

# Contacting Us

## Objectives

- This guide will explain how to ask for help.

## Instructions

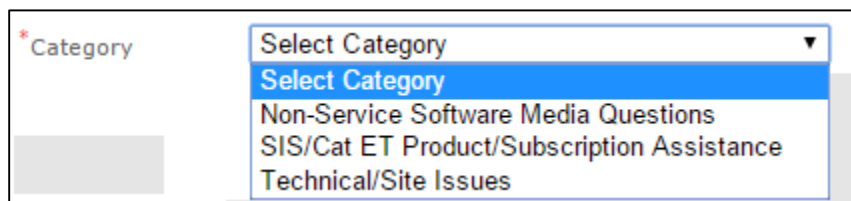
### Step 1: Navigate to the “Contact Us” Page

1. Select the “Contact Us” option.



### Step 2: Submit an Inquiry

1. Fill in the required fields for your contact information.
2. Fill in the Category your inquiry relates to.
  - a. Non-Service Software Media Questions → Products **\*not\*** found on this website
  - b. SIS/Cat ET Product/Subscription → Products and support for this website’s functions
  - c. Technical/Site Issues → Error messages, blank screens, etc.
3. Fill in your message.
4. Select the “Submit” button at the bottom of the page.
5. Your message will come through as an email ticket to our email Inboxes for resolution.
  - a. There is **\*no\*** confirmation email sent to you. You will be contacted directly by our support team.



### Contact Us

Please use the form below to contact us.

Fields marked with an asterisk ( \* ) are required.

\* First Name

\* Last Name

\* Email

Phone

\* Category

Select Category ▼

\* Message

Submit


#### System Confirmation

### Contact Us

Thank you for contacting us. [Submit an Additional Form?](#)

[Return to Home Page](#)

#### Contact Us Notification Ticket/Email Example – Sent to our Support Team



**Service Software Product Ordering System Contact Us – SIS/Cat ET Product/Subscription Assistance**  
**noreply** to: Technical\_Information\_Access\_Solutions

Caterpillar: Confidential Green      Retain Until: 09/17/2015

First Name:

First Name

Last Name:

Last Name

Email:

Email Address

Phone:

Message:

Message Information

## Contact Us

If you need assistance or have any questions, please contact the TIAS Inbox:

Technical\_Information\_Access\_Solutions@cat.com