



S•O•SSM SERVICES MOVED TO VISIONLINKTM

PLEASE SEE IMPORTANT UPDATES BELOW REGARDING OUR REPORTING SERVICES.

Starting **April 1, 2026**, S•O•SSM fluid analysis results will be accessed through **VisionLinkTM**, making it easier to view results, manage notifications, and organize samples in one centralized platform.

CENTRALIZED ACCESS

View fluid results alongside your equipment data

SMARTER ALERTS

Get notified when results are ready or need attention

BETTER ORGANIZATION

Use Groups to manage results by your business needs

How to Get Access to Your S•O•S Results

To view S•O•S Fluid Analysis results in Vision Link, you must have both a MacAllister Machinery Customer account and a [VisionLinkTM](#) User Account.

If You Don't Have a MacAllister Machinery Customer Account:

Go to : <https://www.macallister.com/solutions/finance-insurance>

Locate the Credit Application (PDF) and click on it to download/open.

For a quick COD account (no credit), fill out the top portion. Be sure to fill in the business email field.

For an account with credit, complete the entire application and sign it.

Save the application to a folder on your computer.

Attach the completed application to an email addressed to: credit@macallister.com

You will receive an email with your MacAllister account number or additional instructions if also requesting credit.

If You Don't Have a VisionLinkTM User Account:

Go to <https://vl.cat.com> and click "Sign Up Today". Complete the registration form with your MacAllister account number and contact information.

Your login will be associated with your Customer Account.

Use this login across **Parts.Cat.Com**, **SIS**, and **VisionLinkTM**.

How to View your S•O•S Results

Sign into [VisionLink™](#).

Select the Health tab.

Choose Fluid Analysis.

Click on the links within the Sample column to review your results.

Notifications Setup & Receiving Results

VisionLink™ allows you to stay informed when results are available or require your attention by setting up notifications for your S•O•S Fluid Analysis results:

Log into [VisionLink™](#).

Select **Manage > Notifications**.

Click **Add Notifications**.

Select **Fluid Sample**.

Configure and save.

Organize Assets with Groups

Like S•O•S Services Jobsite filter, VisionLink™ Groups helps you organize assets for faster, more focused fluid results. For customers managing multiple job sites, Groups keep their view clean by showing only the assets under your responsibility.

How to Create and Configure Groups

In [VisionLink™](#), navigate to select **Manage**, and then click **Groups**.

Click the **Add Group** button.

Follow the instructions in the configuration window.

FAQs

I've been viewing my S•O•S samples without an account. Why do I need one now?

As S•O•S Services fluid results transition to **VisionLink™**, access now requires a **VisionLink™ User Account** associated with a **MacAllister Machinery Customer Account**. This change helps ensure secure access, consistent data visibility, and the ability to use enhanced features such as notifications and groups.

What is the difference between having a MacAllister Customer Account and a VisionLink™ User Account?

A **MacAllister Machinery Customer Account** establishes a formal partnership between our company and yours, utilizing a Cash On Demand or line of credit agreement for invoicing, access to MacAllister Machinery services, and overall specialized support catered to your business needs.

A **VisionLink™ User Account** is then associated with your MacAllister Machinery customer account to provide you with access to all the Caterpillar tools necessary for purchasing parts, accessing technical data, and managing your machine fleet.

Is it free to open the necessary accounts?

Yes! Opening both a Customer Account and User Account are **free**, providing access to an abundant amount of Caterpillar resources.

Do I need a separate login for VisionLink™?

No, your **VisionLink™** user account credentials are used to sign into all your Cat Digital Toolbox applications, like Parts.Cat.Com, SIS, & VisionLink™.

Will my historical S•O•S Fluid Analysis samples still be available?

Yes, your SOS data is stored with your machine, along with previous work orders and warranty information.

Who within my organization should create a VisionLink™ account?

Anyone within your company who wants to take advantage of **Caterpillar's digital platforms**, such as Parts.Cat.Com, SIS, and VisionLink™, can create an account. Access to S•O•SSM fluid analysis samples in VisionLink™ is simply another benefit of having an account!

Didn't Find Your Question?

If you have questions about accessing VisionLink™, setting up your accounts, or viewing your S•O•SSM fluid analysis samples, contact our support team at **VisionLink@MacAllister.com**