ACCESSING INFOline

GETTING TO INFOline:

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

INFOline will now open.

LOGGING INTO INFOline:

If you have never logged into INFOline, there are two options open to you. If the first option fails, proceed to option 2.

If you have used INFOline 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 INFOline 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 INFOOnline 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 INFOOnline password.
• Move to the bottom of the INFOnline Homepage and click on “What’s My Password?”
• The “What’s My Password” screen will open.

![Image of What's My Password screen]

- 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 INFOnline, 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.)

![Image of Select an e-mail address screen]

- 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: “INFOnline response to your request”
  - Print out this e-mail and take NOTE---the password given is TEMPORARY!

- Get back to the INFOnline 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.
  
  o Click on the “Change Password” button found on the top menu bar.

  ![INFOnline Menu](image)

  o 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.

  ![INFOnline Change Password Screen](image)

  o 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.