

## ACCESSING INFOOnline

### GETTING TO INFOOnline:

- Go to the **MATC Homepage** at [www.matc.edu](http://www.matc.edu)
- You will find a link to **INFOOnline** in the left margin menu. Click on it.



- INFOOnline will now open.

### LOGGING INTO INFOOnline:

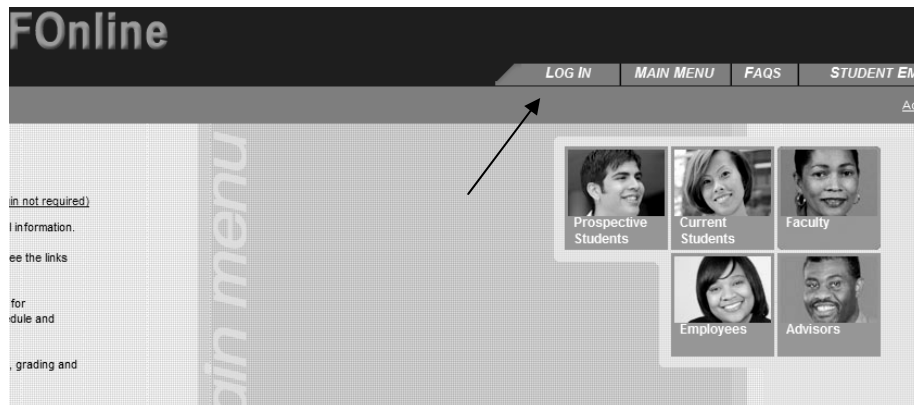
If you have **never** logged into INFOOnline, there are two options open to you.

If the first option fails, proceed to option 2.

If you **have used** INFOOnline in the past, **but have forgotten your password**, proceed to option 2.

#### **Option 1:**

- Click on the “**Log In**” tab found at the top of the INFOOnline homepage.



- The Log In page will open.

**Enter your User ID** (your user id is identical to the username entered when logging into your Groupwise account)

**If you have forgotten your user name**, get back to the INFOnline homepage and move to the bottom of the screen and click on **“What’s my user ID?”**



The **“What’s My User ID”** screen will open. Enter the information and then click on **“Submit”**.

A **“Here’s Your User ID”** screen will open that will contain your user ID.

Copy your ID down and click on **“Okay”** to return to the INFOnline Homepage.

**Click on the “Log In” tab again.**

- After entering your user id, enter your **default password** which is the **last four digits** of your social security number and click on **SUBMIT**.
- If the system accepted your default password, **you will now be forced to change** your default password to a permanent password. Follow the screen prompts and after changing your password, write it down so it will always be available to you.

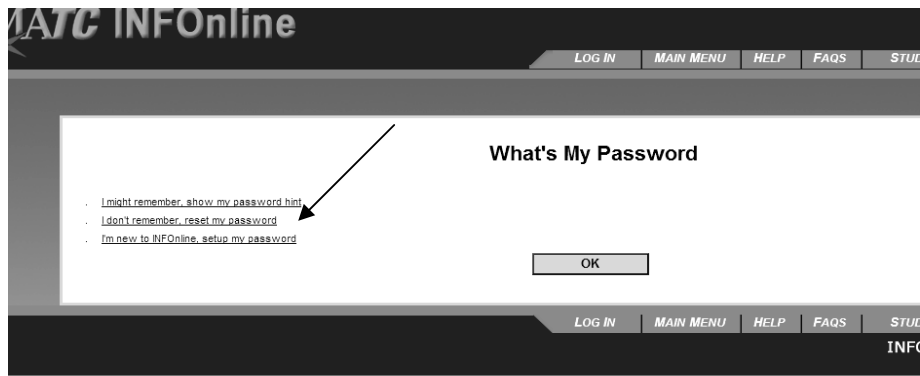
### **Option 2:**

**If the first option failed or if you do not remember your password**, proceed with this option to get your INFOnline password.

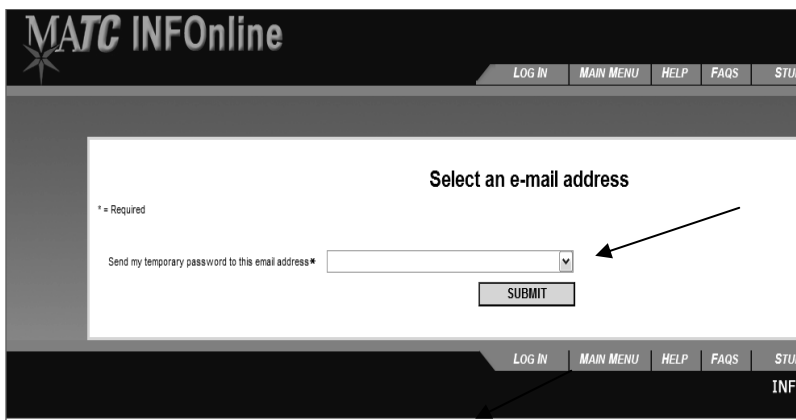
- Move to the bottom of the INFOnline Homepage and click on **“What’s My Password?”**



- The “**What’s My Password**” screen will open.



- You will be given **three options**:
  - I might remember, show my password hint.
  - **I don’t remember, reset my password (CHOOSE THIS OPTION)**
  - I’m new to INFOOnline, setup my Password.
- After clicking on the second option, the “**Reset my Password**” screen will open.
- Fill in the information and click on “**Submit**”.
- Now, a “**Select an e-mail address**” screen will open. Click on the arrow to select your **MATC e-mail address** and then click on “**Submit**”. (If you do not see your MATC e-mail address listed as an option, contact the Helpdesk at (414)297-6541. They will remedy this issue.)



- After designating your MATC e-mail account and clicking on Submit, you will get the following message:
 

**Your temporary password will be sent to this e-mail address. It may take up to 20 minutes.**
- You must now **log into your MATC e-mail account**.
  - You will have a message waiting with the **subject: “INFOOnline response to your request”**
  - Print out this e-mail and take **NOTE---the password given is TEMPORARY!**
- **Get back to the INFOOnline homepage** and log in **with our user ID and your new temporary password**.

- Now that you are logged into INFOnline, **you must** set up a **permanent password**.
  - Click on the **“Change Password”** button found on the top menu bar.



- The **“Change Password”** screen will open. Fill in the information (**The Old Password is the temporary password you used to log in**) and click on Submit.
- Copy down your permanent password in a safe place so it’s always available.

**Your new password will be the password you will use to log into INFOnline from this point on.**