

Viking Portal

SETTING UP A MOBILE AUTHENTICATOR

FOR LONG BEACH CITY COLLEGE **STUDENTS**

Overview

Using a mobile authenticator is a convenient and safe way to create a One Time Passcode (OTP) to access your Viking Portal and reset your password. The following instructions highlight how to set up a mobile authenticator.

For this example, we will use the Google authenticator app, however there are other mobile authenticator options to choose from such as Microsoft, Duo, Authy, and more. A list of options is published on the [Multi-Factor Authentication Website](#).

Step 1

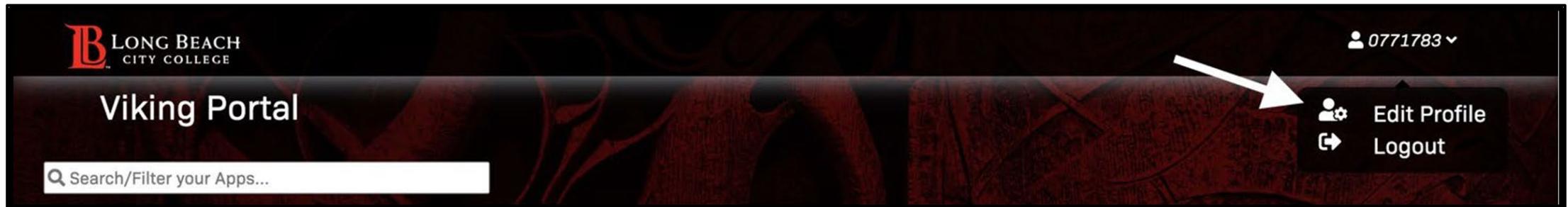
To set up the mobile authenticator, log in to the Viking Portal using your student ID number, password, and OTP. If you are unable to generate an OTP, please contact the Student Technology Help Desk at (562) 938-4250.



The screenshot shows the Viking Portal login interface. At the top, a red banner contains the text "VIKING PORTAL". Below this, there are two input fields: "VikingID / EmployeeID" and "Password". To the right of these fields is the Long Beach City College logo, which consists of a large red "LB" and 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

Once you have logged in, navigate to the top right corner where your student ID number is displayed. Click on the small downward facing arrow to open the menu and select **Edit Profile**.



Step 3

You will see all your account settings. Click on **Mobile Authenticator**. Then, click on **Enable Mobile Authenticator**.



Step 4

Select your phone type: iPhone, Android, Blackberry, or Windows. Add a brief description in the **Entry Description** box to identify your mobile authenticator. Click **Continue**

Mobile Authenticator

Enabled On: [Never]
[Enable mobile authenticator](#)

Mobile Authenticator Enrollment

Please first download and install the **Google Authenticator** or **PortalGuard Password Reset** app from the appropriate app store for your phone.

When ready, please choose your phone type and enter a description to continue. You can skip this enrollment but you will be asked to enroll again during your next login.

Phone Type: iPhone (dropdown menu open showing options: iPhone, Android, BlackBerry, Windows)

Entry Description: [Empty text box]

Continue (highlighted) | Cancel

Step 5

You will see a QR code and a location to add a One Time Passcode. Move over to your mobile device for the next few steps.

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)

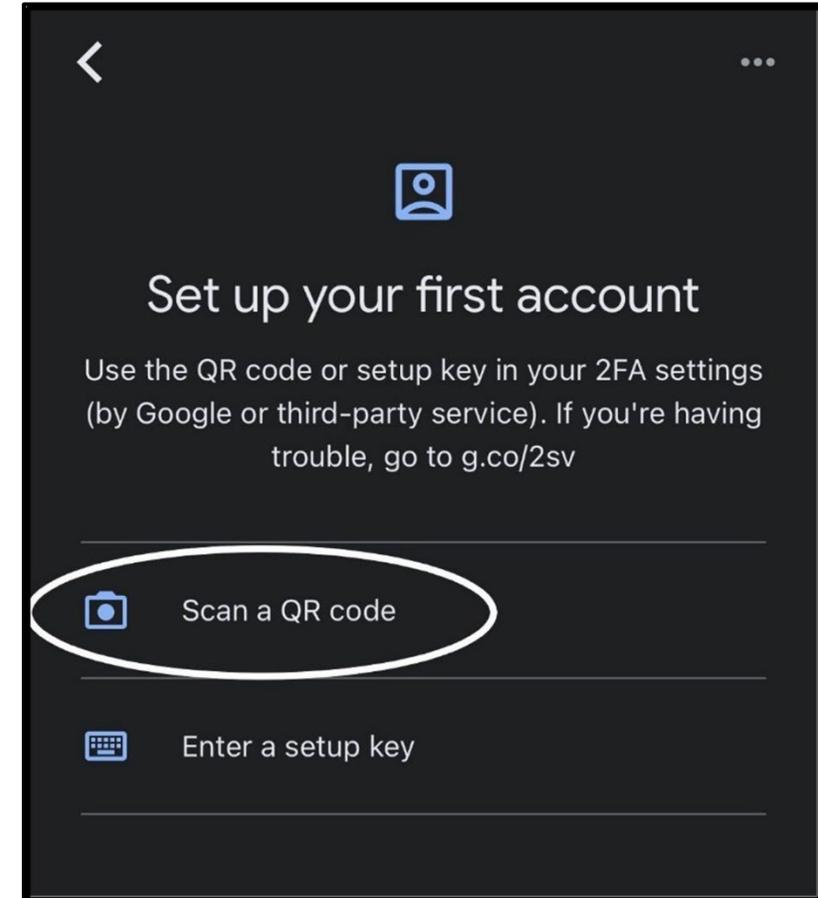
Step 6

Go to your mobile device and install the desired mobile authenticator app from your device's app store. In this example, we are using the Google Authenticator App installed on an iPhone.



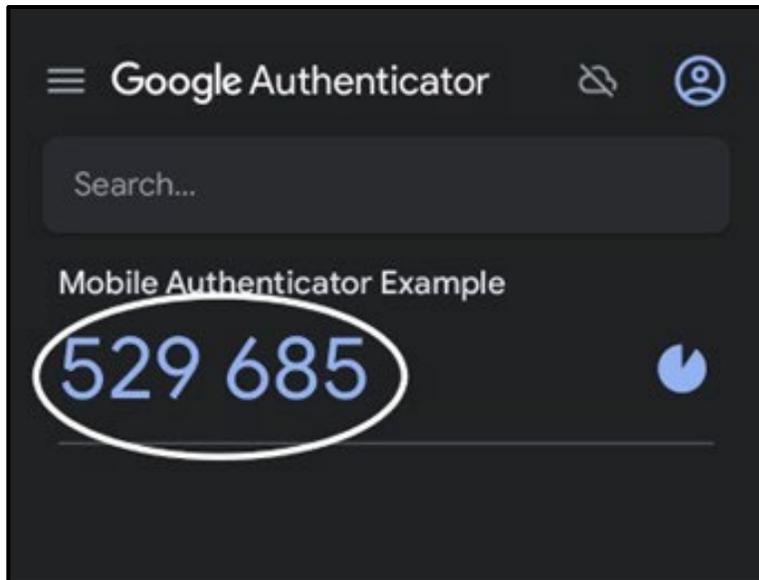
Step 7

Open the app. Next, click on **Get started**. From here, you have the option to sign into a Google account or continue as a Guest. Next, click **Add a code** and select **Scan a QR code**. Use your camera to scan the QR code on the Viking Portal.



Step 8

Once you scan the QR code, your Google Authenticator will automatically generate an OTP. You will need to enter this OTP in the box provided before the code expires. Click **Continue**. Then, click **Refresh the Account Management Page** to save.



Step 9

Once your Mobile Authenticator is set up, you can set it as your primary OTP delivery method. Go to **Multi-Factor Delivery Methods** on the Account Management page.

To change the delivery method for website login, click **Change**. Click **Mobile Authenticator** and **Continue**.

The screenshot shows a web interface titled "Multi-Factor Delivery Methods". It features a table of "Default OTP Methods" and a "Change Default OTP Method" dialog box.

Action	Method	Modify
Website Login	Phone	Change
Password Change	Phone	Change
Password Reset	Phone	Change

Change Default OTP Method
Please choose the default One Time Passcode (OTP) method for **website login**.

OTP Method:

Buttons: Continue, Cancel

Congratulations!

You have successfully set up a mobile authenticator to the Viking Portal.

Questions?

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

- Website: www.lbcc.edu/sthd
- Phone: (562) 938-4250
- Email: sthd@lbcc.edu