



MuleSoft Catalyst Knowledge Hub FAQ

Frequently Asked Questions

Q1: How do I log in to Catalyst Knowledge Hub?

Catalyst Knowledge Hub uses OAuth 2.0 to allow users to log in using their company's licensed Anypoint Platform account credentials. If you don't know how to log in to Catalyst Knowledge Hub, please consult the [MuleSoft Catalyst Knowledge Hub Login Process](#) user guide.

Q2: I am having issues. Whom do I contact for resolving them?

If you are a Customer, contact your Customer Success team. If you are a Partner, contact your Channel Manager.

Q3: How do I know if I am a US or EU Control Plane user?

Look for the URL of your Anypoint Platform. If it has "eu1", it is the EU Control Plane. Otherwise, it is the US Control Plane.

Q4: Can I use my trial account to log in to Catalyst Knowledge Hub?

No, only licensed Anypoint Platform accounts can be used to access Catalyst Knowledge Hub.

Q5: My company is using External Identity Management. How do I log in?

Log in to your company's External Identity Management system first; then log in to Catalyst Knowledge Hub and it will redirect appropriately. More information can be found in section 1.2 of the [MuleSoft Catalyst Knowledge Hub Login Process](#) user guide.

Q6: How do I know if I am a Private Cloud user?

You are a Private Cloud user if your organization host Anypoint Platform On Premises Edition i.e. Anypoint Platform Private Cloud (PCE).

Q7: I am a Private Cloud user. How do I log in?

Click on the "Private Cloud" button and Catalyst Knowledge Hub will redirect you to the MuleSoft Support Portal (<https://help.mulesoft.com>). Then, log in to the Support Portal using your support credentials and it will automatically grant you access to Catalyst

Knowledge Hub. More information can be found in section 1.3 of the [MuleSoft Catalyst Knowledge Hub Login Process](#) user guide.

Q8: How do I know if I am a Government Cloud user?

You are a Government Cloud user if your organization's Anypoint Platform is hosted in the MuleSoft Government Cloud at <https://gov.anypoint.mulesoft.com>.

Q9: I am a Government Cloud user. How do I log in?

Click on the "Government Cloud" button and Catalyst Knowledge Hub will redirect you to the MuleSoft Support Portal (<https://help.mulesoft.com>). Then, log in to the Support Portal using your support credentials and it will automatically grant you access to Catalyst Knowledge Hub. More information can be found in section 1.3 of the [MuleSoft Catalyst Knowledge Hub Login Process](#) user guide.