Be sure to read it completely!

The Service Library has been entirely redesigned to make our service information more easily available.
The registration and login process has also changed.

The registration in the new Service Library is done using the new order form.
Each individual user must be listed on an order form and register themselves in the Service Library.
All users are initially registered and assigned to the respective role from the order form.

The registration may take a few days. **As soon as the users are registered in the Service Library, they receive a confirmation e-mail.**

Registration process

Requirements:

- You require Internet access.
- You require a CWS account. If you do not have a CWS account, contact your Identity Manager. If you do not know your Identity Manager, contact your Territory Manager.

Before you can work with the new Service Library, you must register:

1. Fill in the order form and send it to ServiceLibrary@mwm.net
   ATTENTION: Make sure you use the new order form. You can of course register several users for one order form. **It is important that your Service Manager signs the order form.** Contact your Territory Manager if you do not know your Service Manager.

Each individual user must carry out the following steps on their own:

2. Enter the address https://caterpillar.service-library.net in your Internet browser.
   → The CWS login page is displayed.
3. Enter your CWS login data and confirm the registration with your 2nd factor authentication.
   → The CWS login page is displayed again.
   Note: The view may repeatedly return to the Service Library or switch between CWS and Service Library. Close your browser and wait for the confirmation e-mail.
4. Close the browser.
   → Now you are registered in the Service Library. Your rights from the order form are assigned to your account. We ask for your understanding that this may take a few days. **As soon as you are granted access to the Service Library, you will receive a confirmation e-mail.**

Once you have received the confirmation e-mail, you can log into the Service Library (as described above). You will be directed to the Service Library after step 3 and the start page of the Service Library will be displayed.

TIP: First read the brief instructions or watch the video tutorials. There you will find important information on how to work with and in the new Service Library.

Note: The former Service Library will be available for viewing until end-2020. However, **no more updates** will be made there. All new documents can only be found in the new Service Library.

Note: The new Service Library will also be accessible via the new CG/TCG portal. There you will also find the registration requirements and the order form.