

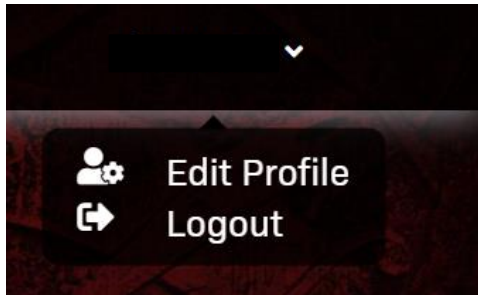
## Enabling A Mobile Authenticator for Viking Portal Access

Using a mobile authenticator is a convenient and safe way to create a One Time Passcode (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.

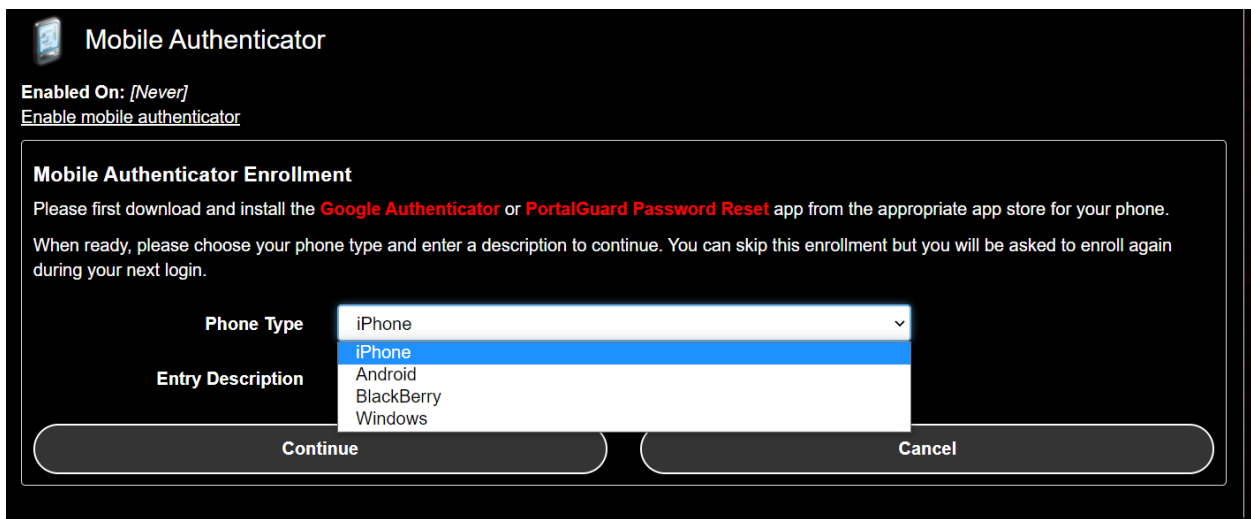
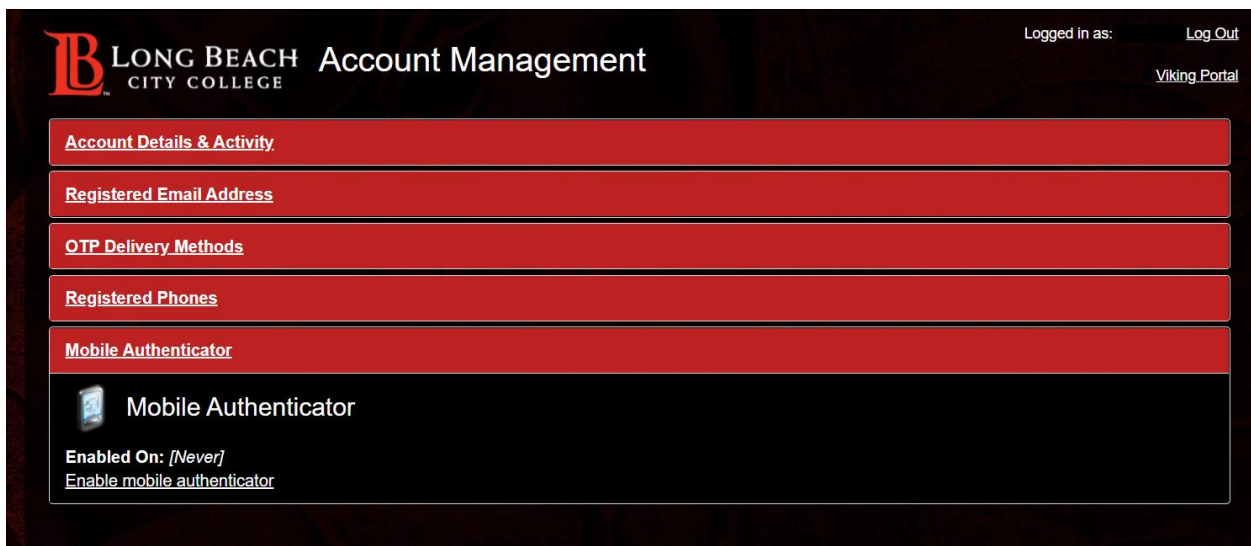
**Step 1:** Log into Viking Portal with your credentials. <https://portal.lbcc.edu/sso/>

The screenshot shows the Viking Portal login interface. At the top, a red banner contains the text "VIKING PORTAL". Below this, the page is dark with white text and input fields. On the left, there are two input fields: the first is labeled "VikingID / EmployeeID" and the second is labeled "Password". To the right of these fields is the Long Beach City College logo, which consists of a large red "LB" followed by the text "LONG BEACH CITY COLLEGE". Below the input fields are three buttons: "Login", "Change Password", and "New/Forgotten Password". At the bottom left, there are two links: "Student Login Help" and "Faculty/Staff Login Help".

**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.

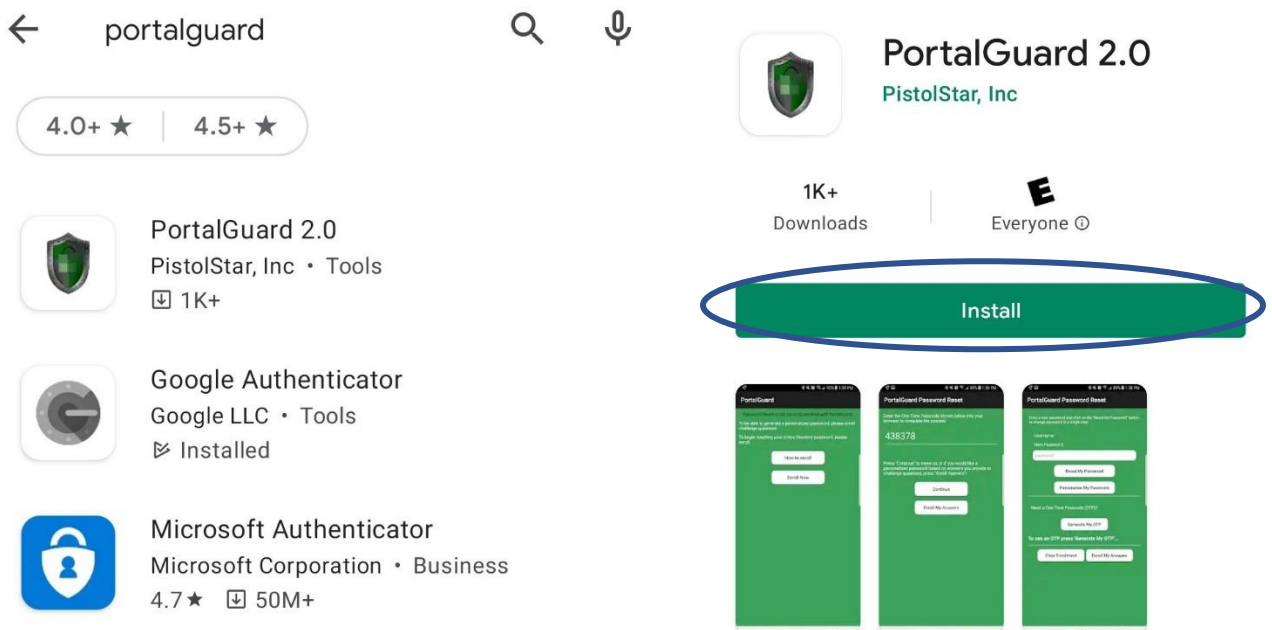


**Step 4:** You will then see a QR code and a location to add a One Time Passcode. From here you will move on to your mobile device in step 5. We will come back this page soon.



**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**.



**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).

**PortalGuard**

Password Reset is not currently enrolled with PortalGuard.

To be able to generate a personalized password, please enroll challenge questions.

To begin resetting your Active Directory password, please enroll.

**How to enroll**

**Enroll Now**

**PortalGuard Password Reset**

Enter the One-Time Passcode shown below into your browser to complete the process

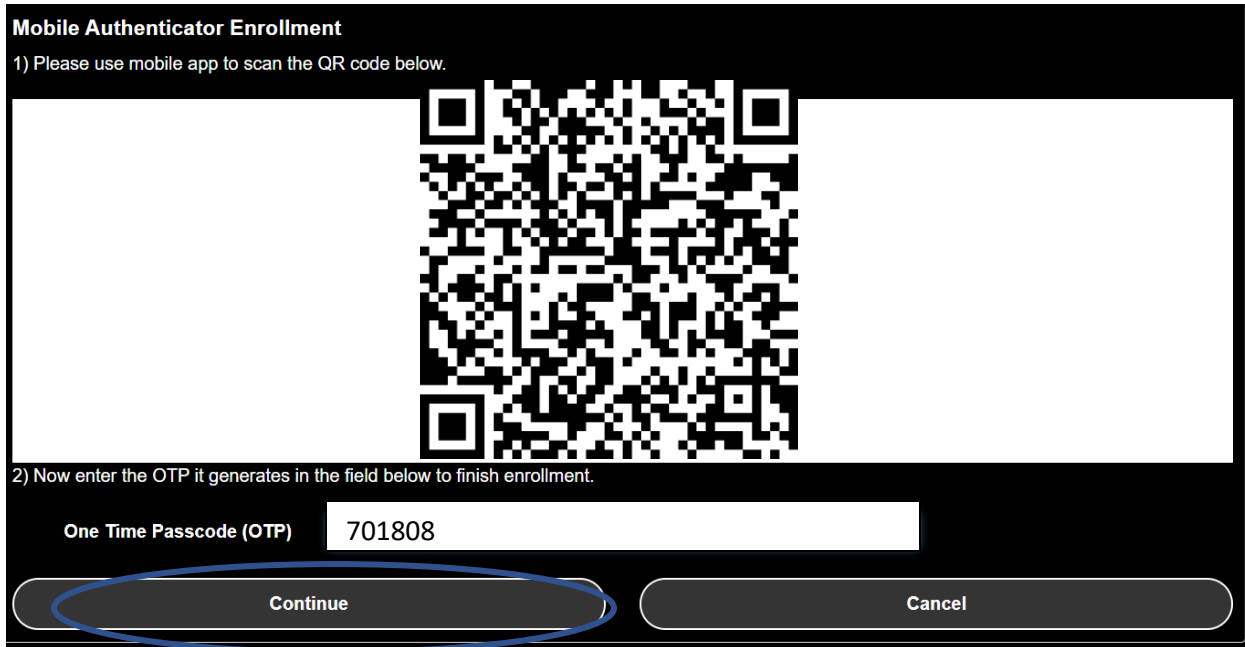
**701808**

Press "Continue" to move on, or if you would like a personalized password based on answers you provide to challenge questions, press "Enroll Answers"!

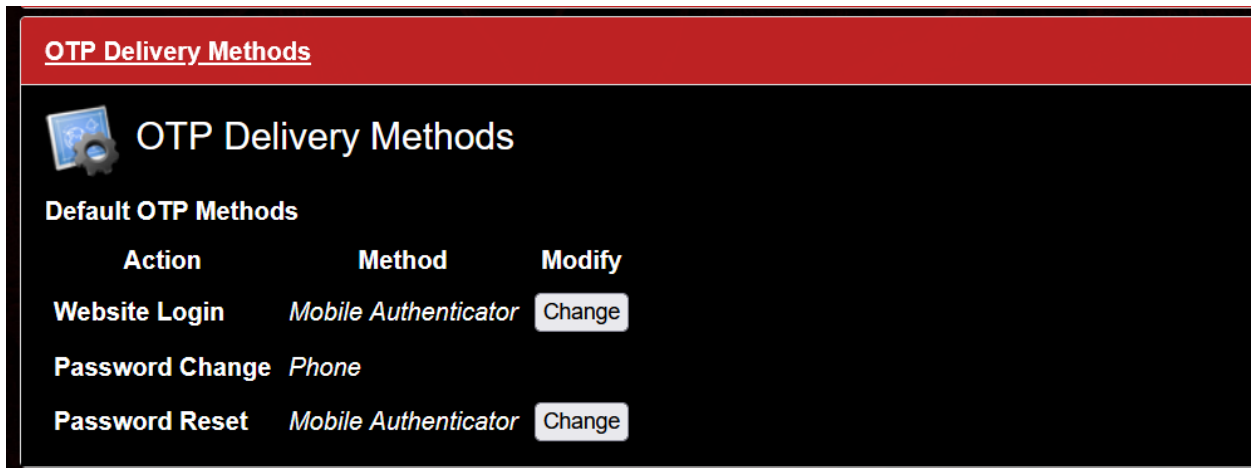
**Continue**

**Enroll My Answers**

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



**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.



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.