Student Technology Help Desk

Long Beach City College | Information Technology Services

Viking Portal

PASSWORD HELP GUIDE

FOR LONG BEACH CITY COLLEGE **STUDENTS**

Long Beach City College

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).

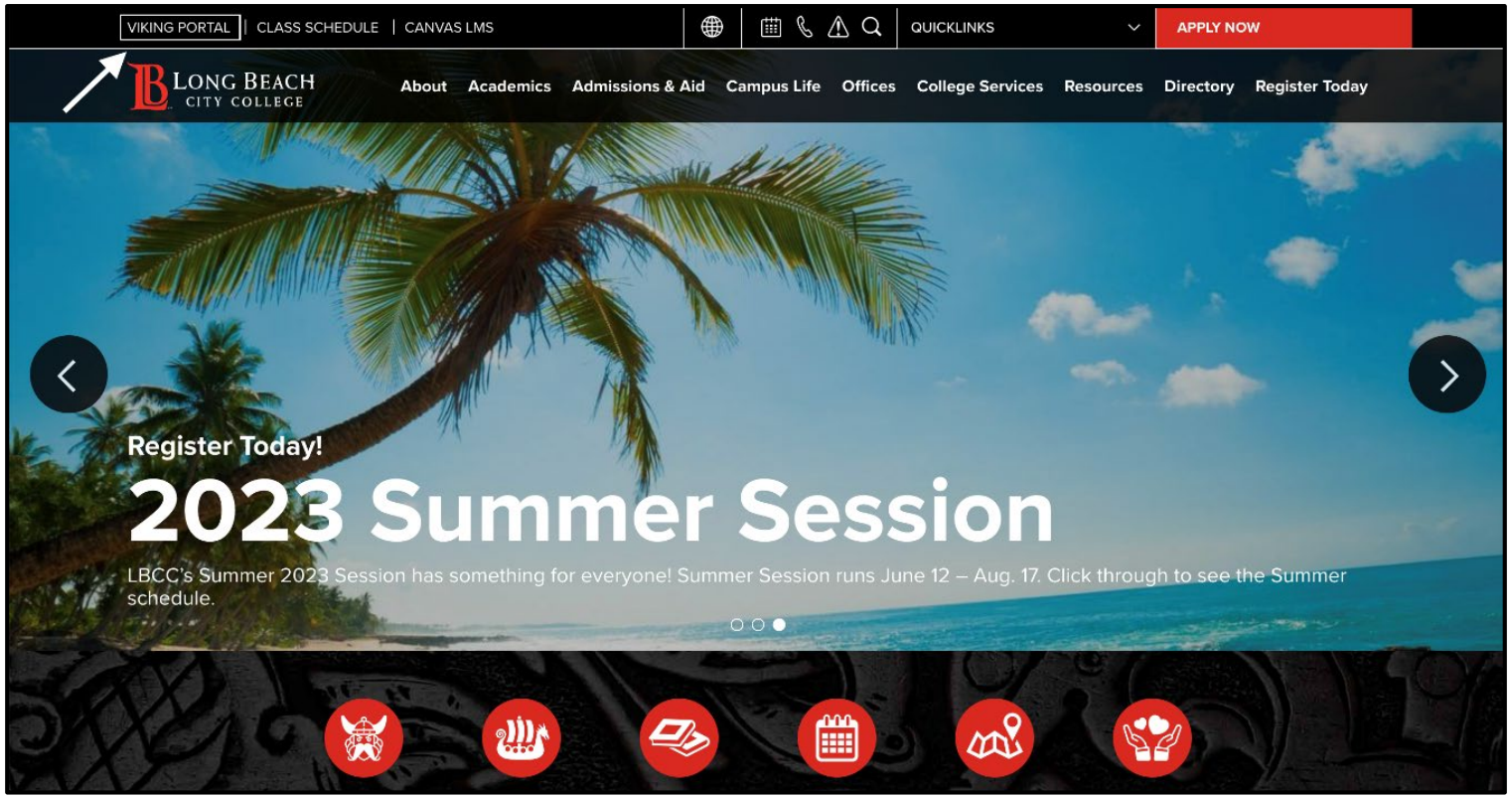
Before You Start

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

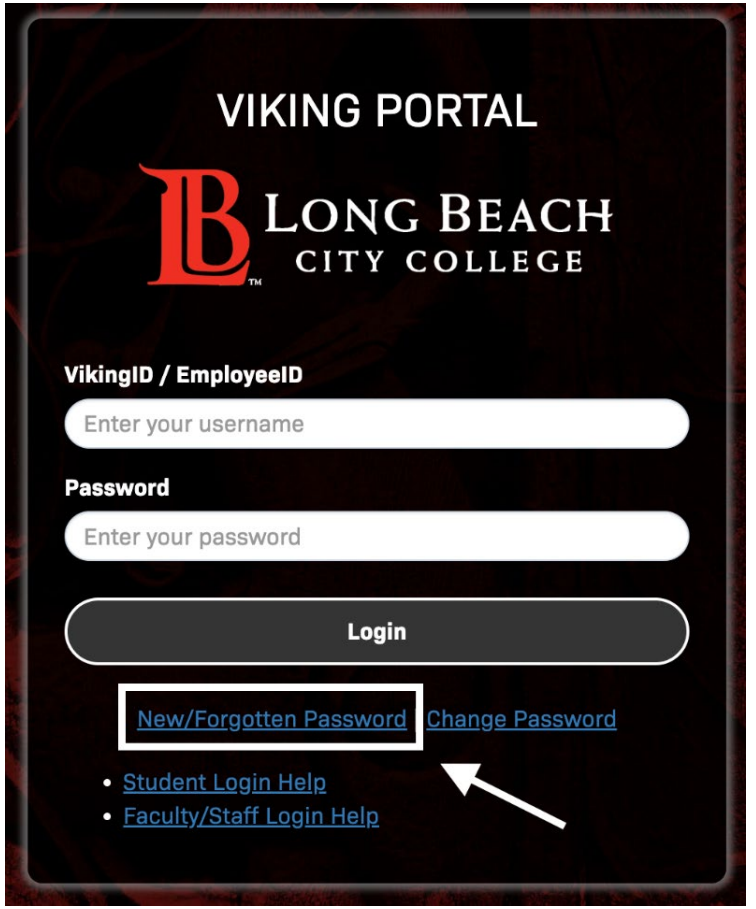
Navigate to lbcc.edu and click on the **Viking Portal** option located at the top-left corner of the website.



New/Forgotten Password

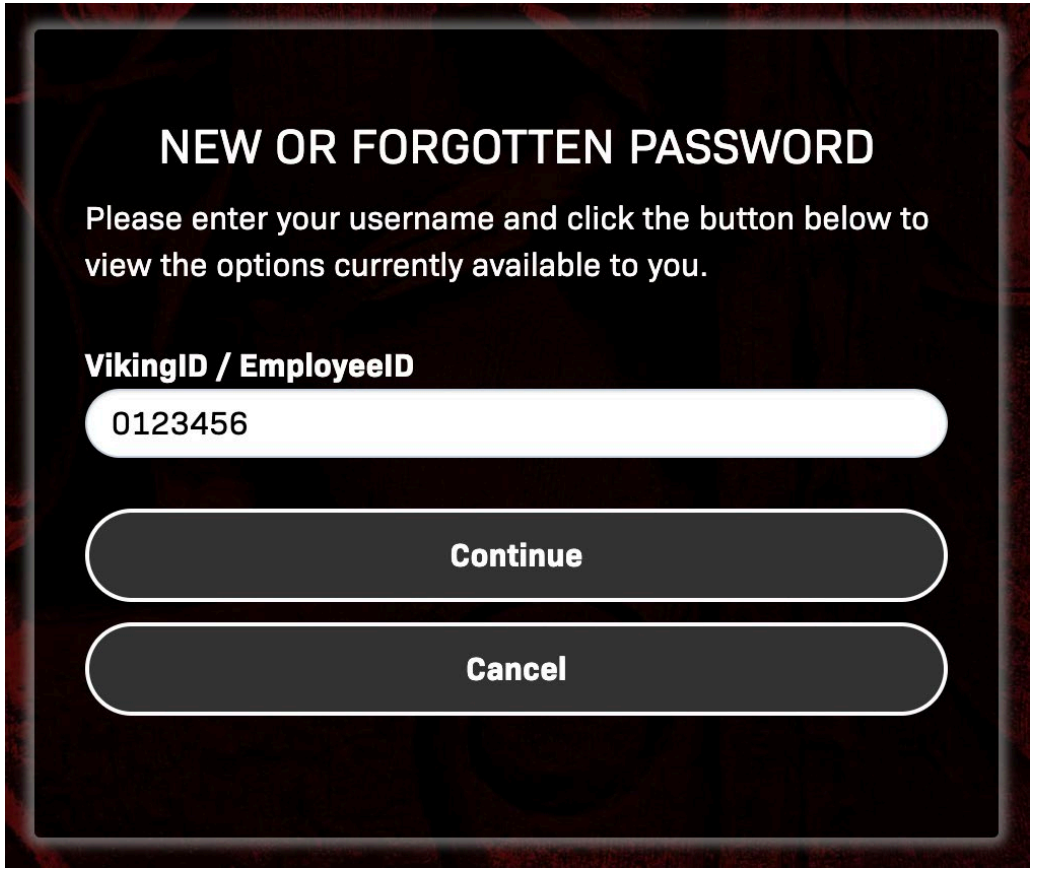
New LBCC students and current LBCC students who forgot their password should click on **New/Forgotten Password**.

Note: Current LBCC students who want to change their password should skip to the Change Password slide.



Step 2: New/Forgotten Password

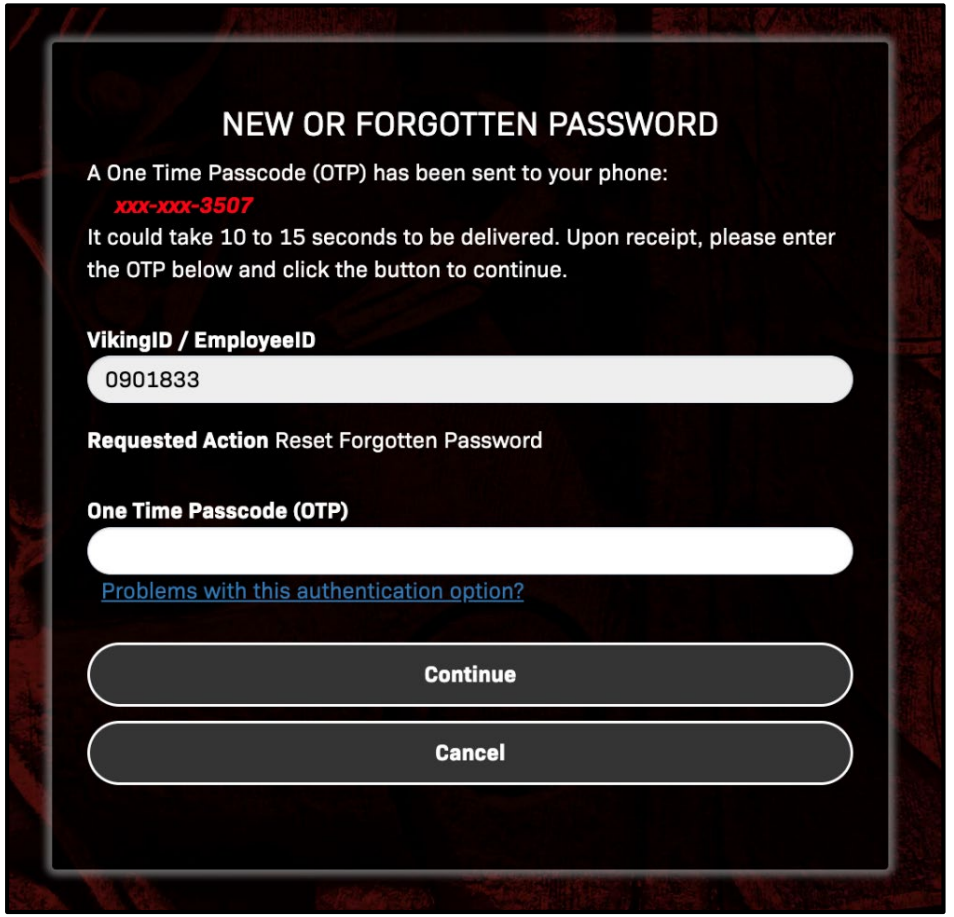
Next, type your student ID number in the box provided. Click **Continue**.



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.

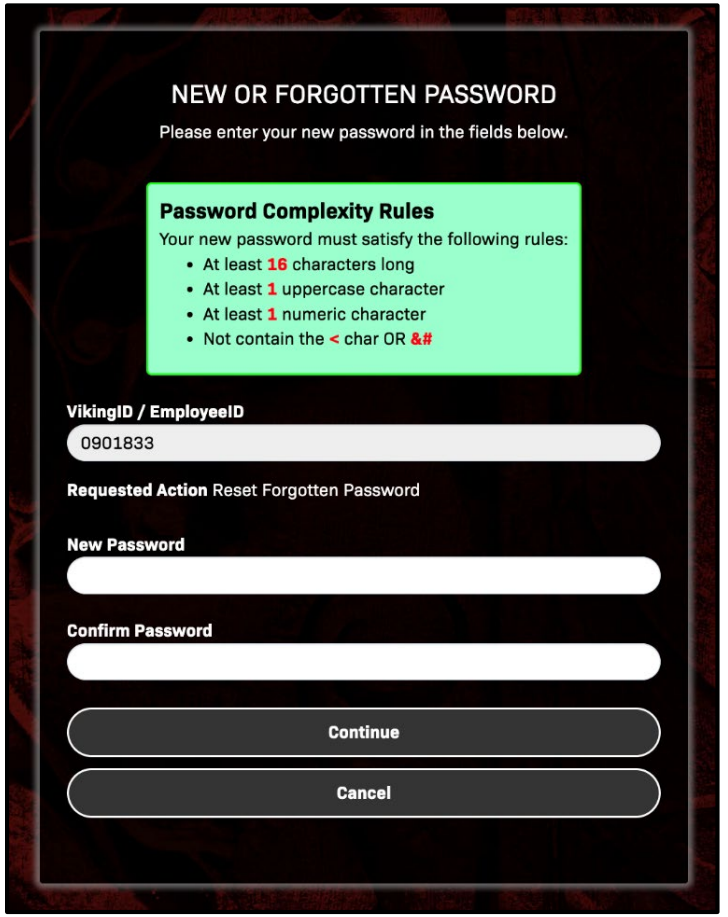


Step 4: New/Forgotten Password

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:**

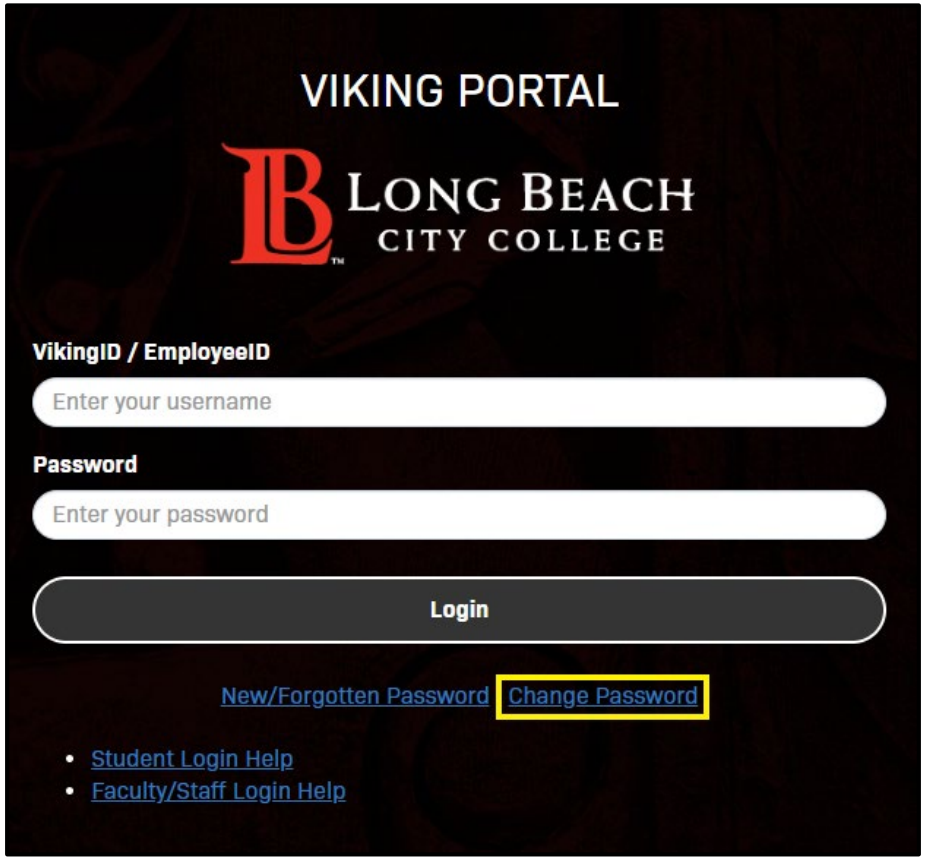
- At least 16 characters.
- At least 1 uppercase letter.
- At least 1 number.

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



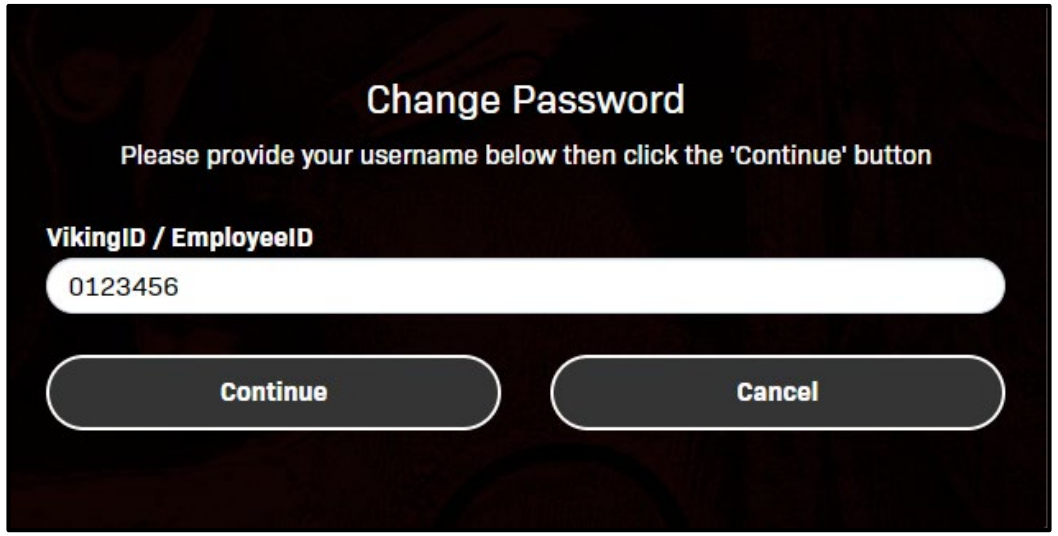
Change Password

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.



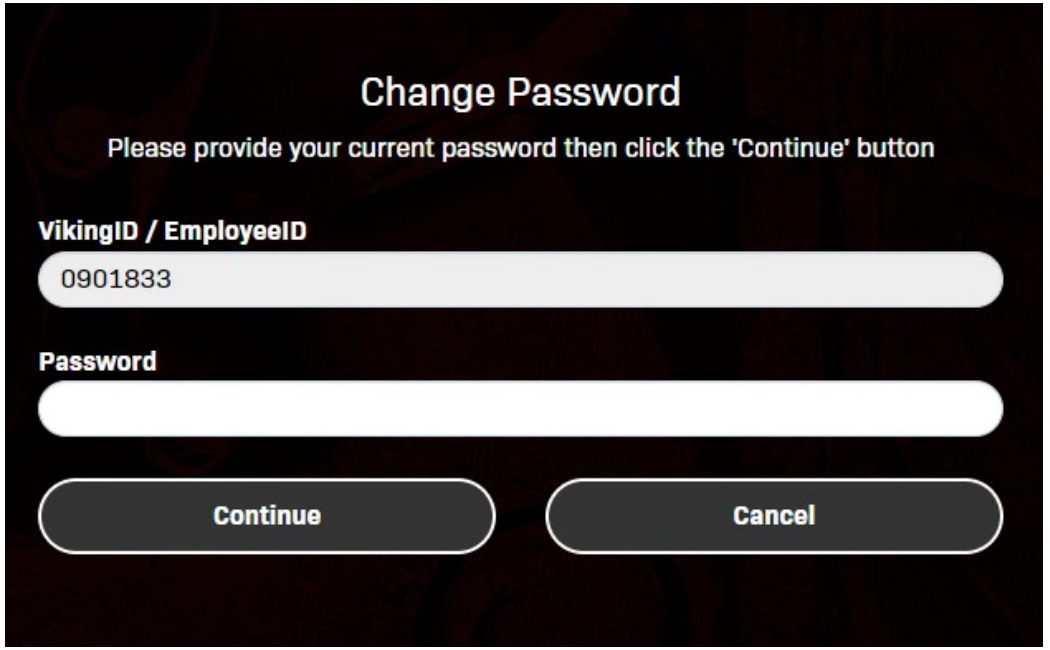
Step 2: Change Password

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



Step 3: Change Password

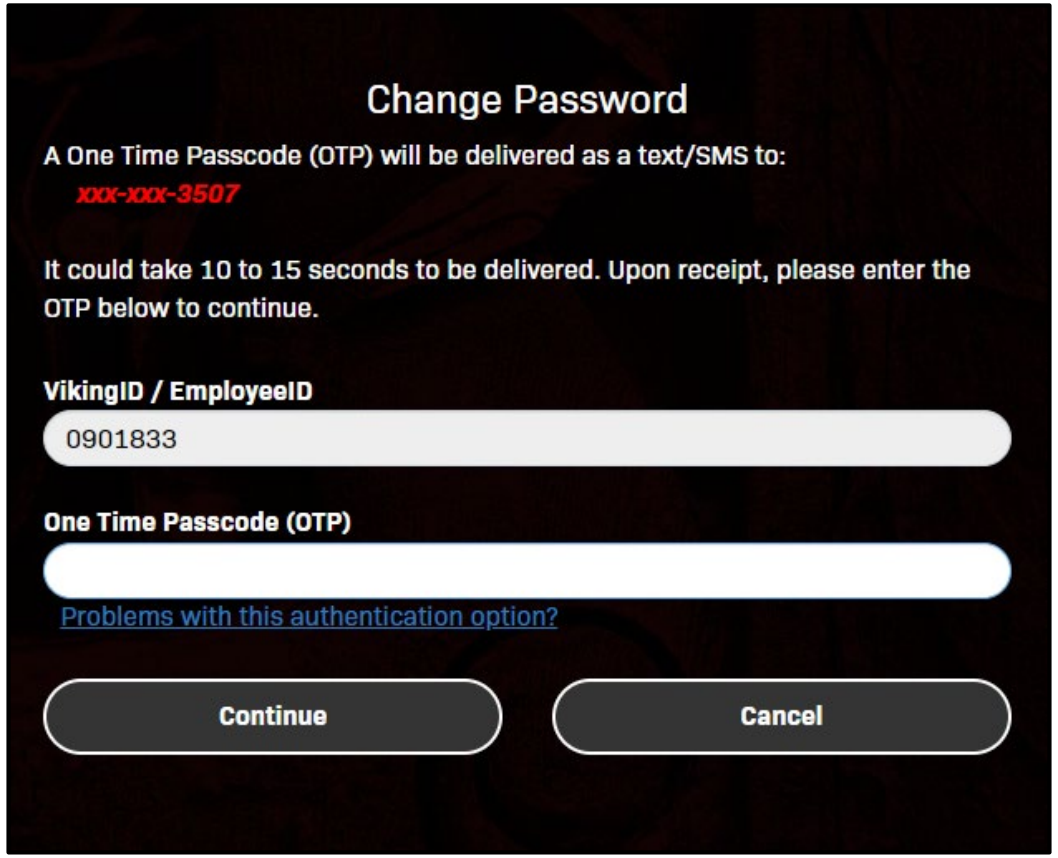
Type your current Viking Portal password in the provided box. Then, click **Continue**.



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.

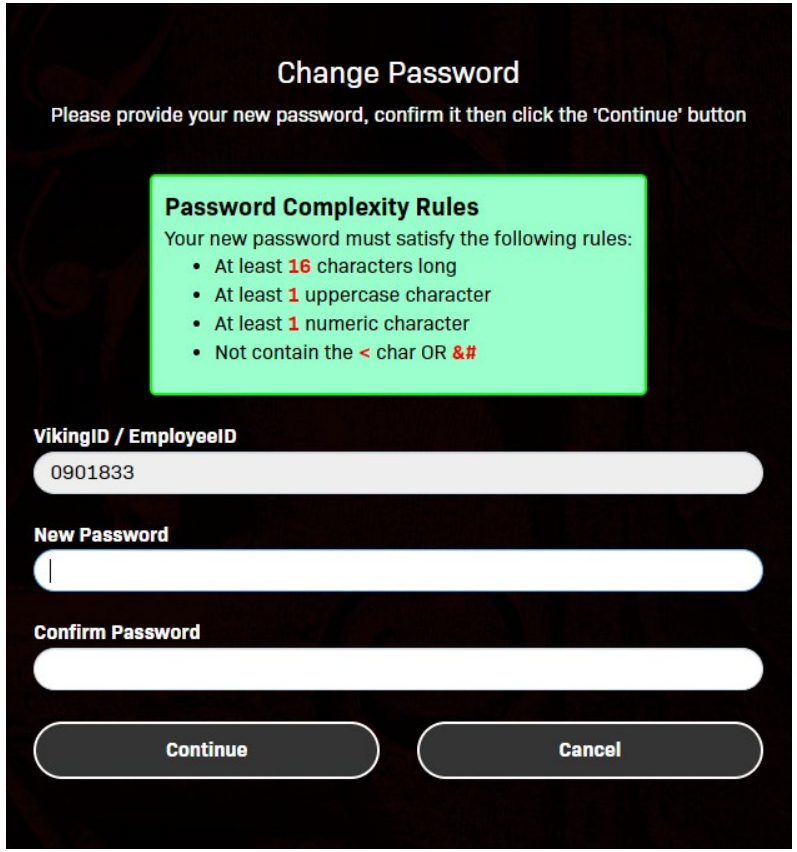


Step 5: Change Password

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.

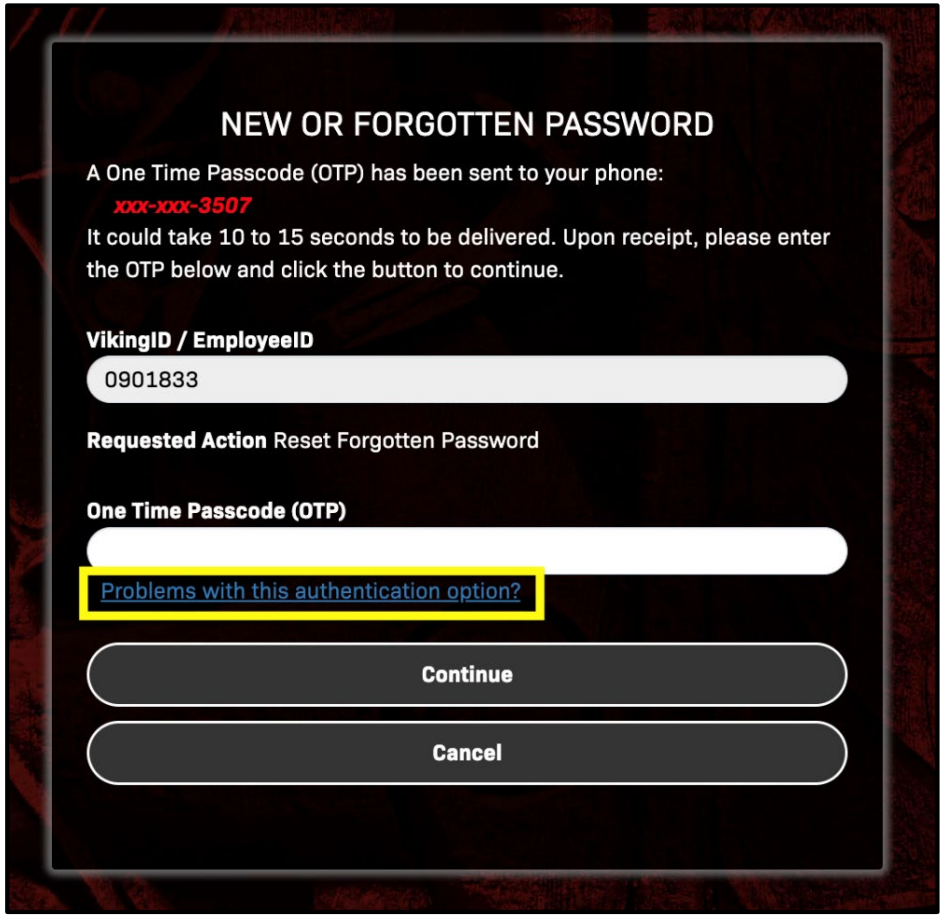
Click **Continue** when you are done.
Congratulations, you have successfully changed your Viking Portal password.



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.



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