Viking Portal

SETTING UP A MOBILE AUTHENTICATOR

FOR LONG BEACH CITY COLLEGE **STUDENTS**

Overview

Using a mobile authenticator is a convenient and safe way to create a One Time Passcode (OTP) to access your Viking Portal and reset your password. The following instructions highlight how to set up a mobile authenticator.

For this example, we will use the Google authenticator app, however there are other mobile authenticator options to choose from such as Microsoft, Duo, Authy, and more. A list of options is published on the Multi-Factor Authentication Website.

Step 1

To set up the mobile authenticator, log in to the Viking Portal using your student ID number, password, and OTP. If you are unable to generate an OTP, please contact the Student Technology Help Desk at (562) 938-4250.

Step 2

Once you have logged in, navigate to the top right corner where your student ID number is displayed. Click on the small downward facing arrow to open the menu and select **Edit Profile**.
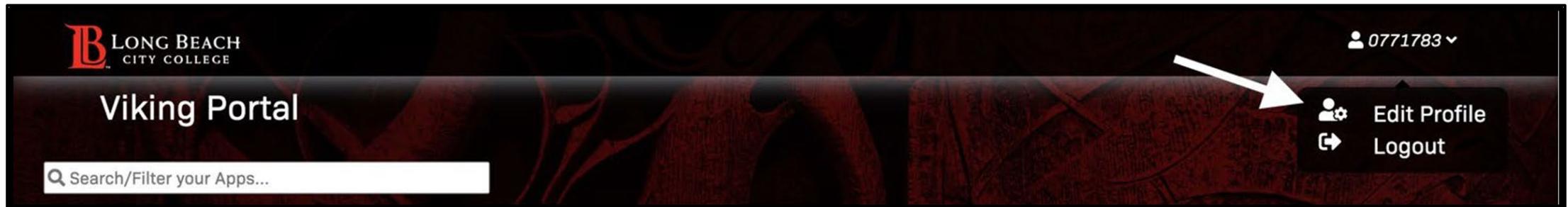
Step 3

You will see all your account settings. Click on **Mobile Authenticator**. Then, click on **Enable Mobile Authenticator**.

Step 4

Select your phone type: iPhone, Android, Blackberry, or Windows. Add a brief description in the **Entry Description box** to identify your mobile authenticator. Click **Continue**

Step 5

You will see a QR code and a location to add a One Time Passcode. Move over to your mobile device for the next few steps.

Mobile Authenticator Enrollment

1) Please use mobile app to scan the QR code below.

2) Now enter the OTP it generates in the field below to finish enrollment.

One Time Passcode (OTP)

Continue   Cancel

Student
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Help Desk

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Step 6

Go to your mobile device and install the desired mobile authenticator app from your device's app store. In this example, we are using the Google Authenticator App installed on an iPhone.

Step 7

Open the app. Next, click on **Get started**. From here, you have the option to sign into a Google account or continue as a Guest. Next, click **Add a code** and select **Scan a QR code**. Use your camera to scan the QR code on the Viking Portal.

Information Technology Services
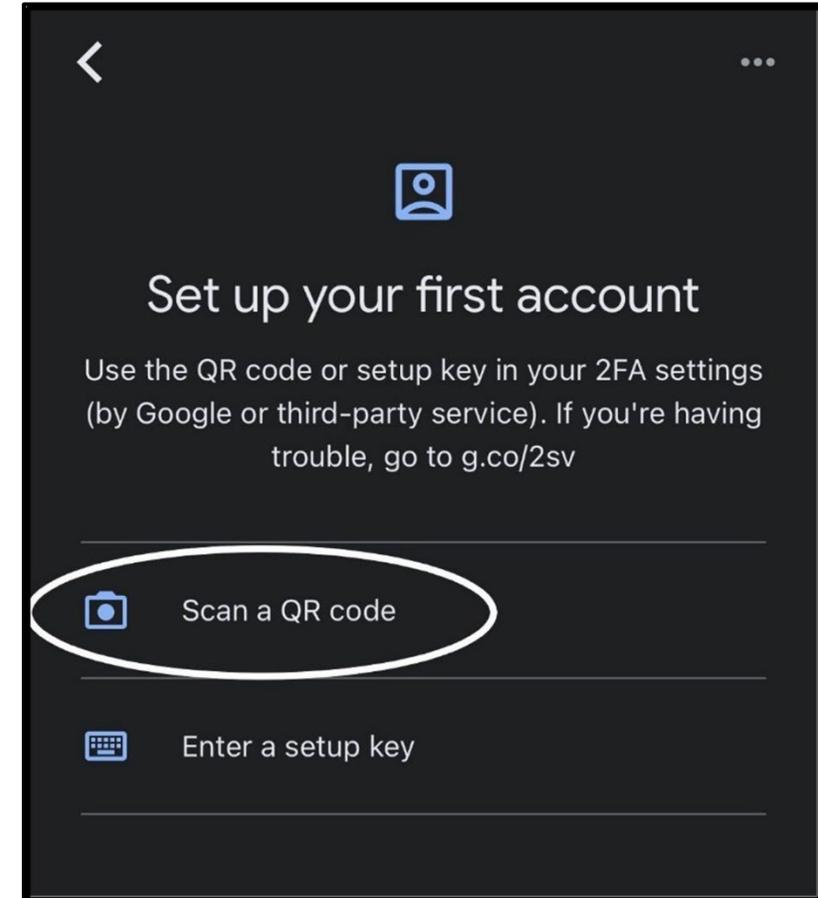
Step 8

Once you scan the QR code, your Google Authenticator will automatically generate an OTP. You will need to enter this OTP in the box provided before the code expires. Click **Continue**. Then, click **Refresh the Account Management Page** to save.
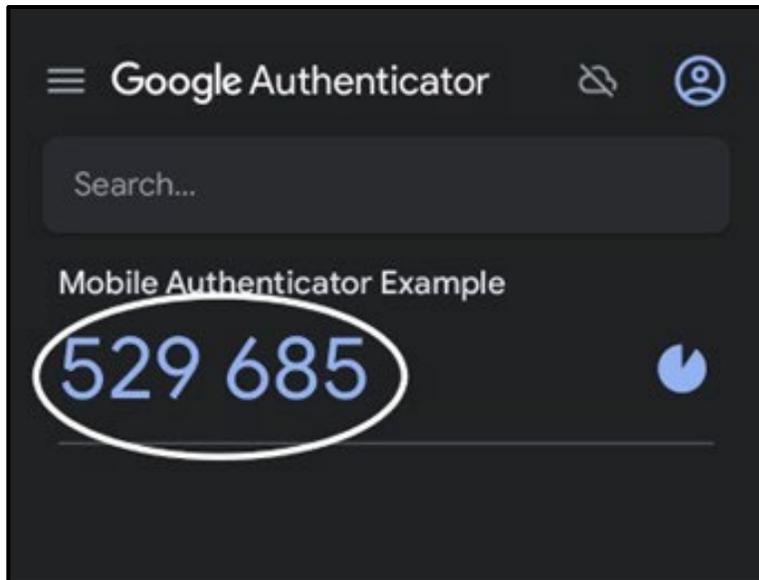
Step 9

Once your Mobile Authenticator is set up, you can set it as your primary OTP delivery method. Go to **Multi-Factor Delivery Methods** on the Account Management page.

To change the delivery method for website login, click **Change**. Click **Mobile Authenticator** and **Continue**.

Congratulations!

You have successfully set up a mobile authenticator to the Viking Portal.

Questions?

If you run into any issues, or have further questions, feel free to reach out to us!

➢ Website: www.lbcc.edu/sthd

➢ Phone: (562) 938-4250

➢ Email: sthd@lbcc.edu