

Frequently Asked Questions

General

Q: Can I edit or cancel my order after it's been placed?

A: No, all sales are final.

Q: Why am I not finding publications for my Forklift?

A: You must contact a Caterpillar Forklift Dealer: www.mcfa.com

Q: Why can I not find my Operator's manual or Parts manual for my product?

A: Search for the serial number prefix that is on the product you are looking for, such as your machine, transmission, engine or gen set. Use a machine serial number prefix to find machine publications, use a gen set serial number prefix to find gen set publications and so on.

Q: I see more than one media in my search results, which do I order?

A: There may be multiple languages available for each publication. Language is listed within the product information. Also, click the "Download" button to preview the cover which should contain the information you need to make a purchasing decision.

Q: How can I order other publications that are not available on the site?

A: You must contact a Caterpillar Dealer, and they will place an order for you. If you do not have a dealer, you may find one here: [Dealer Locator](#)

Q: Who do I contact if the PDF does not download correctly?

A: Contact Website Technical Support at Support@elandersamericas.com

Q: Are the search results in an order?

A: Yes, the search results appear in alphabetical order based on the title field. You can narrow your search results using the filter on the left by product category and/or language.

Q: Why do you need my address even when I'm only ordering a download?

A: Your address is needed for billing purposes.

Q: Can I view my order history/status?

A: Yes. Click on the profile icon and 'Manage Orders' to view your order history or to check the status of your order.

Q:How can I Opt Out from receiving Marketing Communications?

A: Enter your email address in this form and click save and you will be removed from our mailing list - [Opt Out Link](#)

Secured Media

Q: Why am I being asked to add an email or domain address to secured pdf files?

A: This enhancement has been made to avoid distribution of technical information on the internet. The user access controls (email/domain address) will ensure that only authorized users can open and view the service media they have purchased.

Q: Do I have to download the VERA® app?

A: It is the best practice to download the VERA® application. Users will be able to access most files online; however, we recommend using the VERA app or viewing all secured media. No admin rights are required for installing VERA.

Q: What do I do if I cannot open my file?

A: You will need to do a little troubleshooting:

- Make sure you have entered the email address correctly on your order.
- Download the VERA® application if you have not already, then try opening the file through the application.
- If you are still unable to open the file, please visit [Contact Us] on publications.cat.com

Q: Do I need to restart my computer after loading the VERA application?

A: A restart is recommended.

Q: How will I know if I successfully downloaded the VERA application?

A: The Vera icon should appear on your desktop. If it does not appear on your desktop hidden icons menu.

Q: After buying a digital copy (PDF), may I share it with others?

A: Only if you have purchased the “Domain” option.

Q: After buying a digital copy (PDF), may I grant someone else access to the file(s)?

A: No.

Q: Can I change the email or domain address after I purchase the download?

A: No. Please make sure to verify your email or domain address when entering this information and before completing the checkout process.

Q: Is there a subscription fee for the VERA® application?

A: No. There is no fee associated with downloading the VERA application, only the cost of the media as listed on publications.cat.com.

Q: Can I download VERA® to any device?

A: Yes, all device types may be used (PC, Mac, tablet, smartphone).

Q: Why do I have to download the VERA® app when I didn't have to previously?

A: There may be a few reasons, mainly security was not applied to technical information in the past. It also may be that a previously purchased secured file was able to be opened in the web browser, but your current file is too large to be handled in the browser. It is our best practice to download the VERA application after the purchase of your first secured media. You will not be required to download it multiple times.

Q: How do I access this information offline?

A: Prior to working offline, the file should be opened and saved in a location that is permanent (desktop, hard drive) to ensure file access keys are properly cached on the local device.

Q: Will I be able to print my pdf?

A: Yes. You will be able to print your PDF, and it will have a watermark denoting the authorized user for that secured media.

Q: Will I be able to remove the watermark containing the email address from my pdf?

A: No. The watermark will remain visible.

Q: I cannot find the approval email or link.

A: You will need to check your "SPAM" or "Junk" folder to ensure you received the email giving you access/confirmation.

Q: Can I purchase the download with more than one domain at the "Company" level?

A: No. Only one domain can be assigned.

Q: I want my PDF on a flash drive instead of a CD, is that an option?

A: Only CD's are available.

Q: If I purchase a digital copy, and in the future would like a printed copy, is that included in the digital price?

A: No. However, you may print the digital copy.

Q: Will I be able to apply security access for a shared inbox?

A: Yes. Security can be applied to a shared inbox.

Q: Can I share the file after it has been purchased?

A: Yes. However, the file may only be shared with those who have been granted access.

Q: What operating platforms are supported by VERA?

A: VERA supports Windows, Mac OS, iOS (iPad and iPhone), Android, and Surface.

Q: How does VERA's encryption work?

A: VERA is a secure shell - an HTML shell - around each of your most sensitive files. As people open your file, this sends a request to the VERA cloud, which confirms whether that person has access and what their rights are to the document.

Q: How can I be sure that VERA does not see or store my data?

A: The VERA Cloud Platform manages the policy and controls for each customer, or tenant on the platform, and securely manages the processes of creating keys, enforcing access policies and aggregating events and activities for audit and reporting purposes. No customer data or content is stored on the VERA Cloud Platform.

Q: How does VERA work with content management systems?

A: VERA operates independently of most content management systems. Therefore, incorporating VERA into your content management processes involves encryption and access from outside of the repositories. Though this means users need to extract files from content management in order to view and edit, you can automate the security of this content using the VERA SDK.

Q: Do viewers need to download an application or a plugin to view files?

A: No. With VERA, viewers do not need to download any client to view files. Authentication (if you require it) can simply happen in the browser. Once a user is authenticated, protections can be applied and viewing of files will simply happen in the browser. You can also give the ability for

users to download the file if you wish as well. There are lots of options. This allows recipients external to the organization the ability to easily access data without having to install any plugins or clients and within their default browser. Authentication is controlled in multiple ways for external users. One example is simply doing email authentication, this is where the user would receive a second verification email. Users inside the organization usually have the VERA client installed on their endpoint (iOS, Android, Windows, macOS). This allows them to easily access secure files in native applications without having to add any additional steps. Users with a client can also easily manually secure data in multiple ways. This, however, is usually managed through automation by the admins and does not require a client.

Q: Does VERA physically store my data anywhere?

A: VERA does not store customer data or content. The information stored in the VERA Cloud Platform is limited to the encryption keys, policy definitions, user account information, and audit log data for the VERA Dashboard. VERA can't see the information inside your files. We separate the encryption keys from where the content is physically stored.

Q: Is VERA a cloud subscription service?

A: VERA is not a cloud subscription service.

Q: Will I need to access the cloud to view my documents?

A: Access to the cloud is not required to view documents. Documents can be downloaded onto the hard drive of a personal computer.

Q: Does Vera have auditing capabilities? If so, what are they, and is there an associated cost?

A: Yes, Vera has auditing capabilities. This includes file opening, access denials, and attempts to perform unpermitted actions such as copy/paste. The auditing process is manual and labor intense, so limits have been put into place.

Q: Can we track how many people are using a singular email address?

A: We can track how many different machines were used to access a file using the same single users address.

Q: Can we apply a cap to the number of users that have access to a file secured with a domain address?

A: No. The number of users that have access to a file secured with a domain address cannot be capped.

Q: What is our plan to manage sharing?

A: If a user violates the established access limits, an audit will be performed.

Q: Can we revoke access?

A: Yes. The TIS media management team can revoke access to any secured file. Access can be revoked by machine or by the users email address.

Q: How can I gain access to the support information?

A: All support information can be found on the publications.cat.com Frequently Asked Questions page.