

Viking Portal

Password Help Guide

FOR LONG BEACH CITY COLLEGE **STUDENTS**

Viking Portal Help Guide Objectives

What is Viking Portal?

Viking Portal is LBCC's Single Sign-on and Multi-Factor Authentication system designed to support you in resetting/changing your LBCC password and accessing online applications in one location.

In this guide you will learn:

1. How to **reset** your password (if you are a **new student** or have **forgotten your password**).
2. How to **change** your password to update it for security (**this is recommended to do regularly**).
3. How to **login and navigate** within Viking Portal.

What will you need?

You will need to know your **Student Viking ID #** and have **access to your personal email account/phone number** you have on file with Long Beach City College.

If you do not know your Student Viking ID #, or do not have access to your email account/phone number on file, you may reach out to **Admissions & Records** to obtain your ID and/or update your contact information: <https://www.lbcc.edu/admissions-aid>

Reset Password (New Student or Forgotten Password)

Step 1: Go to <https://portal.lbcc.edu/sso> to access Viking Portal.

Step 2: Type in your Student Viking ID # and then click on New/Forgot Password.

VIKING PORTAL

VikingID / EmployeeID

Password

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Login Change Password **New/Forgotten Password**

Reset Password (New Student or Forgotten Password)

- A One Time Passcode (OTP) will be sent to you in the method noted on the screen.
 - ❑ For this example, the OTP has been sent via email.
- You do have the choice to send your OTP in different methods (via text & phone call).
- To change where you access your OTP, click on [Problems with the OTP?](#) to locate your options.

NEW OR FORGOTTEN PASSWORD

A One Time Passcode (OTP) has been emailed to:
[\[redacted\]@gmail.com](#)

It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

VikingID / EmployeeID: 0123456

Requested Action: Reset Forgotten Password

One Time Passcode (OTP): OTP Example: 123456
[Problems with the OTP?](#)

Continue Cancel

Step 3: Type your OTP in the space provided.

Step 4: click [Continue](#).

Reset Password (New Student or Forgotten Password)

Step 5: Create a password and then confirm it.

Step 6: Click **Continue**

NEW OR FORGOTTEN PASSWORD

Please enter your new password in the fields below.

Password Complexity Rules
Your new password must satisfy the following rules:

- Must be at least **7** characters long
- Must have at least **1** uppercase character
- Must have at least **1** numeric character

VikingID / EmployeeID: 0123456

Requested Action: Reset Forgotten Password

New Password: *****

Confirm Password: *****

Continue Cancel

Tip: Note the complexity rules. IITS suggests the use of passphrases for added security.

❖ For example: *Afternoon Tea @ 4pm*

Reset Password (New Student or Forgotten Password)

CONGRATUATIONS!

You have successfully reset your password.
As a friendly reminder, **NEVER** share your password with **anyone**.

Password Successfully Set

[Continue logging in](#)

Now that you have reset your password, you are welcome to log in to see what is available to you.

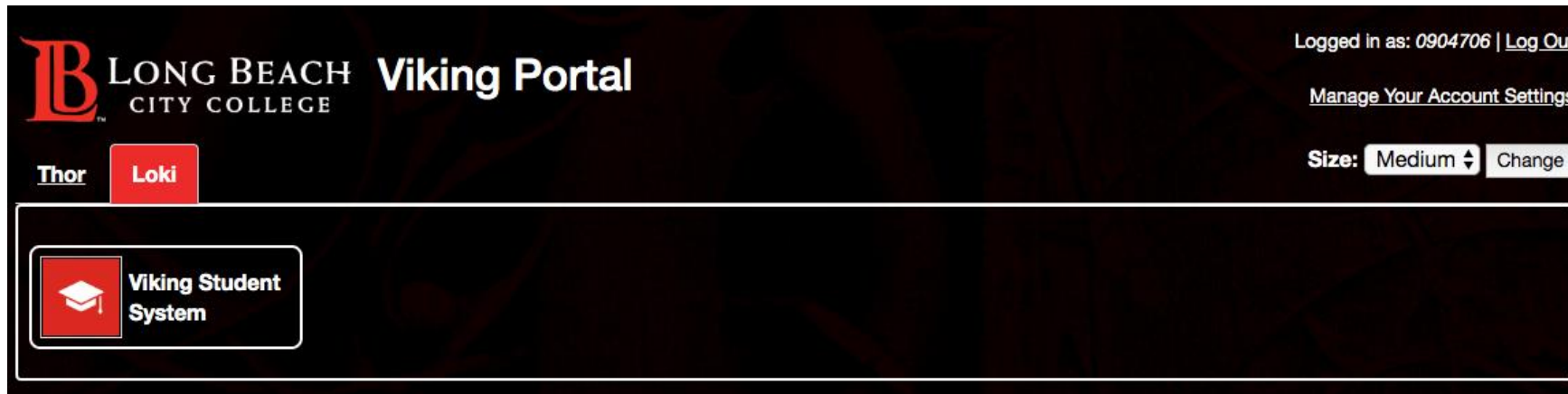
[Go to the next slide for a preview.](#)

Reset Password (New Student or Forgotten Password)

Congratulations! You're in! Within Viking Portal, you have access to online platforms.

Check under the **Thor & Loki tabs** to see what is available to you. Note that this list will change and grow as more online platforms are added. Check back under both tabs!

Under **Manage your Account Settings**, you will find options to change your OTP delivery method, identify what phone/email are on file for you, & more.



Quick link to navigate back to Viking Portal: <https://portal.lbcc.edu/sso>

Change Password (Update Current Password)

Step 1: Go to <https://portal.lbcc.edu/sso> to access Viking Portal.

Step 2: Type in your Student Viking ID # and then click on **New/Forgot Password**.

VIKING PORTAL

VikingID / EmployeeID
0123456

Password

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Login Change Password New/Forgotten Password

Change Password (Update Current Password)

Step 3: Type in your current password.

Step 4: Click [Continue](#)

CHANGE PASSWORD

Please provide your current password then click the 'Continue' button

VikingID / EmployeeID

Password

[Continue](#) [Cancel](#)

Change Password (Update Current Password)

- A One Time Passcode (OTP) will be sent to you in the method noted on the screen.
 - ❑ For this example, the OTP has been sent via email.
- You do have the choice to send your OTP in different methods (via text & phone call).
- To change where you access your OTP, click on [Problems with the OTP?](#) to locate your options.

Step 3: Type your OTP in the space provided.

Step 4: click [Continue](#).

The screenshot shows a mobile application interface for changing a password. At the top, a red header contains the text "CHANGE PASSWORD". Below the header, the text reads: "A One Time Passcode (OTP) will be delivered as an email to: Axxxxxxxxxxx@gmail.com". This is followed by the instruction: "It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue." There are two input fields: the first is labeled "VikingID / EmployeeID" and contains the value "0123456"; the second is labeled "One Time Passcode (OTP)" and contains the value "OTP Example: 123456". Below the second input field is a link that says "[Problems with the OTP?](#)". At the bottom of the screen, there are two buttons: "Continue" on the left and "Cancel" on the right.

Change Password (Update Current Password)

Step 4: Create a password.

Step 5: Confirm password.

Step 6: Click **Continue**

- **Tip:** Note the complexity rules. IITS suggests the use of passphrases for added security.
- For example: *Afternoon Tea @ 4pm*

CHANGE PASSWORD

Please provide your new password, confirm it then click the 'Continue' button

Password Complexity Rules
Your new password must satisfy the following rules:

- Must be at least **7** characters long
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VikingID / EmployeeID 0123456

New Password *****

Confirm Password *****

Continue Cancel

Change Password (Update Current Password)

CONGRATUATIONS!

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Password Successfully Set

[Continue logging in](#)

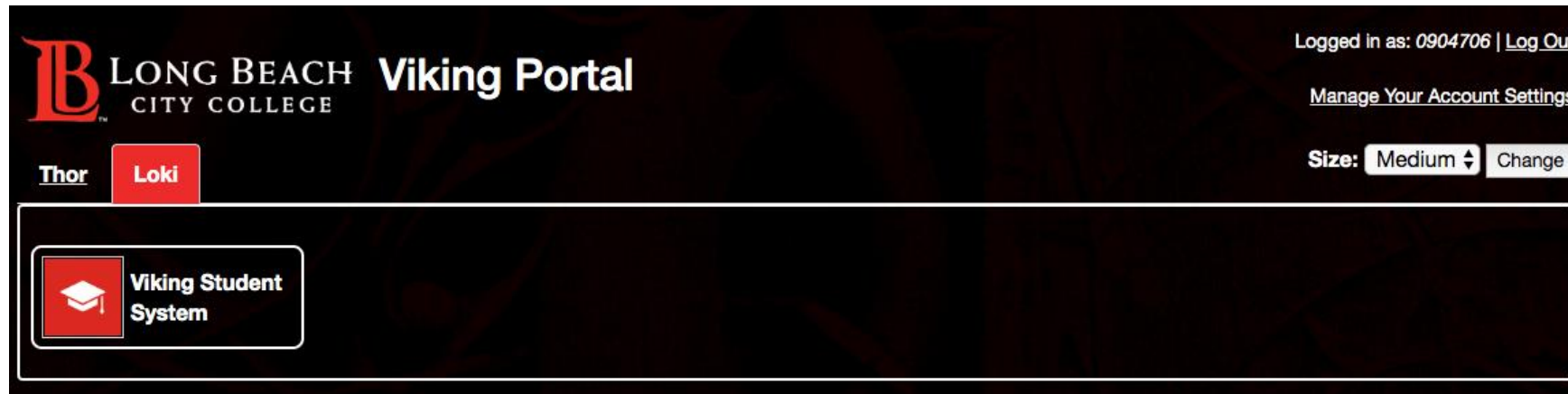
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Under Manage your Account Settings, you will find options to change your OTP delivery method, identify what phone/email are on file for you, & more.



Quick link to navigate back to Viking Portal: <https://portal.lbcc.edu/sso>

Login & Navigate Viking Portal

Step 1: Go to <https://portal.lbcc.edu/sso> to access Viking Portal.

Step 2: Type in your Student Viking ID # and Password. Click Login.

VIKING PORTAL

VikingID / EmployeeID
0123456

Password

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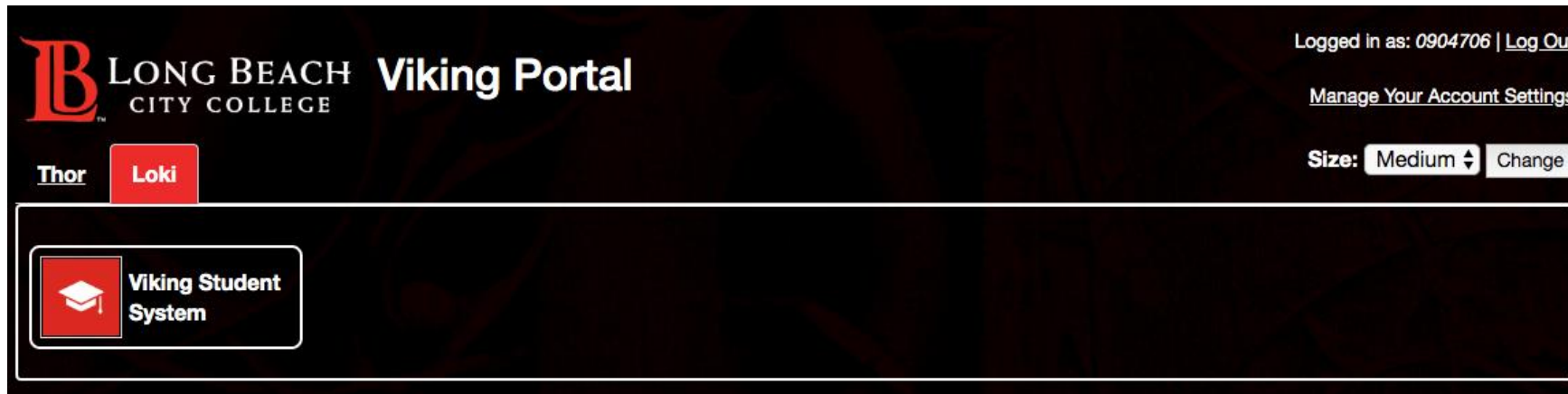
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