SIS2GO

SIS2GO APP QUICK START GUIDE

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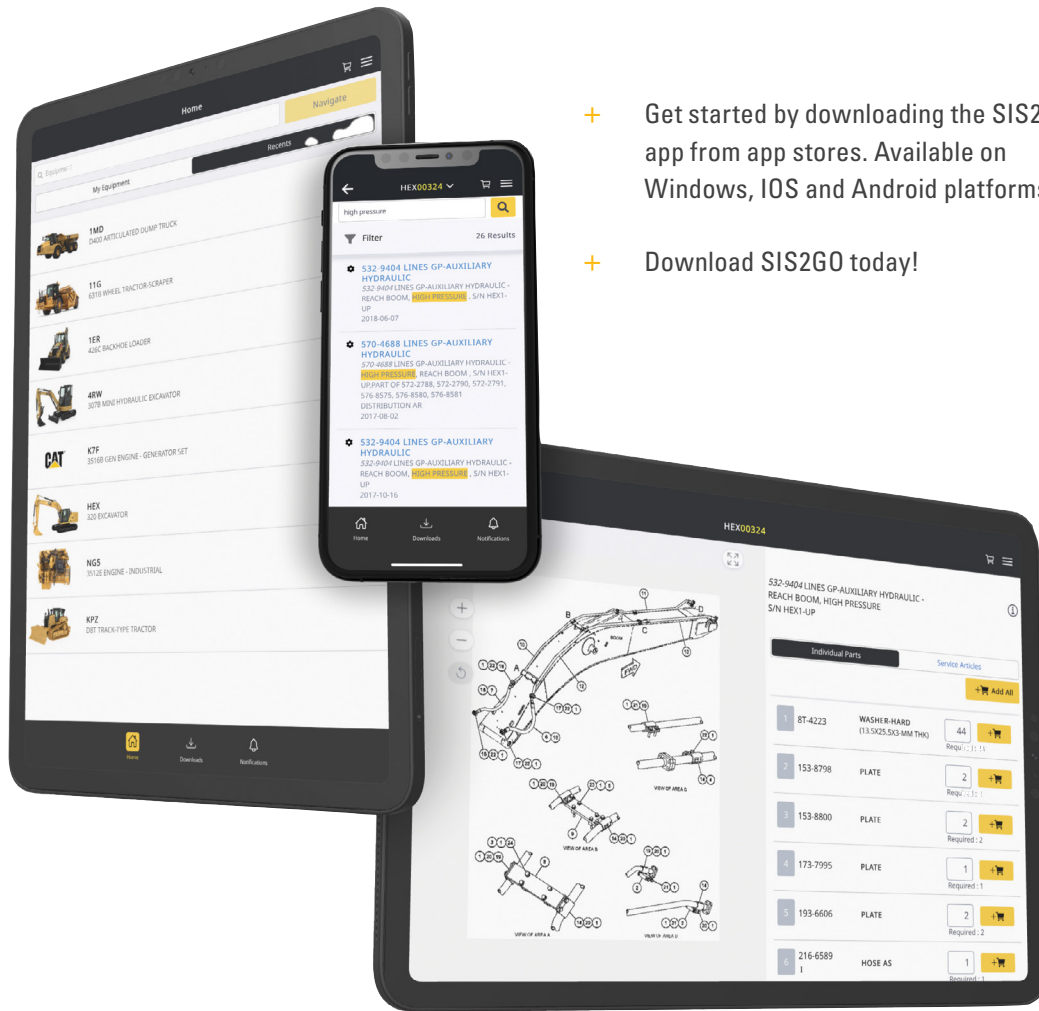**SIS2GO**

Genuine Cat Service & Parts Manuals

Sign In

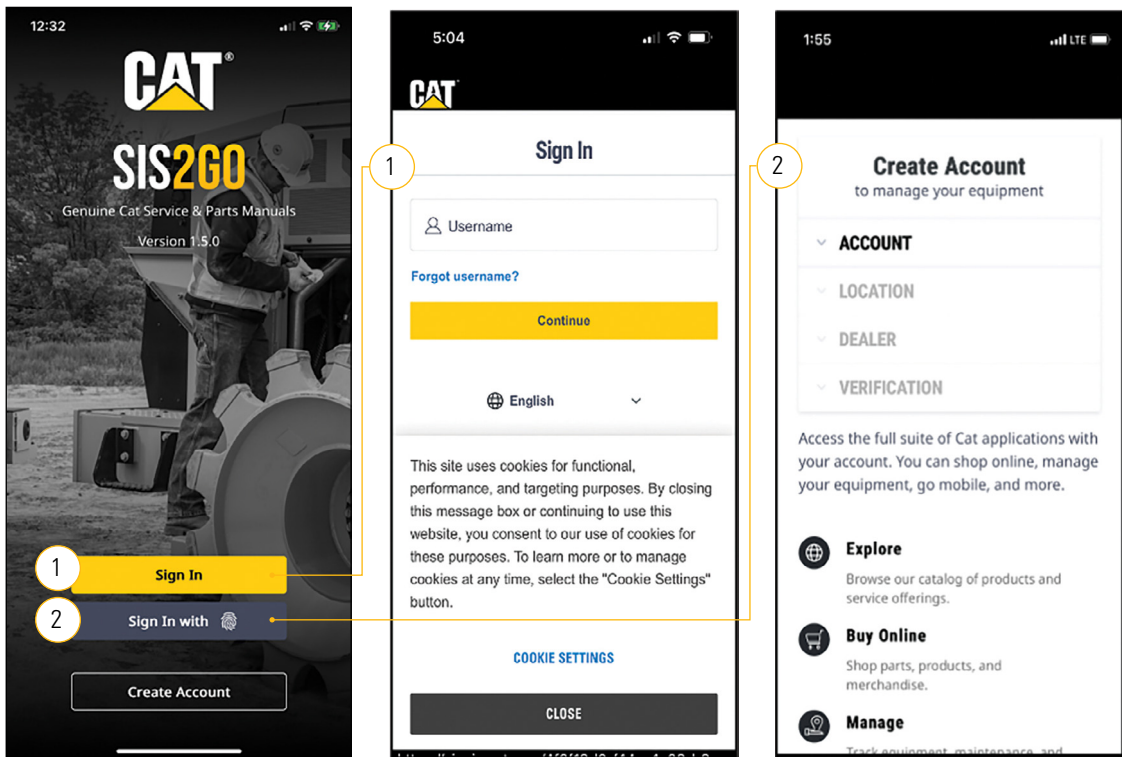**Create Account**

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DOWNLOAD THE APP

Now you can take the guesswork out of maintaining, troubleshooting and repairing your equipment. All while being assured you have the most current and reliable information. Learn more about the Cat® SIS2GO app at cat.com/SIS2GO.

+ Get started by downloading the SIS2GO app from app stores. Available on Windows, IOS and Android platforms.
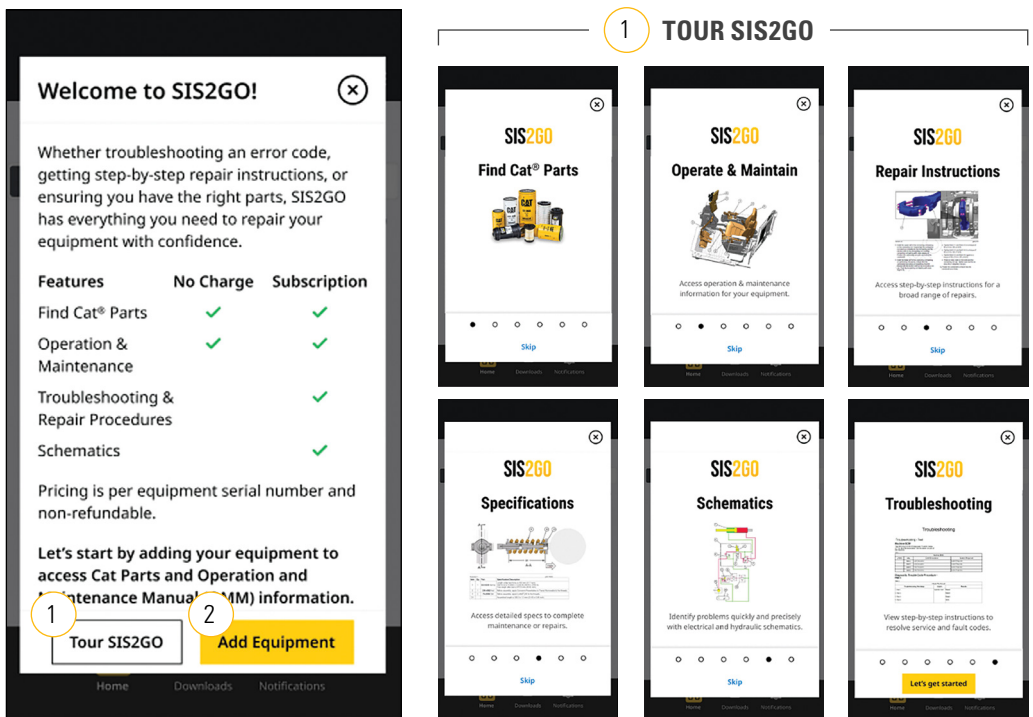
+ Download SIS2GO today!

HOW TO SIGN IN

(1) If you have an existing CWS account*, select **"Sign In"** to enter your username and password.

(2) If you do not have a CWS account, select **"Create Account"** to create a new account. In this step, provide your contact details, select your local Cat dealer and create a password.

*NOTE: A CWS account is your Caterpillar username and may be used across other Cat applications.

WELCOME AND TOUR

1. To learn more about the features, select **"Tour SIS2GO."**

2. Or, if you prefer to get started right away, select **"Add Equipment"** to access Cat Parts and Operation and Maintenance Manual (OMM) information.
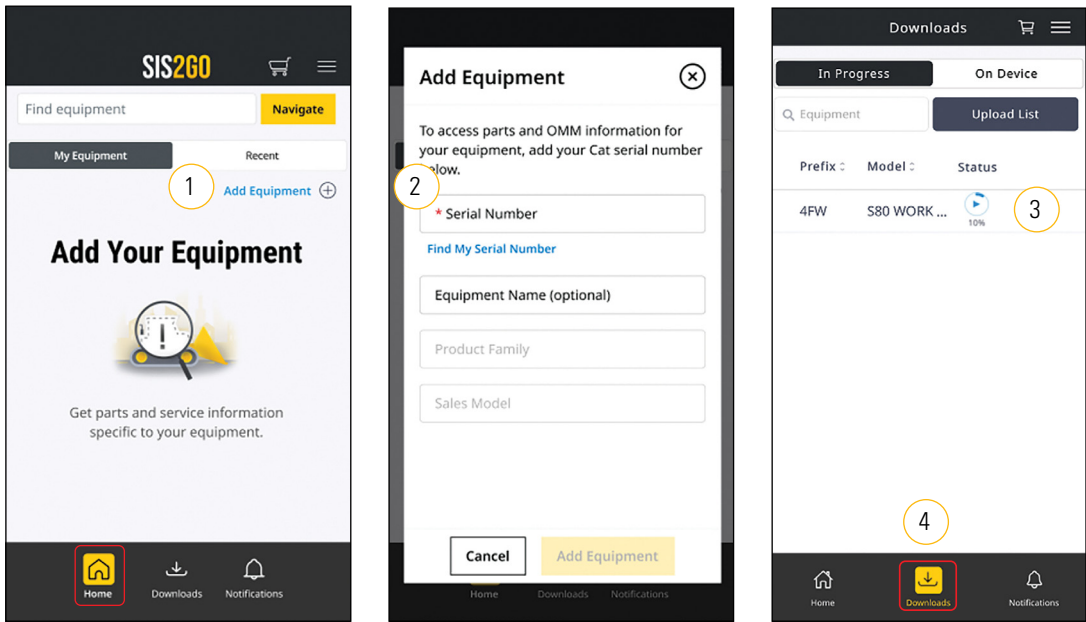

1 **TOUR SIS2GO**

NOTE: Within SIS2GO, access to parts and OMM information is available at no charge. Affordable subscription options are offered for access to Cat service manual information.
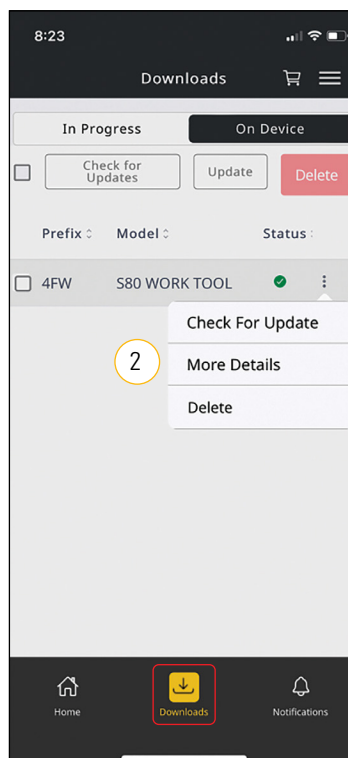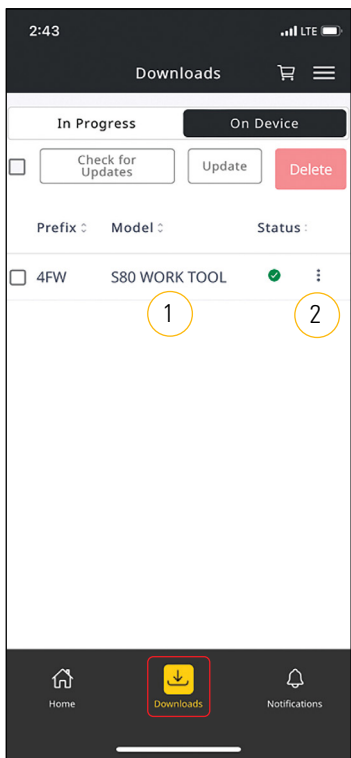
ADD EQUIPMENT

1. Select **"Add Equipment"** to get started.

2. Enter your equipment's serial number, equipment name (optional), and then select the **"Add Equipment"** button. The **"Product Family"** and **"Sales Model"** fields will auto-populate.

3. Parts and OMM information will automatically start downloading to your device. You will receive a notification when the downloads are ready.

4. To check the progress, select the **"Downloads"** icon.
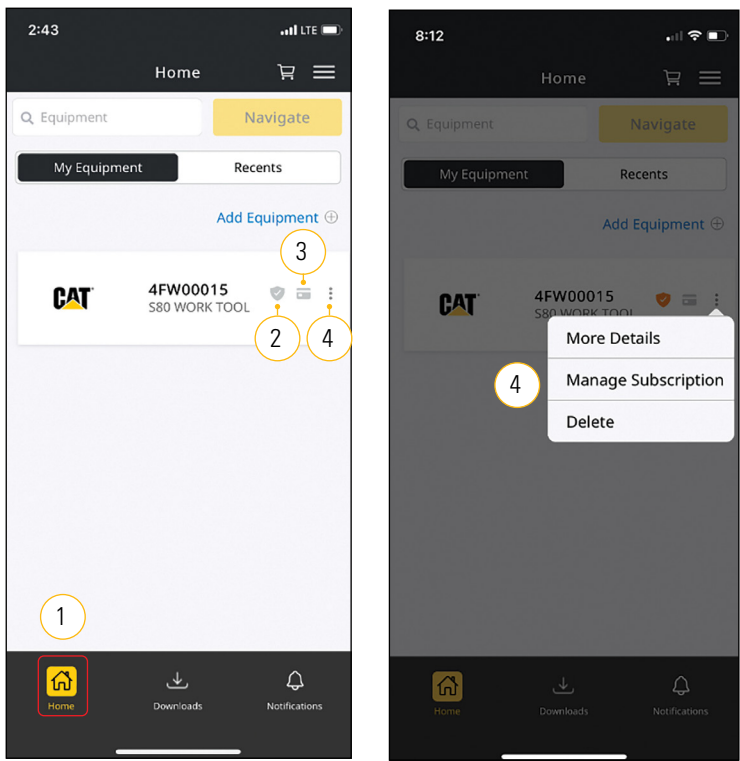
DOWNLOADS

1   Select the **"Downloads"** icon to access the serial number prefixes. The green checkmark indicates that the parts, OMM and service (if subscribed) information has been downloaded.

2   This button provides additional download options:

+ Click **"Check for Update"** while online for the most up-to-date information.

+ Click **"More Details"** for additional download information.

+ Click **"Delete"** to remove the download from your device.

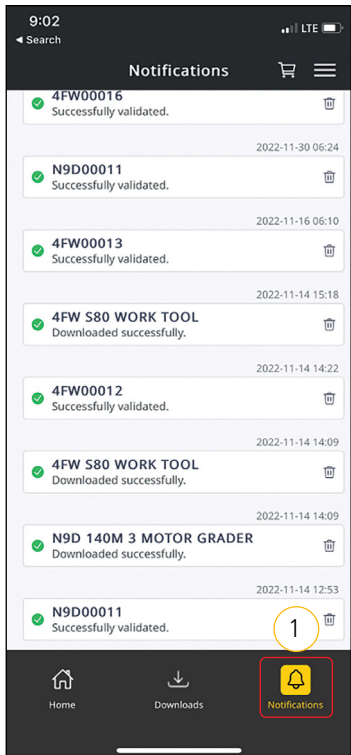**NOTE:** The app may be used while the downloads are in progress.

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HOME

1 Select the **"Home Screen"** icon to view your added equipment, subscription and payment status.

2 The color of the **"Subscription Status"** icon indicates the status of your subscription request.

   ✓ Not Sent

   ✓ Pending Review

   ✓ Approved

3 The color of the **"Subscription Payment Status"** icon indicates the status of your subscription payment.

   ▭ Subscription not active

   ▬ Subscription active

4 To upgrade, downgrade or cancel your subscription, click the **"Manage Subscription"** button, which navigates you directly to app stores.
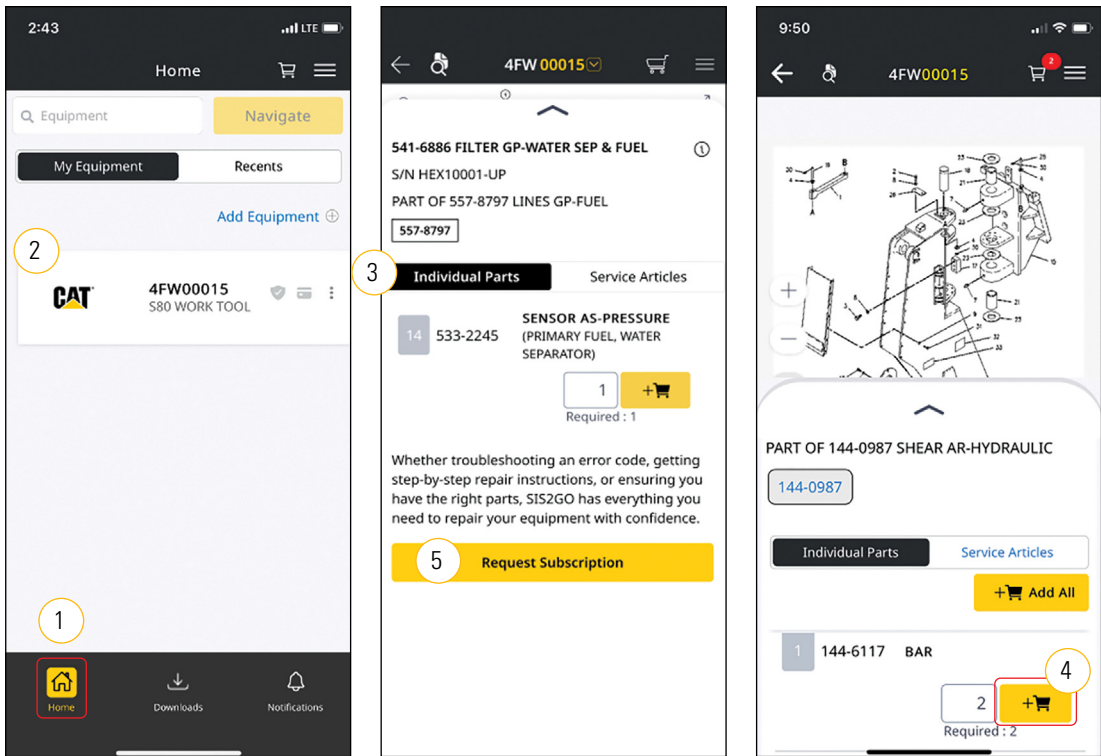
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NOTIFICATIONS

(1) Select the **"Notifications"** icon to view messages or alerts. These may include updates such as:

+ **"Downloaded Successfully"**

+ **"Update Available"**

+ **"Successfully Validated"**

+ **"Shopping Cart Changes"**

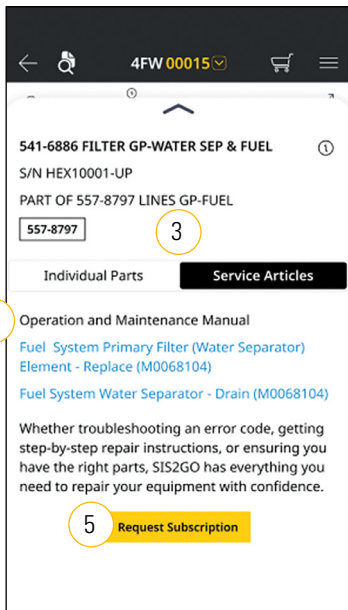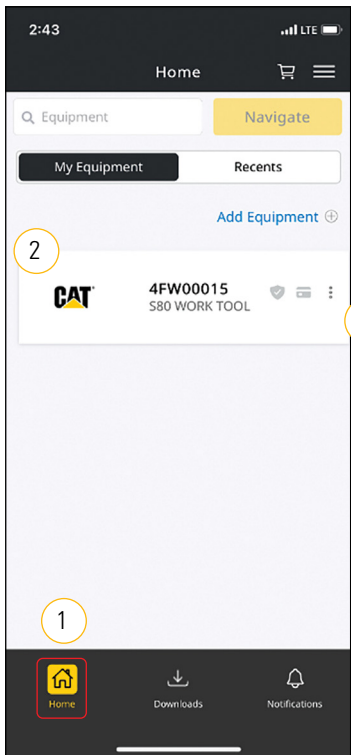+ **"Subscription Active"**

+ **"Subscription Expired"**

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PARTS INFORMATION

① To view parts information, select the **"Home"** icon.

② Then, click on your Cat equipment serial number.

③ Select **"Individual Parts"** to access parts information for your selected serial number. The parts information is categorized by systems and components. You can access the component information and breakdown.

④ You can also quickly add parts to the shopping cart to purchase directly from your Cat dealer. For assistance, refer to parts.cat.com.

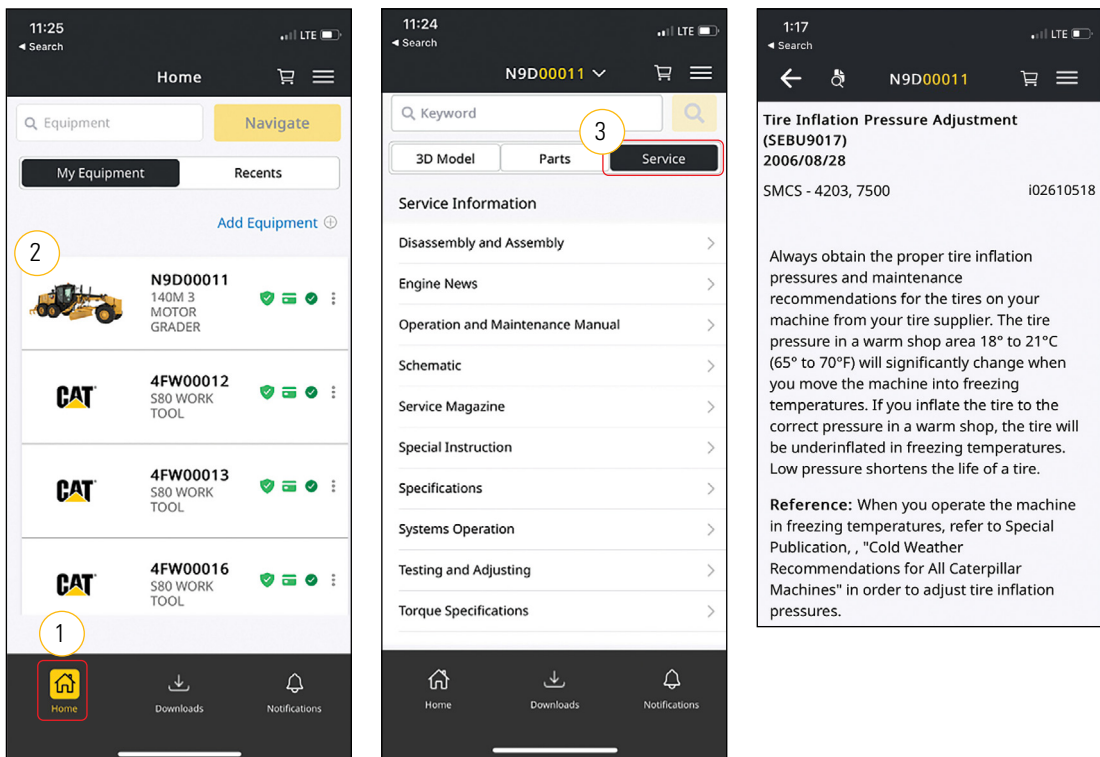⑤ For access to the Cat service manual information for your equipment, request a SIS2GO subscription within the app.

OPERATION AND MAINTENANCE

1. To view OMM information, select the **"Home"** icon.

2. Then, click on your Cat equipment serial number.

3. Select **"Service Articles"** to access the OMM information for your selected serial number.

4. Then, select **"Operation and Maintenance Manual."**

5. For access to the Cat service manual information for your equipment, request a SIS2GO subscription within the app.

SERVICE INFORMATION

① To access service information, select the **"Home"** icon.

② Then, click on your Cat equipment serial number.

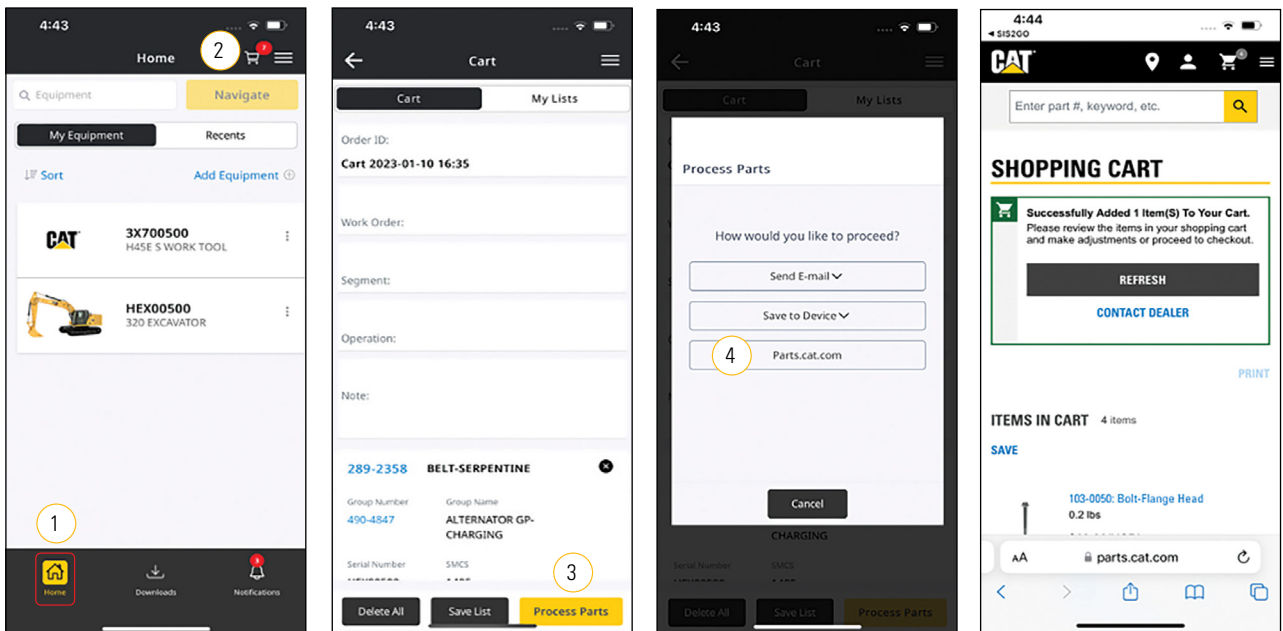③ Select **"Service"** to access service information for your selected serial number.

NOTE: For access to the Cat service manual information for your equipment, request a SIS2GO subscription within the app.

HOW TO ORDER PARTS FROM YOUR CAT DEALER

1. To order parts, select the **"Home"** icon.

2. Then, click on the shopping cart icon at the top of the screen.

3. Next, select **"Process Parts."**

4. Select the **"Parts.cat.com"** button to purchase parts from your Cat dealer.

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APP SUPPORT

+ To learn more, reference the documentation in the **"Help Menu"** or visit cat.com/SIS2GO.

+ If you have questions about SIS2GO, contact your local Cat dealer.

+ For SIS2GO billing or subscription questions, please contact app stores.

+ If you are experiencing technical issues with the app, please report them to SIS2GO_help@cat.com.

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