Cat® Mobile App
Customer Frequently Asked Questions (FAQs)

CAN ANYONE ACCESS THE CAT® MOBILE APP?

+ A valid CWS ID is required to log into the Cat App. A user's CWS ID must be tied to the local dealer's UCID before logging into the Cat App. Click HERE to access the CWS ID creation tool.

WHAT IF MY MACHINE INFORMATION APPEARS INACCURATE?

+ Try the following tips for help troubleshooting:
    + Reference the last reported information
    + Verify that the Master switch is on for report (depending on P/L device)
    + Note: Some Product Link boxes and older CAT machines do not report certain data points

WHAT IF MY MACHINE IS NOT SHOWING UP ON THE APP'S DASHBOARD?

+ First, verify all machines are connected. Then, provide your local dealer with the machine's Serial Number to check their UCIDs connection.

HOW DO I ADD MORE OF MY EQUIPMENT?

+ At this time, the Cat App only supports CAT equipment fitted with Product Link telematics hardware.
+ If any of your Product Link connected Cat equipment is not appearing on the Cat App, or if you would like to connect a new machine with telematics hardware, please contact your dealer representative.
+ You can find your dealer's contact information by tapping into the details of one of your machines and scrolling to the bottom.

HOW OFTEN DOES THE DATA REFRESH?

+ Data will typically refresh at least once a day, with higher paid subscriptions being refreshed more frequently. To see the exact time a machine's data last refreshed, see the "Last Reported" time-stamp under the hours reading of the machine.
+ If you are not seeing regular updates for particular pieces of equipment, please reach out to the application support team by using the chat feature below, or contact your dealer representative.
+ You can find your dealer's contact information by tapping into the details of one of your machines and scrolling to the bottom.

HOW DO I CHANGE NOTIFICATION PREFERENCES?

+ To change your notification preferences, go to your "Settings" page by tapping the gear in the upper left-hand corner of your equipment list page.
+ From there, tap "Notifications and Alerts" and choose which notifications you would like to receive.

HOW DO I UPGRADE MY TELEMATICS SUBSCRIPTION?

+ If you would like to upgrade the telematics subscription of some of your machines, please reach out to the application support team by using the chat feature or contact your dealer representative.
+ You can find your dealer's contact information by tapping into the details of one of your machines and scrolling to the bottom.

HOW DO I CHANGE MY SUBSCRIPTION LEVEL?

+ You should activate Cat Daily, and then contact Cat App support or your dealer representative to get an upgrade or change your subscription.
+ You can find the dealer contact information by tapping into the details of one of your machines and scrolling to the bottom.

WHY IS SOME OF MY EQUIPMENT DATA MISSING OR WRONG?

+ In some cases, there may be interruptions in data communications, which result in missing or old machine data.
+ While site conditions are the likely reason for data loss, please reach out to the application support team using the chat help feature to troubleshoot.

WHY CAN'T I SEE ALL OF MY EQUIPMENT?

+ If any of your Cat equipment is not appearing on the Cat App, or if you would like to connect a new machine with telematics hardware, please reach out to the application support team by using the chat help feature or contact your dealer representative.
+ You can find your dealer's contact information by tapping into the details of one of your machines and scrolling to the bottom.

HOW DO I REQUEST SERVICE FOR MY EQUIPMENT?

+ You can request service for any piece of Cat equipment by tapping the "Request Service" button located at the top of the equipment details page.
+ You will be prompted to fill in some details about the request and tap submit.
+ After submission, a product support representative from your local Cat dealer will reach out to coordinate service needs directly.

HOW DO I GET MY TEAM ON THE CAT APP?

+ To onboard other individuals from your company, please reach out to your dealer representative, or to the application support team using the chat help feature.

WHERE CAN I GO FOR ADDITIONAL DEALER RESOURCES?

Please reference the list below for additional resources:

+ [CWSID creation flow](#)
+ [CAT Link (subscription) FAQ](#)
+ [Product Link (hardware) FAQ](#)