How to Use the Atrium Mobile Credential App

Information
Technology
Services

LONG BEACH
CITY COLLEGE

In order to access classrooms and other areas on campus, you will either need to use your ID card to tap on the access panel or use the Atrium Mobile Credential App on your phone. This app can be installed on an Android phone, Apple iPhone, or an Apple watch. The app creates a virtual ID card to use in place of the physical ID card. Using a virtual ID card gives you the ability to open doors simply by holding your phone or Apple watch up to the reader. Also, with the virtual ID card, you no longer need to make an appointment, go to facilities to have your picture taken and your card printed, you simply use the Atrium Campus Connect mobile app to create your Genetec mobile credential (virtual ID card) and within 24 hours, your device is ready to use.

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Step 1: Downloading the App

- Go to your app store on your phone.
- Search for Atrium Campus Connect
- Download and install.
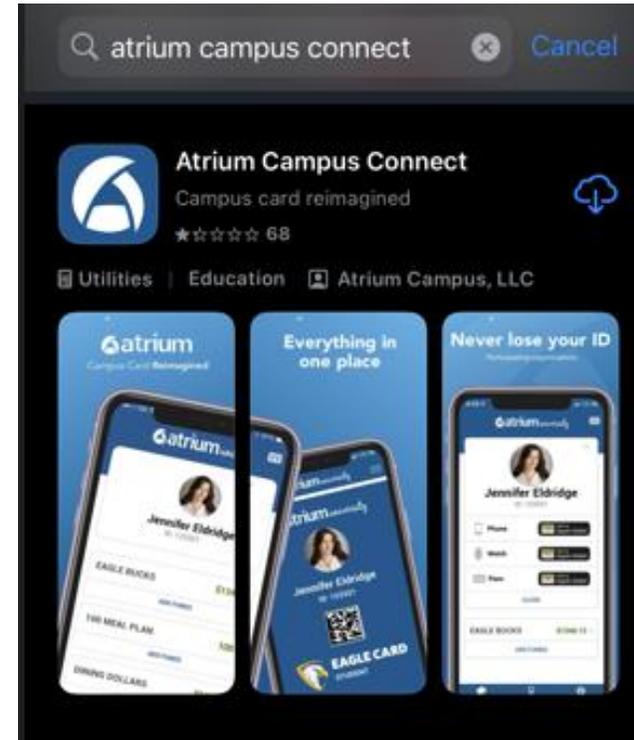
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Step 2: Find Your Organization

- Open the app.
- Enter your LBCC ID@lbcc.edu and click Find Me.
- LBCC should pop up as your organization. Once it does, click next.

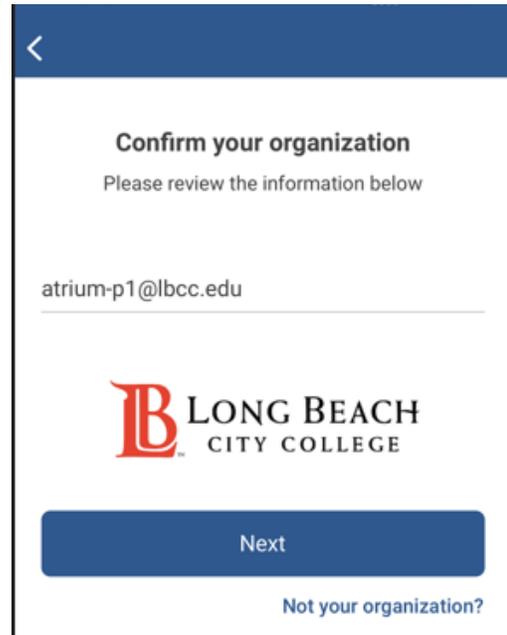

Find Your Organization

Welcome

Please enter your organization email address below

Organization Email

FIND ME

Confirm your organization

Please review the information below
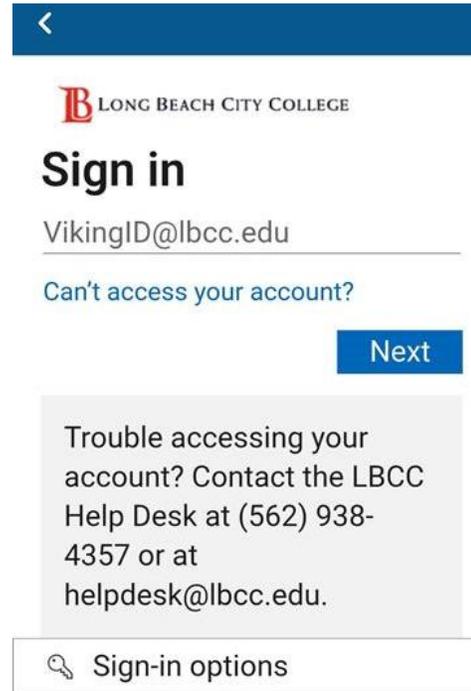
atrium-p1@lbcc.edu

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Next

Not your organization?

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Step 3: Sign in with LBCC Credentials

- You will need to go through the authentication process. Enter your ID@lbcc.edu and then your Viking Portal password.
- Next you will need to start the credentialing process.
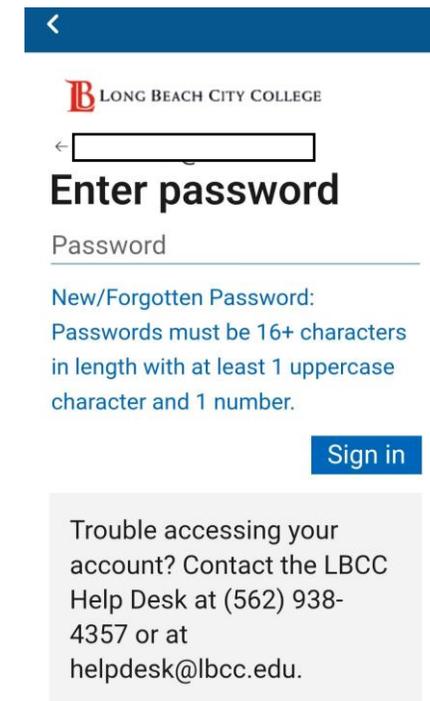
LONG BEACH CITY COLLEGE

Sign in

VikingID@lbcc.edu

Can't access your account?

Next

Trouble accessing your account? Contact the LBCC Help Desk at (562) 938-4357 or at helpdesk@lbcc.edu.

🔑 Sign-in options

LONG BEACH CITY COLLEGE

Enter password

Password

New/Forgotten Password: Passwords must be 16+ characters in length with at least 1 uppercase character and 1 number.
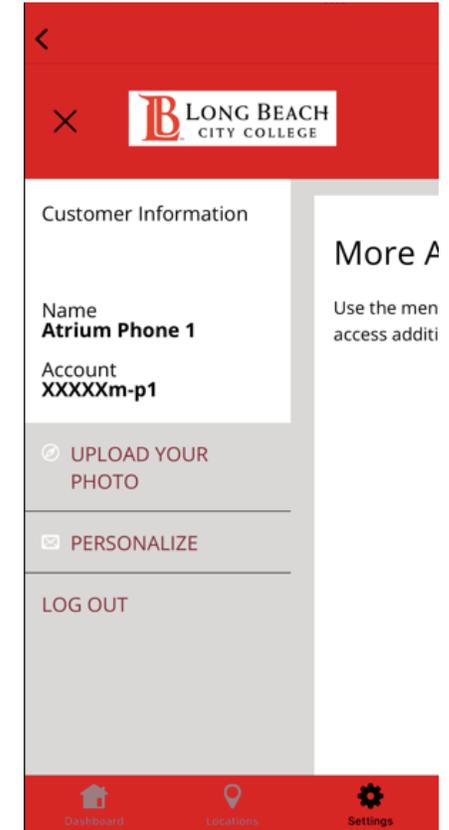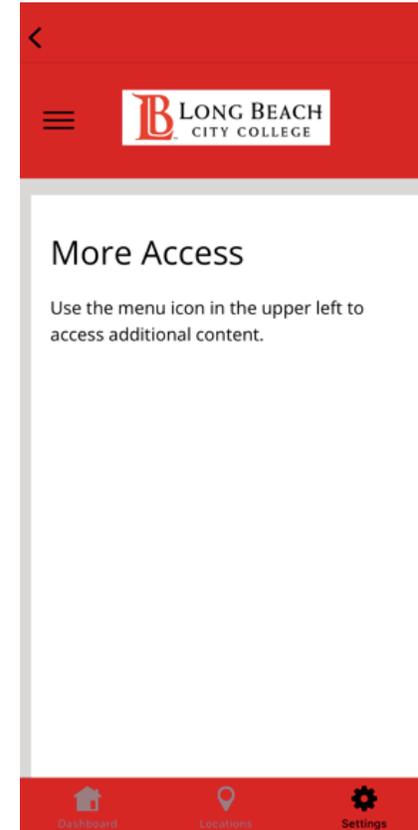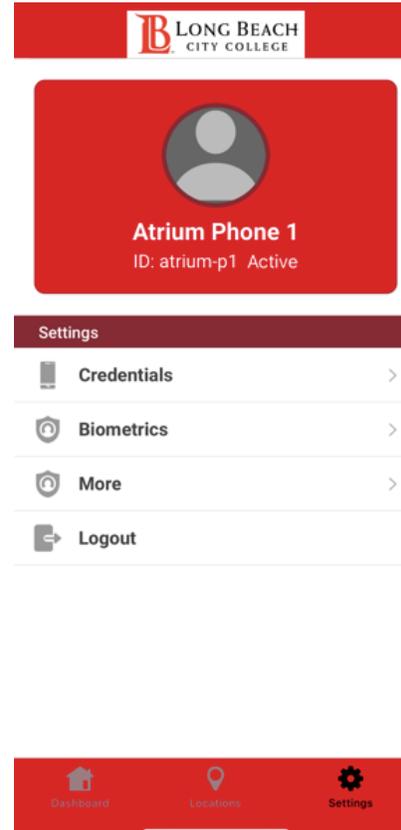
Sign in

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Information Technology Services

Step 4: The Credentialing Process (iPhone)

- On an iPhone: In the app go to **settings** (lower right corner) to upload your picture and create your mobile credential.
- For the picture upload, click **more** and then click the **menu button** (3 horizonal bars) in the upper left corner. Click Upload Your Photo.

Atrium Phone 1
ID: atrium-p1 Active

Settings

- Credentials
- Biometrics
- More
- Logout

Dashboard   Locations   Settings

More Access

Use the menu icon in the upper left to access additional content.

Dashboard   Locations   Settings

Customer Information

Name
Atrium Phone 1

Account
XXXXXm-p1

UPLOAD YOUR PHOTO

PERSONALIZE

LOG OUT

More A
Use the men
access additi

Dashboard   Locations   Settings

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Step 4 Con't: The Credentialing Process (iPhone)

- To add a photo to your credential, select **choose file** (at the bottom of the screen) and either select a photo of yourself from your **Photo Library** or select **Take Photo.**
- Once you have a good photo of yourself and have adjusted the picture so that it is centered on the screen, you can select **upload photo** to add the photo to your credential. (Photos go through an approval process, which can take up to 24 hours)
- At this point, you can close the app and wait for the approval email before proceeding to the last step.
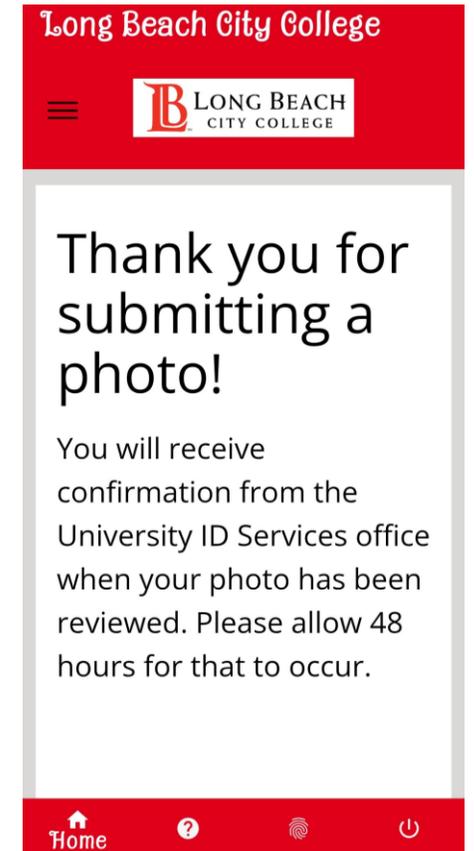

Photo Upload
Upload a photo for your ID card

- JPEG format, color photo
- No larger than 1500 x 2000 pixels
- At least 300 x 400 pixels
- File size can be no larger than 5000 KB
- Resolution must be at least 72 dpi
- Photo must be from the top of shoulders to top of head with some blank space above the head
- Looking straight ahead (no profile or 3/4 angle)
- No hats, caps, scarves, or sunglasses
- No animals or props
- Solid background
- A straight face or smile. No funny

Email: (required)
atrium-p1@lbcc.edu

Photo file:
CHOOSE FILE
UPLOAD PHOTO

LBCC ID CARD CENTER
Long Beach City College
| Privacy Policy
| Accessibility |
U.S. Patent No. 6,963,857

Email: (required)
atrium-p1@lbcc.edu

Photo file:
CHOOSE FILE
Photo Library
Take Photo
Choose File

LBCC ID CARD CENTER
Long Beach City College
| Privacy Policy
| Accessibility |
U.S. Patent No. 6,963,857

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Step 4: The Credentialing Process (Android)

- On an Android: Click on Photo Upload and either select a photo of yourself from your **Photo Library** or select **Take Photo.**
- Once you have a good photo of yourself and have adjusted to picture so that it is centered on the screen, you can select **upload photo** to add the photo to your credential. (Photos go through an approval process, which can take up to 48 hours)
- At this point, you can close the app and wait for the approval email before proceeding to the last step.
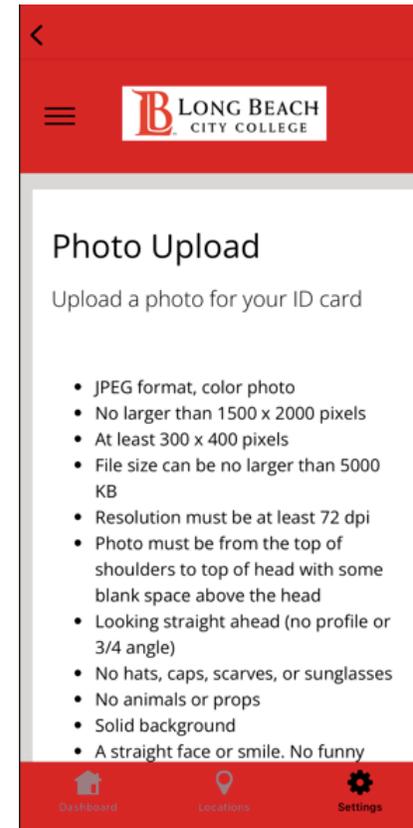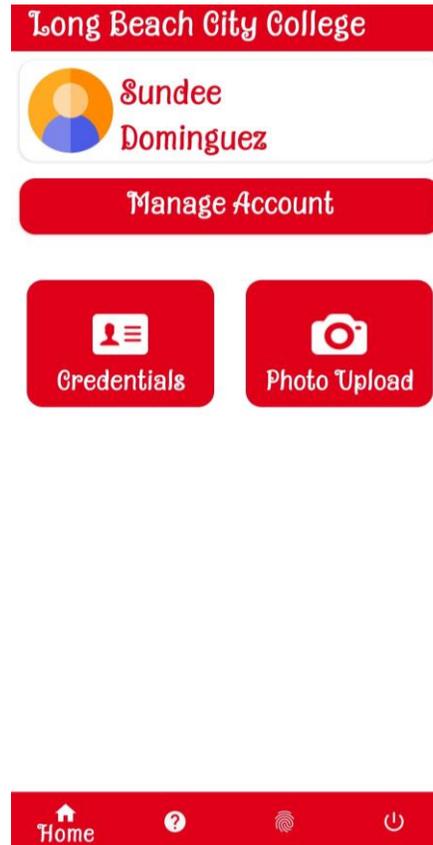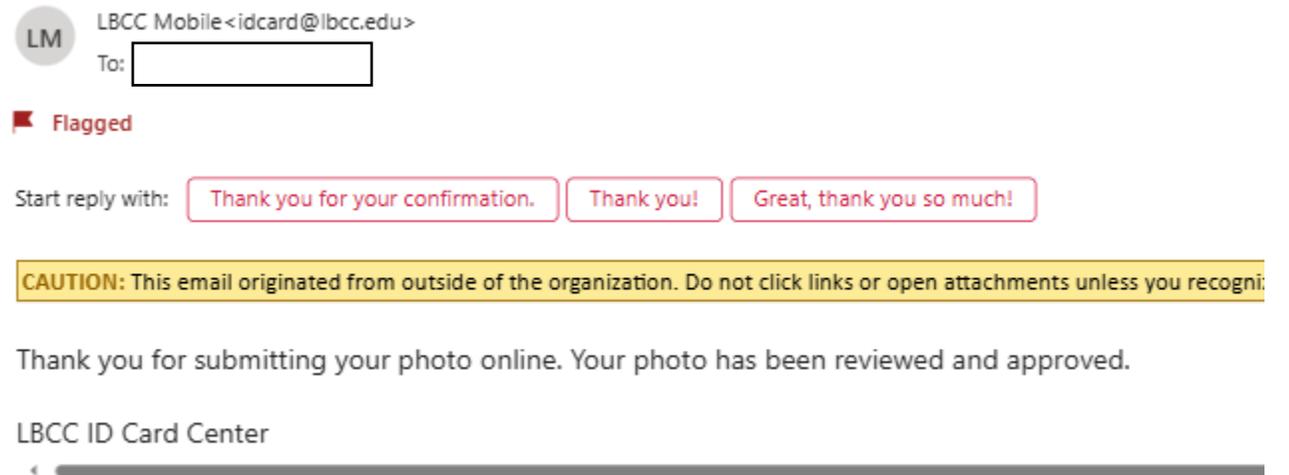

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Manage Account

Credentials   Photo Upload

Home

Photo Upload

Upload a photo for your ID card

- JPEG format, color photo
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Dashboard   Locations   Settings

Long Beach City College

Thank you for submitting a photo!

You will receive confirmation from the University ID Services office when your photo has been reviewed. Please allow 48 hours for that to occur.

Home

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Step 5: Approval Email

- Once you receive the email from LBCC Mobile idcard@lbcc.edu, open the app to continue the set up process to add the credential to your device.
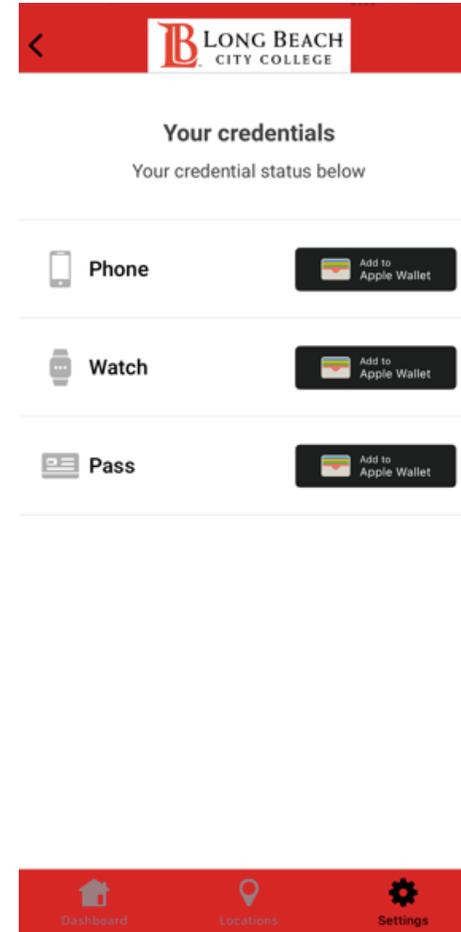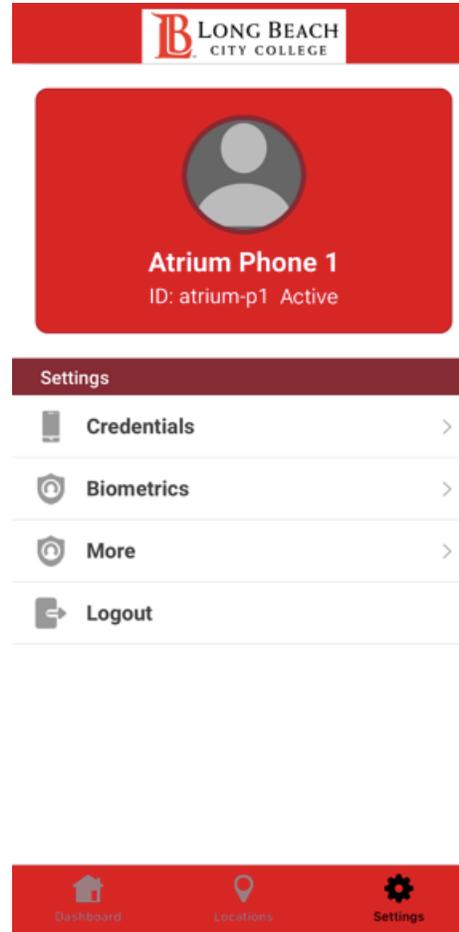
LM   LBCC Mobile<idcard@lbcc.edu>
To:

🚩 Flagged

Start reply with: [Thank you for your confirmation.]   [Thank you!]   [Great, thank you so much!]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recogniz

Thank you for submitting your photo online. Your photo has been reviewed and approved.

LBCC ID Card Center

Step 6: Create the Mobile Credential (iPhone)

- To create the mobile credential, from the settings menu select **Credentials** and pick where you want the new credential created (the credential should be ready to use within 30 minutes)
- Now that the credential has been installed on your device, you can close the Atrium App and start using your new credential.
- To use your credential, just hold your device up to the reader and the door should unlock. Depending on the device, you may have to experiment to find the best position/angle for your device.

Atrium Phone 1
ID: atrium-p1 Active

Settings
- Credentials
- Biometrics
- More
- Logout

Dashboard   Locations   Settings

Your credentials
Your credential status below

Phone   Add to Apple Wallet
Watch   Add to Apple Wallet
Pass   Add to Apple Wallet

Dashboard   Locations   Settings

Using Cards in Wallet

To help you use your ID quickly, Long Beach City College has been set to work automatically when iPhone is held near a reader, without requiring Face ID. Your ID may also be available when iPhone needs to be recharged.

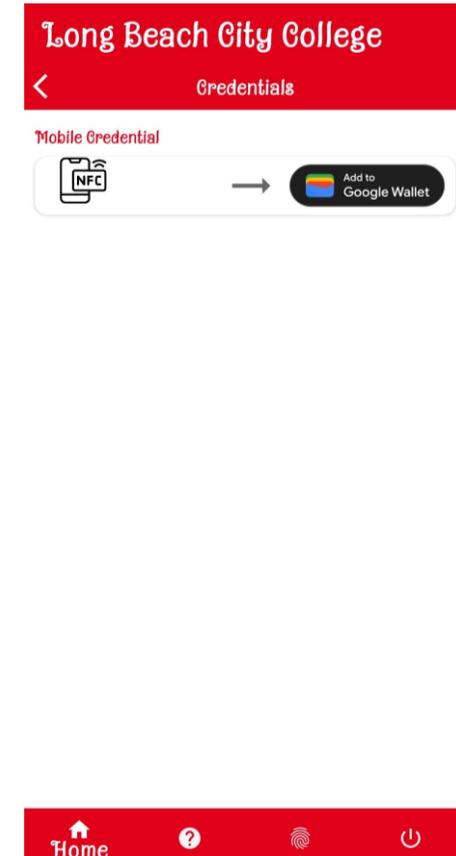You can make changes to Express Mode in Wallet & Apple Pay settings.

Done

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Step 6: Create the Mobile Credential (Android)

- To create the mobile credential, click on the Credentials button.
- Click to have it added to your Google Wallet. (the credential should be ready to use within 30 minutes)

Step 6 con't: Create the Mobile Credential (Android)
- Click Accept & Continue. Be sure to leave the app open and your phone open while it is adding the Credential.
- Now that the credential has been installed on your device, you can close the Atrium App and start using your new credential.
- To use your credential, just hold your device up to the reader and the door should unlock. Depending on the device, you may have to experiment to find the best position/angle for your device.
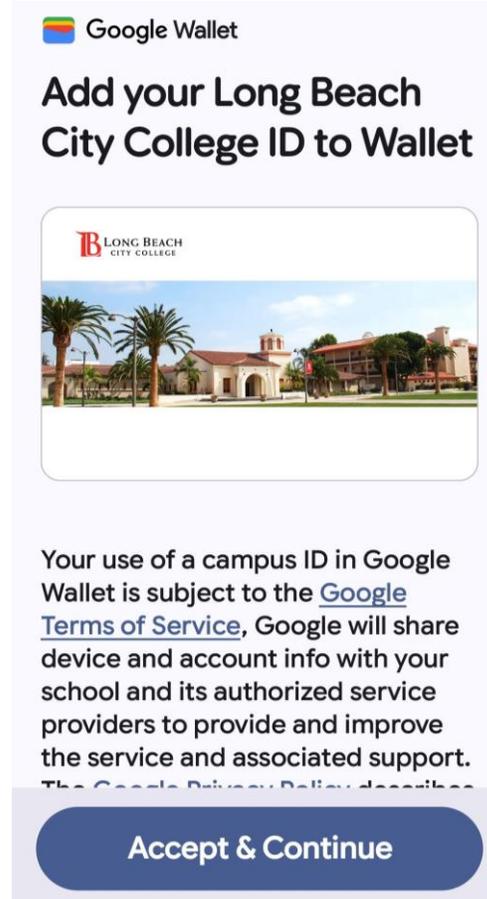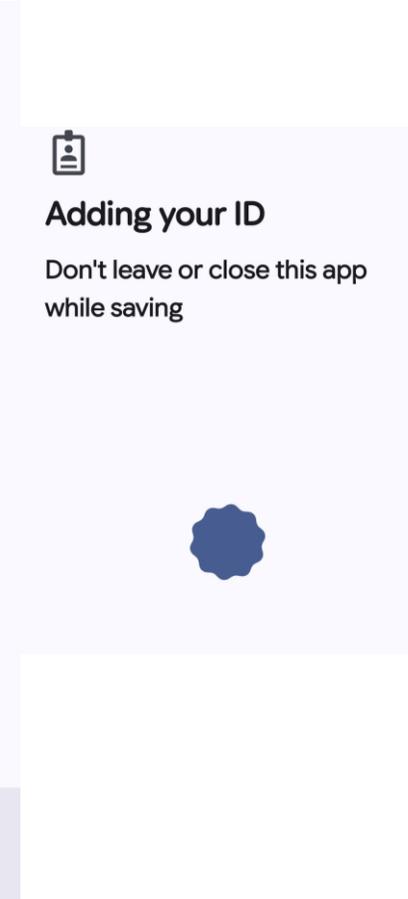
Google Wallet

Add your Long Beach City College ID to Wallet

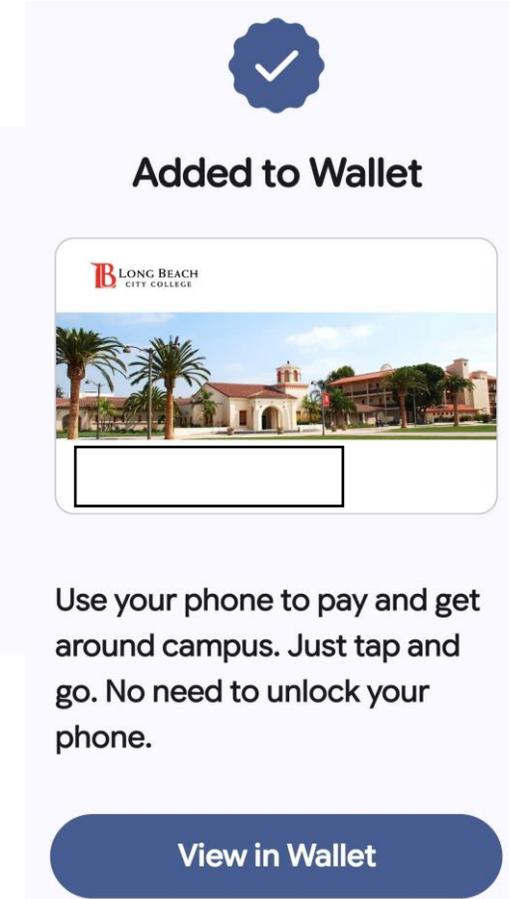Your use of a campus ID in Google Wallet is subject to the Google Terms of Service, Google will share device and account info with your school and its authorized service providers to provide and improve the service and associated support.

Accept & Continue

Adding your ID

Don't leave or close this app while saving

Added to Wallet

Use your phone to pay and get around campus. Just tap and go. No need to unlock your phone.

View in Wallet

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Questions?

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