# Viking Student System

## UPDATING CONTACT INFORMATION

### FOR LONG BEACH CITY COLLEGE **STUDENTS**

# Overview

In this tutorial, you will learn how to:

➢Add or update a personal phone number.

➢Add or update a personal email address.

# Step 1: Navigate to the Viking Portal

Navigate to the lbcc.edu homepage.  Then, in the upper left-hand corner, click on the Viking Portal.

# Step 2: Log in to the Viking Portal

Enter your login credentials in the Viking ID and Password boxes.  **If you are unable to have an OTP delivered to you, please contact the Student Technology Help Desk at (562) 938- 4250**.

**Note**: If you do not remember your Viking ID number, please contact the Admissions and Records Office at **(562) 938 - 4485**.

**Also**: If you do not remember your Password, please click the "**New/Forgotten Password**" button and follow the instructions.

**VIKING PORTAL**

**LB** LONG BEACH
CITY COLLEGE

VikingID / EmployeeID

Enter your username
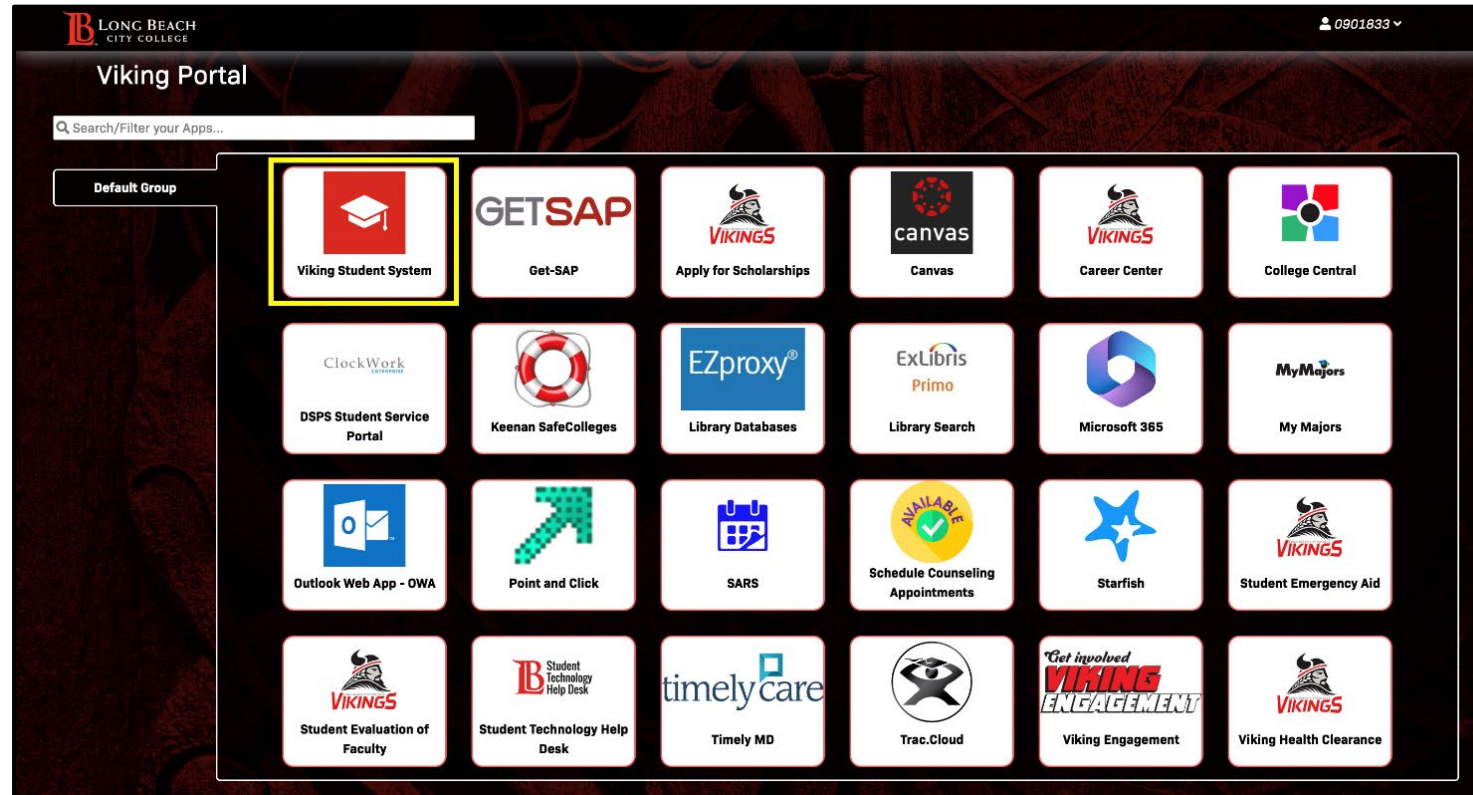
Password

Enter your password

Login

New/Forgotten Password | Change Password

- Student Login Help
- Faculty/Staff Login Help

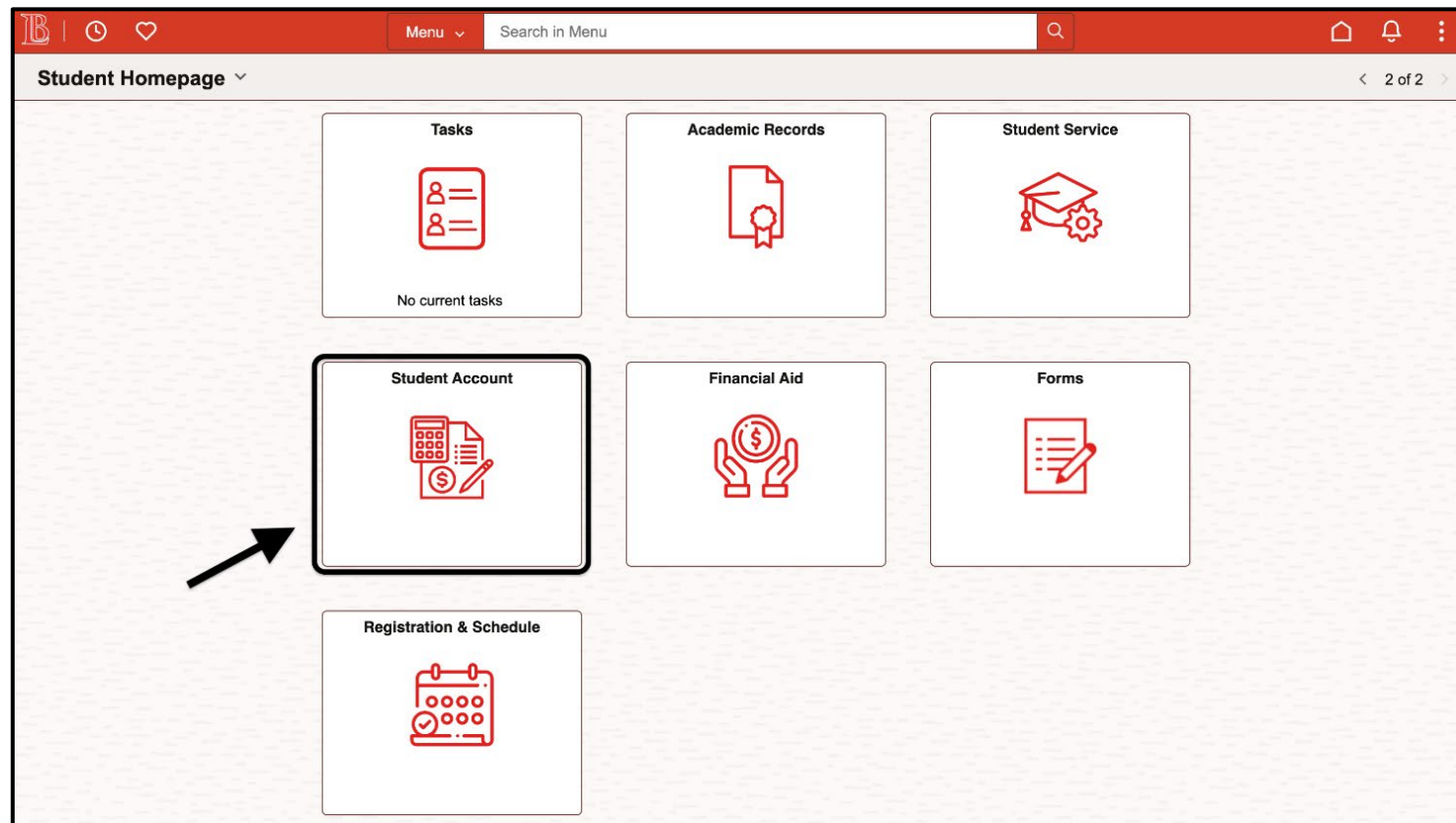# Step 3: Locate the Viking Student System

Once you have signed in, click on the **Viking Student System** tile.
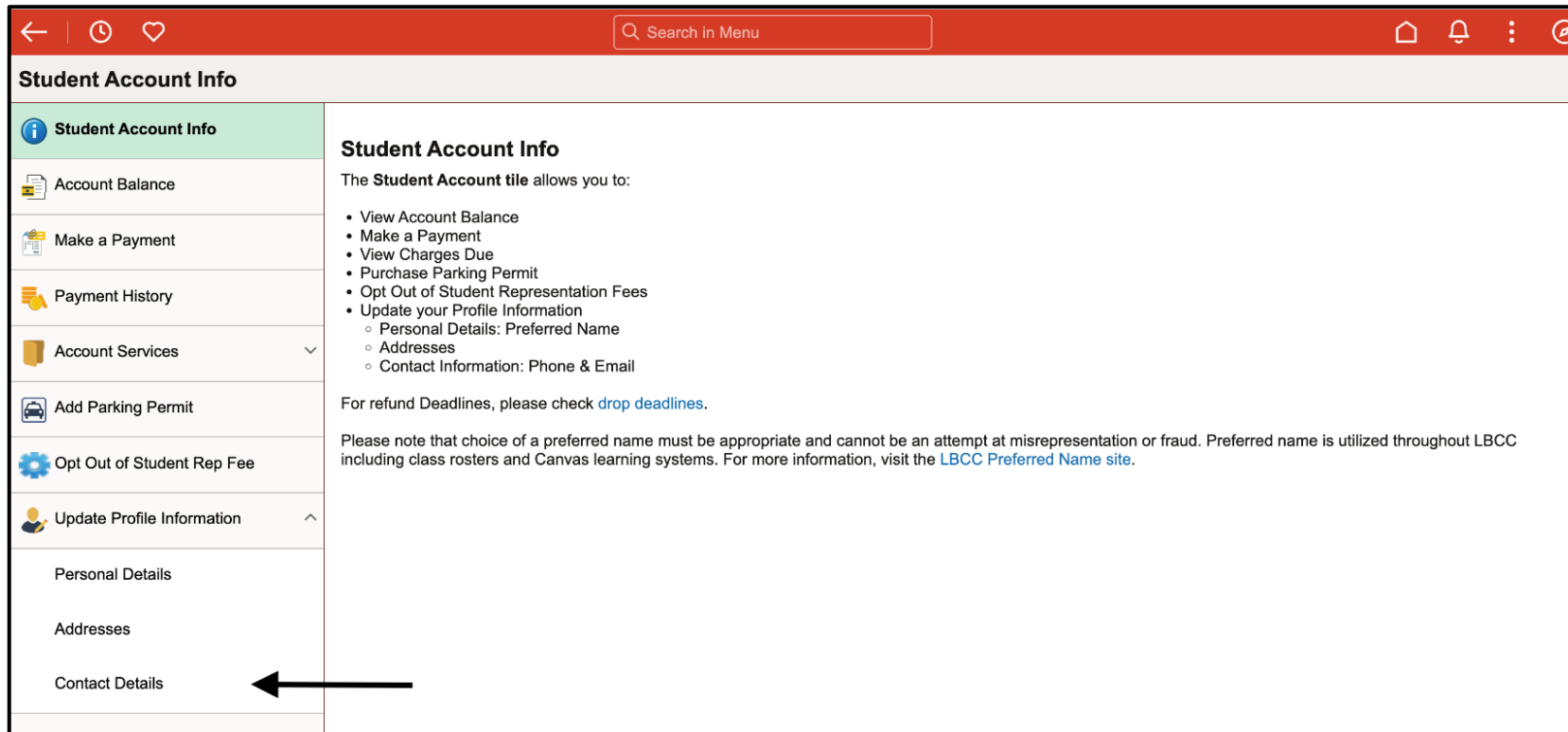
# Step 4: Student Account

From the student homepage, select the **Student Account** tile.

# Step 5: Update Profile Information

From the menu options located on the left-hand side, select **Update Profile Information**. Then, select **Contact Details**.

# Step 6: Updating a Phone Number

You can update an existing phone number by clicking on it.  Or, you can add a new phone number by clicking on the plus symbol.

To receive OTPs to this number, please make sure the type says "Mobile". You will also need to check the "**Preferred**" and "**Enable Text**" boxes **before clicking Save**.

➢ **Note**: **You only need to enter numbers**.  Do not add any special characters.  The system will automatically add these for you.

# Step 7: Updating an Email Address

You can update your email address by clicking on the existing one.  Then, erase the old email and replace it by typing in the new one..  **Check the "Preferred box" before clicking "Save"**.

➢ **Important Note:** We advise you use a **personal email address** as your preferred email.  Using your LBCC student email address will make it harder to obtain OTPs for the Viking Portal.

Cancel | **Edit Email** | Save

Type | Home

*Email | sthd@lbcc.edu

☑ Preferred

# Congratulations!

You have successfully updated your contact information in the Viking Student System. Remember, these changes take up to 24 hours to update in the system. After the 24-hour period, your new preferred phone and email can be used to receive OTPs.

# 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