# Contacting Us

## Objectives

- This guide will explain how to ask for help.

## Instructions
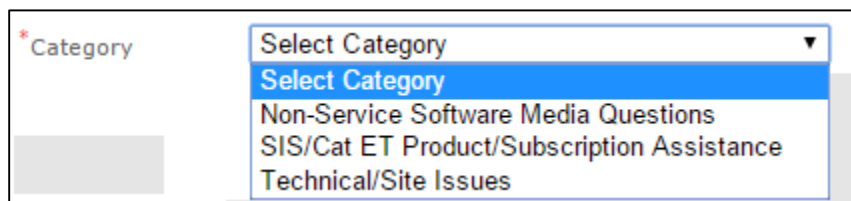
### Step 1: Navigate to the "Contact Us" Page

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.

*System Confirmation*



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



## Contact Us

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

Technical_Information_Access_Solutions@cat.com