

Viking Portal

PASSWORD HELP GUIDE

FOR LONG BEACH CITY COLLEGE **STUDENTS**

Overview

In this tutorial, you will learn how to:

- Create a password (For New LBCC Students and Current LBCC students who forgot their password).
- Change a password. (For Current LBCC Students who want to update/change their current password).

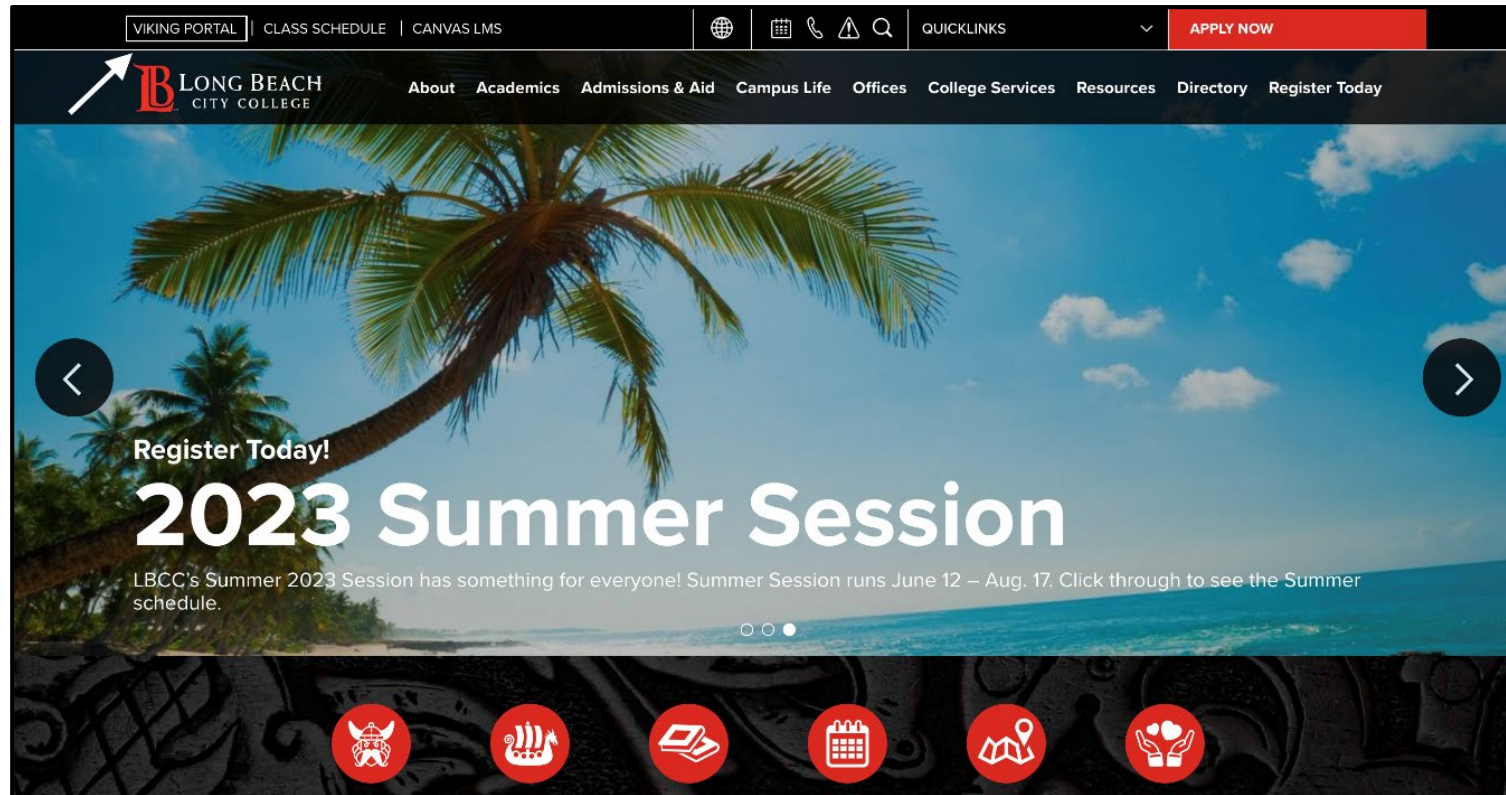
Before You Start

Please take the appropriate steps listed below if they apply to you:

- Forgot your student ID number? **Contact Admissions and Records at (562) 938- 4485.**
- Got locked out of your account? **Contact the Student Technology Help Desk at (562) 938- 4250** to have a team member unlock it for you. Accounts also automatically unlock after 30 minutes without a login attempt.
- **New and returning LBCC students** who have just applied must wait 24 hours for their account to become active in the system before creating a password.

Navigate to the Viking Portal

Navigate to lbcc.edu and click on the **Viking Portal** option located at the top-left corner of the website.



New/Forgotten Password

New LBCC students and current LBCC students who forgot their password should click on **New/Forgotten Password**.

Note: Current LBCC students who want to change their password should skip to the [Change Password slide](#).

VIKING PORTAL

LB LONG BEACH
CITY COLLEGE

VikingID / EmployeeID

Enter your username

Password

Enter your password

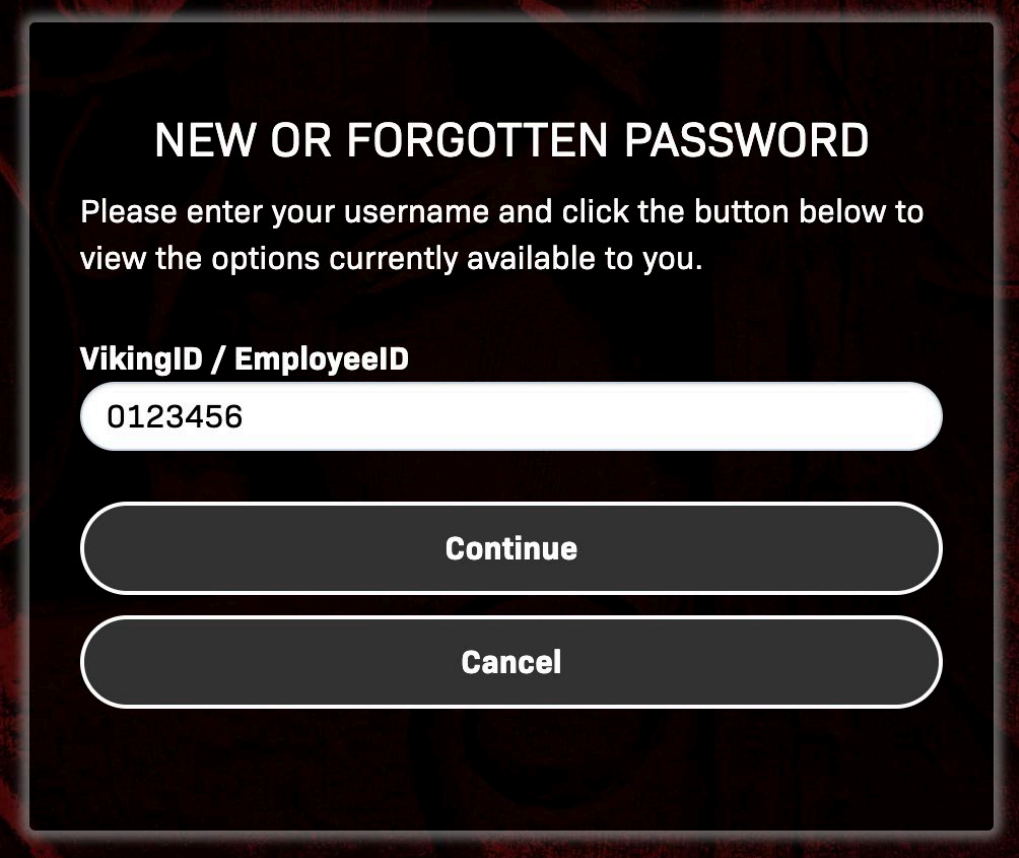
Login

[New/Forgotten Password](#) [Change Password](#)

- [Student Login Help](#)
- [Faculty/Staff Login Help](#)

Step 2: New/Forgotten Password

Next, type your student ID number in the box provided. Click **Continue**.



NEW OR FORGOTTEN PASSWORD

Please enter your username and click the button below to view the options currently available to you.

VikingID / EmployeeID

0123456

Continue

Cancel

Step 3: New/Forgotten Password

The system will send an OTP to your preferred method (typically in the form of a text message or email). When you receive your OTP, type it in the OTP box.

Note: OTP codes expire, so make sure you use your code as soon as possible. You can always request another OTP; however expired codes cannot be reused.

NEW OR FORGOTTEN PASSWORD

A One Time Passcode (OTP) has been sent to your phone:
xxx-xxx-3507

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
0901833

Requested Action Reset Forgotten Password

One Time Passcode (OTP)
[Input Field]

[Problems with this authentication option?](#)

Continue

Cancel

Step 4: New/Forgotten Password

Create your new password in the field provided. You will need to enter your password twice. **Please make sure your password meets the following complexity rules:**

- At least 16 characters.
- At least 1 uppercase letter.
- At least 1 number.

Click **Continue** when you are done. Congratulations, you have successfully created a new Viking Portal password.

The screenshot shows a web form titled "NEW OR FORGOTTEN PASSWORD". Below the title is the instruction: "Please enter your new password in the fields below." A green box highlights the "Password Complexity Rules":

- 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 &#

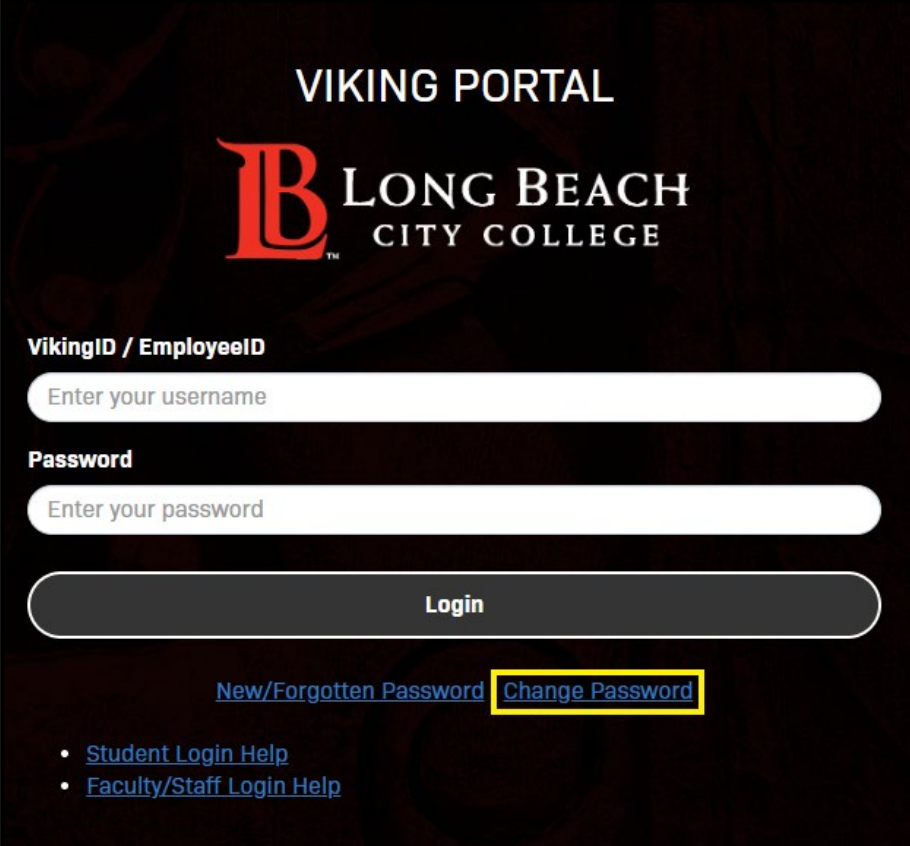
Below the rules, there are three input fields:

- VikingID / EmployeeID**: A text box containing "0901833".
- Requested Action**: A dropdown menu set to "Reset Forgotten Password".
- New Password**: An empty text box.
- Confirm Password**: An empty text box.

At the bottom of the form are two buttons: "Continue" and "Cancel".

Change Password

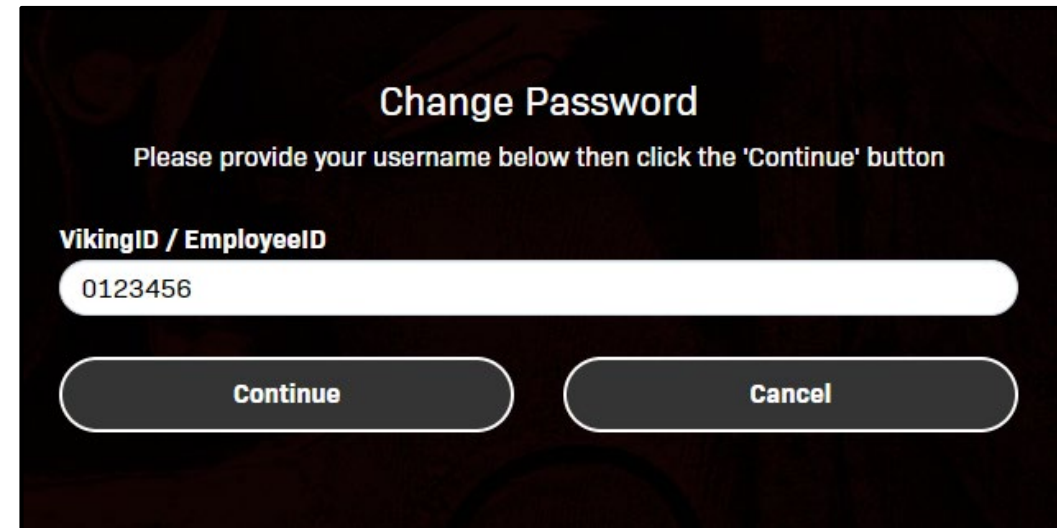
Current LBCC students who want to update/change their LBCC password should click on **Change Password**. You will need to know your current password in order to use this feature.



The screenshot shows the Viking Portal login interface. At the top, it says "VIKING PORTAL" and "LONG BEACH CITY COLLEGE" with the college logo. Below this are two input fields: "VikingID / EmployeeID" with the placeholder "Enter your username" and "Password" with the placeholder "Enter your password". A "Login" button is positioned below the password field. At the bottom, there are two links: "New/Forgotten Password" and "Change Password", with the latter highlighted by a yellow box. At the very bottom, there are two links: "Student Login Help" and "Faculty/Staff Login Help".

Step 2: Change Password

Type your Student ID Number in the provided box. Then click **Continue**.



Change Password

Please provide your username below then click the 'Continue' button

VikingID / EmployeeID

0123456

Continue **Cancel**

Step 3: Change Password

Type your current Viking Portal password in the provided box. Then, click **Continue**.

Change Password

Please provide your current password then click the 'Continue' button

VikingID / EmployeeID

0901833

Password

Continue Cancel

Step 4: Change Password

The system will send an OTP to your preferred method (typically in the form of a text message or email). When you receive your OTP, type it in the OTP box.

Note: OTP codes expire, so make sure you use your code as soon as possible. You can always request another OTP; however expired codes cannot be reused.

Change Password

A One Time Passcode (OTP) will be delivered as a text/SMS to:
xxx-xxx-3507

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

VikingID / EmployeeID

0901833

One Time Passcode (OTP)

[Problems with this authentication option?](#)

Continue Cancel

Step 5: Change Password

Create your new password in the field provided.
You will need to enter the password twice.

Please make sure your password meets the following complexity rules:

- At least 16 characters.
- At least 1 uppercase letter.
- At least 1 number.

Click **Continue** when you are done.
Congratulations, you have successfully changed your Viking Portal password.

Change Password

Please provide your new password, confirm it then click the 'Continue' button

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

New Password

Confirm Password

Continue
Cancel

Problems With Your OTP?

If you have issues receiving an OTP, you can always request a code using another delivery method. Click on **Problems with this authentication option** to switch between OTP delivery methods.

Note: If you are unable to receive an OTP, please contact the Student Technology Help Desk at (562) 938- 4250.

NEW OR FORGOTTEN PASSWORD

A One Time Passcode (OTP) has been sent to your phone:
xxx-xxx-3507

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
0901833

Requested Action Reset Forgotten Password

One Time Passcode (OTP)

[Problems with this authentication option?](#)

Continue

Cancel

Password tips

- If you're having trouble meeting the 16-character requirement, try to think of a phrase you can easily remember. Are you still missing characters? Write it twice!
- You can save your passwords in your browser. We recommend doing this only on a device you own. Don't store passwords on a publicly shared device.
- It's a good idea to reset your password regularly, and especially if you think your account may be compromised.
- **Don't share your password with anyone! The Student Technology Help Desk should never ask for your password.**
- For further password tips, please visit our [Safe Computing and Cyber Security website](#).

Questions?

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

- Website: www.lbcc.edu/sthd
- Phone: (562) 938 - 4250
- Email: sthd@lbcc.edu