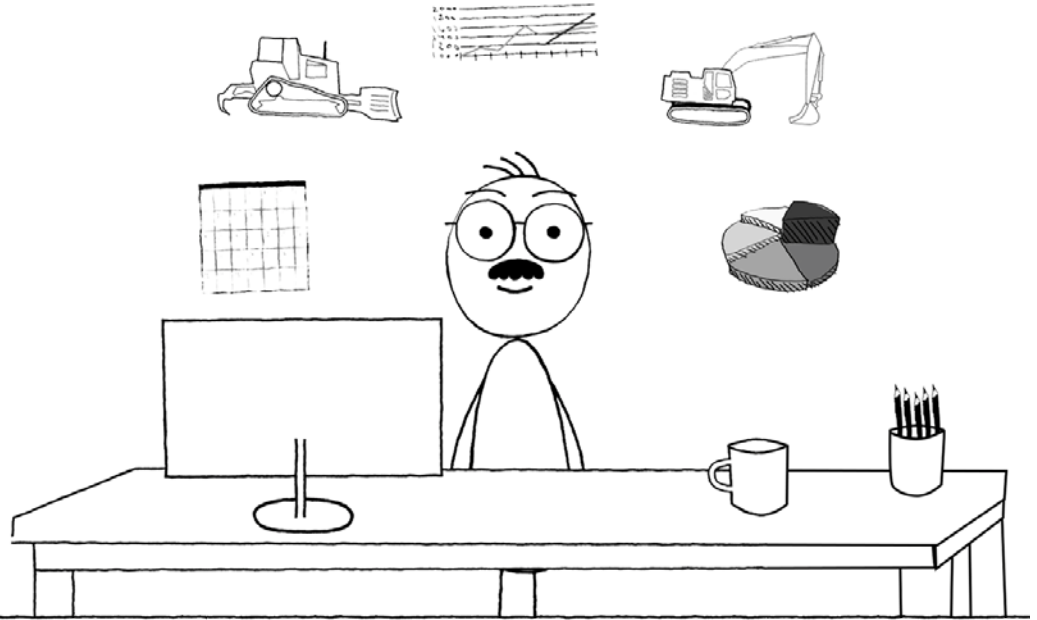


# FREQUENTLY ASKED QUESTIONS



## What is My.Cat.Com?

It's a website where you can get access to all your equipment data from any location, using any device and with a single login. There you'll find critical data about all the machines you use, plus helpful tools to make your job easier.

## What data is included and how can I use it?

You'll find data from more than a dozen different Caterpillar and Cat® dealer sources, all in one place—everything from PM schedules, parts and service records and inspection reports to info about rental contracts, warranty coverage, safety issues and more. Working with us, here's what you can do:

- Schedule a PM
- Check a machine's parts or service history
- Manage open work orders
- Review results from fluid analysis
- Verify warranty or Equipment Protection Plan coverage
- Extend a Customer Support Agreement
- Manage your rental equipment
- Act on Safety Service Letter notifications
- Monitor location, hours and events on units equipped with Cat Product Link™
- Access/review Operation & Maintenance Manuals (OMMs)

And that's just the beginning. Once you see what's available through My.Cat.Com, you'll find plenty of ways to use it.

## Can I use My.Cat.Com on mobile devices?

You can log in from your phone, tablet, laptop or desktop. The system will determine what kind of device you're using and automatically adjust the way information appears based on screen size.

## If this data is already available in other places, why do I need My.Cat.Com?

It will help you find critical, actionable information faster with much less frustration. All your key data is accessible from one place, 24/7, with a single login. This will make your work life much easier.

## Who at my company benefits most from using My.Cat.Com?

If your job involves buying, renting, operating, maintaining, repairing or keeping track of equipment, My.Cat.Com is for you. It will help you save time, work efficiently and make well-informed decisions whether you run one machine or a large fleet—whether you own or rent—whether your equipment is connected or not—and whether you use Cat products or another brand.

## Besides data, what else is available at My.Cat.Com?

You'll find things like basic PM schedules and online OMMs. You'll also have access to a simple planning tool that can help you stay organized. Use it to identify tasks, assign them to staff, sort them in different ways or even allocate machines to various areas of your work site. The tool can also function as a personal to-do list (just in case you need a reminder to pick up milk or call your mom).

## **What happens to the other web platforms I already use—VisionLink® for example?**

You'll still use VisionLink and other web platforms, but now you'll have the option to access many of them through My.Cat.Com. With VisionLink, for example, you'll see high-level data about hours, location and events on the My.Cat.Com dashboard. If you want more details, click on a link and go directly to VisionLink.

## **I don't use Product Link or VisionLink. What does My.Cat.Com offer me?**

Much of the information available through My.Cat.Com has nothing to do with Product Link or VisionLink. So even if your equipment isn't connected, you'll save time and reduce headaches by having quick, easy access to your parts and service records, PM schedules, rental history, warranty coverage and more.

## **How do I know My.Cat.Com will actually work?**

Cat dealers and customers were part of the development team, along with some of the world's best IT architects, coders, security experts and user experience pros. They built a quality system, tested it with hundreds of real heavy equipment users and improved it every step of the way. They'll keep making it even better as more users share their feedback.

## **How will you keep my information secure?**

Caterpillar cares about the safety and security of your transaction(s) on My.Cat.Com. We redirect visitors to a secure server to transfer and receive certain types of sensitive data, such as credit card information, and take precautions against physical and electronic intrusion to protect against loss, misuse or alteration of information that we have collected from visitors to My.Cat.Com. For more information, visit [cat.com/en\\_US/legal-notice.html](http://cat.com/en_US/legal-notice.html).

## **How do I sign up?**

The easiest way is to go to My.Cat.Com and click on the box that says SIGN UP NOW. You'll enter some basic information about your company and your equipment, then get access to some of the resources available through My.Cat.Com (things like general PM info, online OMMs and task functionality). The next step will require spending a little time with us to confirm details about your equipment. Once that's done, you'll have full access to everything at My.Cat.Com.

## **I work with three different dealers. Do I need to sign up with all of them?**

No. You'll register once and include the name of each dealer you work with. All of your data across dealers will be available in one place. My.Cat.Com makes sure everyone stays in the loop.

## **What if my fleet changes after I've registered?**

We'll have a record of anything you bought, traded, sold or rented through the dealership, as will any other dealer you work with, so as those transactions take place, your fleet information will be automatically updated. But if we're not involved when you acquire or dispose of assets, we hope you'll let us know so we can keep your info up to date.

## **Can I make changes to fleet information by myself or does my dealer have to do that?**

You'll be able to change asset ID numbers (the numbers you assign to your machines) and service meter information. You can also enter information about any maintenance or service work you do on your own. Everything else will be automatically updated by the system.

## **How much does this cost?**

There's no charge to register or use My.Cat.Com.

## **Where can I get more information?**

Learn more at [cat.com/mycat](http://cat.com/mycat) or contact us directly. We're happy to answer your questions or help you sign up.

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