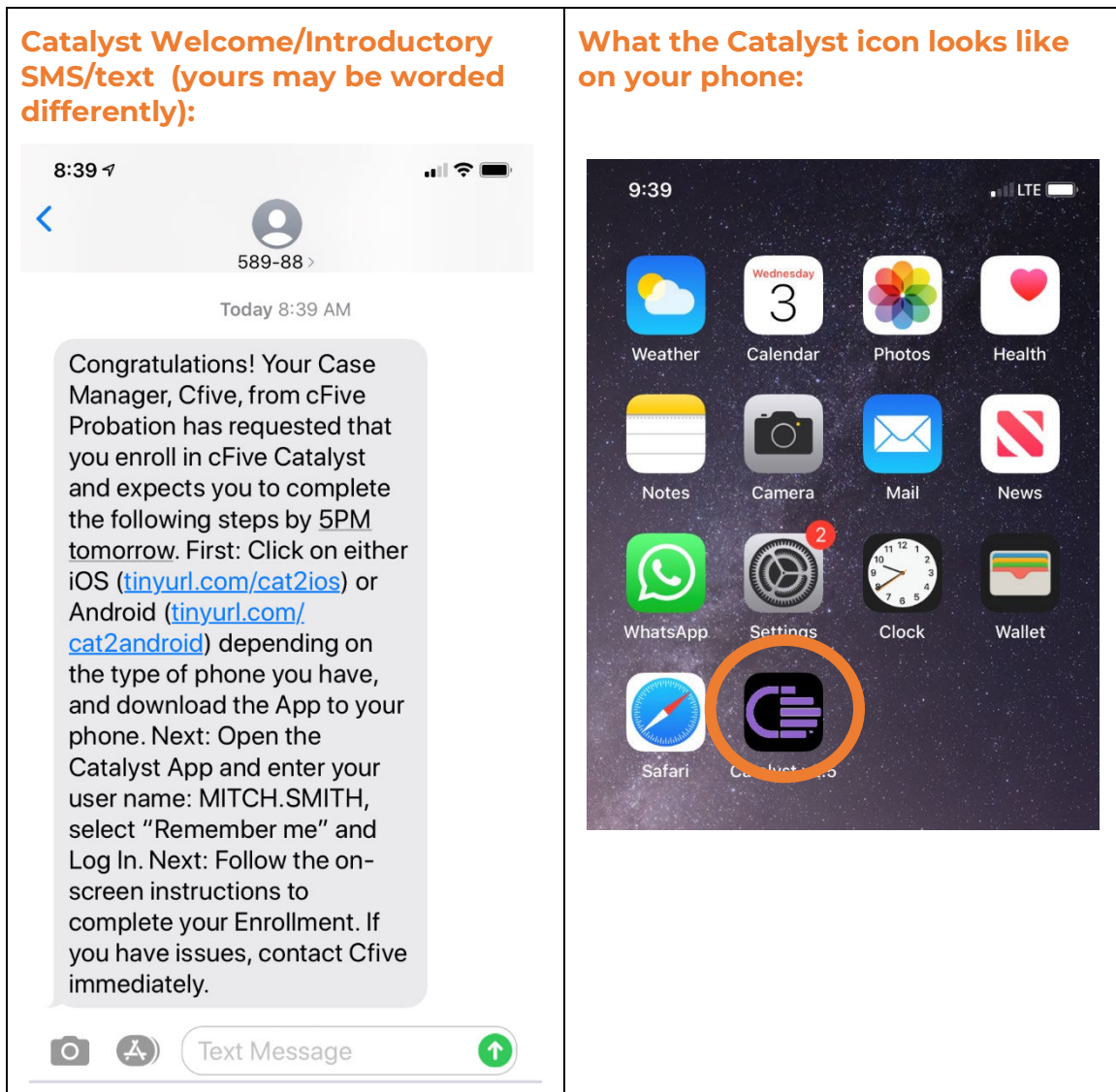
Additionally, you can download Catalyst to multiple devices, if you have more than one phone you want to use to connect to Catalyst.

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 (make and operating system).

What to Expect

Here are some examples of the icons, screens and messages you may see:



Catalyst: What you will see in the Google/iPhone App Store

cFive Catalyst 4.0

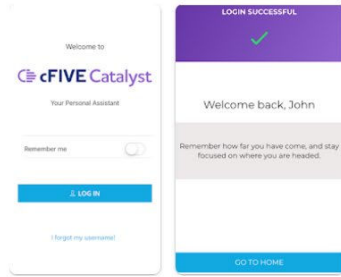
cFive Solutions Inc.

100+ Downloads | Everyone

Install

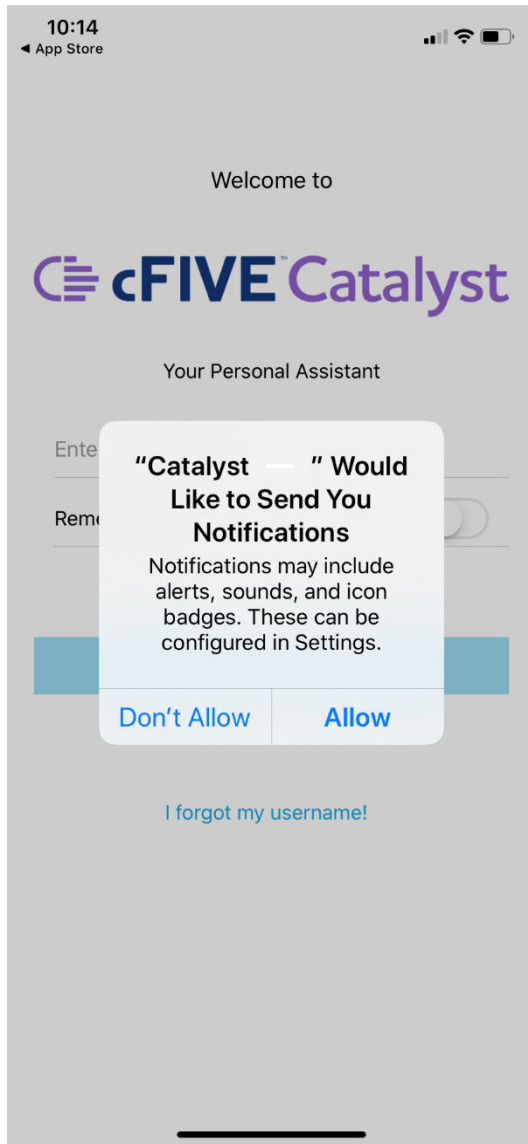
Share | Add to wishlist

You don't have any devices



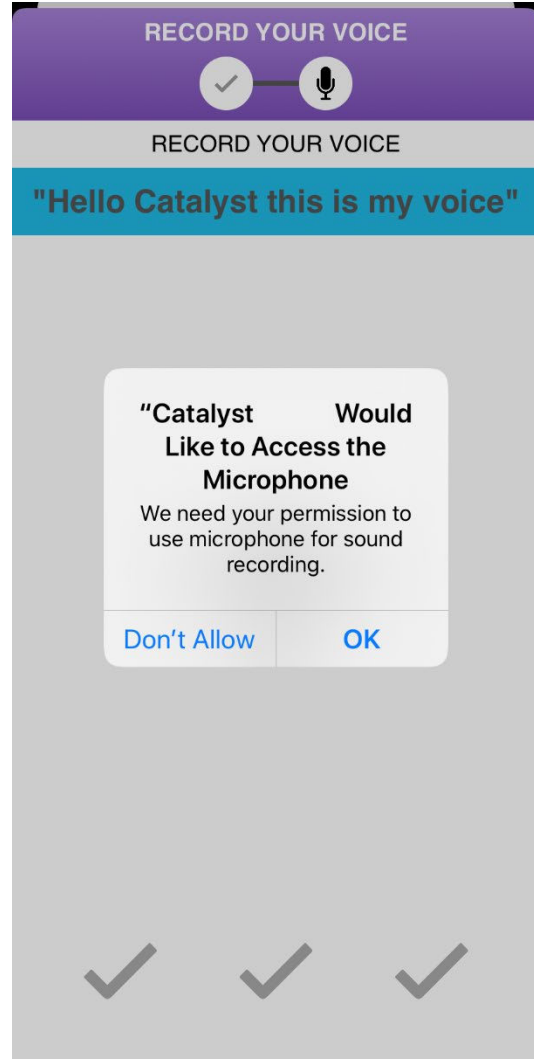
App support

Catalyst Enrollment Request for Notifications

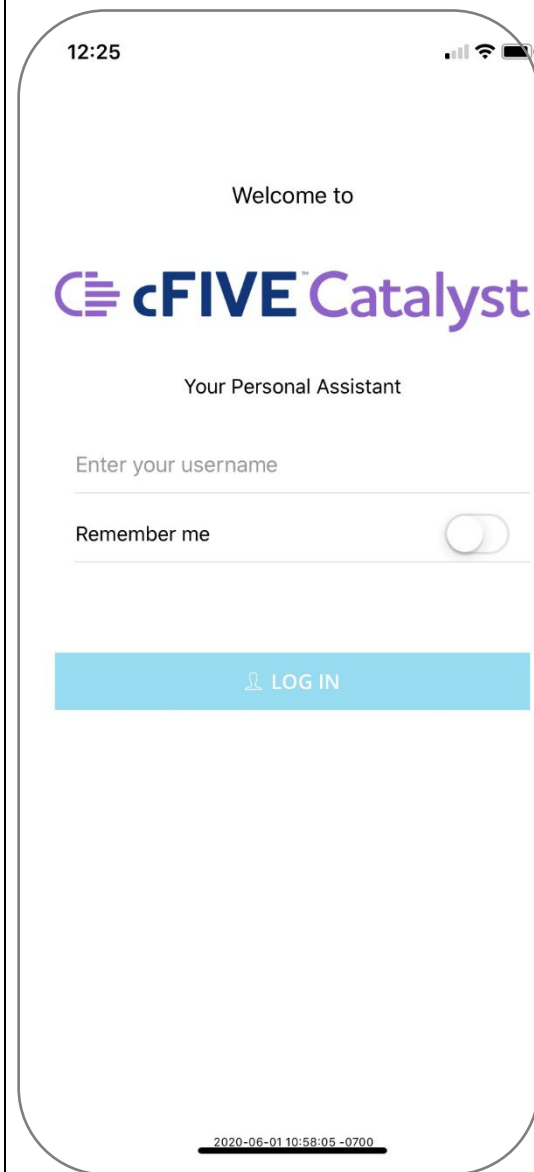


Catalyst Enrollment Request for Microphone

(Camera request will look similar)



Catalyst Login Screen

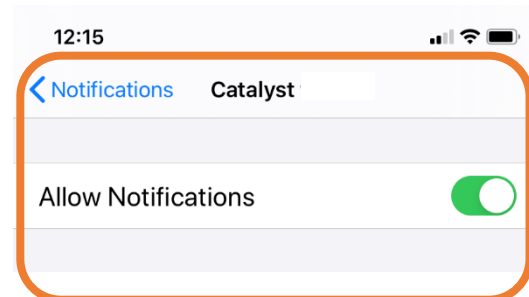


Checking Settings of Catalyst in your iPhone

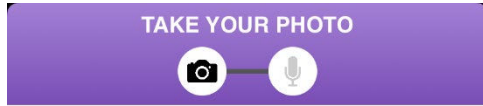
Microphone & Camera Settings:



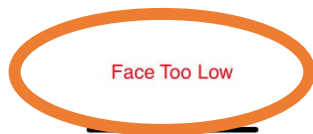
Notifications Settings:



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



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



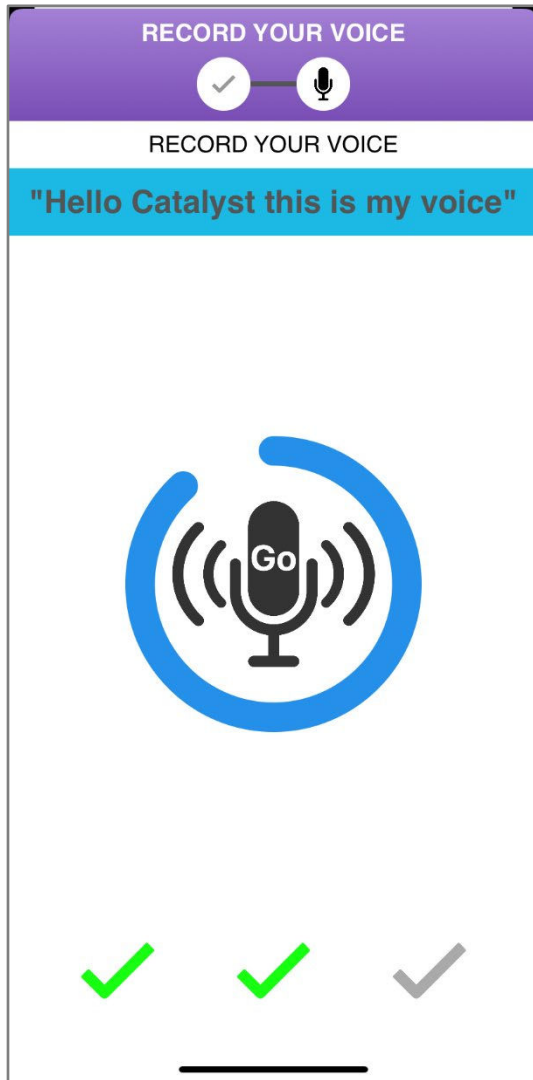
Catalyst Enrollment: Facial biometrics capture screen. Green dot indicates successful photo taken.



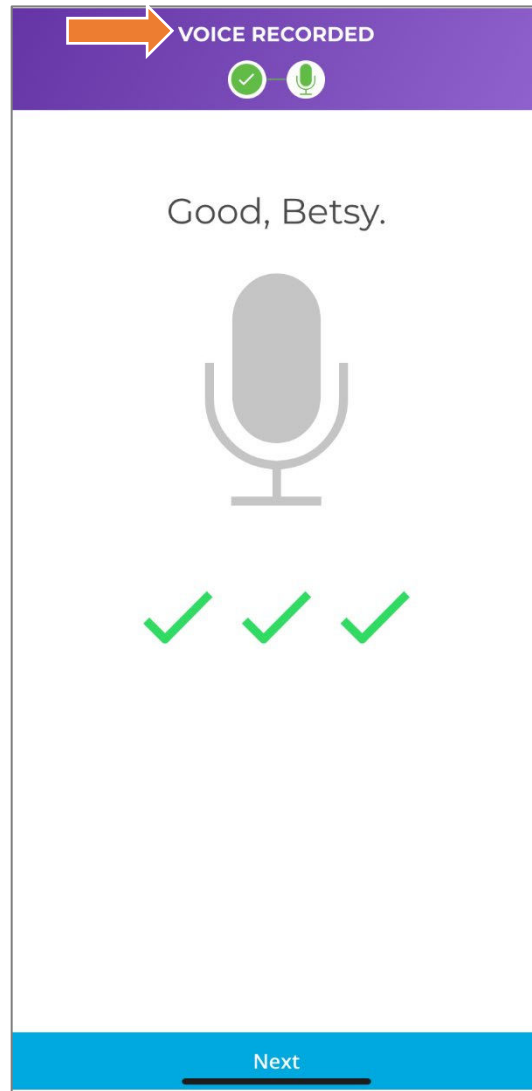
Got it



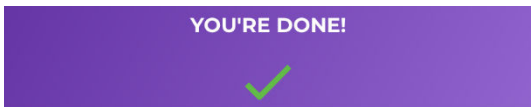
Catalyst Enrollment: Voice biometrics recording screen



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



Catalyst Enrollment: Successful enrollment notice.



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:

