



REGISTRATION GUIDE:

- **You will need to create a new account before you can log in or enroll in an online course:**
 - Go to the MAT Online Learning Center (mat-elearning.medhomeplus.org)
 - Click **Log In** in the top right-hand corner of the website
 - Click the **Create new account** button
 - An email address can only be used once. We do not allow for shared accounts.
 - Once your account has been created, check your email (including your Spam/Junk folders) for your account confirmation email, which contains an activation link.
 - **Your account must be confirmed in order for you to log in!**

- **If you do not receive your account confirmation email:**
 - Account confirmation emails come from an automated system. If you do not receive an email from our system within 15 minutes, this is because your email provider or server rejected our email.
 - Please contact our **MAT Customer Service System** and we will **manually confirm** your account for you. Our standard response time is **one business day**. Our business hours are Monday-Friday, 8AM-5PM.
 - Please follow these instructions to contact our MAT Customer Service System:
 - Go to the MAT Online Learning Center (mat-elearning.medhomeplus.org)
 - Find the **Need Help?** section and click the **Customer Service Link**
 - You can also send an email directly to matsupport@medhomeplus.org

- **If you already have an active account with the MAT Online Learning Center, you can log in at any time with the username and password that you selected when you created your account.**

- **If you have forgotten your username and/or password:**
 - Please **do not** create a new account, especially if you are in the middle of a course.
 - You'll have to start the course over if you create a new account.
 - Please contact our **MAT Customer Service System**. We will **reset your password** for you.
 - Please follow these instructions to contact our MAT Customer Service System:
 - Go to the MAT Online Learning Center (mat-elearning.medhomeplus.org)
 - Find the **Need Help?** section and click the **Customer Service Link**
 - You can also send an email directly to matsupport@medhomeplus.org