Long Beach City College — Information Technology Services

Viking Portal – Employee Guide to Logging In & Changing a Password

FOR LONG BEACH CITY COLLEGE **FACULTY & STAFF**

Viking Portal – Employee Guide to Logging In & Changing a Password

Objectives:

1. How to reset your password (if you are a new employee or have forgotten your password).

2. How to change your password to update it for security (this is recommended to do regularly).

3. How to login and navigate the Viking Portal.

What will you need?

You will need to know your Employee ID and have access to your personal email account/phone number you have on record with Long Beach City College.

If you do not know your Employee ID, or do not have access to your personal email account/phone number on record, you may have to reach out to Human resources to obtain your ID and/or update your contact information (*refer to Help Desk guide: How to Access Employee Paystubs/Personal Information*).

1. How to Reset Your Password (New or Forgotten Password)

Step 1: Navigate to our [LBCC homepage](www.lbcc.edu) (www.lbcc.edu)
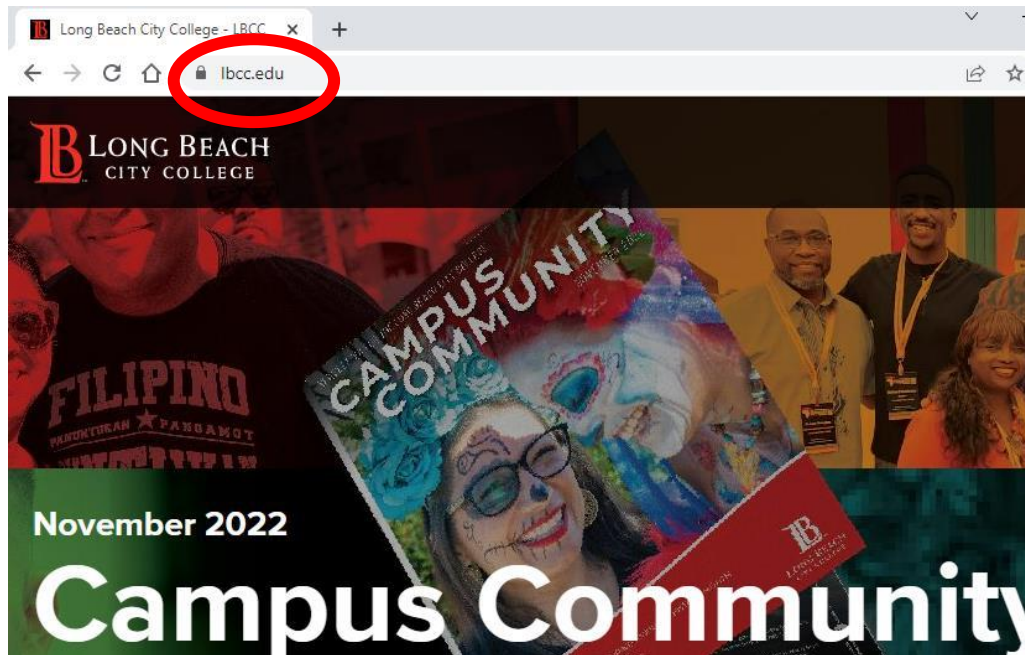
Step 2: Click on the Viking Portal link
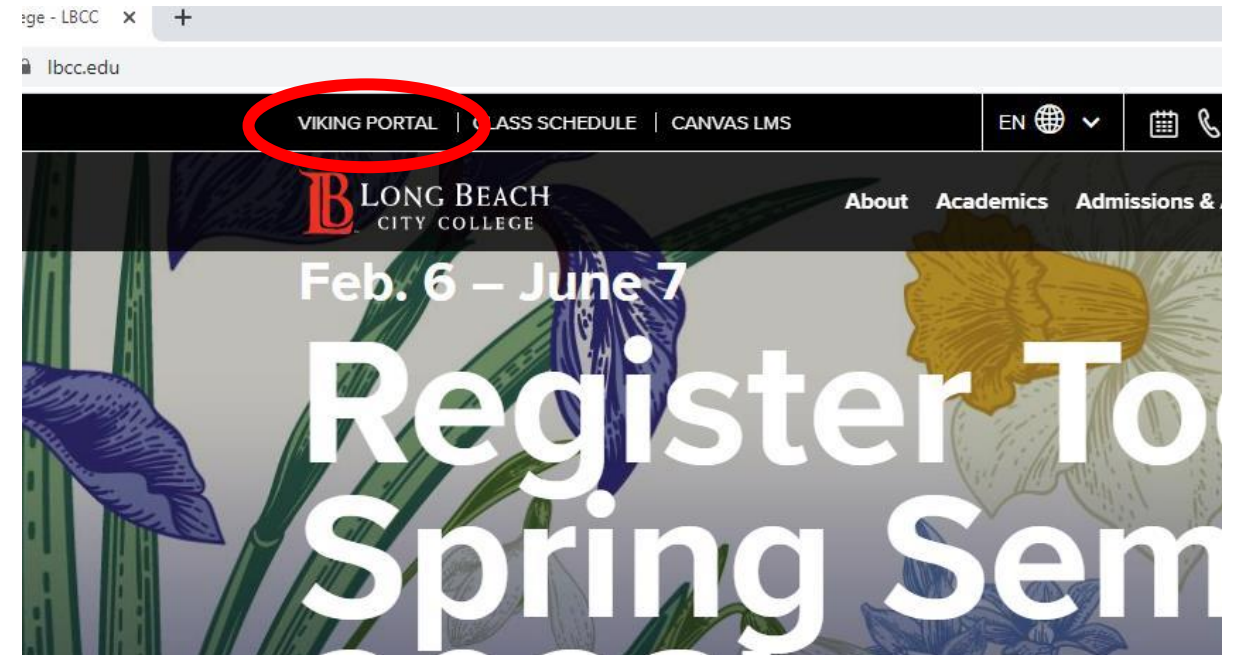
1. How to Reset Your Password (New or Forgotten Password)

Step 3: Under **Viking ID/Employee ID**, enter your 7-digit ID and click on **New/Forgotten Password**, underlined in blue.

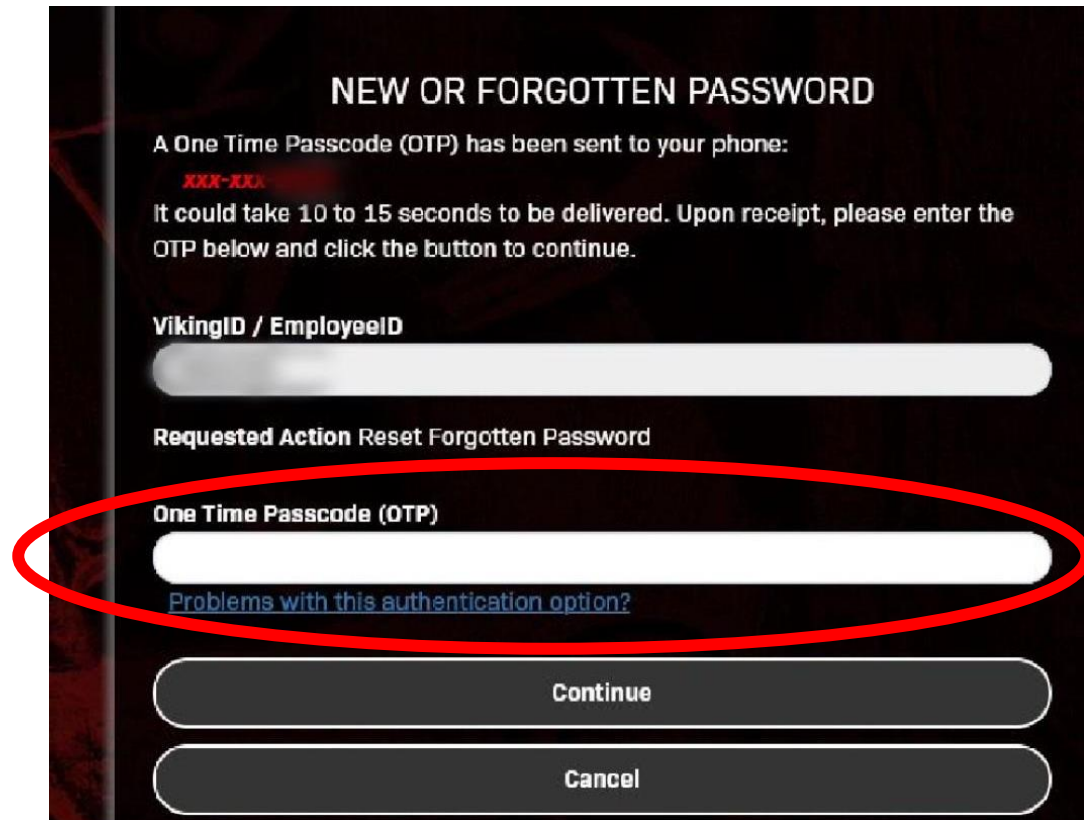Information Technology Services

LONG BEACH CITY COLLEGE

1. How to Reset Your Password (New or Forgotten Password)

Step 4: A **One Time Passcode (OTP)** will be sent to you. In this example, the OTP has been sent via text message. **Please note**, you have the choice to send your OTP with different delivery methods (via email, text, USB key, or call the Help Desk).

Once you have the OTP, type the code that was sent in the **One Time Passcode (OTP**) field. Then, click **Continue**.

If you do not receive an OTP, click '**Problems with this authentication option?'** to resend the OTP or use an alternative delivery method.

Please call the Help Desk for assistance with any OTP issues. **(562) 938-4357**

NEW OR FORGOTTEN PASSWORD

A One Time Passcode (OTP) has been sent to your phone:

XXX-XXX

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

VikingID / EmployeeID

Requested Action Reset Forgotten Password

One Time Passcode (OTP)

Problems with this authentication option?
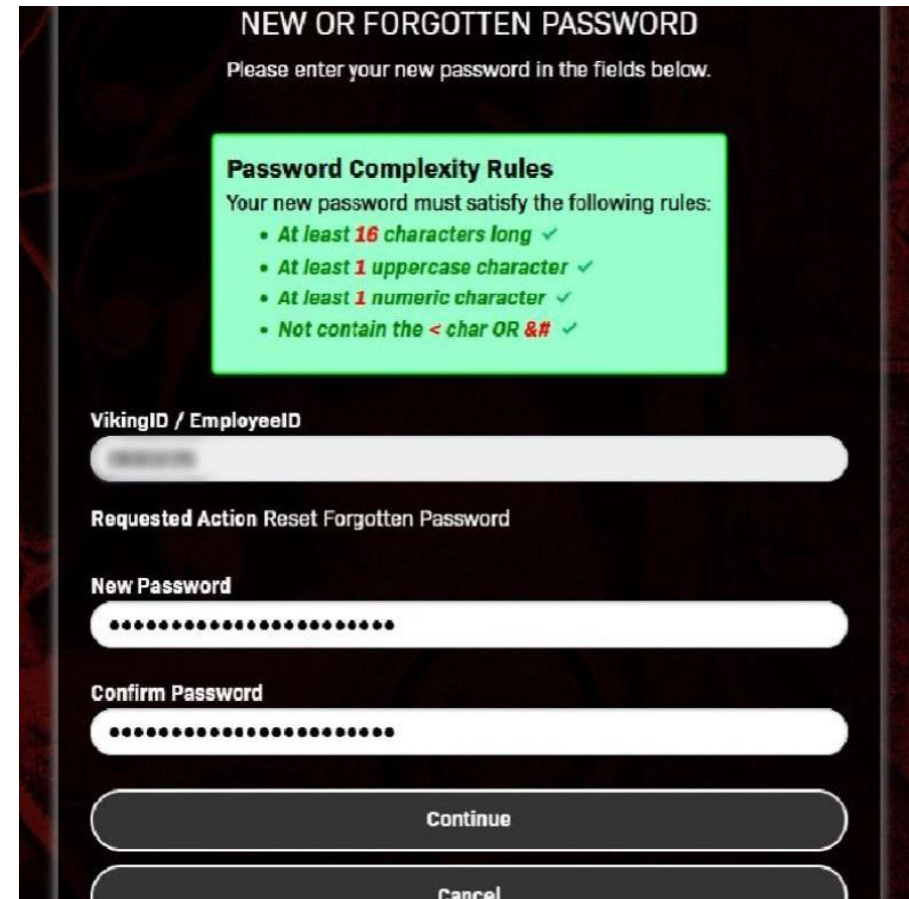
Continue

Cancel

1. How to Reset Your Password (New or Forgotten Password)

Step 5: Under **New Password**, create a new password for your account. Please note the *Password Complexity Rules*:

- Must be at least 16 characters long
- At least 1 uppercase character
- At least 1 numeric character
- Not contain the **<** char or **&#**

Once you have entered your password, re-enter it under **Confirm Password**. Then click **Continue**.

Tip: Try using a 'passphrase' for simplicity. For example: *AfternoonTea@4pm*
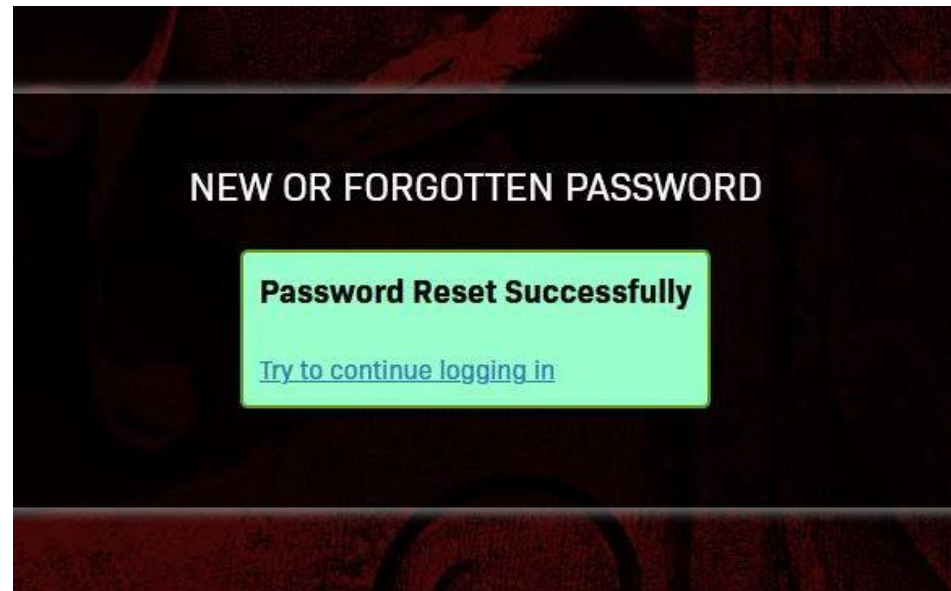
# 1. How to Reset Your Password (New or Forgotten Password)

Congratulations! You have successfully reset your password. As a friendly reminder, **NEVER** share your password with *anyone*. Now that you have reset your password, you are welcome to log in to see what is available to you. Go to the next slide for a preview.

# 1. How to Reset Your Password (New or Forgotten Password)

Within the Viking Portal, you have access to online platforms. Note that this list will change and grow as more online platforms are added.

If you click on your **Employee ID > Edit Profile** you will find options to change your OTP delivery method, identify what phone/email are on record for you, and more.
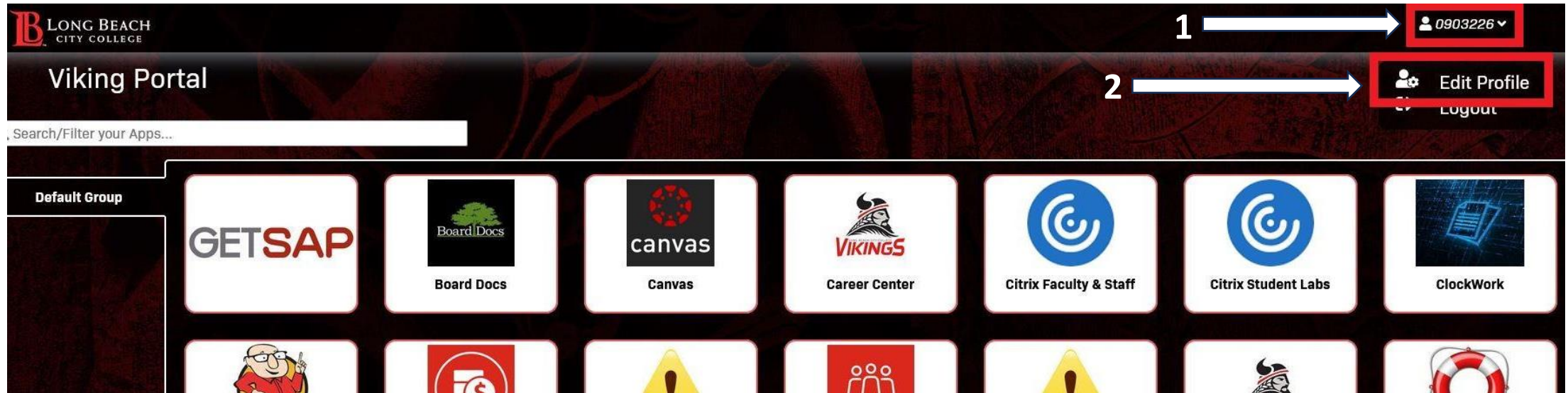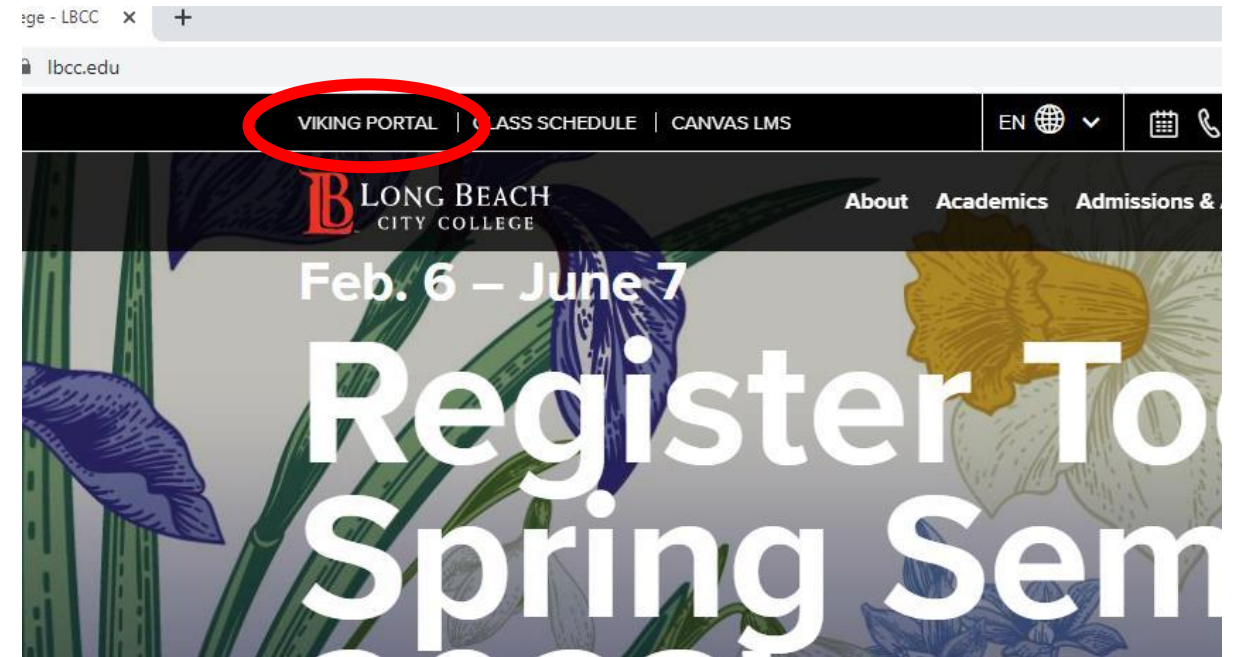
2. How to Update Your Password (Change Password)

Step 1: Navigate to our LBCC homepage (www.lbcc.edu)
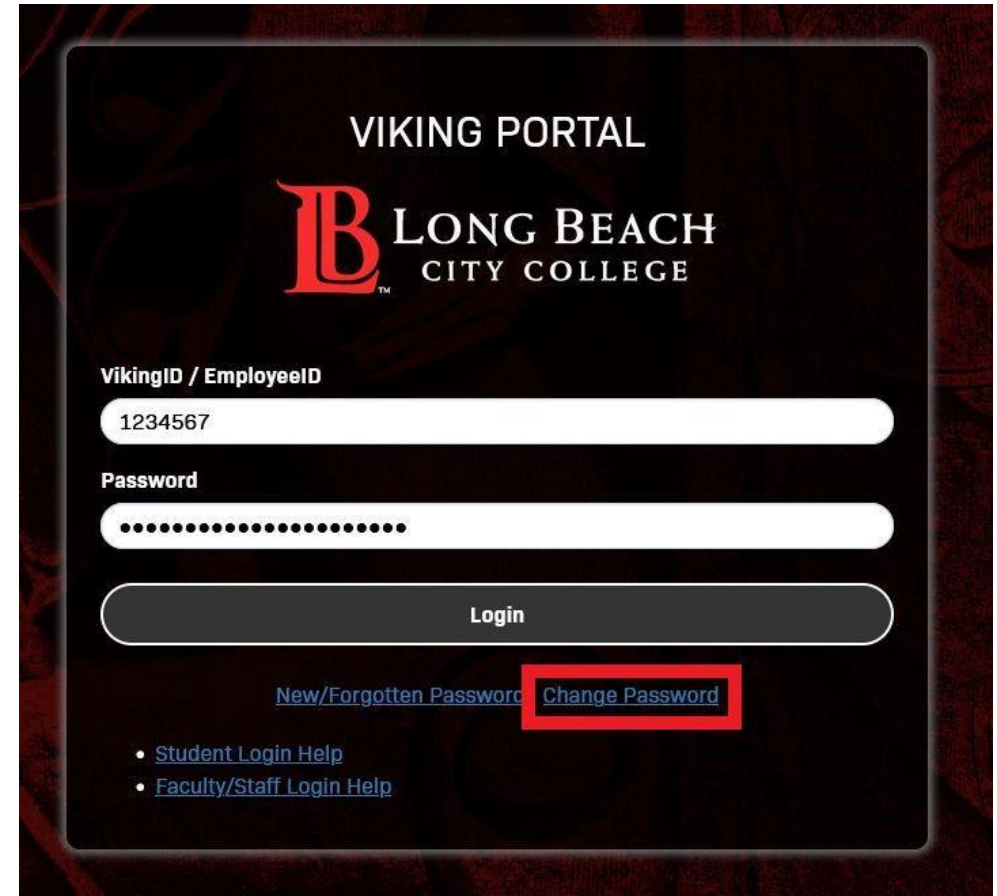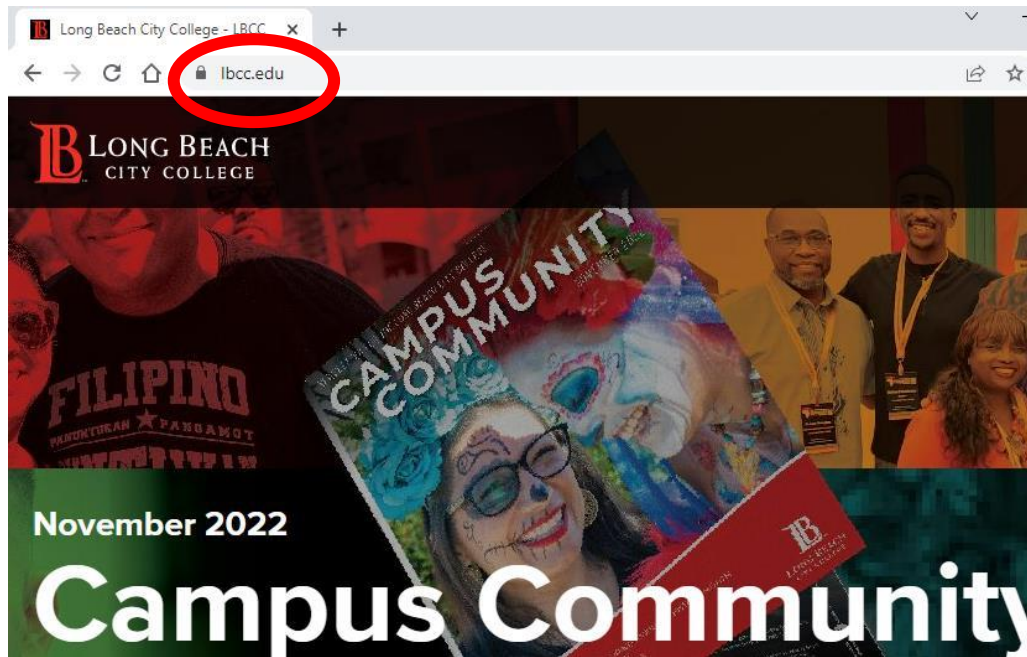
Step 2: Click on the Viking Portal link

2. How to Update Your Password (Change Password)

Step 1: Under **Viking ID/Employee ID**, enter your 7-digit ID and click on **Change Password**, underlined in blue.

Step 2: Type in your **Employee ID** and current password then click on **Change Password**.

Information
Technology
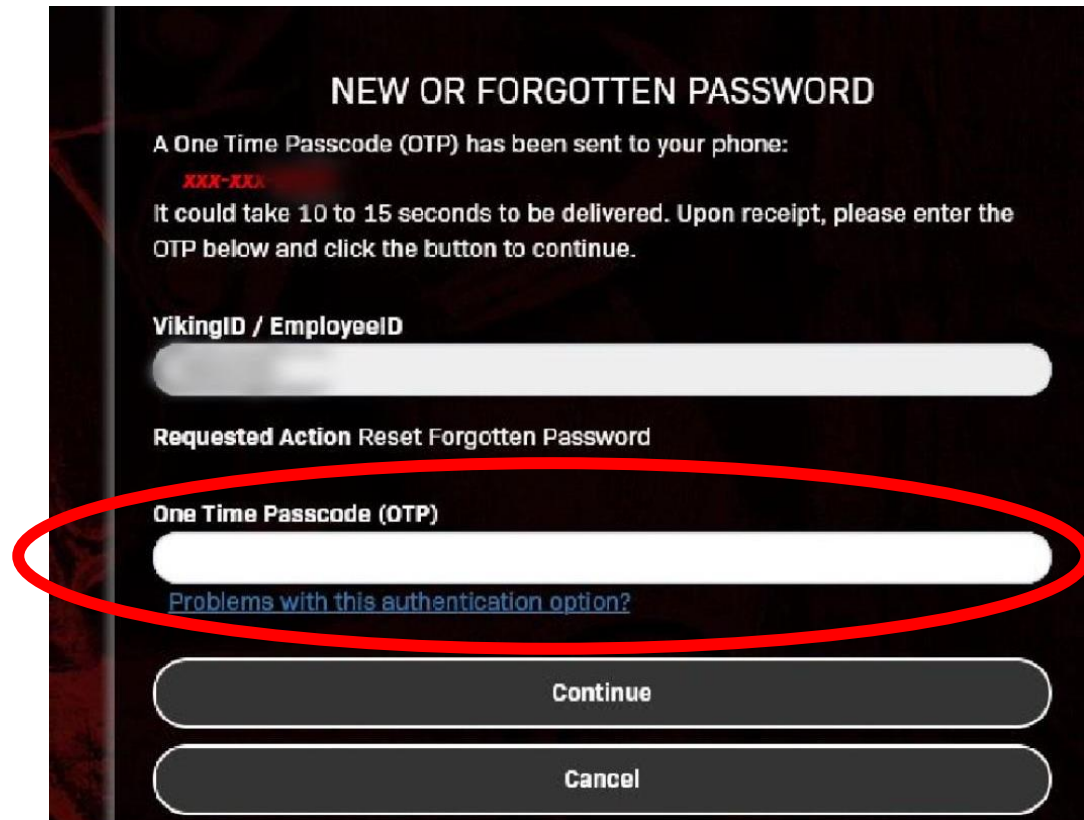Services

LONG BEACH
CITY COLLEGE

2. How to Update Your Password (Change Password)

Step 4: A **One Time Passcode (OTP)** will be sent to you. In this example, the OTP has been sent via text message. **Please note**, you have the choice to send your OTP with different delivery methods (via email, text, USB key, or call the Help Desk).

Once you have the OTP, type the code that was sent in the **One Time Passcode (OTP**) field. Then, click **Continue**.

If you do not receive an OTP, click '**Problems with this authentication option?'** to resend the OTP or use an alternative delivery method.

Please call the Help Desk for assistance with any OTP issues. **(562) 938-4357**

NEW OR FORGOTTEN PASSWORD

A One Time Passcode (OTP) has been sent to your phone:
XXX-XX

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

VikingID / EmployeeID

Requested Action Reset Forgotten Password

One Time Passcode (OTP)

Problems with this authentication option?

Continue

Cancel

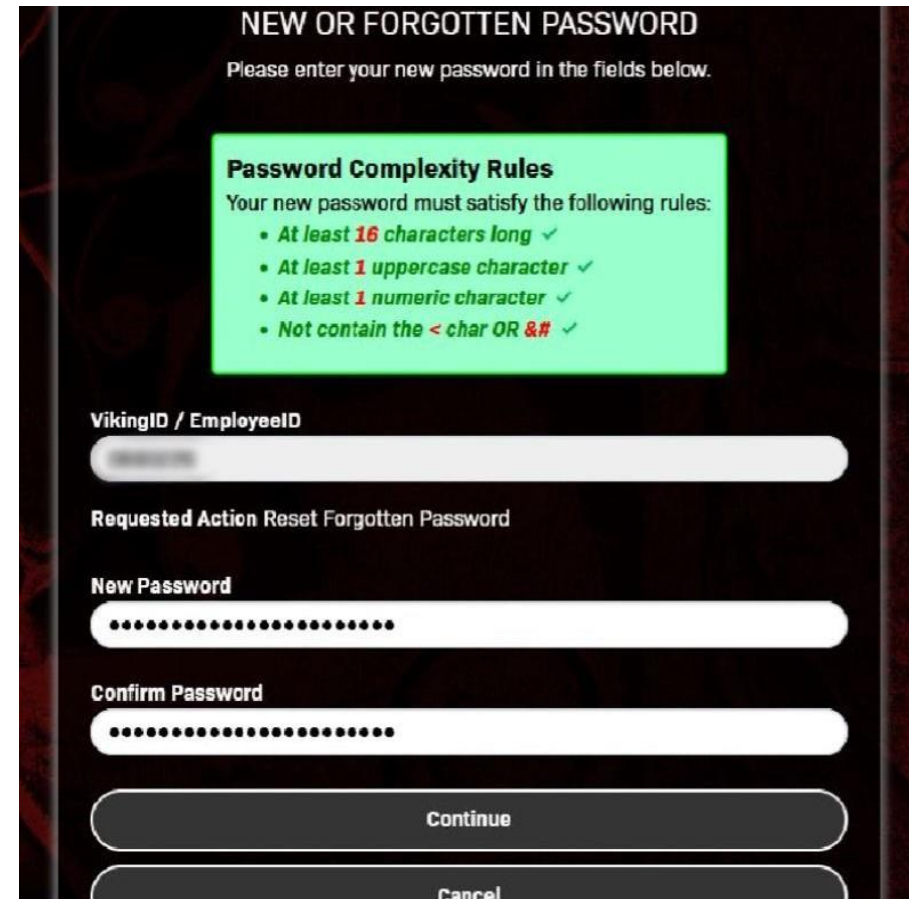Information Technology Services

LONG BEACH CITY COLLEGE

2. How to Update Your Password (Change Password)

Step 5: Under **New Password**, create a new password for your account. Please note the *Password Complexity Rules*:

- Must be at least 16 characters long
- At least 1 uppercase character
- At least 1 numeric character
- Not contain the **<** char or **&#**

Once you have entered your password, re-enter it under **Confirm Password**. Then click **Continue**.

Tip: Try using a 'passphrase' for simplicity. For example: *AfternoonTea@4pm*

NEW OR FORGOTTEN PASSWORD
Please enter your new password in the fields below.

Password Complexity Rules
Your new password must satisfy the following rules:
- At least **16** characters long ✓
- At least **1** uppercase character ✓
- At least **1** numeric character ✓
- Not contain the **<** char OR **&#** ✓

VikingID / EmployeeID

Requested Action Reset Forgotten Password

New Password

Confirm Password

Continue

Cancel

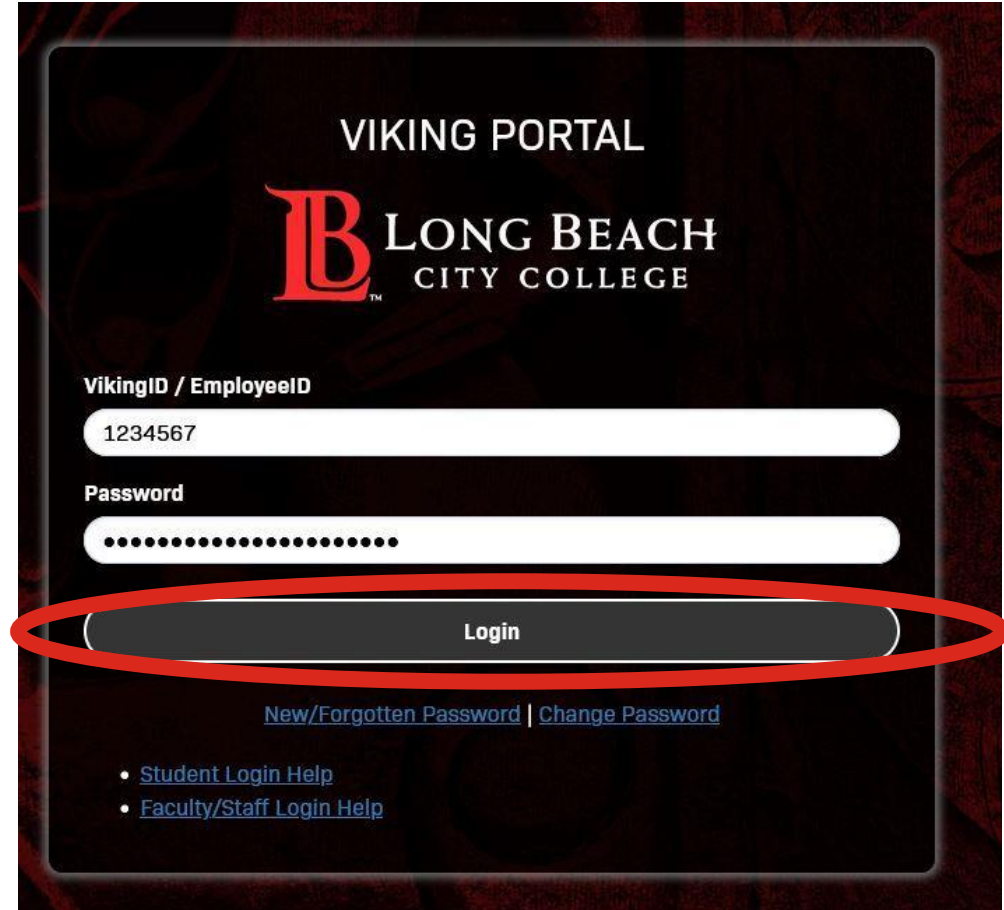# 2. How to Update Your Password (Change Password)

Congratulations! You have successfully reset your password. As a friendly reminder, **NEVER** share your password with *anyone*. Now that you have reset your password, you are welcome to log in to see what is available to you. Go to the next slide for a preview.

Information
Technology
Services
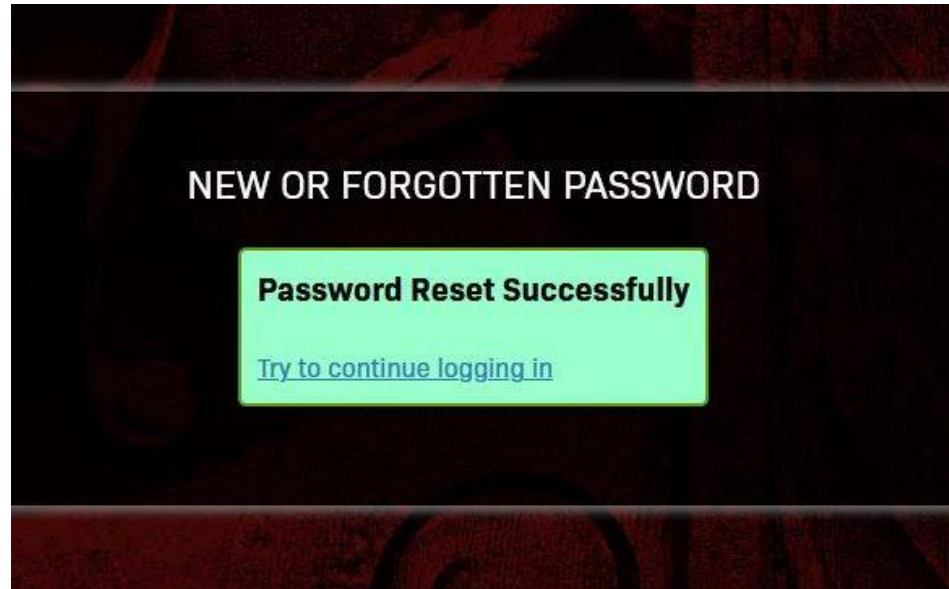
3. Logging In and Navigating the Viking Portal

Step 1: From the Viking Portal, type your **Employee ID** and **Password**. Click **Login**.

If this is your first time logging in on a device, the system will generate a One Time Passcode (OTP) and send it to the phone/email you have on file with LBCC.

3. Logging In and Navigating the Viking Portal

Step 3: Type your OTP in the space provided. Click **Login**.

Note: You have the option to select "**Remember this device?**" Only check if you are working from a personal computer. It is *not* recommended you do this on public machines.
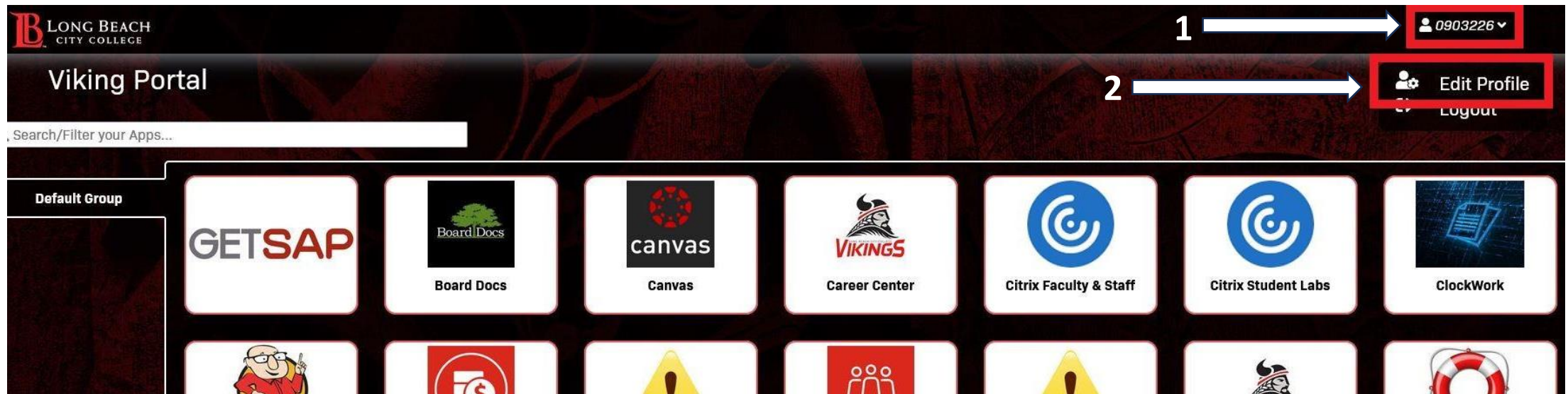
3. Logging In and Navigating the Viking Portal

Within the Viking Portal, you have access to online platforms. Note that this list will change and grow as more online platforms are added.

If you click on your **Employee ID > Edit Profile** you will find options to change your OTP delivery method, identify what phone/email are on record for you, and more.

Questions?

If you have any questions, feel free to reach out to:

ITS Help Desk:

- helpdesk@lbcc.edu

- (562) 938-4357