

MatLab

PC/Windows OS

umTech

100Administration
Bldg., Memphis, TN
38152
Phone: 901.678.8888

Email: umtech@memphis.edu [umTech Website](#)

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Purpose

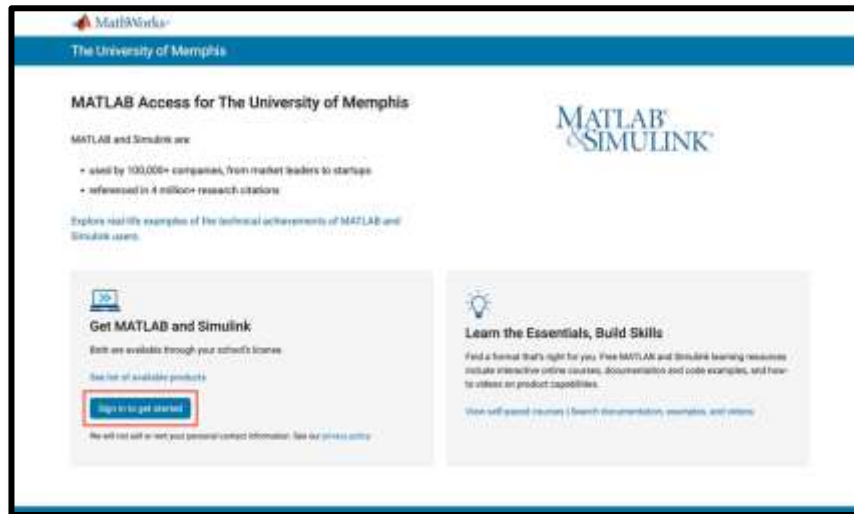
This training material highlights how to download the MatLab application on a PC.

Audience

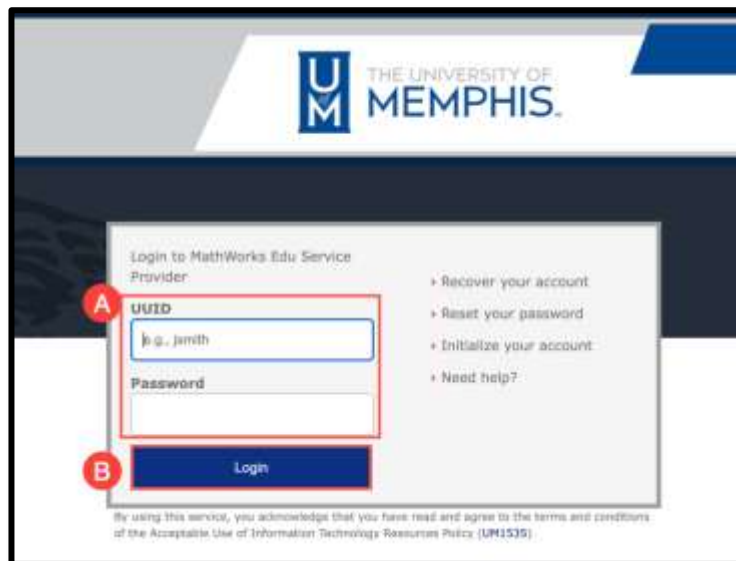
University of Memphis faculty, staff, or students who need to access MatLab.

Installing MatLab on a PC

1. Navigate to [MatLab download installer](#).
2. Click **Sign in to get started**.



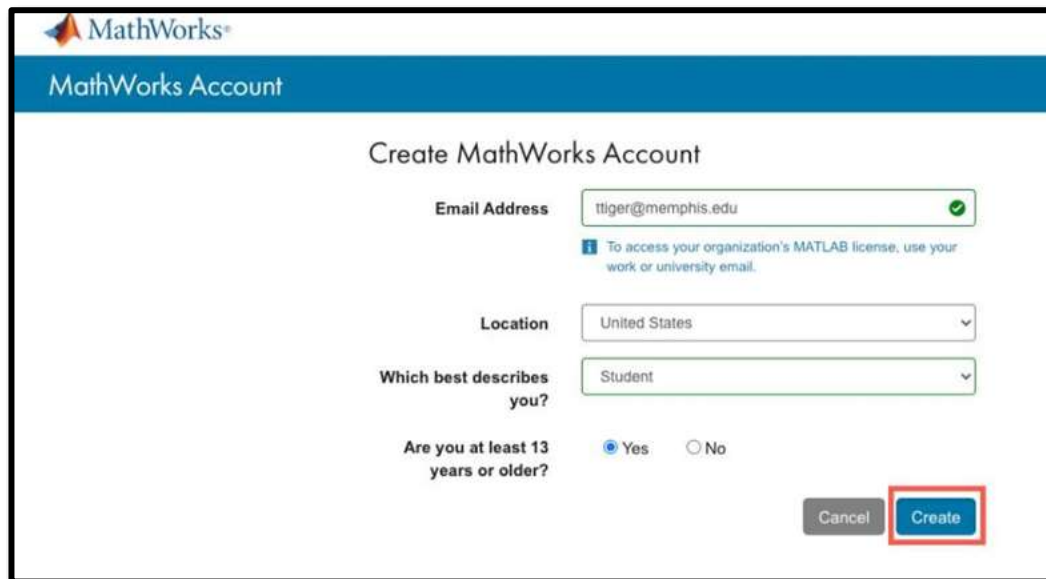
3. Sign in with your UofM Credentials. **A)** Enter UUID, and **B)** Password.



4. Authenticate with DUO.



5. If you have not created a MatLab account, you will be prompted to do so. Click **Create Account**.

The image shows the 'Create MathWorks Account' form. At the top is the MathWorks logo and the title 'MathWorks Account'. Below this is the heading 'Create MathWorks Account'. The form contains several fields: 'Email Address' with the value 'ttiger@memphis.edu' and a green checkmark; a note stating 'To access your organization's MATLAB license, use your work or university email.'; 'Location' with a dropdown menu set to 'United States'; 'Which best describes you?' with a dropdown menu set to 'Student'; and 'Are you at least 13 years or older?' with radio buttons for 'Yes' (selected) and 'No'. At the bottom right are 'Cancel' and 'Create' buttons, with the 'Create' button highlighted by a red rectangle.

6. The next page will ask you to verify your account. A verification email will be sent to your university email account. Once you verify the email, you may need to click **Continue** if the webpage does not automatically load.

The image shows an email from MathWorks titled 'Important MathWorks Account Information'. The body of the email says 'Thank you for registering with MathWorks!' and 'Verify your email address by clicking this link:'. Below this is a blue button with the text 'Verify your email', which is highlighted by a red rectangle. Further down, it says 'If you are unable to click the link, copy and paste this link into the address bar on your browser.' followed by a blue hyperlink. The email ends with 'Sincerely, MathWorks Customer Service Team'.

7. **A) Enter your First Name, B) Enter your Last Name, C) Create a User ID (Optional), D) Create Password, E) Confirm Password, F) Select What describes your Role? from the drop-down menu, G) Select Department, H) Check the box marked I accept the Online Services Agreement, I) Click Create.**

The screenshot shows the MathWorks Account creation page. The header includes the MathWorks logo and navigation links: Products, Solutions, Academia, Support, Community, Events. Below the header is a search bar labeled "Search MathWorks.com". The main heading is "MathWorks Account".

The form prompts the user to "To finish creating your profile, provide the following information for [redacted]@memphis.edu". The form fields are annotated with red circles and letters:

- A** First Name: Text input field.
- B** Last Name: Text input field.
- C** User ID (Optional): Text input field. Below it, a note states: "Must include 6 to 16 alphanumeric characters and start with a letter (Example: jsmith555) [Learn more](#)".
- D** Password: Text input field.
- E** Password Confirmation: Text input field.
- F** What describes your role?: Drop-down menu with "Select one..." and a downward arrow.
- G** Department: Drop-down menu with "Select one..." and a downward arrow.

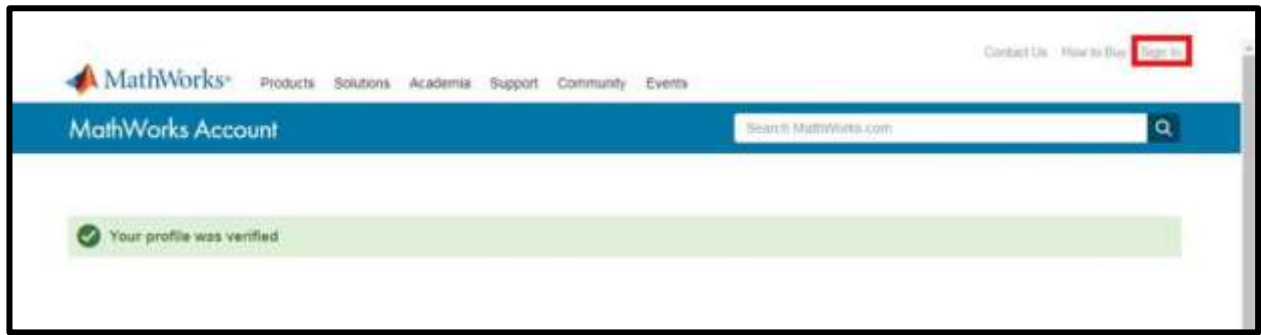
Below the form fields is a "Help" section with two questions:

- Questions about product pricing, or figuring out what you need?
 - ☐ Yes! Have a Sales Representative contact me.
- Technical problems or questions about your account?
 - ☐ Yes! Direct me to the Contact Support page.

At the bottom of the form, there is a checkbox labeled **H** "I accept the Online Services Agreement" with a checkmark. To the right of this is a red circle with the letter **I** and a blue "Create" button.

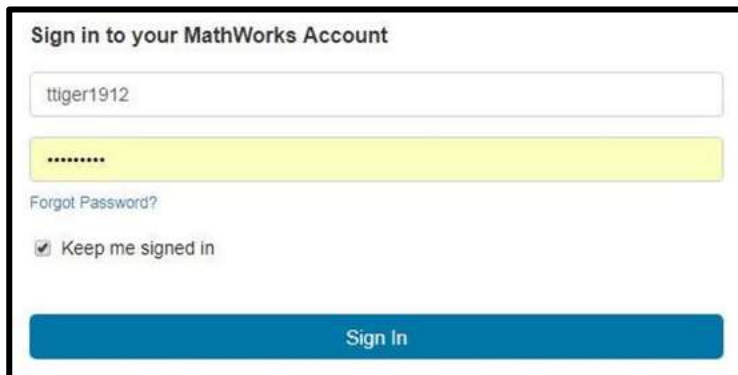
At the very bottom, a footer note states: "We will not sell or rent your personal contact information. See our [privacy policy](#) for details."

8. Once you verify your email, your MatLab profile will be verified. Click **Sign In**.

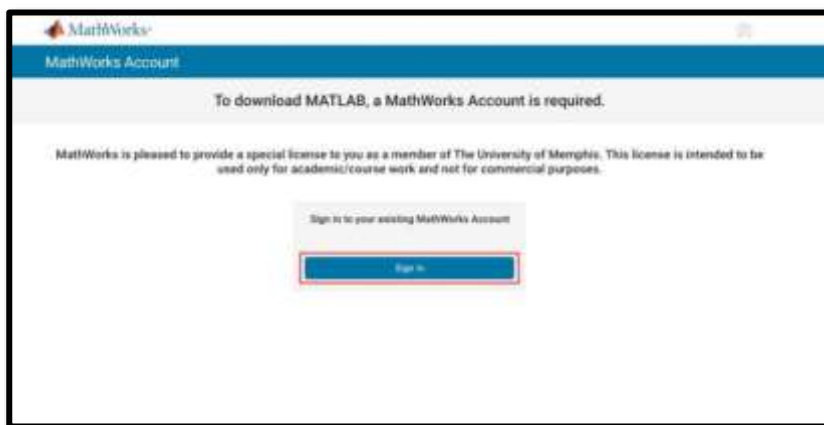


9. Authenticate using the credentials you used to create the account.

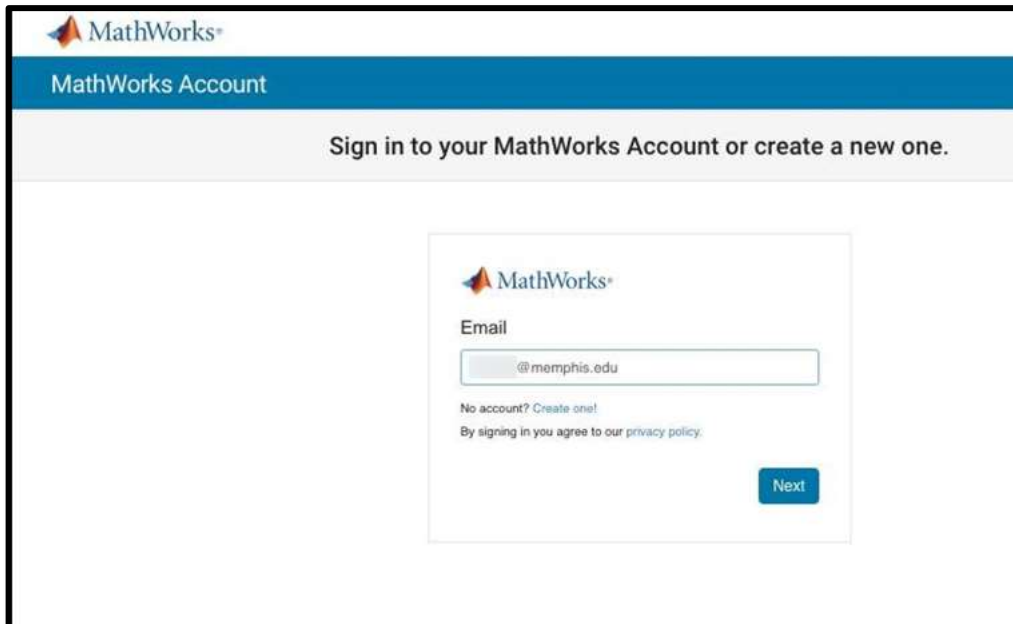
Note: This is not your UofM credentials but the credentials for your MatLab account.

A screenshot of the 'Sign in to your MathWorks Account' form. It features a username field with 'ttiger1912', a password field with masked characters, a 'Forgot Password?' link, a 'Keep me signed in' checkbox, and a blue 'Sign In' button.

10. If you have created an account, **Sign in to your existing MathWorks account.**

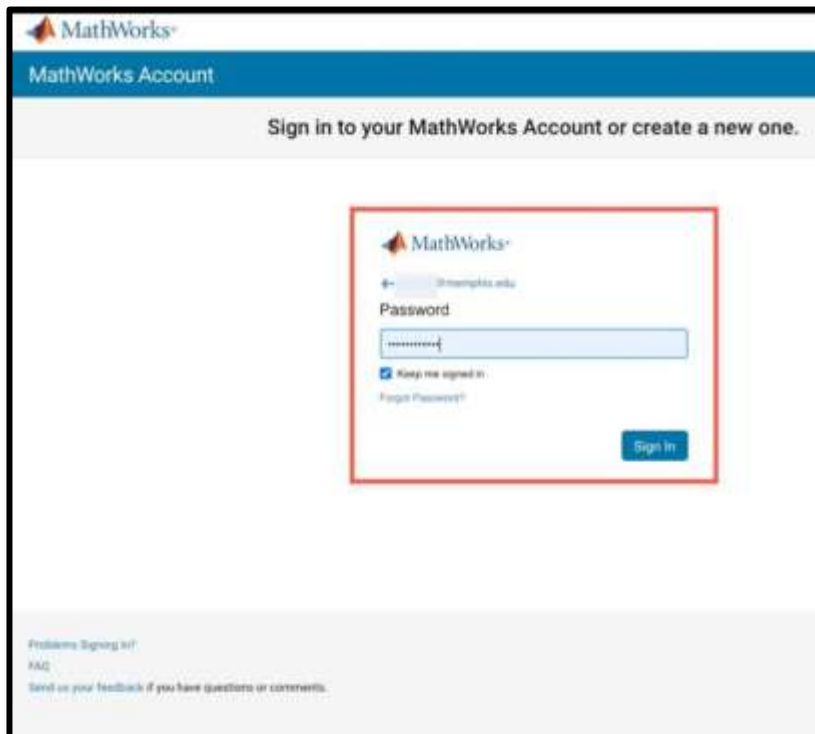


11. Enter your email address, click **Next**.



The screenshot shows the MathWorks Account sign-in page. At the top, there is a blue header with the MathWorks logo and the text "MathWorks Account". Below the header, a grey bar contains the instruction "Sign in to your MathWorks Account or create a new one." The main content area is white and contains a sign-in form. The form has the MathWorks logo at the top, followed by the label "Email". Below the label is a text input field containing "@memphis.edu". Under the input field, there is a link "No account? Create one!" and a line of text "By signing in you agree to our [privacy policy](#)." At the bottom right of the form is a blue button labeled "Next".

12. Enter your password, click **Sign In**.

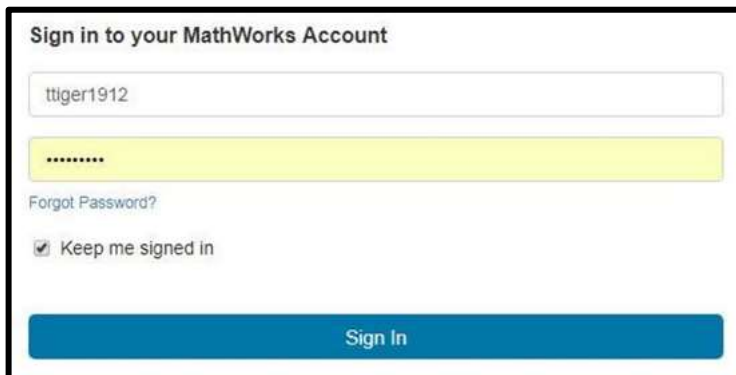


The screenshot shows the MathWorks Account sign-in page, similar to the previous one. The header and instruction bar are the same. The sign-in form is highlighted with a red rectangular border. The form contains the MathWorks logo, the email input field (which now shows a dropdown arrow on the left), the label "Password", and a password input field filled with dots. Below the password field, there is a checkbox labeled "Keep me signed in:" which is checked, and a link "Forgot Password?". At the bottom right of the form is a blue button labeled "Sign In". At the bottom of the page, there is a grey footer containing the text "Problems Signing in?", a link "FAQ", and a link "Send us your feedback if you have questions or comments."

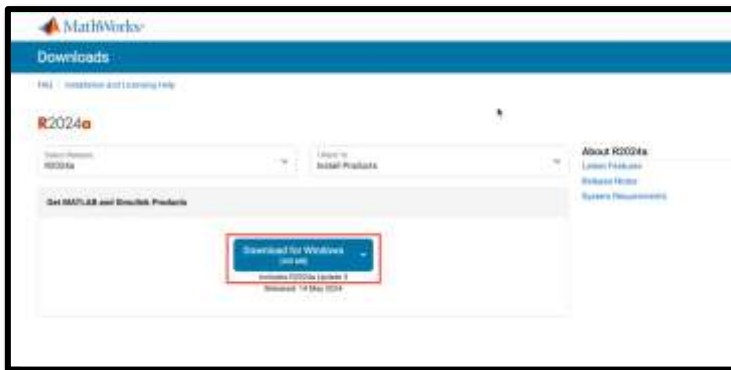
13. The next page will ask you to verify your account. A verification email will be sent to your university email account. Once you verify the email, you may need to click Continue if the webpage does not automatically load.



14. Once you verify your email, your MatLab profile will be verified. Click **Sign In**. Authenticate using the credentials you used to create the account. **Note:** *This is not your UofM credentials but the credentials for your MatLab account.*

A screenshot of a MathWorks sign-in form. The title is "Sign in to your MathWorks Account". There is a text input field containing "ttiger1912". Below it is a password input field with a yellow background and masked characters "*****". To the left of the password field is a link "Forgot Password?". Below the password field is a checkbox labeled "Keep me signed in" which is checked. At the bottom is a blue button labeled "Sign In".

15. Click **Download R2024a**. The installer will be downloaded to your Downloads Folder. Select the operating system your computer uses.



16. Double-click on the downloaded installer. Once you choose an installer, the install file will download on your computer as an EXE file. Double-click to open and unzip/extract the file.



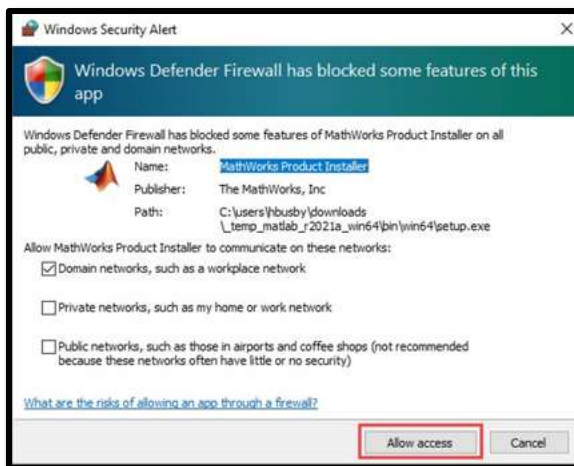
17. Double Click the MatLab icon.



18. You will be asked "Do you want to allow this app to make changes to your device?" Click Yes.



19. If prompted, **Allow access**.



20. A) Enter your UofM email address **B)** Click **Next**.



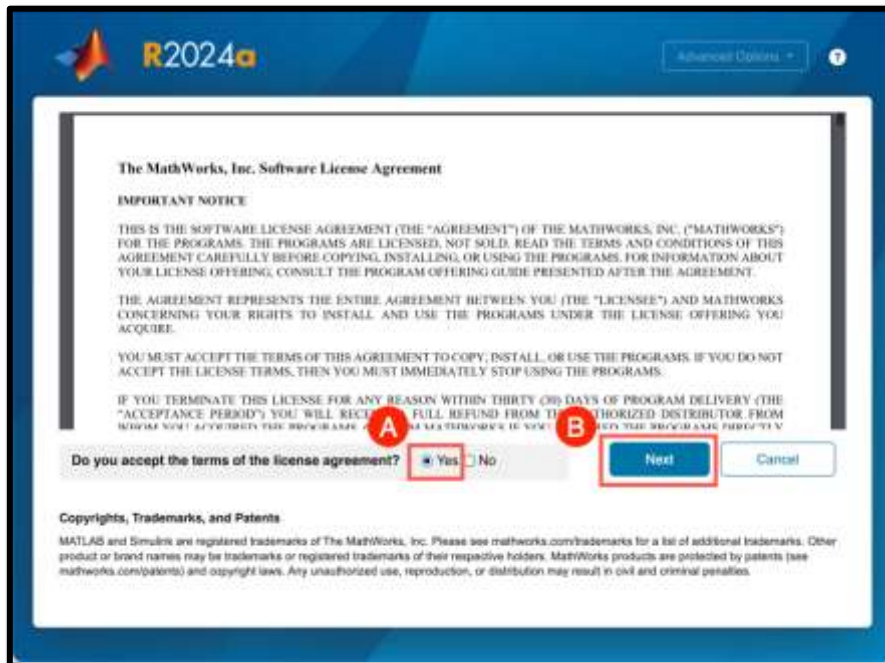
The screenshot shows the MathWorks R2024a login interface. At the top left is the R2024a logo. At the top right is a button labeled "Advanced Options" with a dropdown arrow and a help icon. The main content area features the MathWorks logo. Below it, a red circle with the letter "A" points to an "Email" input field. Below the input field is a link that says "No account? Create one!". Below that is a line of text: "By signing in, you agree to our privacy policy:". To the right of this text, a red circle with the letter "B" points to a blue "Next" button.

21. A) Enter your password from creating the MathWorks account **B)** Click **Sign in**.

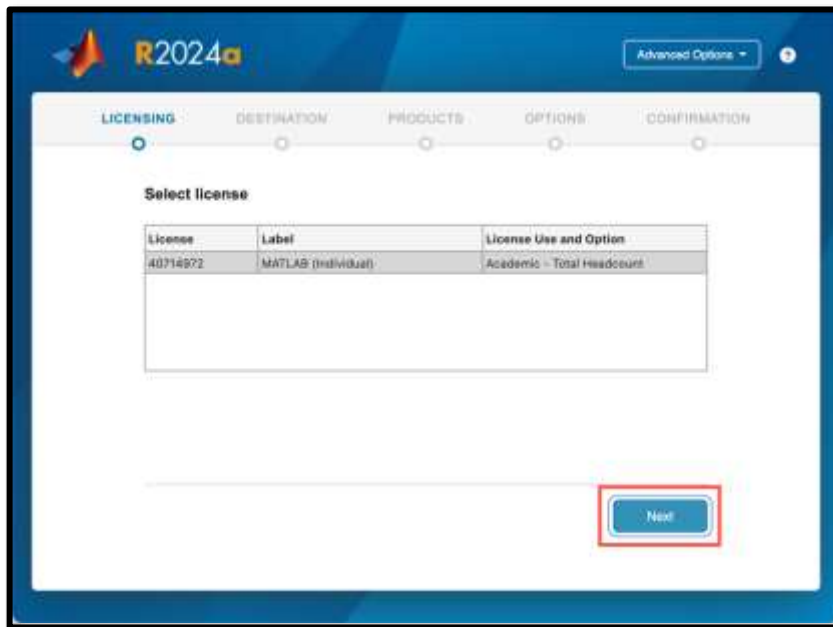


The screenshot shows the MathWorks R2024a login interface. At the top left is the R2024a logo. At the top right is a button labeled "Advanced Options" with a dropdown arrow and a help icon. The main content area features the MathWorks logo. Below it, a red circle with the letter "A" points to a "Password" input field. Below the input field, a red circle with the letter "B" points to a blue "Next" button.

22. A) Click **Yes** to accept the terms of the License Agreement. **B)** Click **Next**.



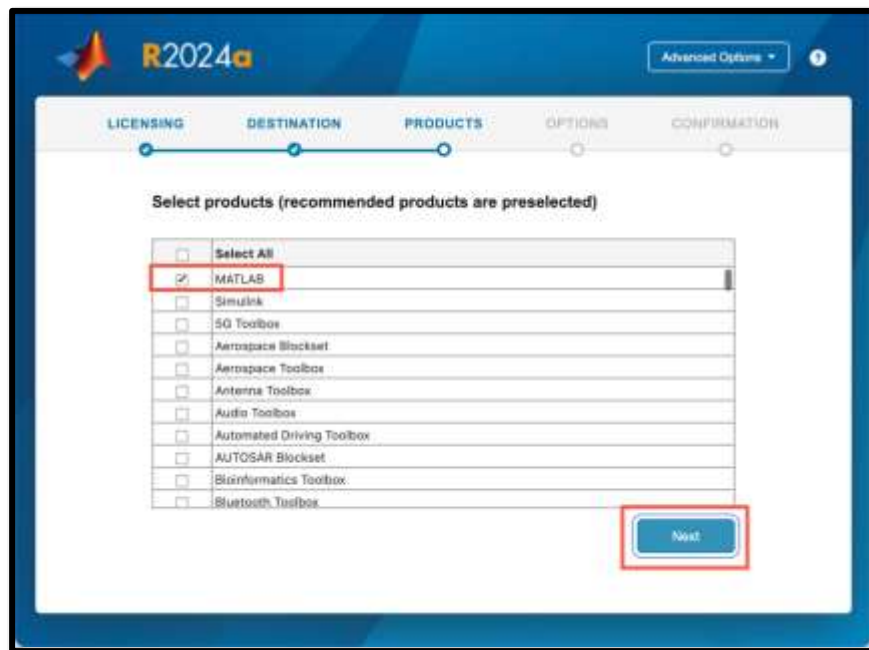
23. View the license, click **Next**.



24. Select the desired installation options. Click Next. **Note:** By default, it will be in the Applications Folder unless you choose a different destination folder.



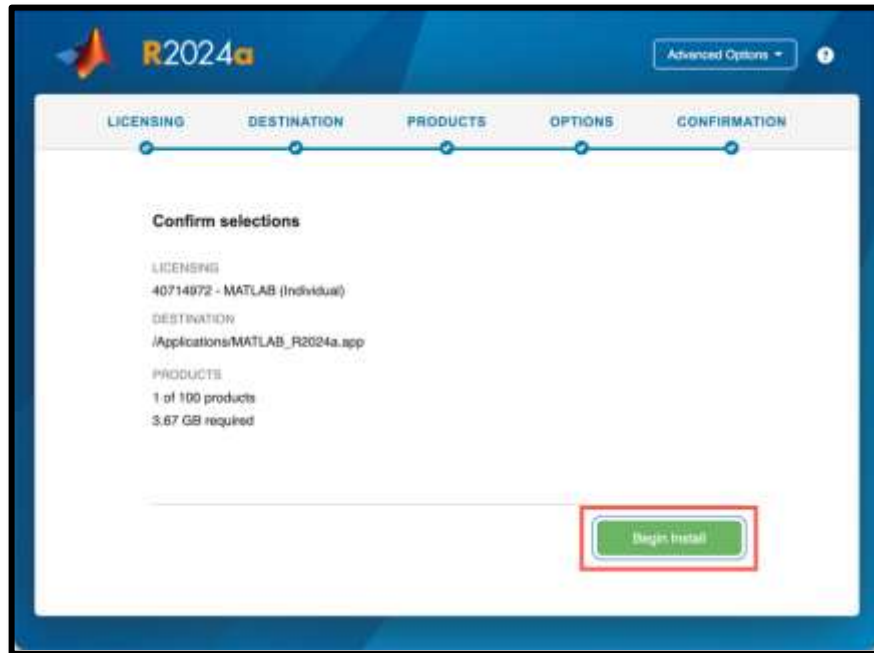
- 25.** Select the desired parts of the product you would like to install, click **Next**.



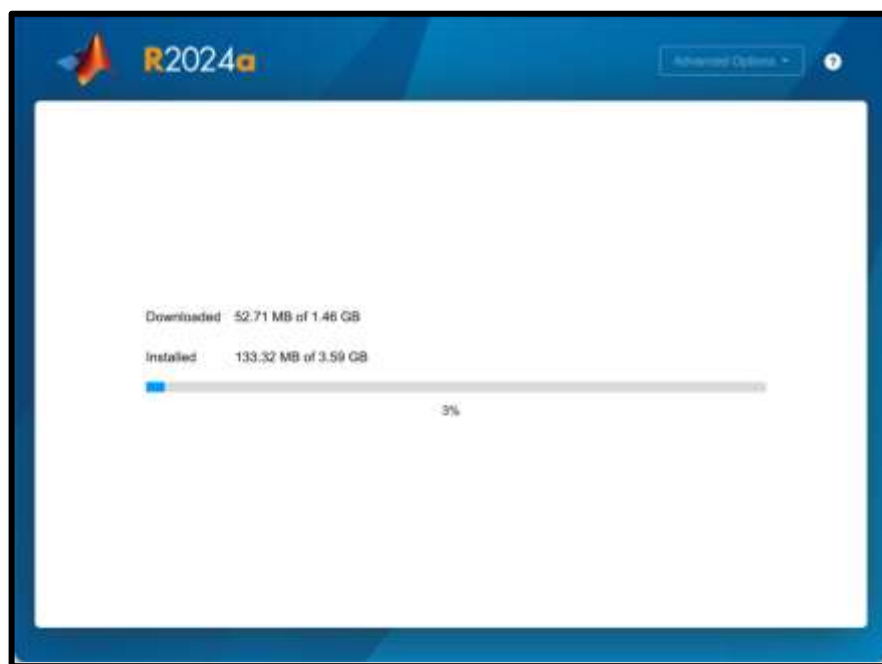
- 26.A)** Choose whether to send user experience information to MathWorks,
B) Click **Next**.



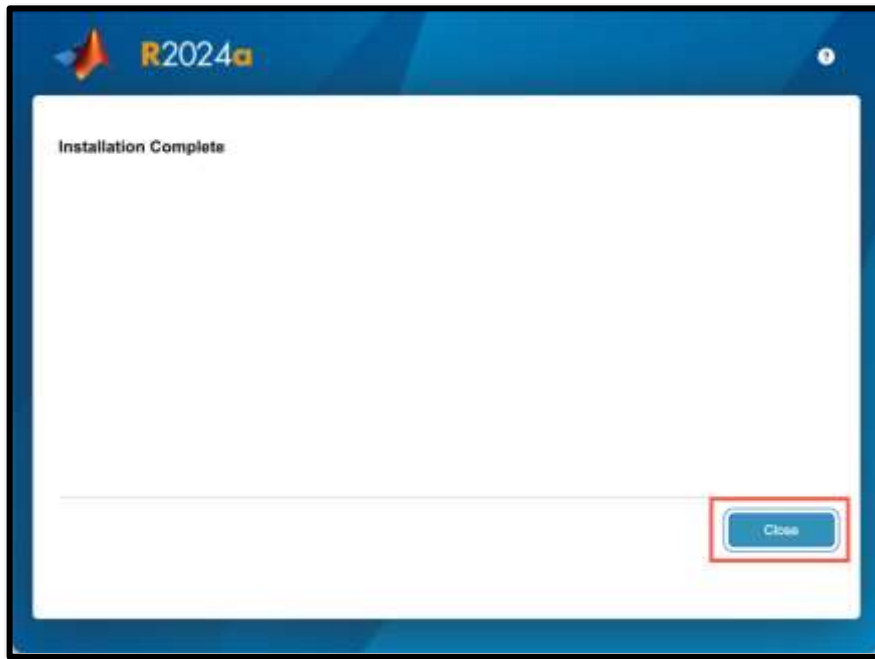
27. Confirm your installation selections, click **Begin Install**.



28. You will see a download progress window.



29. When installation is complete, click **Close**.



30. Installation is complete, you can now begin using **MatLab**. It will be in the folder you chose to install in.

Note: *By default, it will be in Applications Folder unless you chose a different destination folder. You can create a shortcut in the dock by dragging the application to your dock.*

Need additional assistance? There is a page on the [Herff College of Engineering site for MatLab assistance as well](#). Additionally, [Please see the technical support page of MatLab for MathWorks products and services](#).

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. (**Note:** Using this email will automatically generate a service request.)

Important Links

[Explore the umTech Website](#)
[Search the Solutions Page](#)