STUDENT VIKING SYSTEM 9.2

STUDENT GUIDE

Table of Contents

Welcome, LBCC Students! In this help guide, you have the choice of browsing the full guide, clicking on the tile you want support with, or guiding your support with our Frequently Asked Questions Page.

Support Pages

- Logging in to the Student Viking System
- Support Menu (By Tile)
- Frequently Asked Questions
- LBCC Student Support (Contact Information)

Help Guides

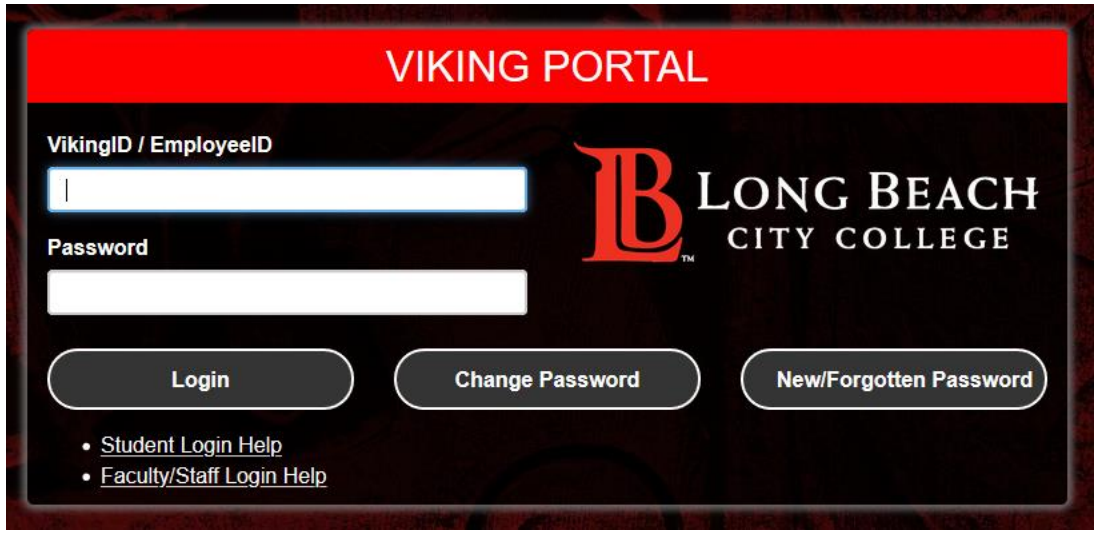
1. Tasks
2. Manage Classes
3. Academic Records
4. Student Service
5. Financial Aid
6. Student Account

Seeking Support? Click here for a list of helpful support services at Long Beach City College

Accessing LBCC's Student Viking System

The Student Viking System, along with many other LBCC online platforms, is housed in Viking Portal (https://portal.lbcc.edu/sso/)

Log in with your Student Viking ID # and Single Sign-On Password.



Need Help Logging In? The Student Technology Help Desk has a guide to support you.

Students are also welcomed to contact the Student Technology Help Desk directly for support. Click here for more information.

Seeking Support? Click here for a list of helpful support services at Long Beach City College

Frequently Asked Questions

Click on the question you would like support with.

How do I **enroll** in classes? How do I **drop** classes? How do I **search** for classes? How do I use a **permission number**? How do I know when my **registration date** is? Where do I locate my **Educational Plan**? How do I locate my **placement scores**?	How do I **make a payment**? How do I find out about my **Financial Aid Awards**? How do I add and **pay for parking**? How do I **update my personal information**? Where do I locate my **Participation Agreements**? How do I find my **unofficial transcripts** and other LBCC records?

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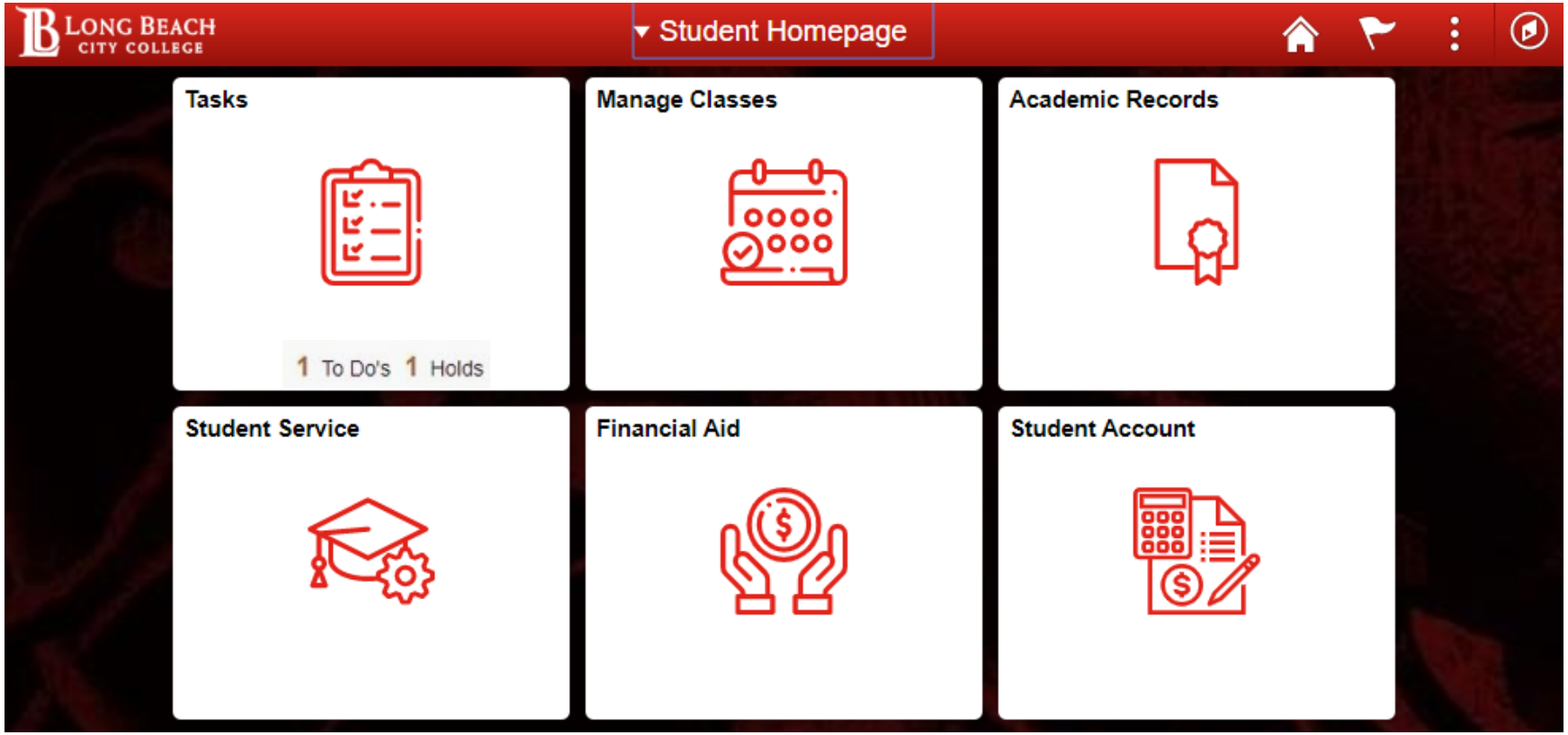
Student Viking System (9.2)

Help Guide Main Menu

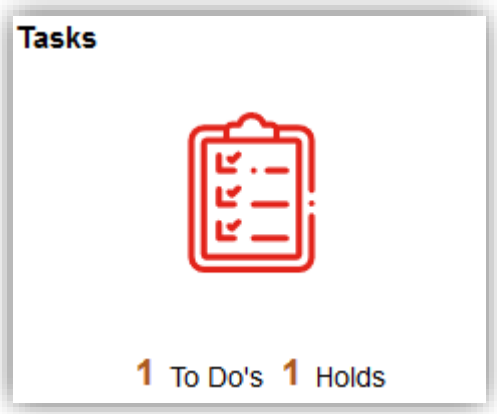


Click on the tile you are seeking support with.

In the new Student Viking System, you as an LBCC student will have access to tiles which will support & guide your experience in maintaining your academic tasks, enrollments, records, payments, & more.

Seeking Support? Click here for a list of helpful support services at Long Beach City College

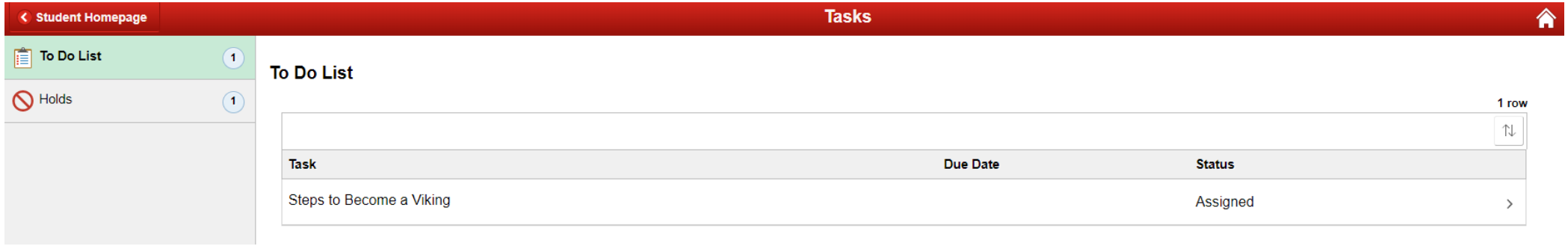
1. Tasks



The **Tasks** tile is available to guide you through any tasks that you need to complete. This can be Steps to Becoming a Viking, taking care of holds, and more!

- For this example, Ole Viking has just applied to LBCC. Upon logging into the Student Viking System, he sees he as **1 To Do** and **1 Hold**.

- Once Ole clicks on the **Tasks** tile, it will prompt him to start his tasks, step by step.



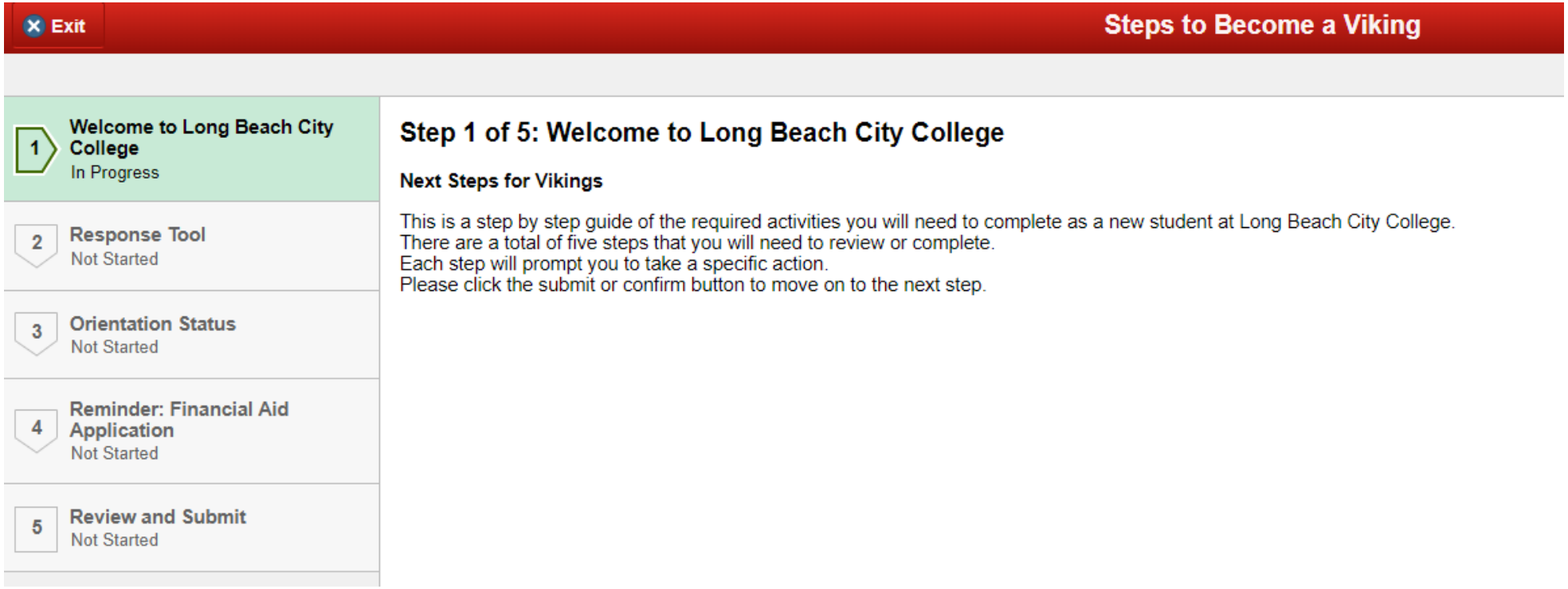
Main Menu

Seeking Support? Click here for a list of helpful support services at Long Beach City College

1. Tasks

To Do Tasks

Ole Viking knows where he is at during each phase of the **To Do** section as the menu on the left will turn green as progress is made.



Main Menu

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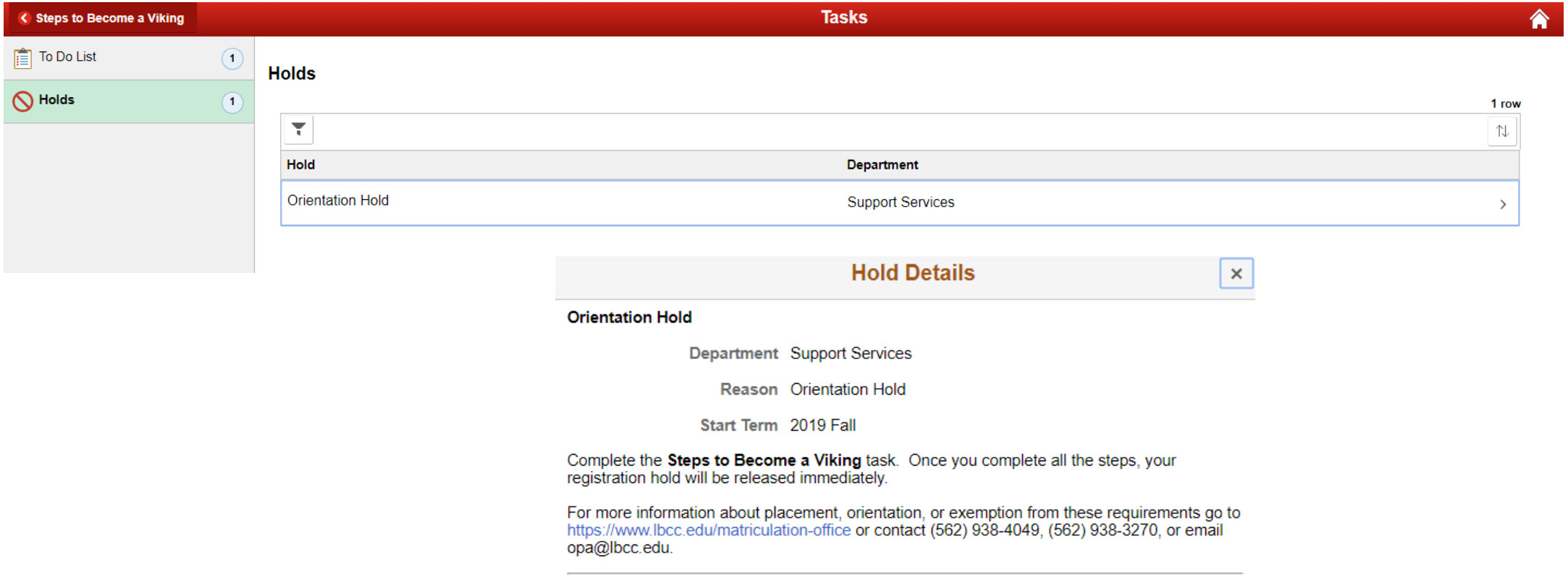
1. Tasks Tile

Holds

On the **Holds** tab, Ole can see he has a hold on his registration, because he needs to complete his Orientation.



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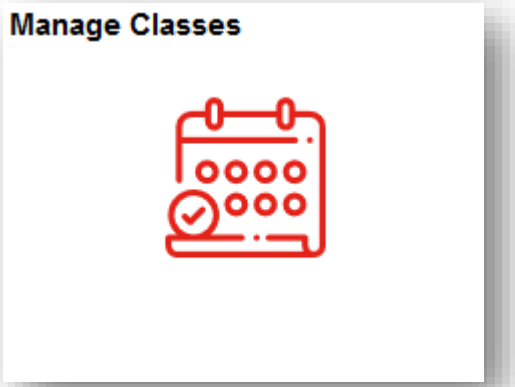
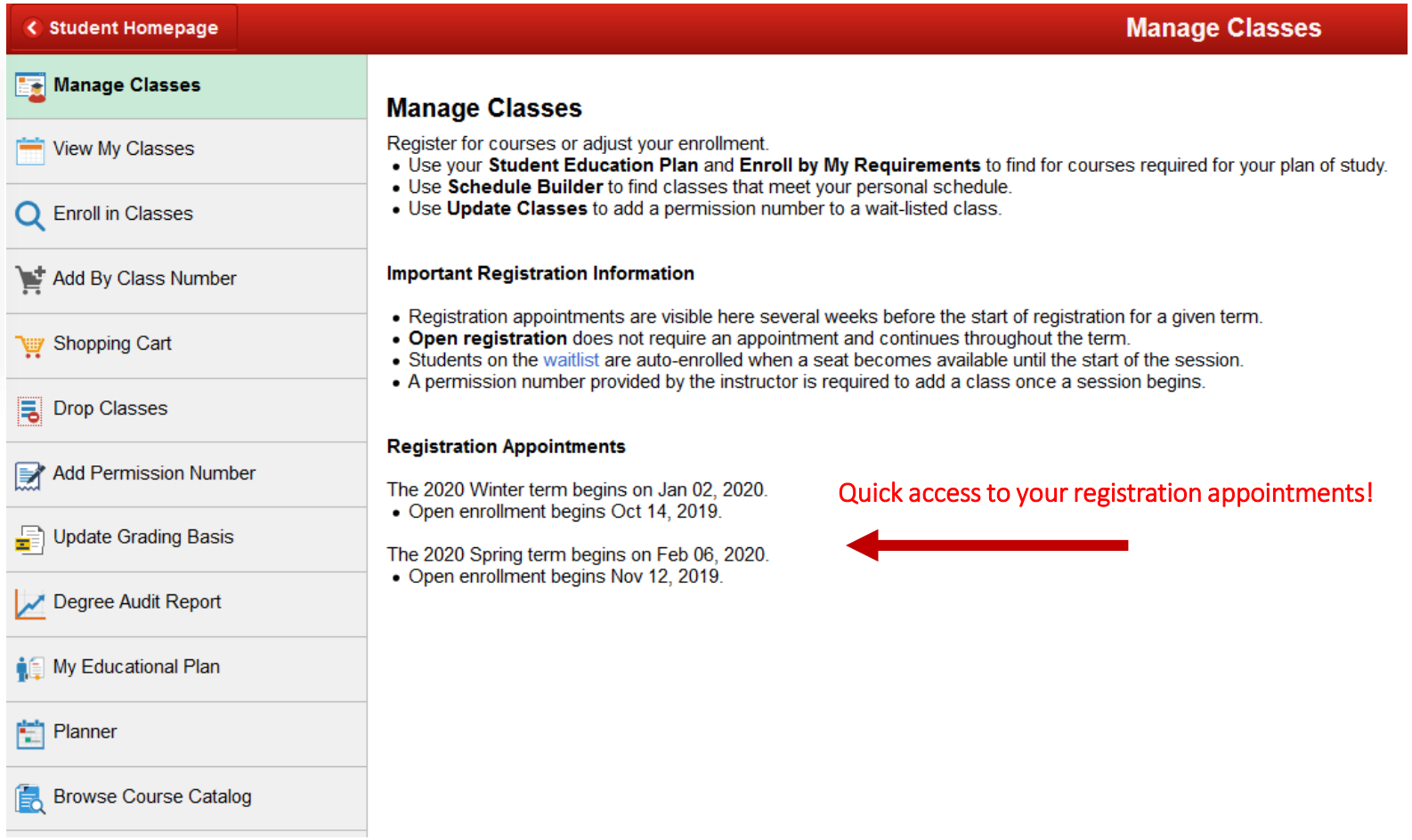
Seeking Support? Click here for a list of helpful support services at Long Beach City College

2. Manage Classes Tile



Manage Classes tile is a one stop shop for all things related to managing your LBCC classes.



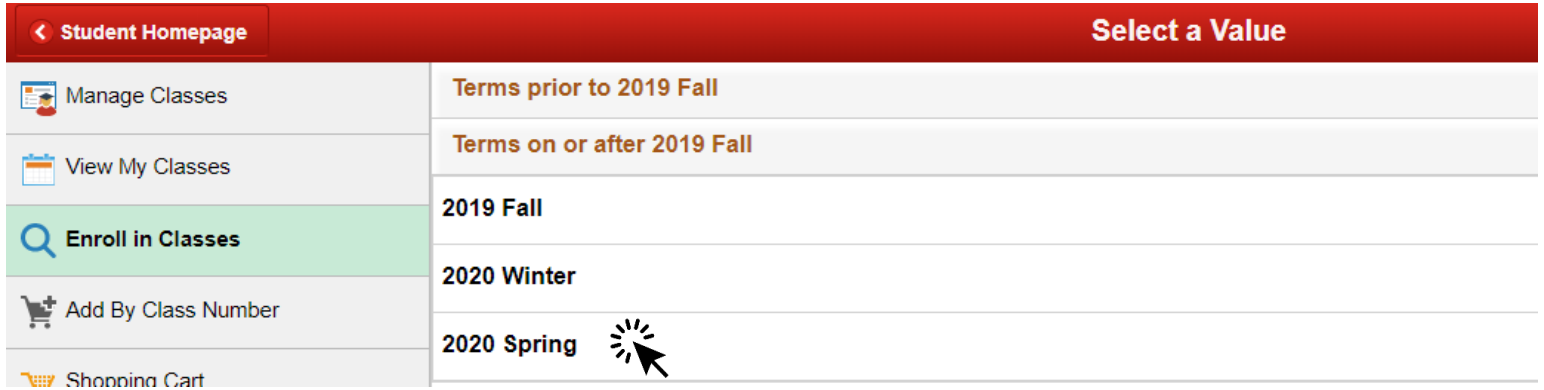
Main Menu

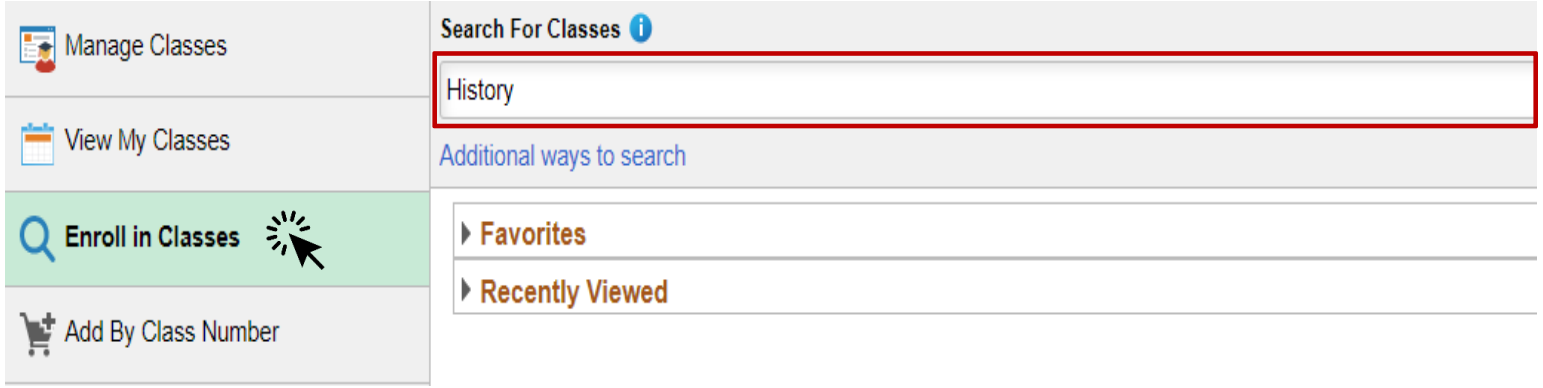
2. Manage Classes Tile

Enrolling into Classes by searching

To find a class of interest, simply click on **Enroll in Classes** button and choose the appropriate term.

- In this example, Ole will choose **2020 Spring** term and will search for **History** classes.

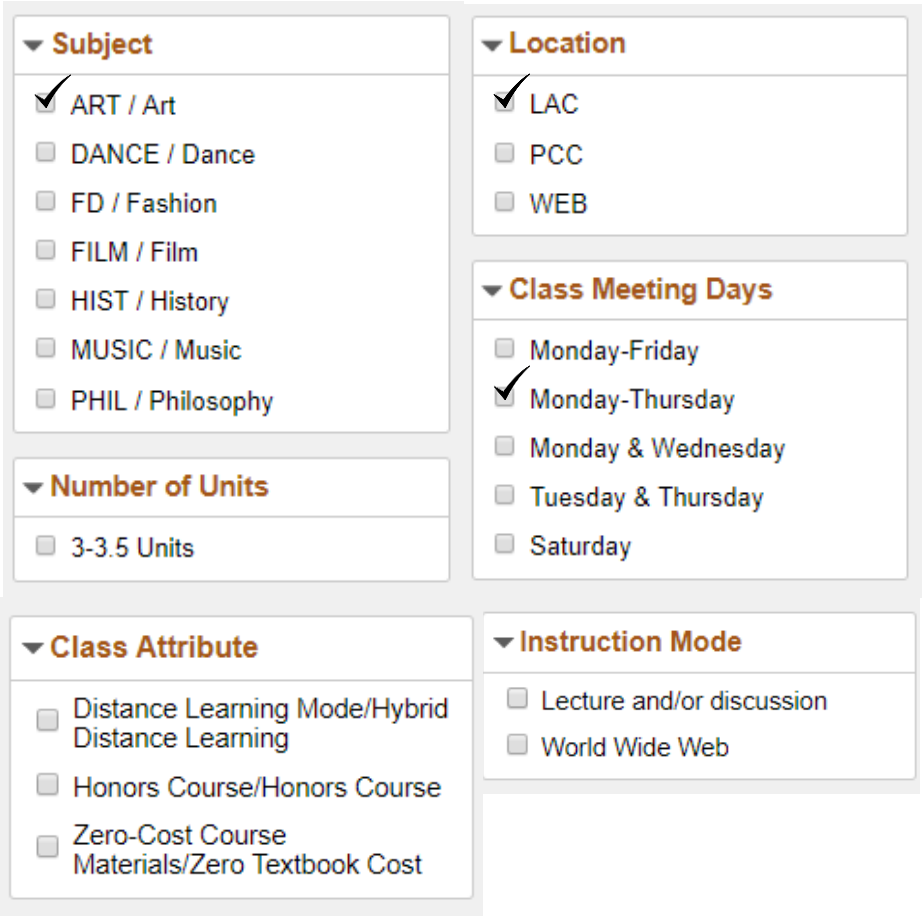




Main Menu

2. Manage Classes Tile

Enrolling into Classes by searching

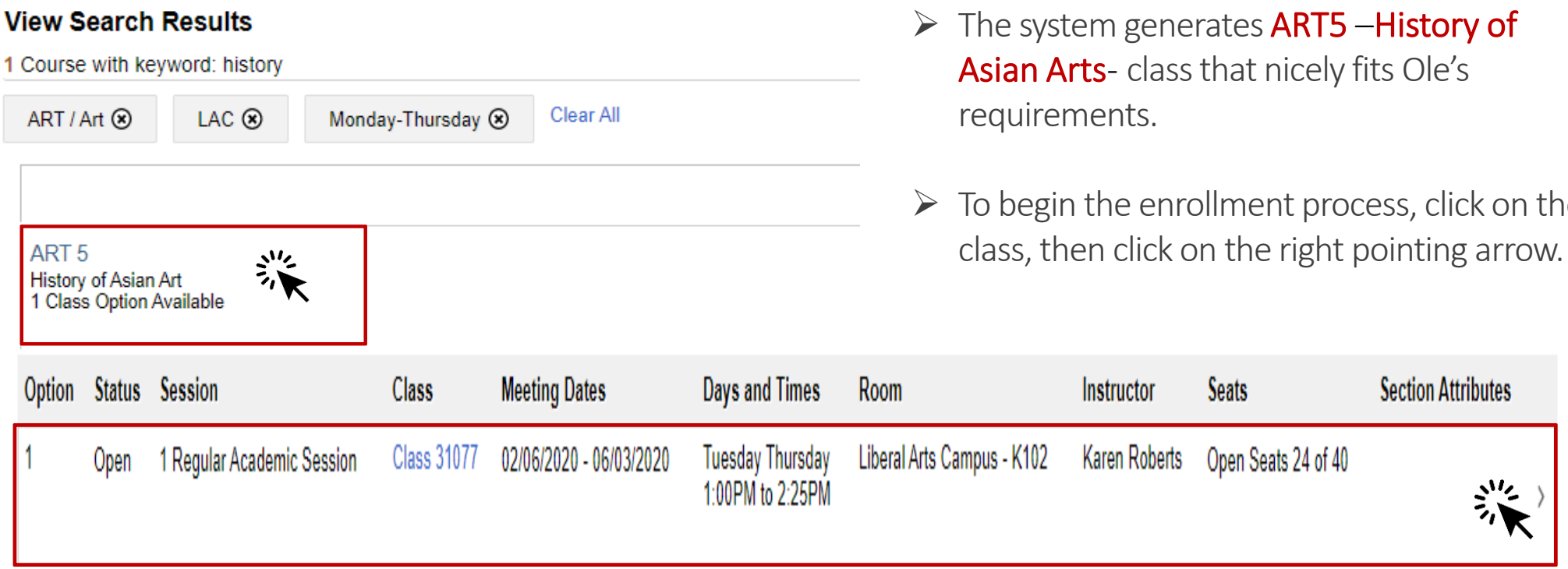


- The next page will generate all the history classes that are available at Long Beach City College for the Spring 2020 term.
- You will notice a comprehensive menu on the left side where you can customize the class to your preference.
- For instance, Ole is interested in taking an **Art History** class at the **LAC campus** from **Monday to Thursday.**

Main Menu

2. Manage Classes Tile

Enrolling into Classes by searching



- The system generates ART5 –History of Asian Arts- class that nicely fits Ole's requirements.
- To begin the enrollment process, click on the class, then click on the right pointing arrow.

Main Menu

2. Manage Classes Tile

Enrolling into Classes by searching

2020 Spring
Undergraduate
Long Beach City College

1 Review Class Selection
Complete

2 Review Class Preferences
In Progress

3 Enroll or Add to Cart
Not Started

4 Review and Submit
Not Started

Step 1 of 4: Review Class Selection

You have selected

ART 5 History of Asian Art

Option Status Open

Class	Session	Meeting Dates	Days and Times	Seats
Class 31077	1 Regular Academic Session	02/06/2020 - 06/03/2020	Tuesday Thursday 1:00PM to 2:25PM	Open Seats 24 of 40

- Now Ole is ready to start the enrollment process.

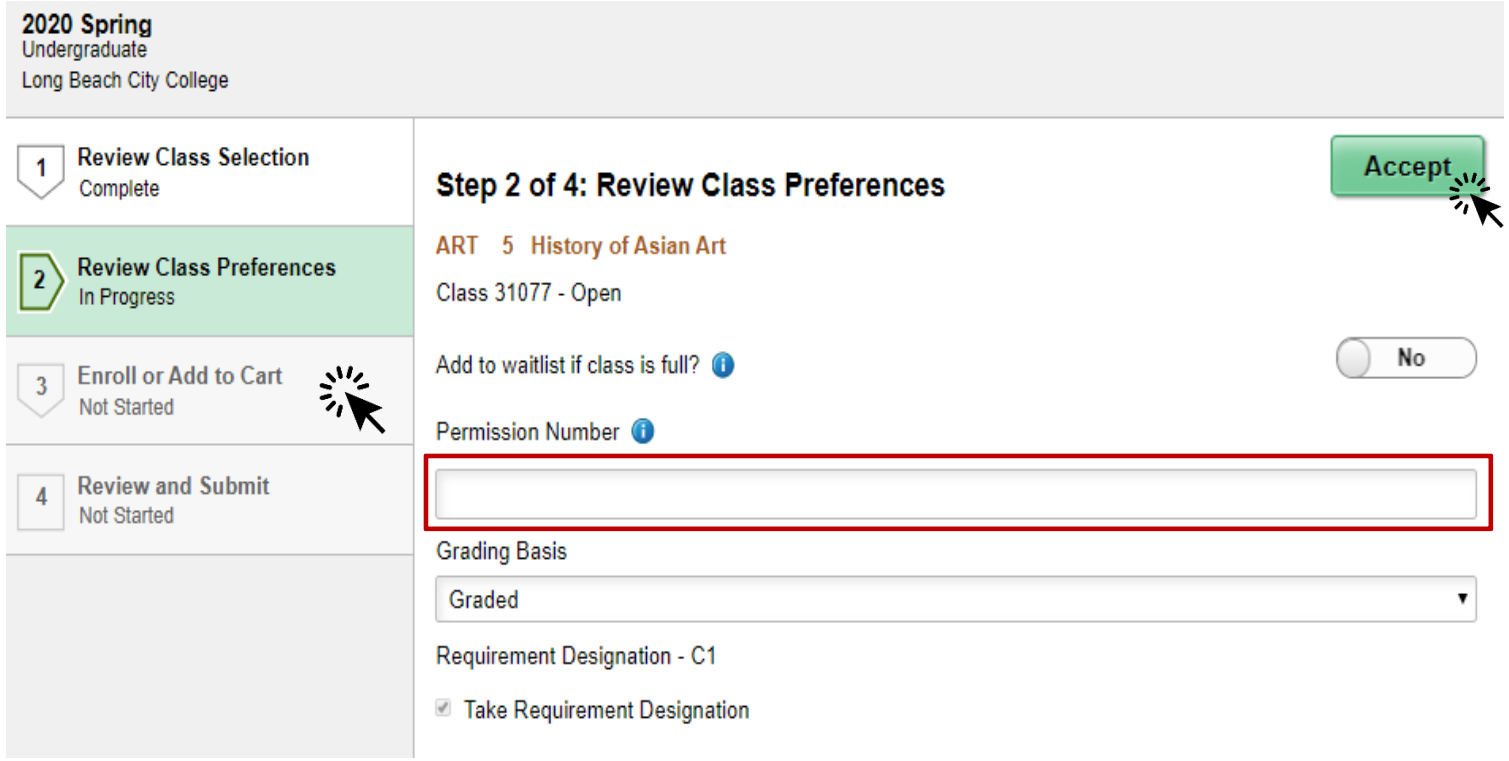
Step 1- Review the **Class Selection**.

Step 2- Click on **Review Class Preferences**.

Main Menu

2. Manage Classes Tile

Enrolling into Classes by searching



Step 3- Review the **Class Preferences**

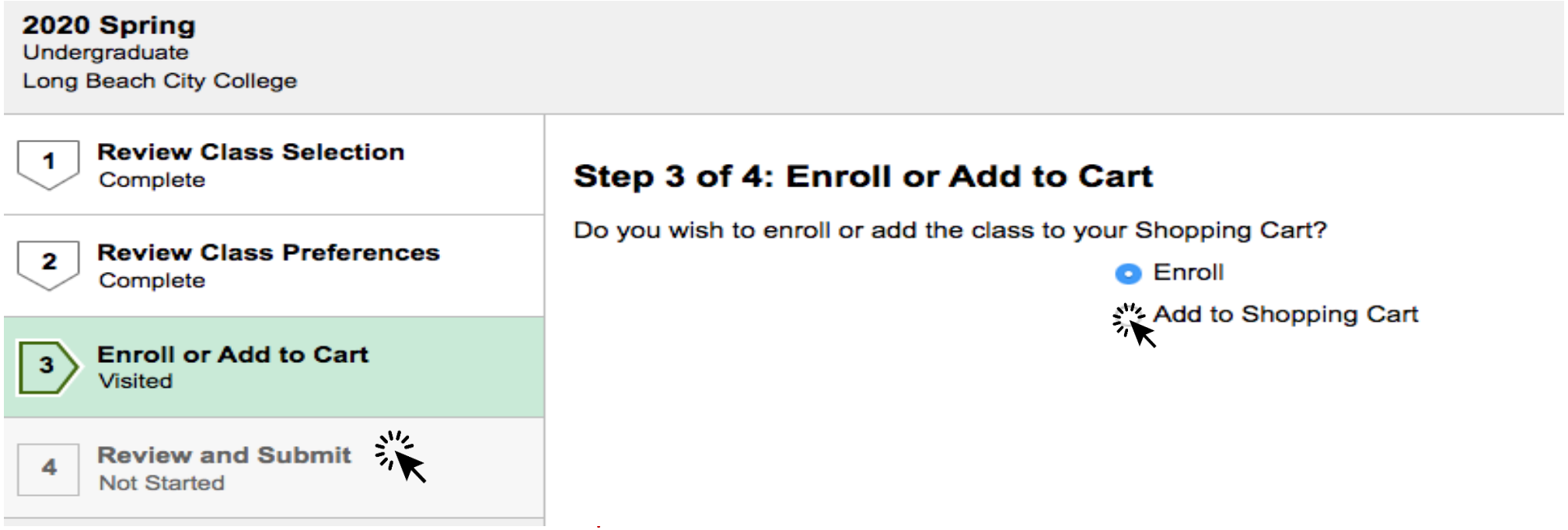
Note: If the class is full, you can obtain a permission number from the professor who teaches this class and insert it here.

Step 4- Click on **Accept**; then, click on **Enroll or Add to Cart**.

Main Menu

2. Manage Classes Tile

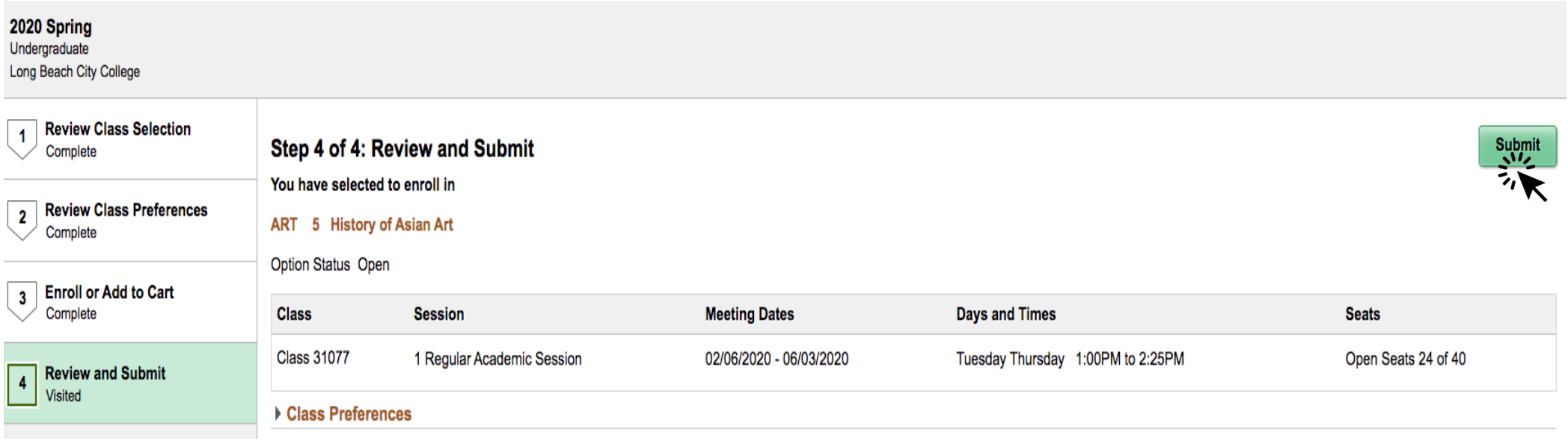
Enrolling into Classes by searching



Main Menu

2. Manage Classes Tile

Enrolling into Classes by searching



Step 5- Review everything one last time and click submit.

Main Menu

2. Manage Classes Tile

Enrolling into Classes by searching

CONGRATULATIONS

You have successfully enrolled into **ART 5** – **History of Asian Art** class.

✔ **ART 5 - History of Asian Art**

You are required to take this requirement designation for this class. The requirement designation option has been set to yes.

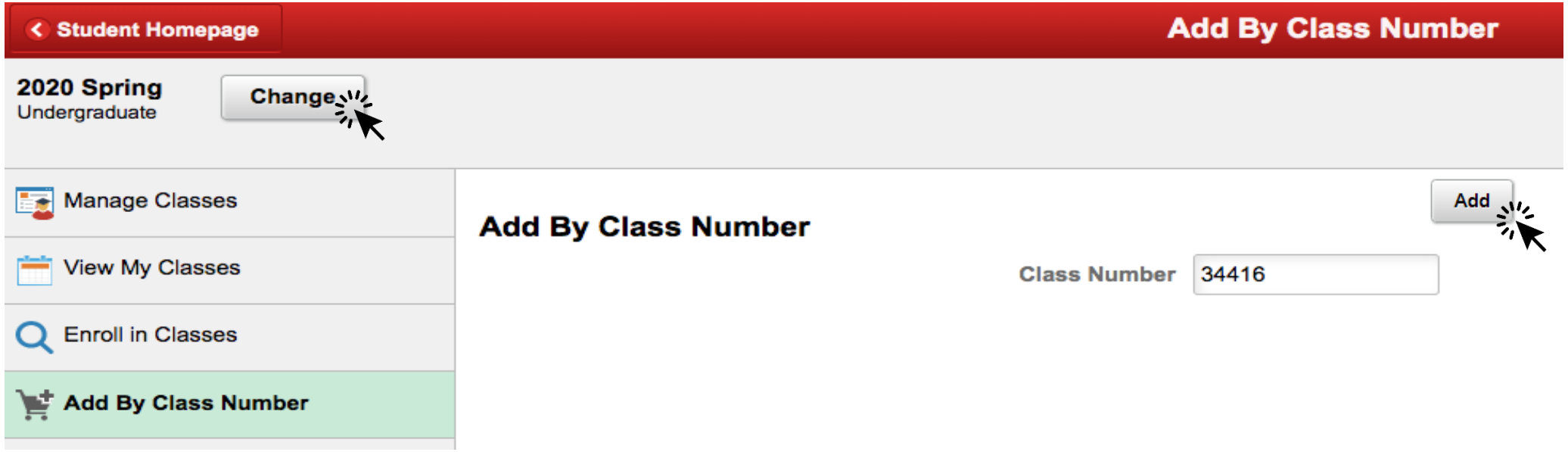
Main Menu

2. Manage Classes Tile

Enrolling into Classes with class number

If you know the class number of the class you are interested in, simply click on **Add By Class Number,** enter the five digits, and click **Add**.

- In this example, Ole wants to enroll into a **Learn 11 class** which has a **class number 34416**.



Note: Please make sure to choose the appropriate semester beforehand by simply clicking the Change button which is located at the left top corner of the screen.

Main Menu

2. Manage Classes Tile

Enrolling into Classes with class number

Class 34416 - Learning and Acad Strategies added. Go to Shopping Cart to complete enrollment.

2020 Spring
Undergraduate

- Manage Classes
- View My Classes
- Enroll in Classes
- Add By Class Number
- Shopping Cart
- Drop Classes

Enroll | Delete | Validate

Your Shopping Cart

Select	Availability	Class	Description	Session	Days and Times	Room	Instructor	Units	Seats	Preferences
	Open	Class 34416	LEARN 11 Learning and Acad Strategies	1 Regular Academic Session	Monday Wednesday 10:05AM to 11:30AM	Liberal Arts Campus - L250	S. Barnes	3.00	Open Seats 17 of 30	Change Preferences
		Class 34417			Arranged	Liberal Arts Campus - L212	S. Barnes		Open Seats 17 of 30	

- ✓ Click on **Shopping Cart** located under **Manage Classes** and select the class.
- ✓ When finished click **Enroll**.

Are you sure you want to enroll?

Yes | No

Main Menu

Seeking Support? Click here for a list of helpful support services at Long Beach City College

2. Manage Classes Tile

Enrolling into Classes with class number

CONGRATULATIONS

You are enrolled into **LEARN 11** – **Learning and Academic Strategies** class.

LEARN 11 - Learning and Academic Strategies

This class has been added to your schedule.

Main Menu

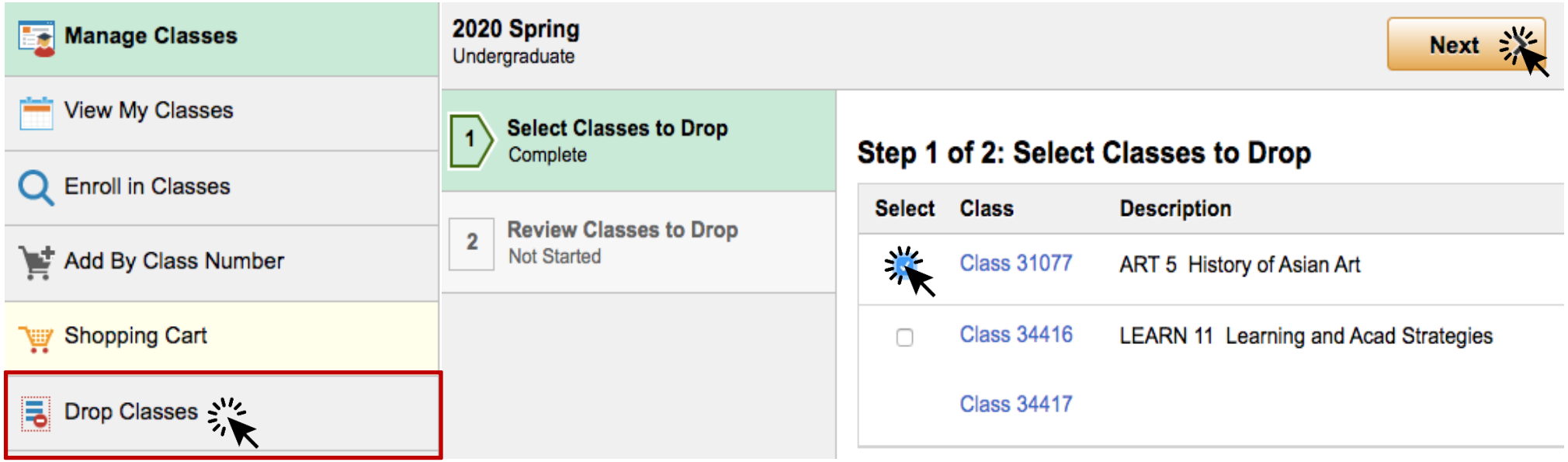
2. Manage Classes Tile

Drop Classes

Step 1- Click on **Drop Classes** under Manage Classes.

Step 2- Select the class you would like to drop and click **Next**.

- In this example, Ole is going to drop **ART 5- History of Asian Art** class.

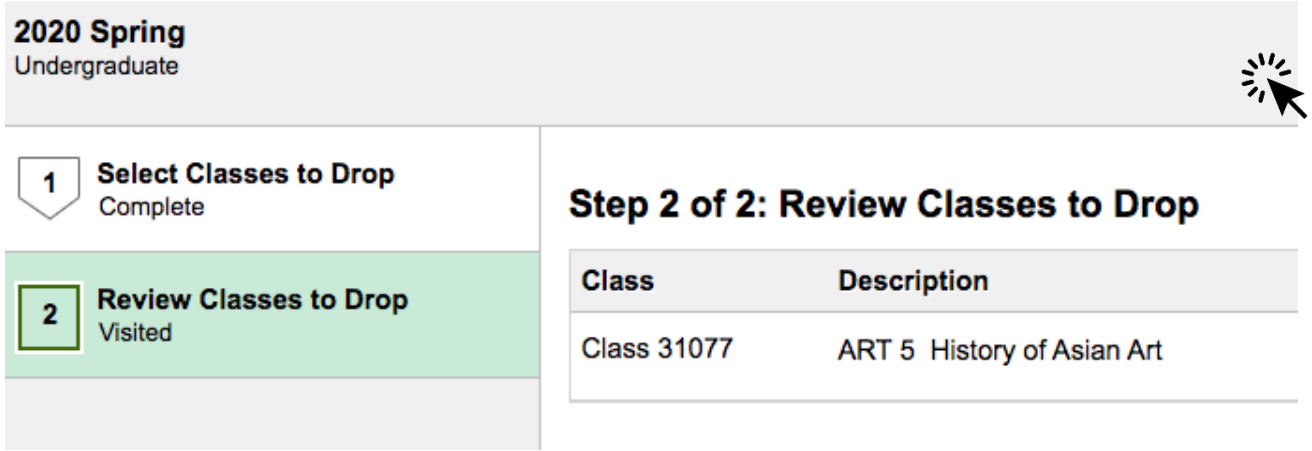


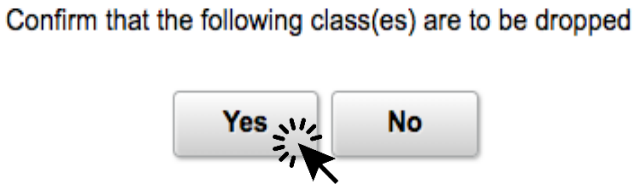
Main Menu

2. Manage Classes Tile

Drop Classes

Step 3- Review the class you would like to drop and when finished, click on Drop Classes.





Main Menu

2. Manage Classes Tile

Drop Classes

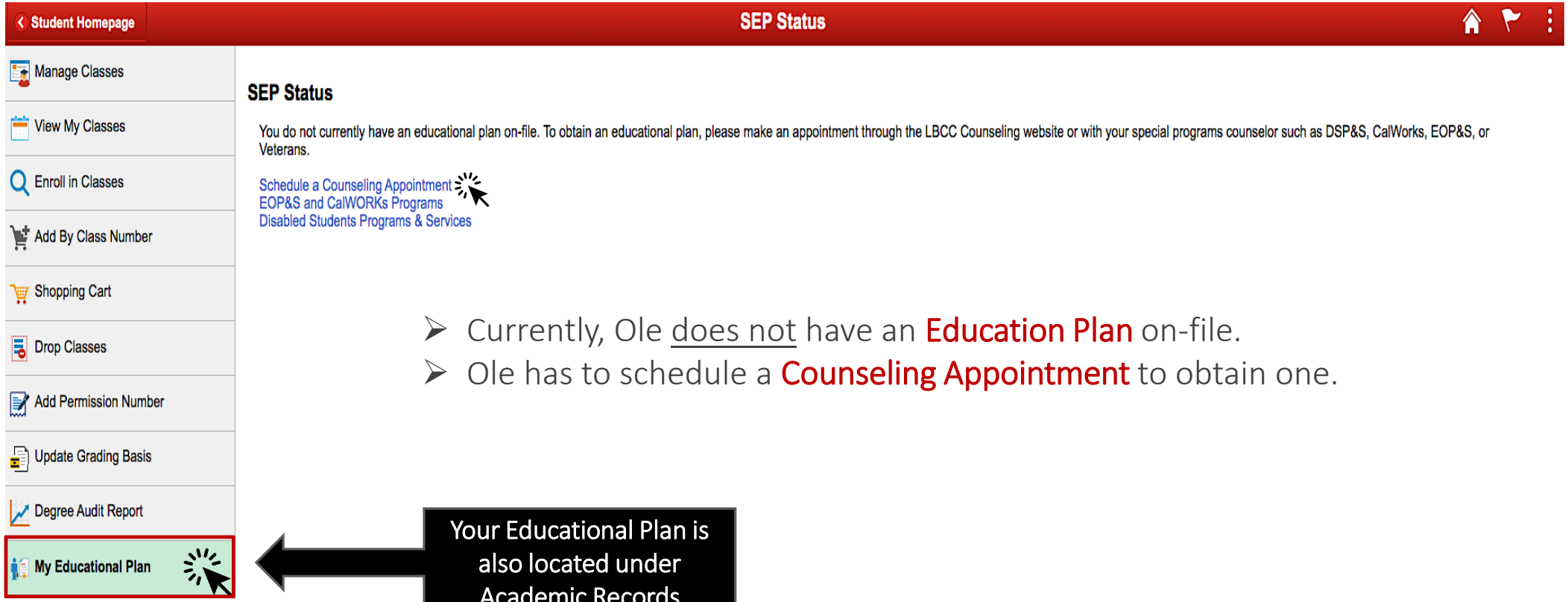
CONGRATULATIONS

You successfully dropped from **ART5- History of Asian Art** class.

Main Menu

2. Manage Classes Tile

Locating Your Education Plan



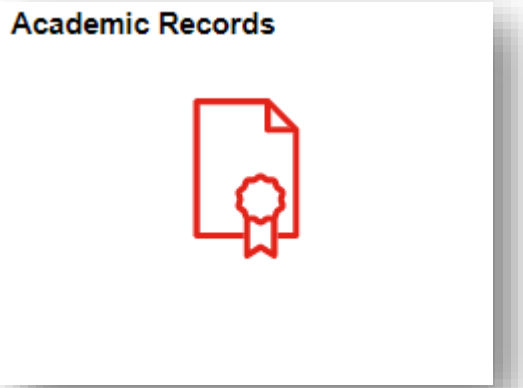
- Currently, Ole does not have an **Education Plan** on-file.
- Ole has to schedule a **Counseling Appointment** to obtain one.

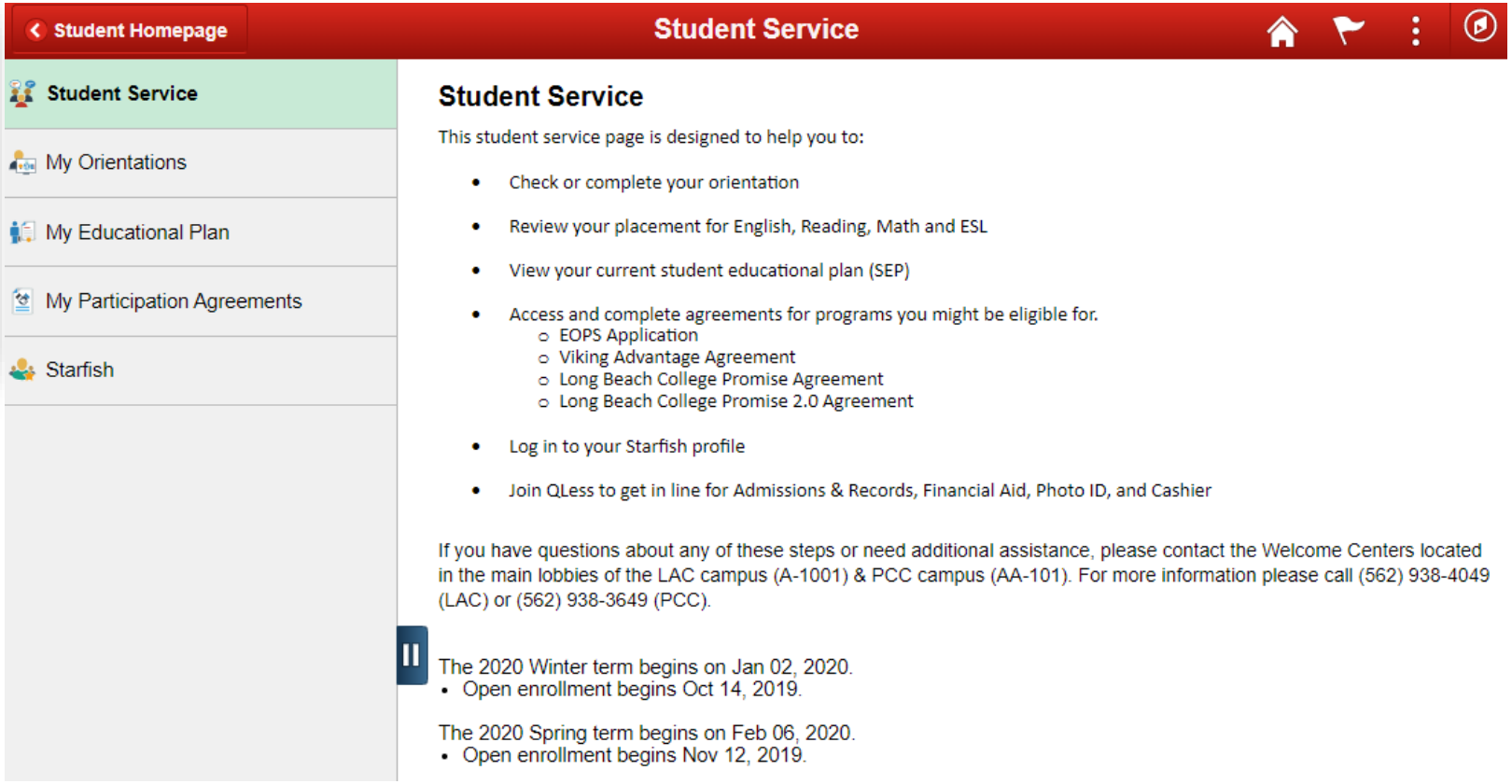
Your Educational Plan is also located under Academic Records

Main Menu

Seeking Support? Click here for a list of helpful support services at Long Beach City College

3. Academic Records





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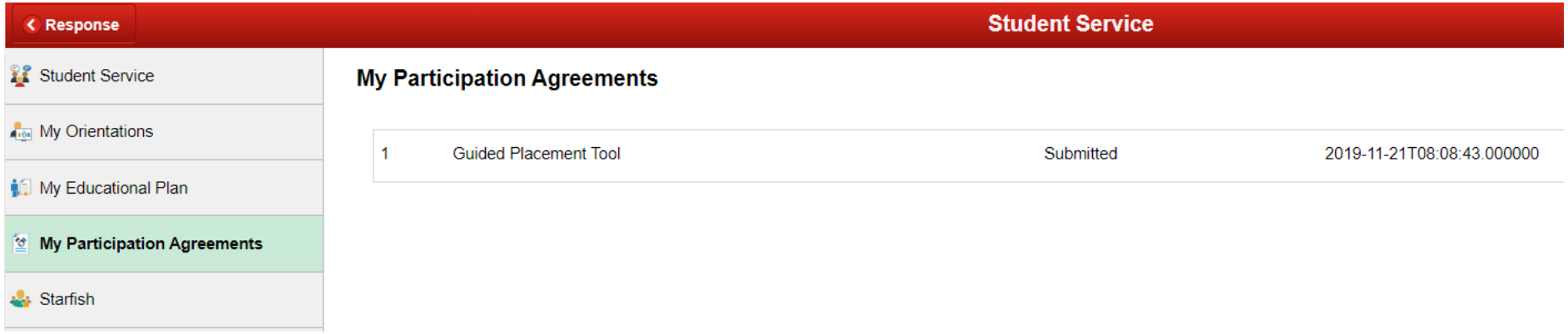
3. Academic Records

My Participation Agreements



You can view your Participation Agreements here.

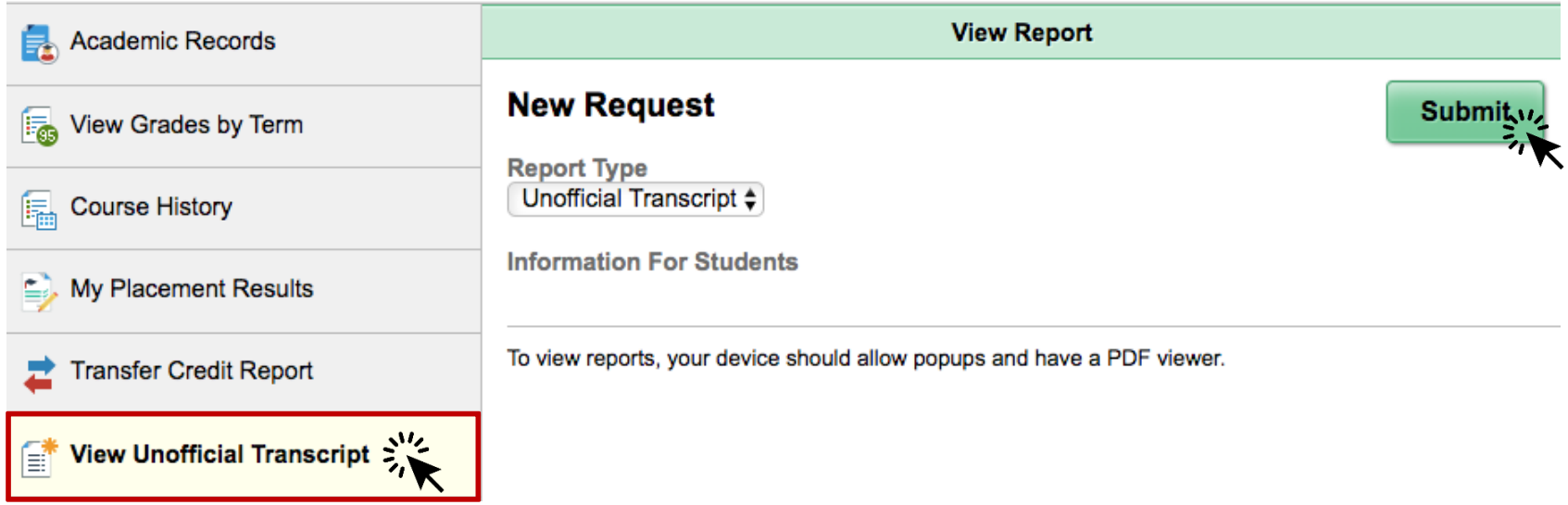
- For this example, Ole Viking can see he has submitted his Guided Placement Tool.

Main Menu

3. Academic Records

Viewing Unofficial Transcripts

To view your **Unofficial Transcripts** click on **View Unofficial Transcripts** button on the left menu bar and click **Submit**.

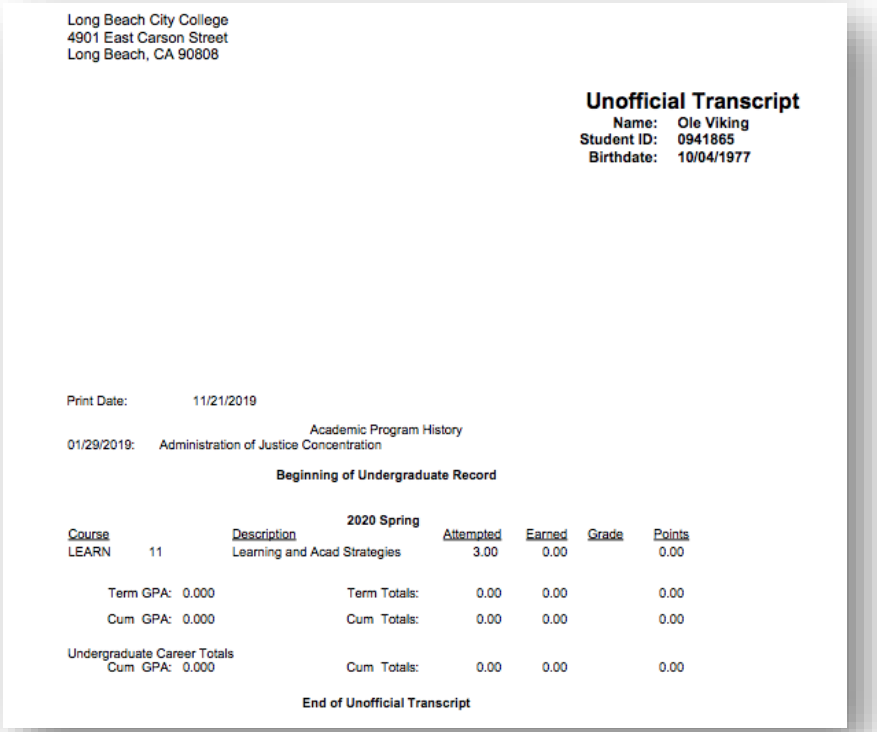


Note: Make sure your **pop-ups** are enabled on your Web Browser.

Main Menu

3. Academic Records

Viewing Unofficial Transcripts



Long Beach City College
4901 East Carson Street
Long Beach, CA 90808

Unofficial Transcript
Name: Ole Viking
Student ID: 0941865
Birthdate: 10/04/1977

Print Date: 11/21/2019

Academic Program History
01/29/2019: Administration of Justice Concentration

Beginning of Undergraduate Record

2020 Spring

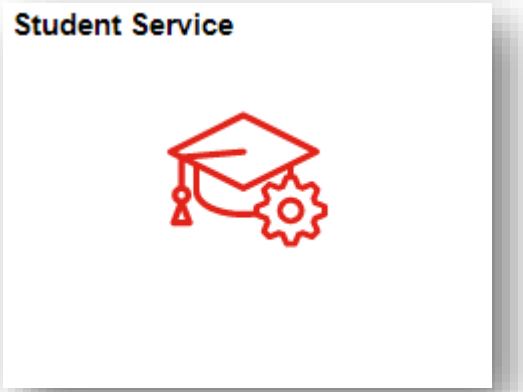
Course		Description	Attempted	Earned	Grade	Points
LEARN	11	Learning and Acad Strategies	3.00	0.00		0.00
Term GPA: 0.000		Term Totals:	0.00	0.00		0.00
Cum GPA: 0.000		Cum Totals:	0.00	0.00		0.00
Undergraduate Career Totals Cum GPA: 0.000		Cum Totals:	0.00	0.00		0.00

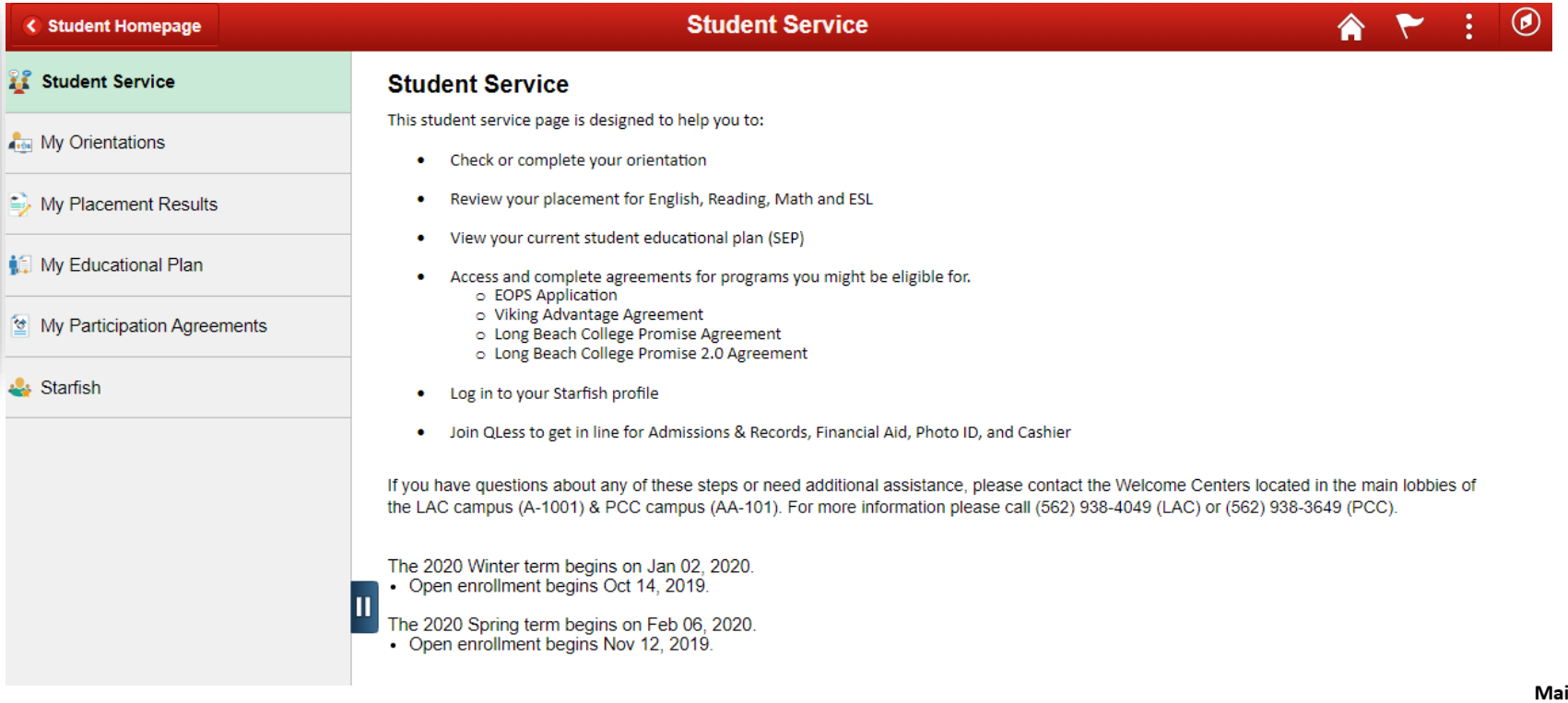
End of Unofficial Transcript

You have successfully generated your unofficial transcripts.

Main Menu

4. Student Service





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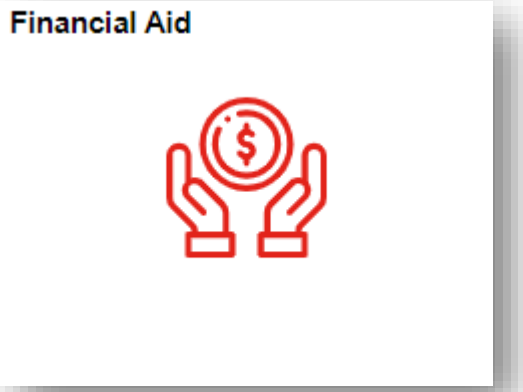
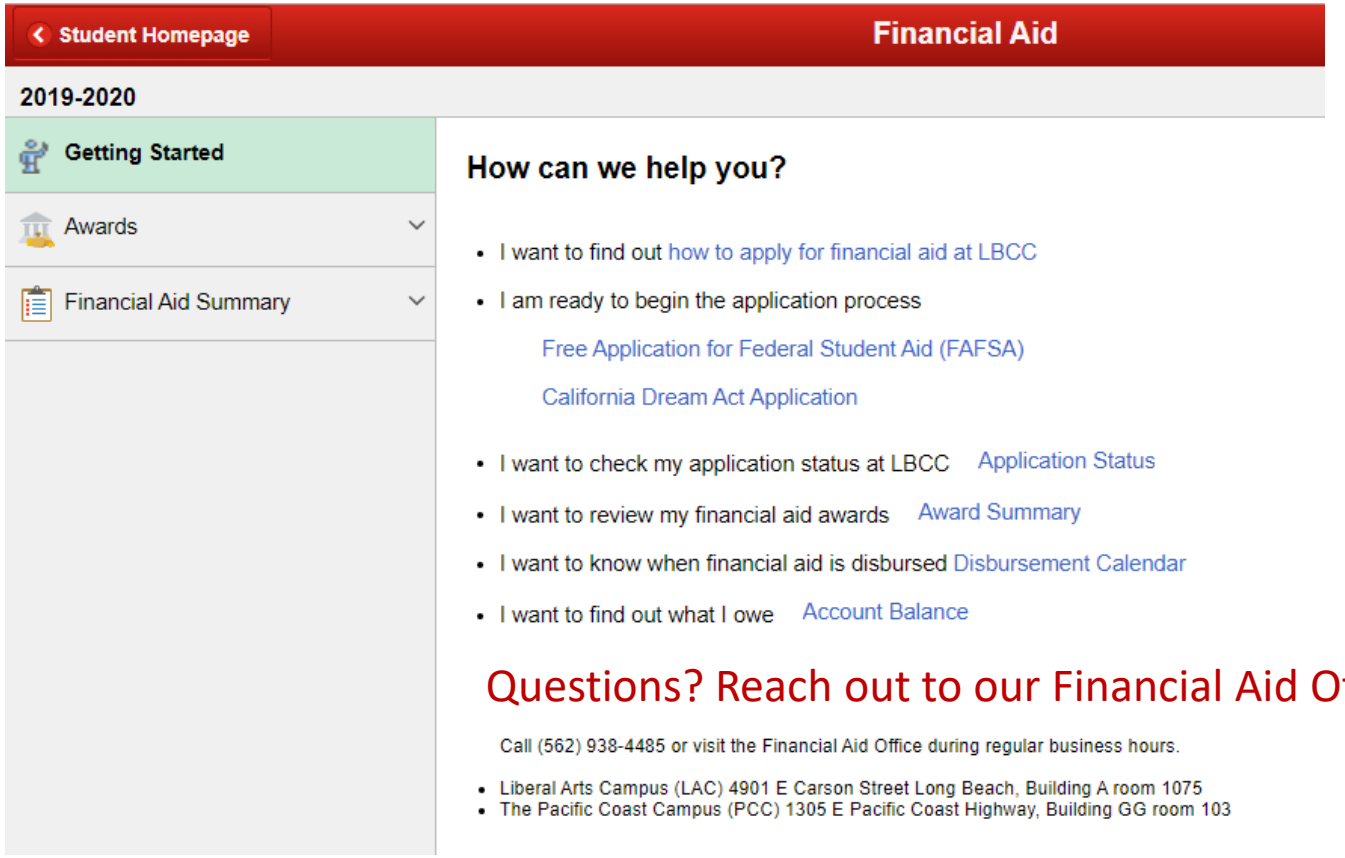
5. Financial Aid





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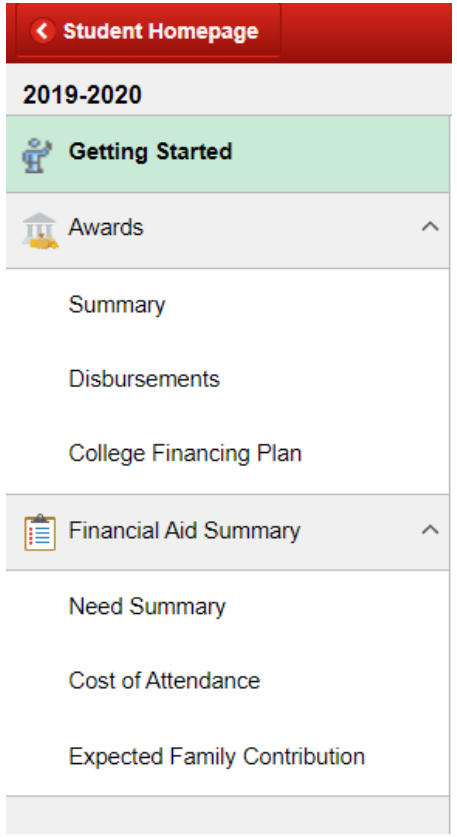
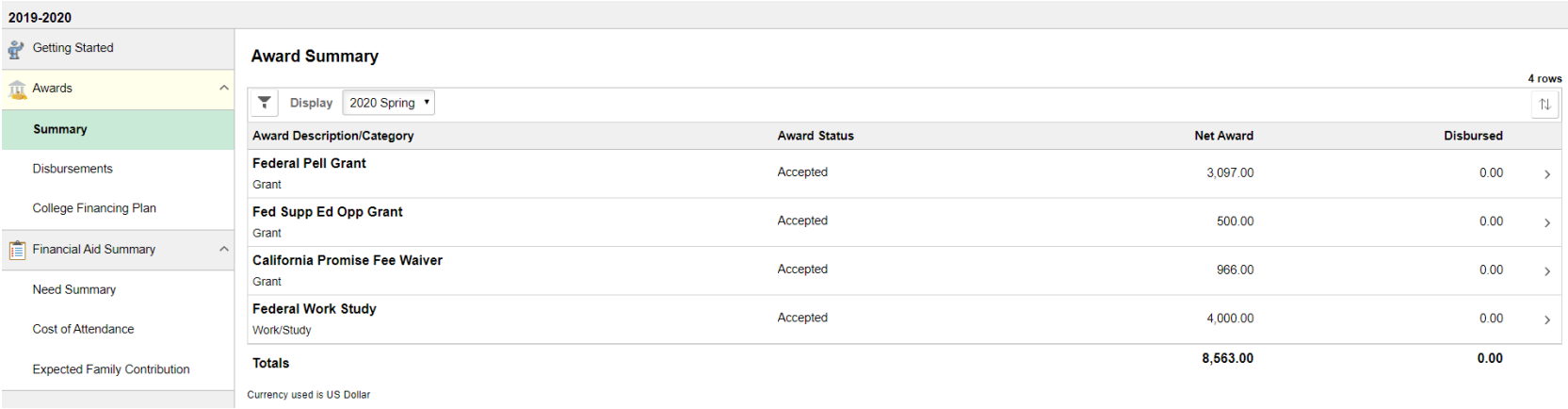
5. Financial Aid

Viewing Awards & Summary



Click on the menu on the left to see your awards, summary, disbursements, overall financial aid summary, as well as how to get started.

Below is an example of Ole Viking's Award Summary.



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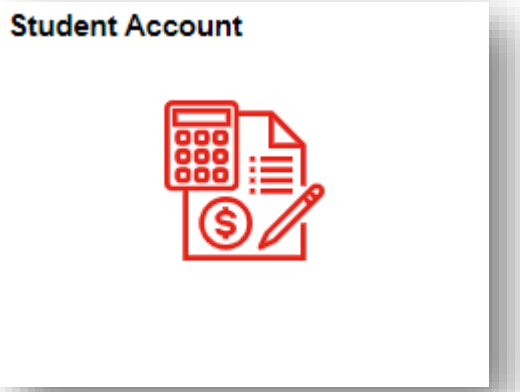
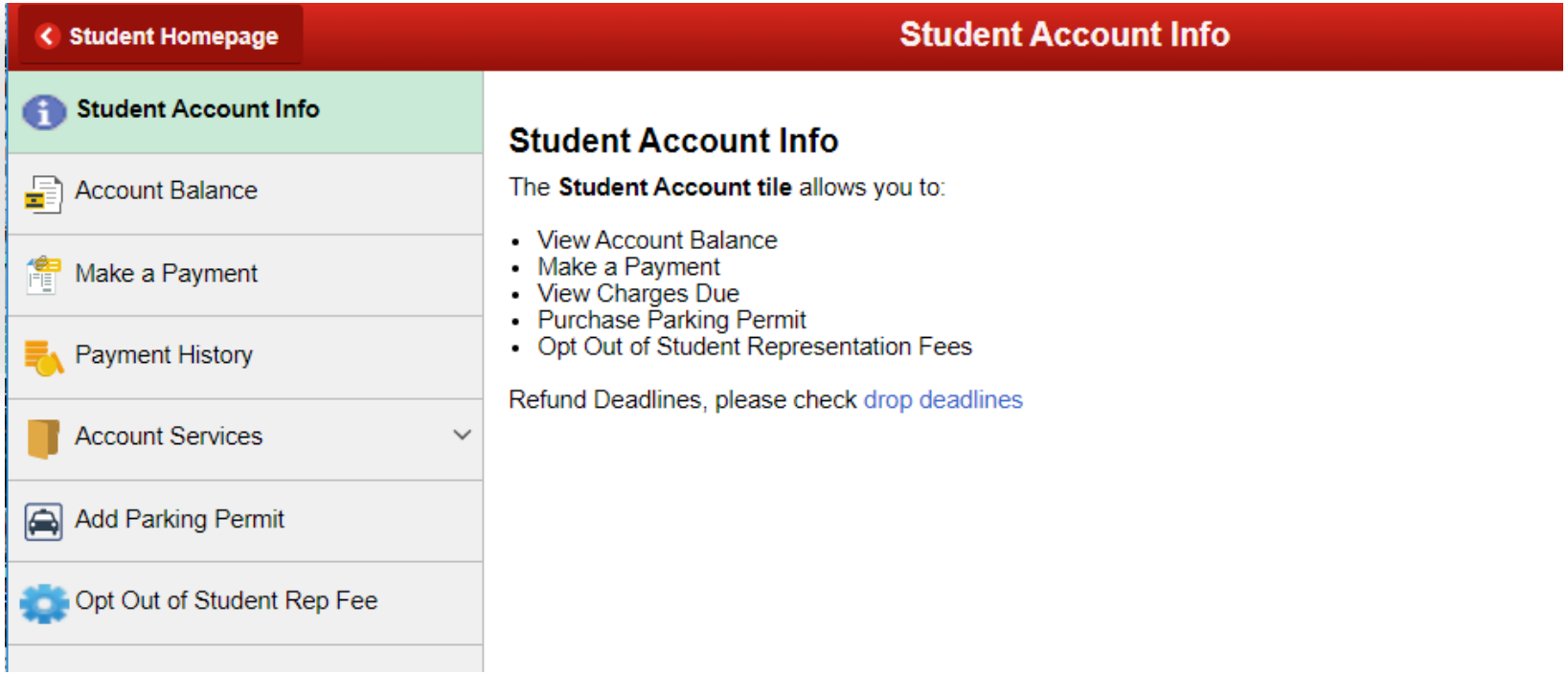
6. Student Account





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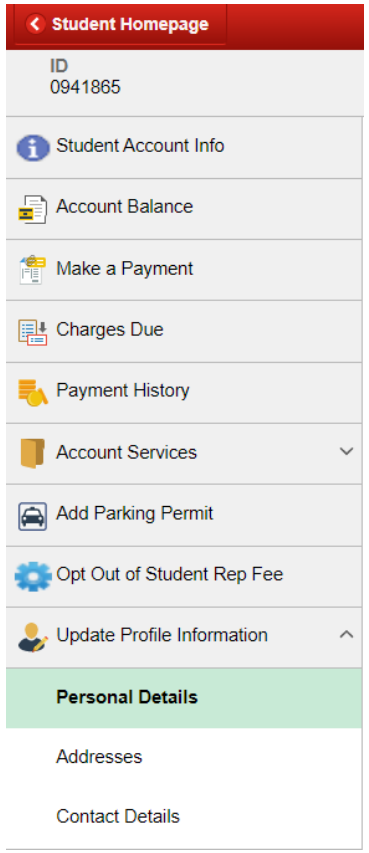
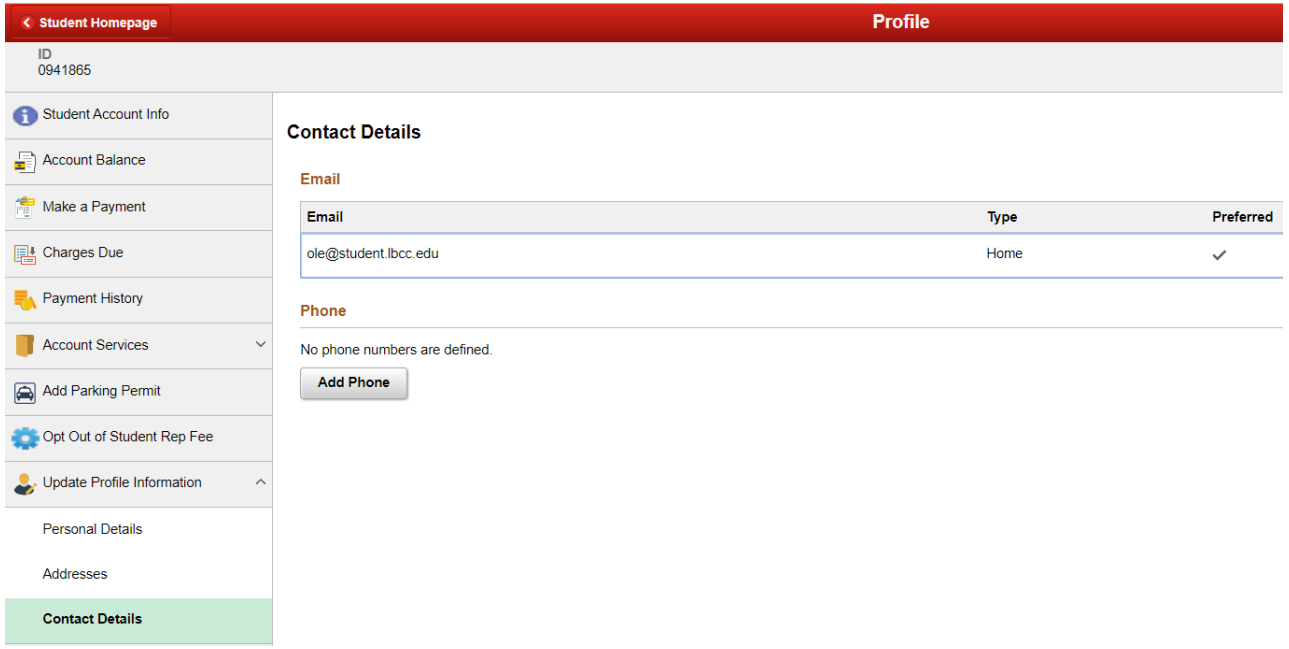
Seeking Support? Click here for a list of helpful support services at Long Beach City College

Student Account

Update Profile Information



It is very important to keep your personal profile up-to-date in the system. Under **Update Profile Information**, you can update your preferred name, mailing address, & contact details.



Your ✓ **Preferred Email Address** is where all LBCC correspondence will go, including Canvas messages, one time password (OTP) code, & more. Always keep this up-to-date.

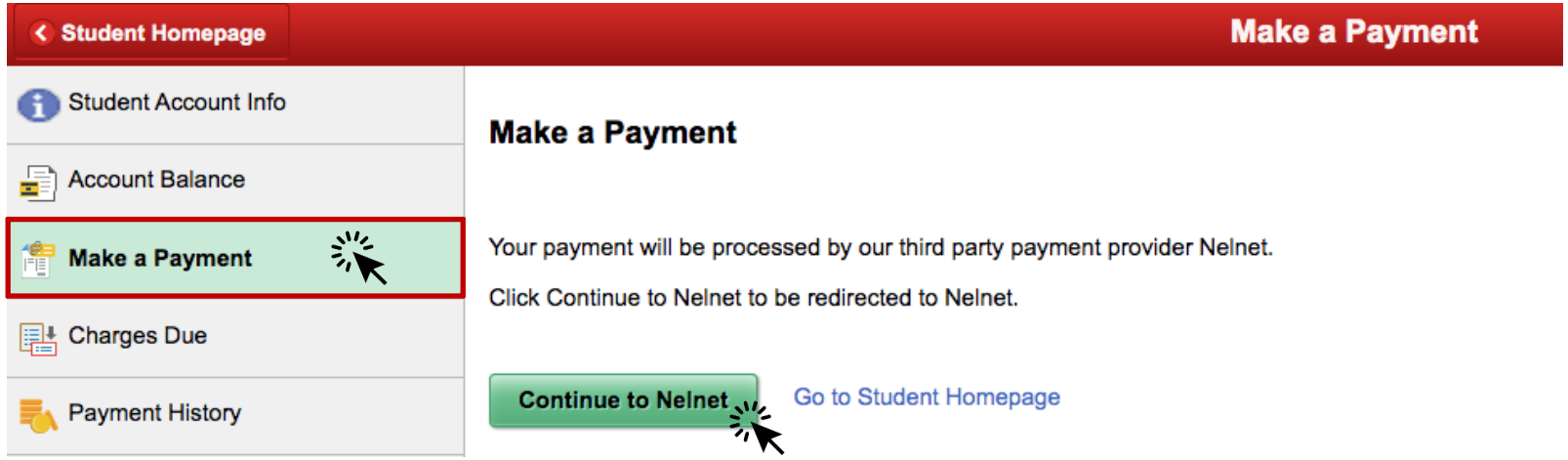
Main Menu

Seeking Support? Click here for a list of helpful support services at Long Beach City College

6. Student Account

Make a Payment

To pay any Long Beach City College Related dues, simply click on Make a Payment button and continue to Nelnet



You will be directed to Create an Account (one time only).

Note: Any contact information update is for Nelnet use only. LBCC PeopleSoft will not be updated with any changes made to address, email or phone on Nelnet.

6. Student Account

Make a Payment

Español | Customer Service

LONG BEACH CITY COLLEGE

Create Account

Contact Info

Welcome. Please take a few moments to review and complete your contact information.

Name

Prefix	-- None --
First Name*	
Middle Name	
Last Name*	
Suffix	-- None --

Address

Country*	United States
Address Line 1*	
Address Line 2	*Apartment, Suite, Unit, Building, Floor, etc.* Add
City*	Carson
State*	California
ZIP/Postal Code*	90745
Time Zone*	Pacific Time

E-mail

E-mail 1*	test@lbcc.edu
E-mail 2	
E-mail 3	

All correspondence will be sent via e-mail only
Correspondence will be sent to all e-mails provided

Phone Numbers

At least one phone number is required.

Daytime Phone	US	( ) -	Ext.
Evening Phone	US	( ) -	Ext.
Mobile Phone	US	( ) -	

I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize Nelnet and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or prerecorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s). By clicking 'Next' below, you agree to such contact related to your account.

Next

Main Menu

Seeking Support? Click here for a list of helpful support services at Long Beach City College

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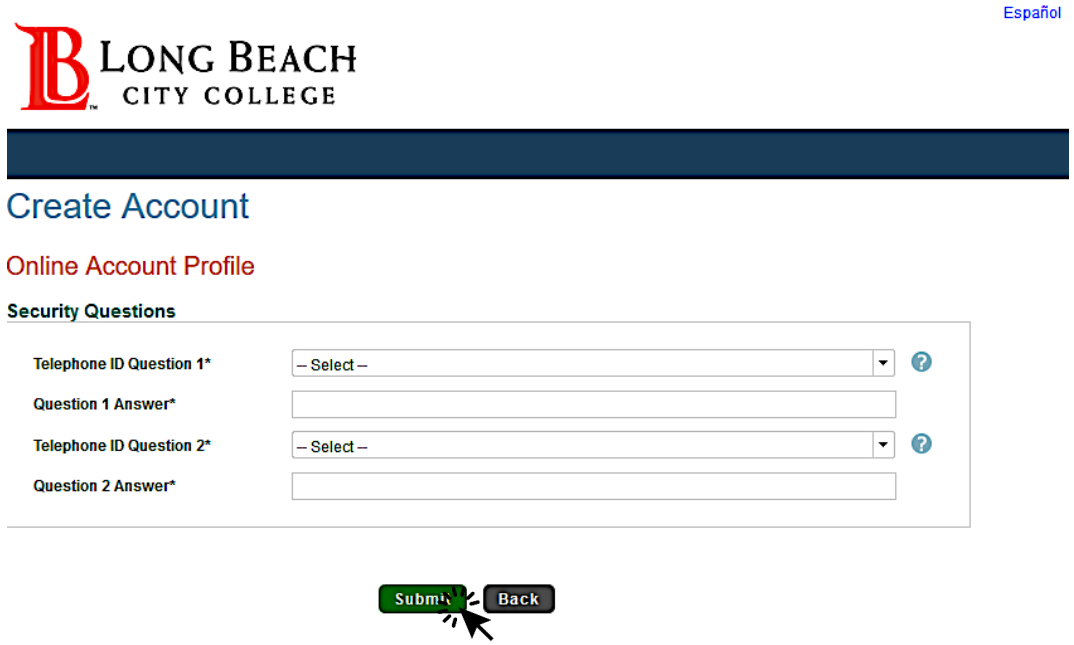
Student Create Security Questions

- You will create security questions which will be used when contacting Nelnet Support.
- Click **Submit** to complete the creation of account.



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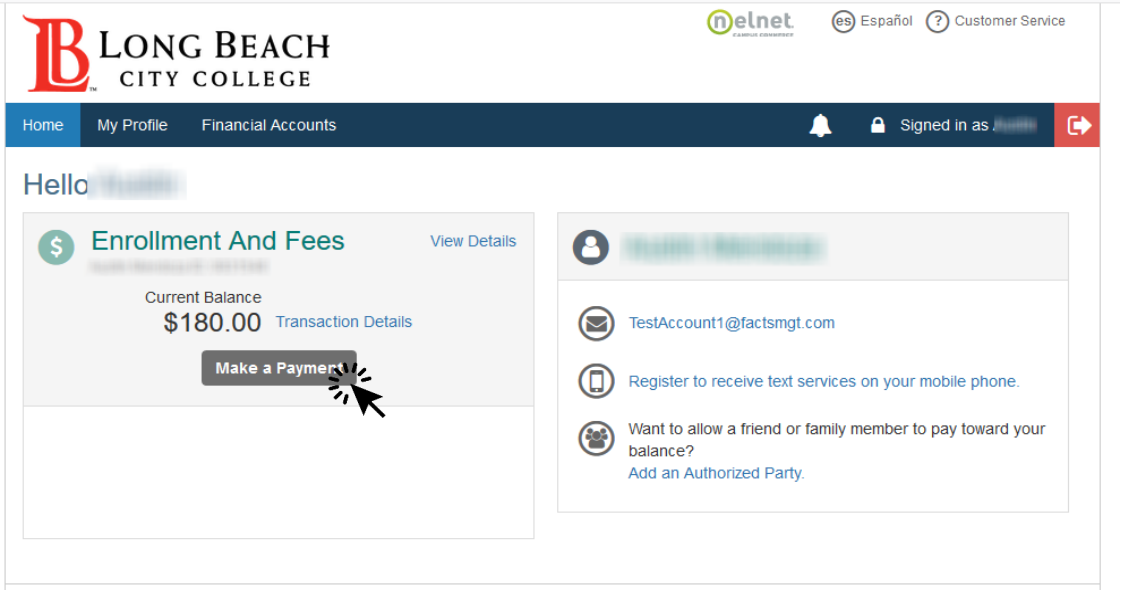

Students Redirected to Account Detail Page

- Here you will see your **account balance** and can **view details**.
- Select **Make a Payment**.

Note: You can also verify email address, register to receive text messages from Nelnet regarding Nelnet correspondence or elect an Authorized payer to create an account to pay students fees.

For example: Parents can pay fees for their kids without having to log in with students account.

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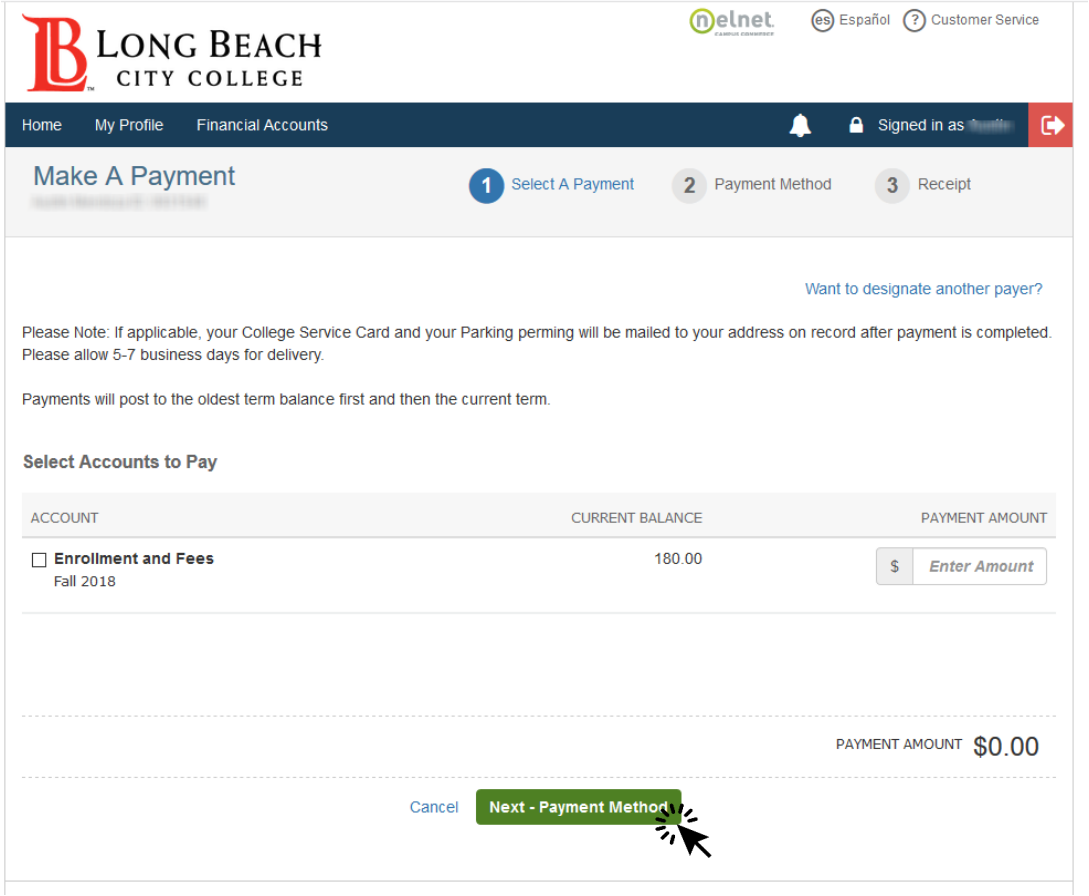

Make a Payment Page

- You can enter an amount by typing in a dollar amount in the **Enter Amount** box or you can put a **check mark** in the box to select all charges due.
- **Example:** *Enter amount $180.00*
- After click **Next-Payment Method**.

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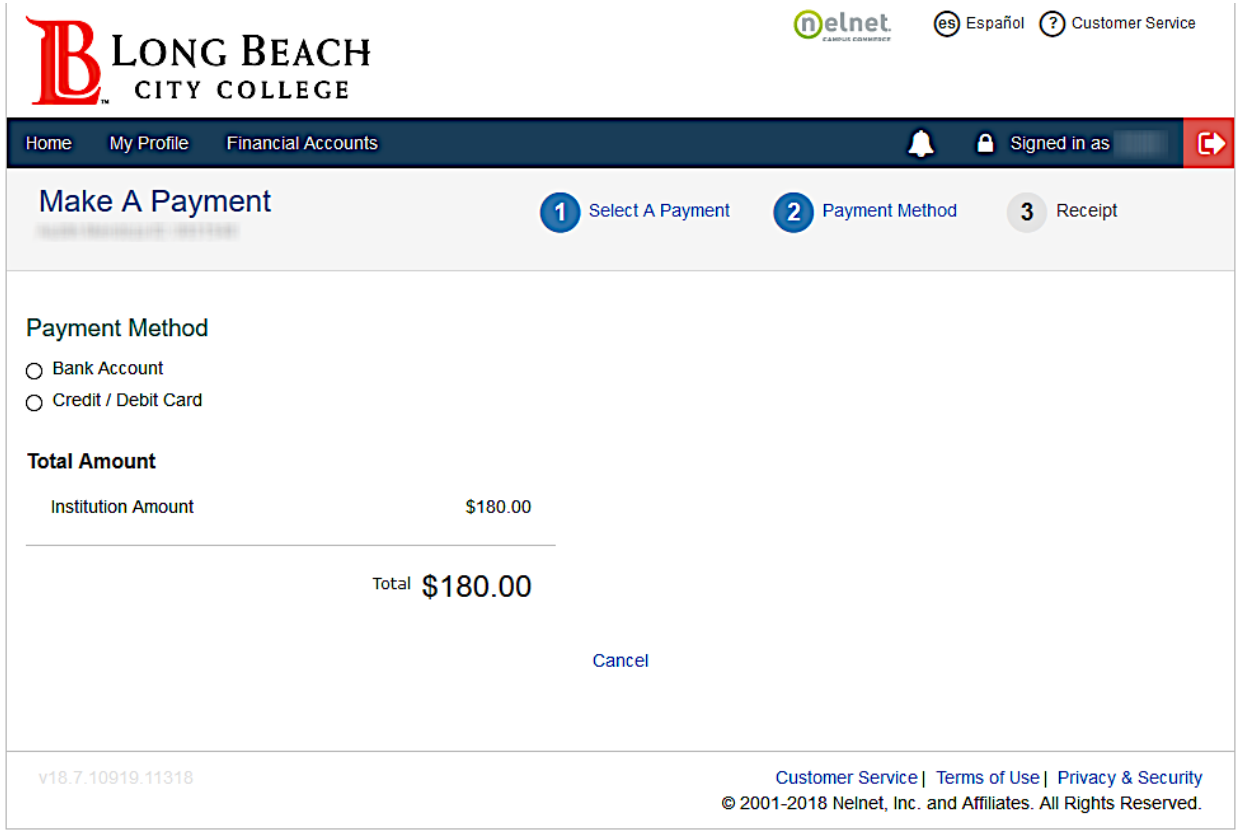

- You will enter the **payment method**, **account information** and click Continue.

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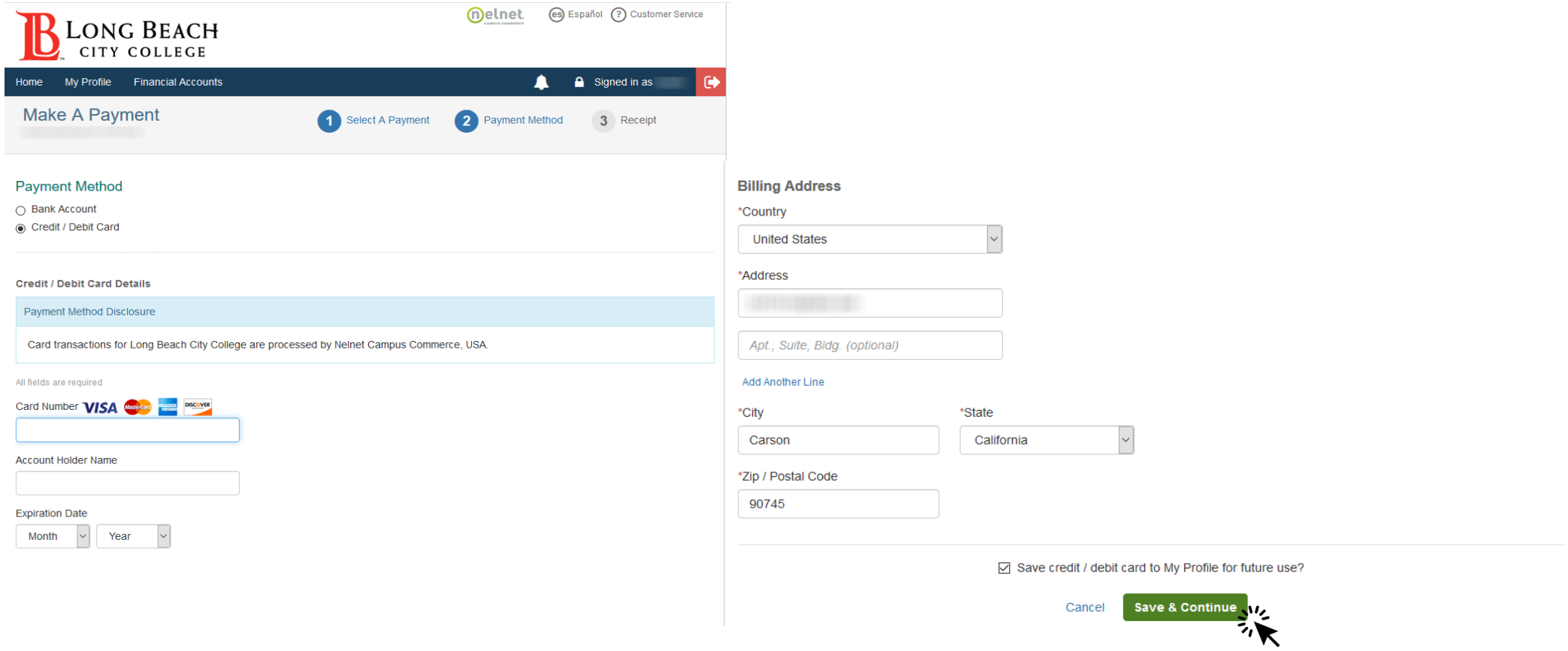

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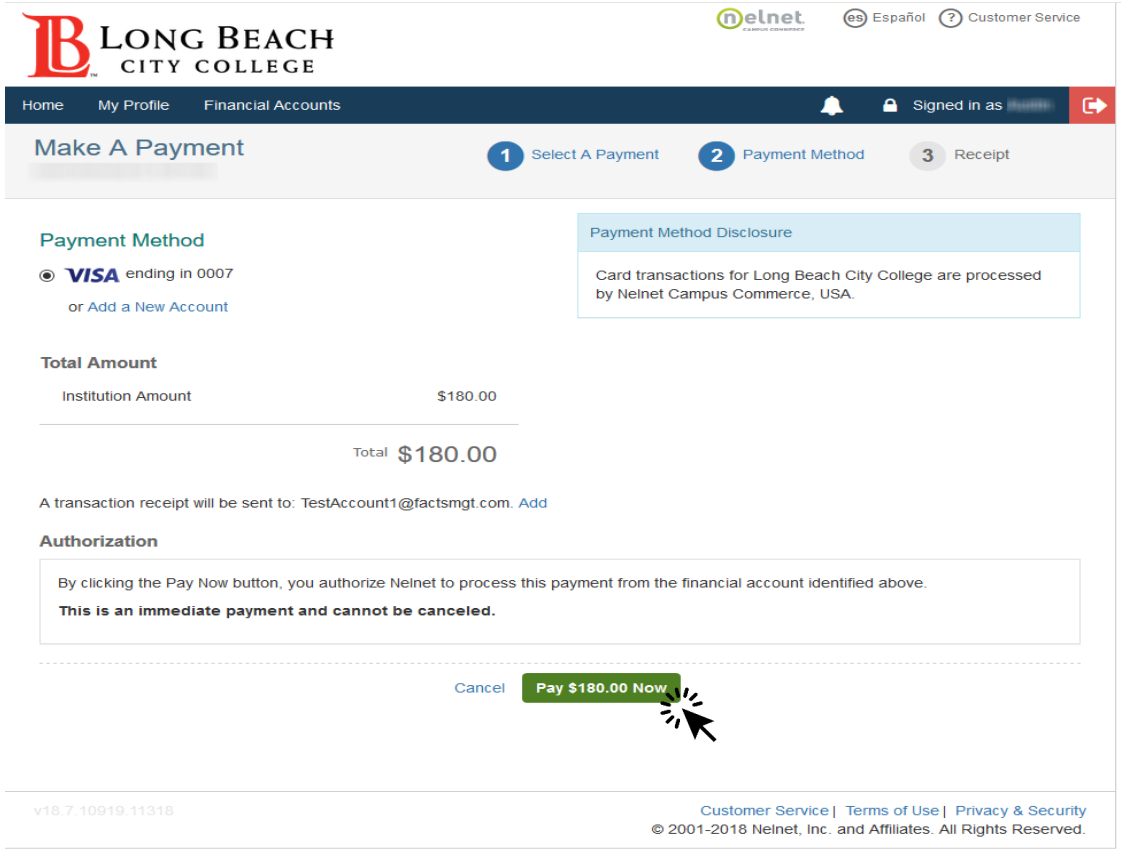

- You will verify the **Payment Method** and click **Pay Now**.

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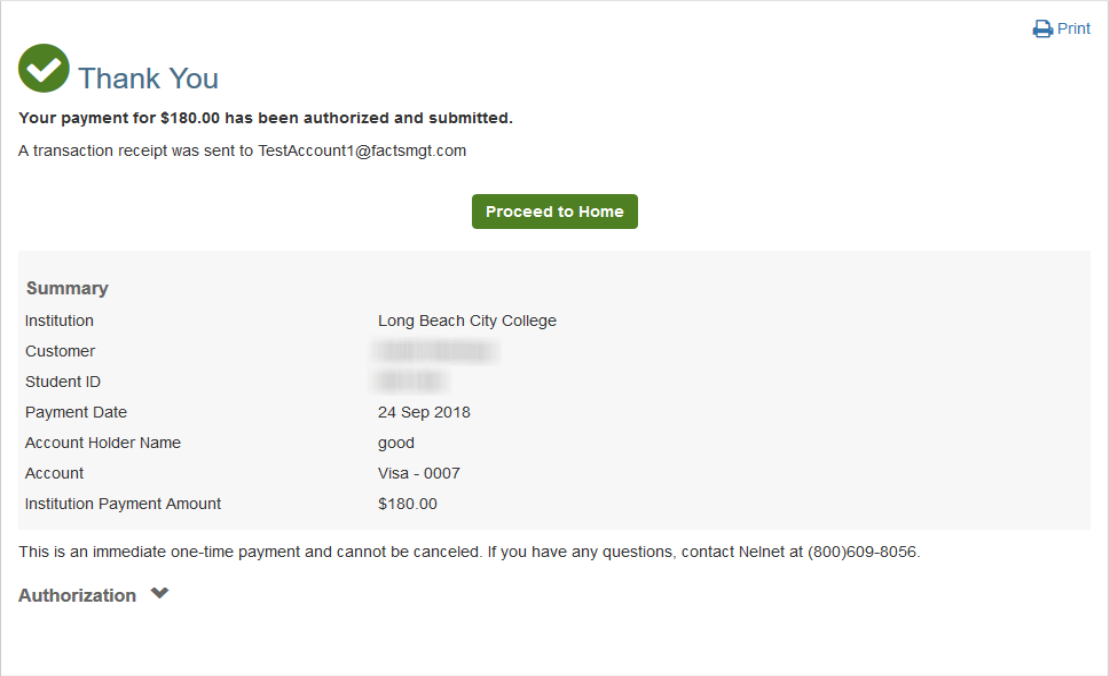
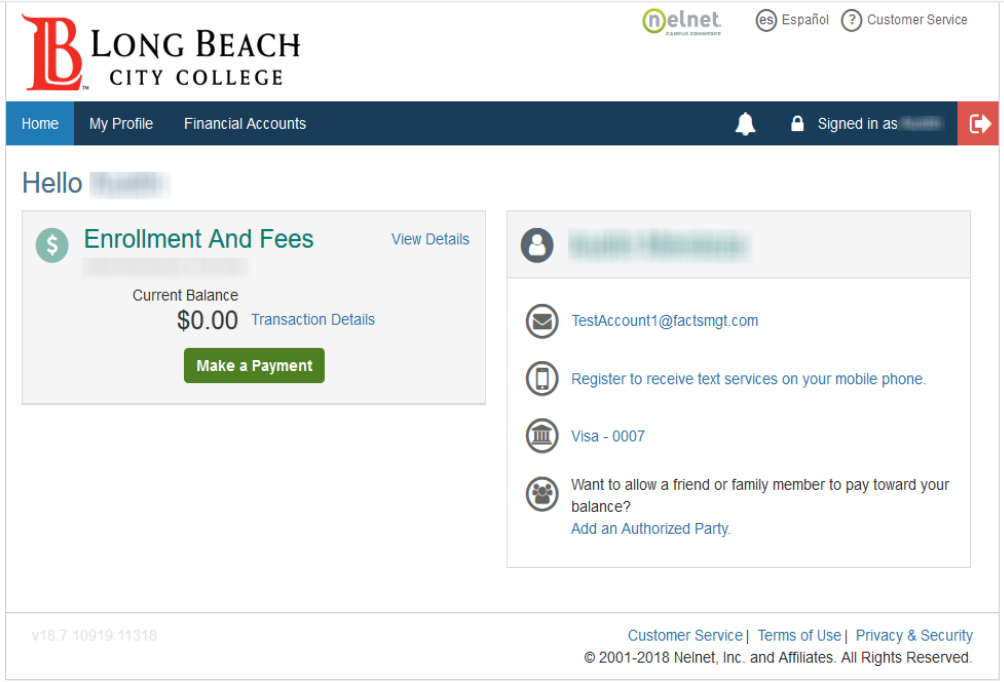
- You will receive a confirmation page that you can print and save.
- Click **Proceed to Home** when ready to see the balance update.





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CONGRATULATIONS!

You have successfully made a payment.

Special Note:

- **Always sign-out** and close all browsers to end session.
- Nelnet support assistance can be reached at 800-609-8056 24/7.

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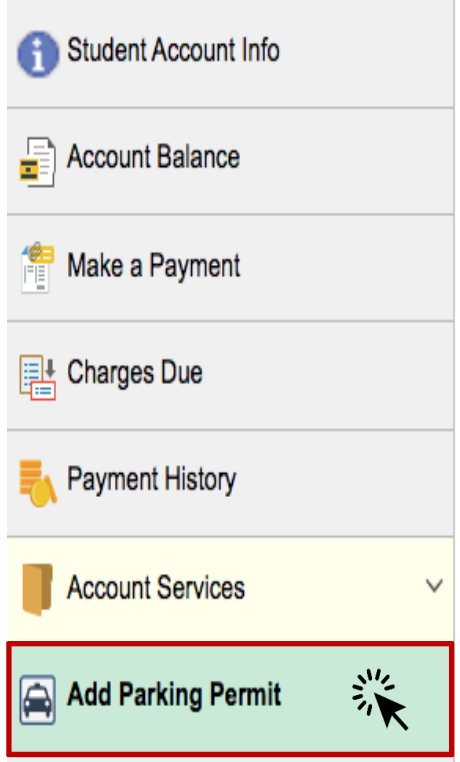
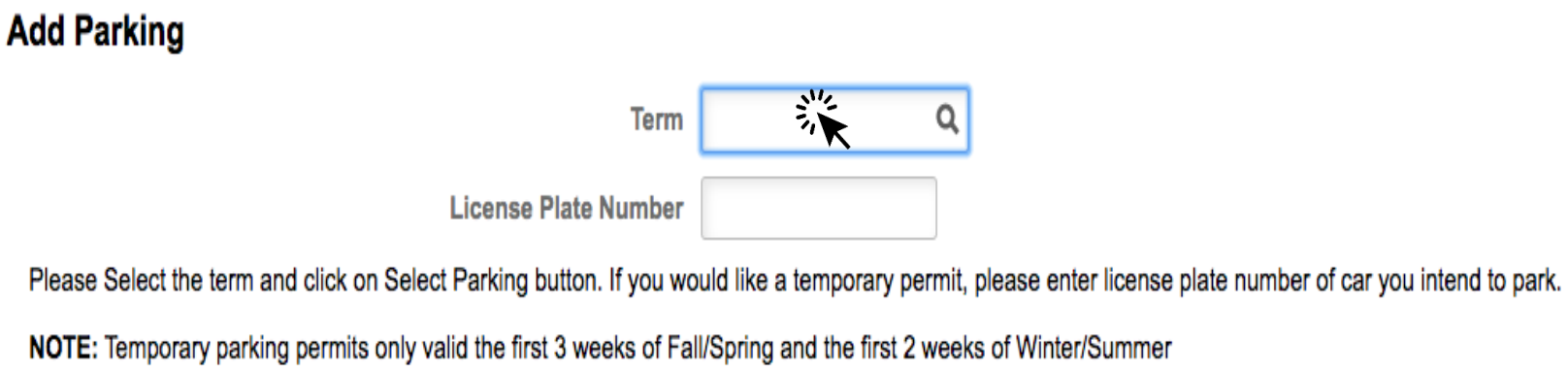
Add Parking Permit





- To add a parking permit navigate to Student Account Info and click on Add Parking Permit.
- Click **inside the Term box** and select the appropriate semester during which you would like to have a parking permit.

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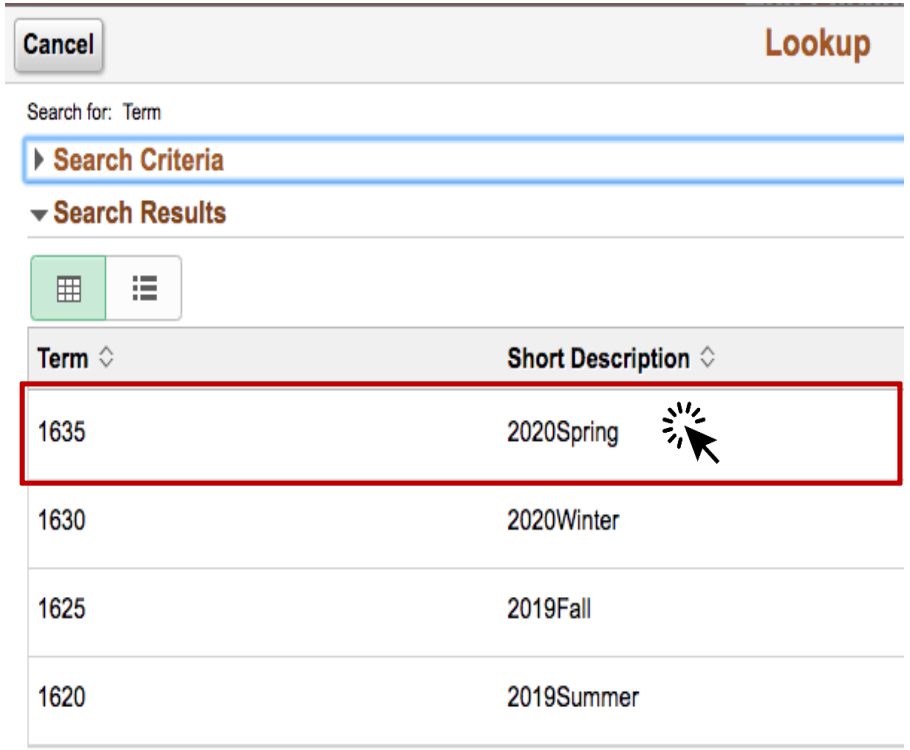
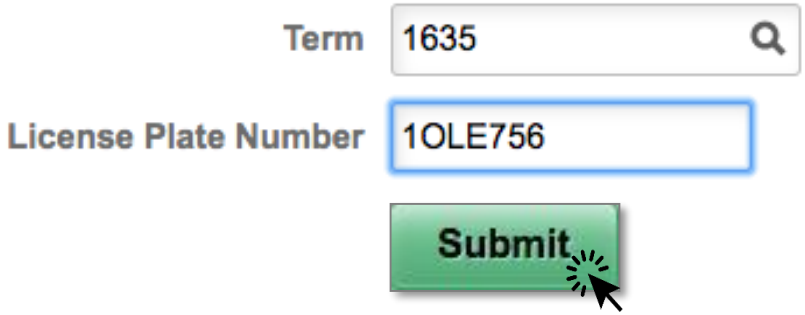
Add Parking Permit





- In this example Ole is selecting a parking permit for **2020 Spring** term.
- Next enter your License Plate Number and click Submit.

Note: The **Submit** button is located at the bottom of the page.

Main Menu

LBCC Student Support

To visit respective support websites, click on the desired box.

Welcome Center & Matriculation Office **Phone:** LAC (562) 938-4049 ● PCC (562) 938-3649	**Student Technology Help Desk** **Phone:** (562)938-4250 **Email:** sthd@lbcc.edu
Admissions & Records **Phone:** LAC & PCC (562) 938-4485	**Financial Aid Office** **Phone:** LAC & PCC (562) 938-4485
Academic Counseling **Phone:** LAC (562) 938-4561 ● PCC (562) 938-3920	**Cashier's Office** **Phone:** LAC (562) 938-4010 ● PCC (562) 938-3906

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