ACCESSING YOUR GROUPWISE E-MAIL ACCOUNT

All MATC instructors and staff have a Groupwise e-mail account. This account can be accessed from any location with an internet connection. There are many reasons to access Groupwise including receiving MATC school announcements, receiving instructor announcements, and interacting with instructors and students. **Getting an Infonline password requires access to your Groupwise account.** But, before you can access Groupwise, you must have a User ID and a Password.

The following instructions are for those who:
- Have never used Groupwise
- Have forgotten their Groupwise password
- Have used Groupwise but have an expired password

These conditions require a call to the MATC Information Technology Helpdesk and a computer hooked up to the internet.

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OBTAINING A GROUPWISE USER ID AND PASSWORD

Have your Cosmo ID and a phone handy and get to the MATC Homepage ([www.matc.edu](http://www.matc.edu)) using any computer with internet access. Once there, click on “TecHELP”.

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After the “TecHELP” page opens, click on “Password Manager”.

You are now ready to call the MATC Information Technology Helpdesk at 414-297-6541 to get your User ID and a temporary password.

Hours of Operation for the Helpdesk are:

7:00 AM – 7:00 PM Monday thru Friday
8:30 AM – 4:00 PM Saturday and Sunday (Pager/Call back service only)

After being given your User ID and temporary password, you will be instructed to change your temporary password into a permanent one by using Password Manager. Helpdesk personnel will guide you through the process.

Once you have your permanent password, write it down in a handy spot.

Please note: After approximately every six months, you will be notified by e-mail that your password is due to expire and that it’s time to change your password. Simply access the “Password Manager” page and follow the directions under option three …”Change Password”.
To access your Groupwise account from any location, once again go to the MATC Homepage (www.matc.edu) and click on “TecHELP”. After the TecHELP page opens, click on “Faculty/Staff Support”.

You will now be at the GroupWise access page. Click on the orange “Groupwise Web Access” button.

After clicking, you will be asked to “Select a service and a language”. Choose option 2.

You are now ready to log in and start using your GROUPWISE e-mail account.