# Instructional & Information Technology Services (IITS)

Enabling A Mobile Authenticator for Viking Portal Access

Using a mobile authenticator is a convenient and safe way to create a **O**ne **T**ime **P**asscode (OTP) in order to access your Viking Portal/reset your password. The following instructions highlight how to set up a mobile authenticator. For this example, we will use PortalGuard, however there are other options to choose from such as Google, Microsoft, and more. Visit [LBCC Multi-Factor Authentication](#) site for a list of acceptable choices.

Step 1: Log into Viking Portal with your credentials. https://portal.lbcc.edu/sso/

Step 2: Navigate to the top right and click on **the drop down by your ID and select Edit Profile (**If you see Manage Settings instead, click on that).
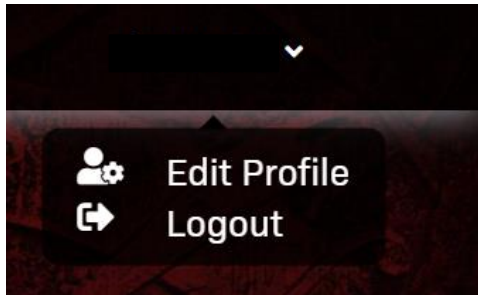
Step 3: Here you will see all of your account settings. Go down to **Mobile Authenticator** and click to open and then click on **Enable mobile authenticator** and select Phone Type.
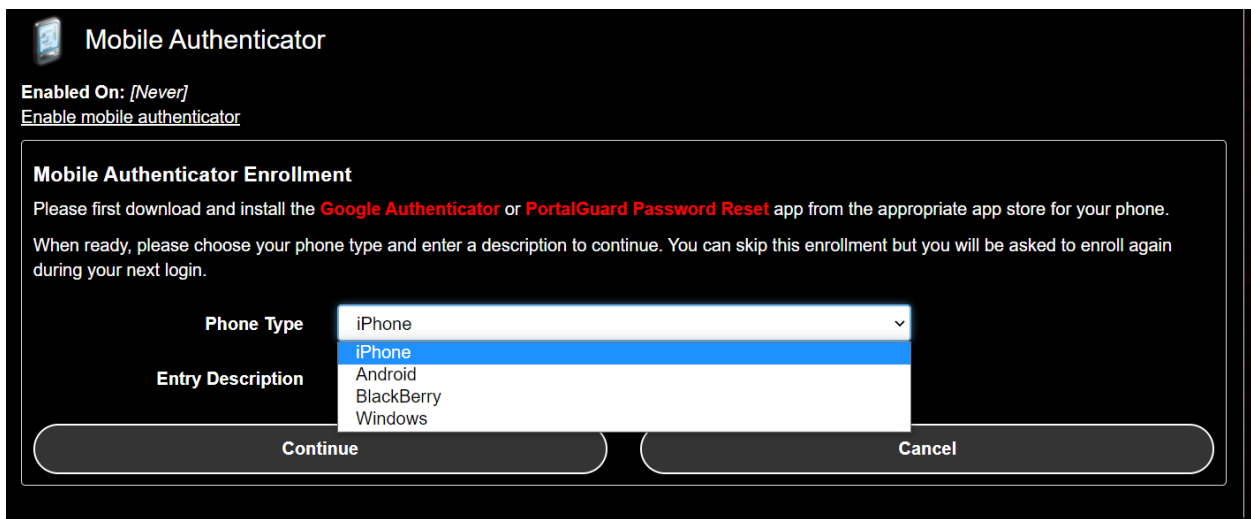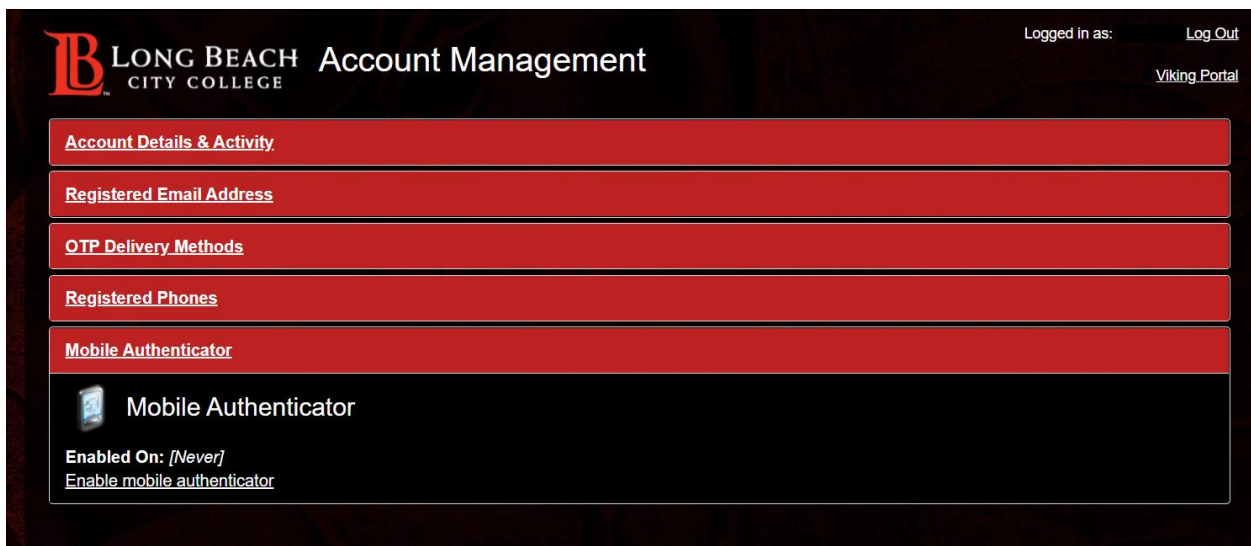
Step 4: You will then see a QR code and a location to add a One Time Passcode. From here you will move on to your mobile device in step 5. We will come back this page soon.

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 |

Step 5: Go to your mobile device and add the app you are going to use via the PlayStore/AppleStore. For this example, we are using the PortalGuard app. Here you will see other authenticator options populate as well (Google, Microsoft, etc.).

Click **Install**.

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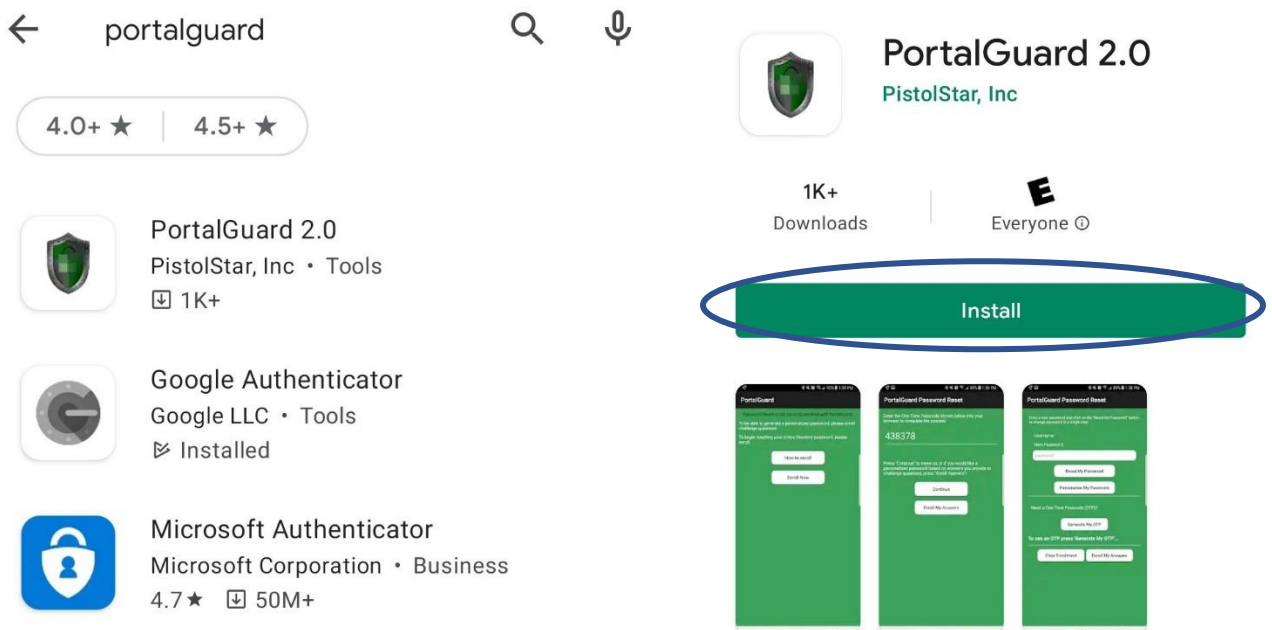
Step 6: Click on **Enroll Now**. You will be given a One Time Passcode (OTP), which will be entered in Viking Portal (back to Step 4).

Step 7: Upon adding your OTP to Viking Portal, click **Continue**, you will officially be enrolled in Portal Guard authenticator.

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.

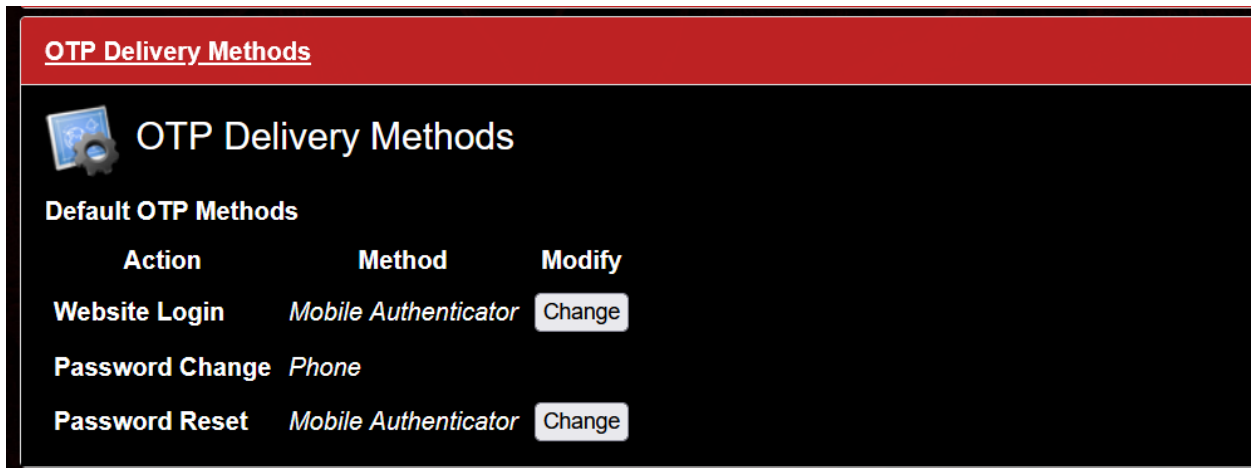**One Time Passcode (OTP)** | 701808

Continue | Cancel
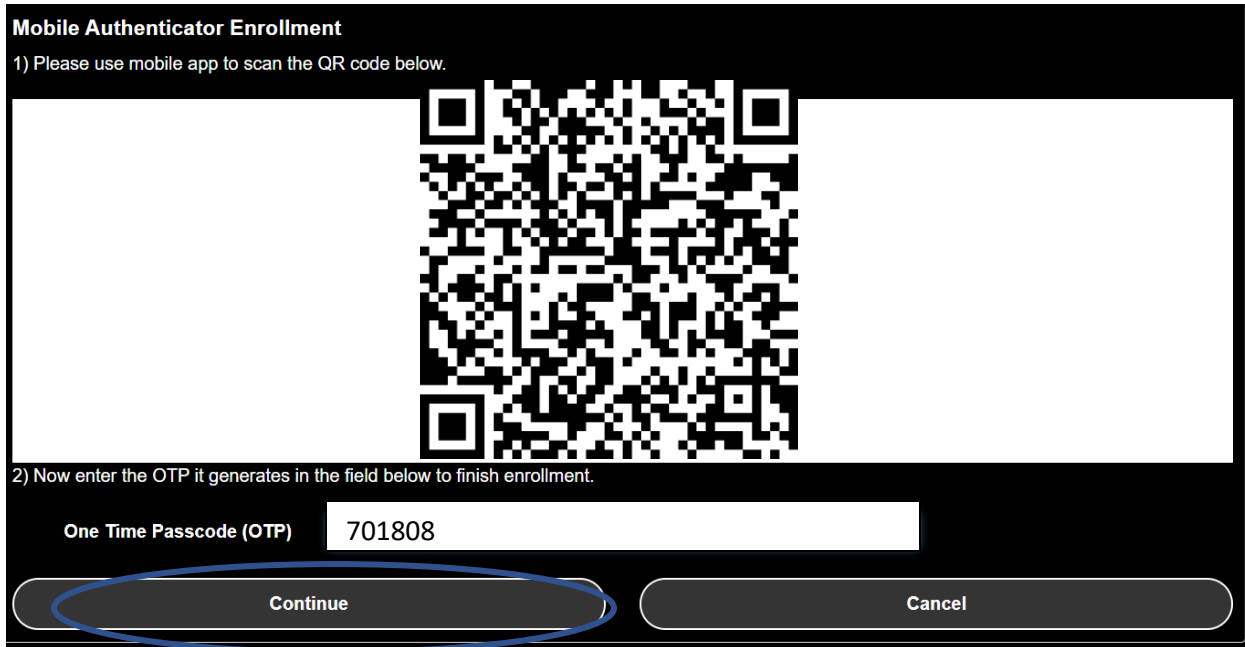
Step 8: Now that you're set up, there's one last step. You will want to navigate up to OTP Delivery Methods and update how you'd like your OTP delivered for both logging in and updating your password. Be sure to change these to Mobile Authenticator.

OTP Delivery Methods

OTP Delivery Methods

Default OTP Methods

Action	Method	Modify
Website Login	*Mobile Authenticator*	Change
Password Change	*Phone*	
Password Reset	*Mobile Authenticator*	Change

Going forward you can go to your authenticator app to create your OTP in preparation for logging into Viking Portal. As noted in the beginning there are many authenticators for you to use. Visit LBCC Multi-Factor Authentication site for a list of acceptable choices.