# Catapult EMS Phone App Installation Instructions (iPhone & Android)

**iPhone App installation**
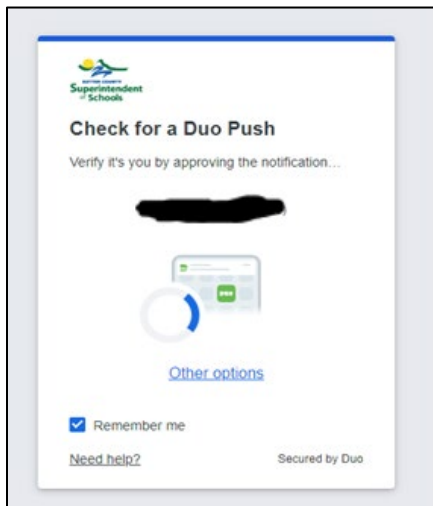
1. Open the **App Store**.



2. Tap the **search icon** (bottom right).



3. Search for **Catapult EMS**.
4. Tap **Get**.
5. If prompted, enter your Touch ID or Apple ID password.
6. After it installs, choose **Open**.
7. Log in with your work email and password. Click **Continue with Microsoft** instead of entering your email and password on the initial login page.

8. DUO Authentication will prompt. Please Authenticate.



9. Congrats you are logged in to Catapult EMS

**The Phone app can be configured to make an audible alert even if your phone is set to silent. To enable this feature:**
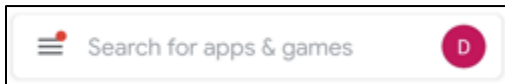
1. Open the **Settings app** on your iPhone.
2. Choose **Catapult EMS**.
3. Choose **Notifications**.
4. Toggle **Allow Notifications** on.
5. Toggle **Critical Alerts** on
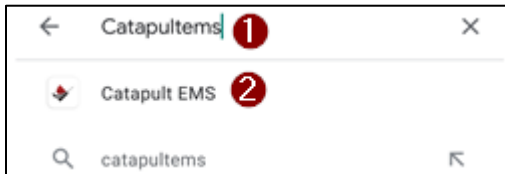
**Android App Installation**

1. Open the **Play Store**.



2. Touch **Search for apps & games** (top).



3. Type **Catapult EMS** (labeled 1 below) and touch the matching result (labeled 2 below).
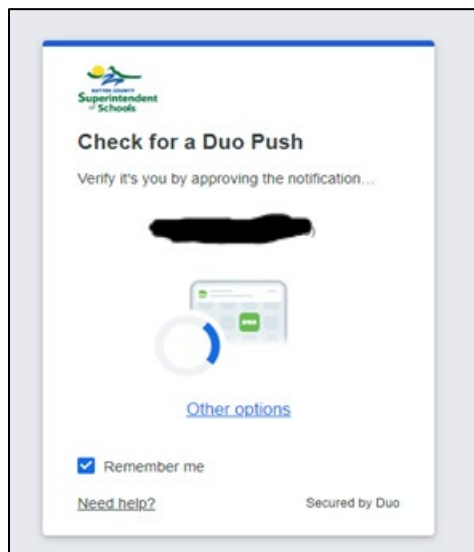


4. Choose **Install**.



5. After it installs, choose **Open**.



6. Log in with your work email and password. **Continue with Microsoft** instead of entering your email and password on the initial login page.
7. Duo Authentication will prompt. Please Authenticate.

8.  If prompted to use Touch ID, choose **OK**. Next time you open Catapult EMS you won't have to retype your username and password.
9.  When it asks permission to take pictures and record video, choose **Allow**. This lets you submit photos and video during incident reports and emergencies.
10. When it asks permission to access your device's location, choose **Allow only while using the app**. This reports your GPS location during incident reports and emergencies.

**The Phone app can be configured to make an audible alert even if your phone is set to silent. To enable this feature:**

1.  Open the **Settings** app on your phone.
2.  Choose **Apps** > **Catapult EMS**.
3.  Toggle **Show notifications** on.
4.  Toggle **Catapult EMS** alerts on.