# FAQ

## VISIONLINK® FLUID ANALYSIS POWERED BY S·O·S℠ SERVICES

### 1. What is VisionLink?

VisionLink is a cloud-based software application that takes the guesswork out of fleet management with key insights to maximize performance - regardless of fleet size or equipment manufacturer. Receive equipment data seamlessly to your desktop or mobile device, all from a convenient centralized solution to make informed decisions at every turn.

### 2. How do I get started with VisionLink?

- Create your account through the VisionLink site at https://vl.cat.com
- Contact our team via email SOSlab@toromon.com or call us directly at 866-569-5979

### 3. Where do I purchase a fluid sample kit?

- At a Toromont Cat parts counter
- En ligne sur Parts.cat.com https://parts.cat.com/pccCart?xdeepLinkId=1358766&storeId=20155
- In the Cat® Central mobile app

### 4. Who should I contact if I get an error during log-in or registration?

Contact the Toromont Cat fluid analysis services team at SOSlab@toromont.com or 866-569-5979

### 5. What are the benefits of the fluid analysis services through VisionLink?

**Simpler experience:** From start to finish, our fluid analysis experience is more user-friendly than ever. Easily submit samples, find the important information you need in reports, and track fluid sample status.

**More confidence:** Modern analytics enable more robust and consistent reports. Smarter, data-informed recommendations will help you prevent expensive failures by identifying them before they occur.

**Easier next steps:** See what to do next alongside fluid recommendations. We've made it easier – and faster – to take action.

### 6. Once I've completed and submitted the VisionLink registration, how long will it take to get access?

- Within 24 hours or the next business day
- Contact SOSlab@toromont.com if you need assistance

### 7. How do I download VisionLink on my phone?

You can download VisionLink on your Apple phone here, VisionLink® App - App Store here, and Android here VisionLink® - Apps on Google Play

### 8. How do I log in?

- Navigate to VisionLink. A CWS ID is required to log into VisionLink
- Enter your CWS ID (Username) and select "Continue"
- Enter your password and select "Sign-in"

### 9. What if I forgot my password?

- In the Cat Sign-in screen, select "Forgot Password?"
- Verify the username is correct and select "Send Code"
- Enter the verification code from the email in the "Enter Verification Code" Screen and select "Continue"

  Note: if you copy the verification code from the email, be sure to copy just the code. Do not copy the space after the code.
- If you did not receive an email with a verification code, select "Resend Code"
- Enter a new password and confirm the password.
- Select "Save Password"

### 10. Why can't I access Cat SOS Web?

As of March 27, 2026, VisionLink replaces Cat SOS Web

### 11. Where can I access a training document?

The Fluid Analysis SOS Services training workbook is available on the Toromont Cat website under the FAQ section

### 12. How do I get my fluid sample results?

- You will need to log-in to your VisionLink account or create an account
- Set-up notifications or reports within User Preferences within VisionLink
- View in VisionLink Web or the mobile app

If you have any questions, please contact the Toromont Cat fluid analysis services team
SOSlab@toromont.com | 1-866-569-5979