How to Reset your Viking Password

Student Tutorial

PRESENTED BY

THE STUDENT TECHNOLOGY HELP DESK (STHD)

WWW.LBCC.EDU/STHD

LONG BEACH
CITY COLLEGE

Student Technology Help Desk (STHD)

Objectives

From this tutorial, you will learn:

How to Reset Your Viking Student System Password

Something to keep in mind:

If you just applied to Long Beach City College (welcome!), or if you are reapplying after a break (welcome back!) you will need to wait at least 24 hours to access your account.

For questions regarding your application, you may reach out to our Admissions Office:
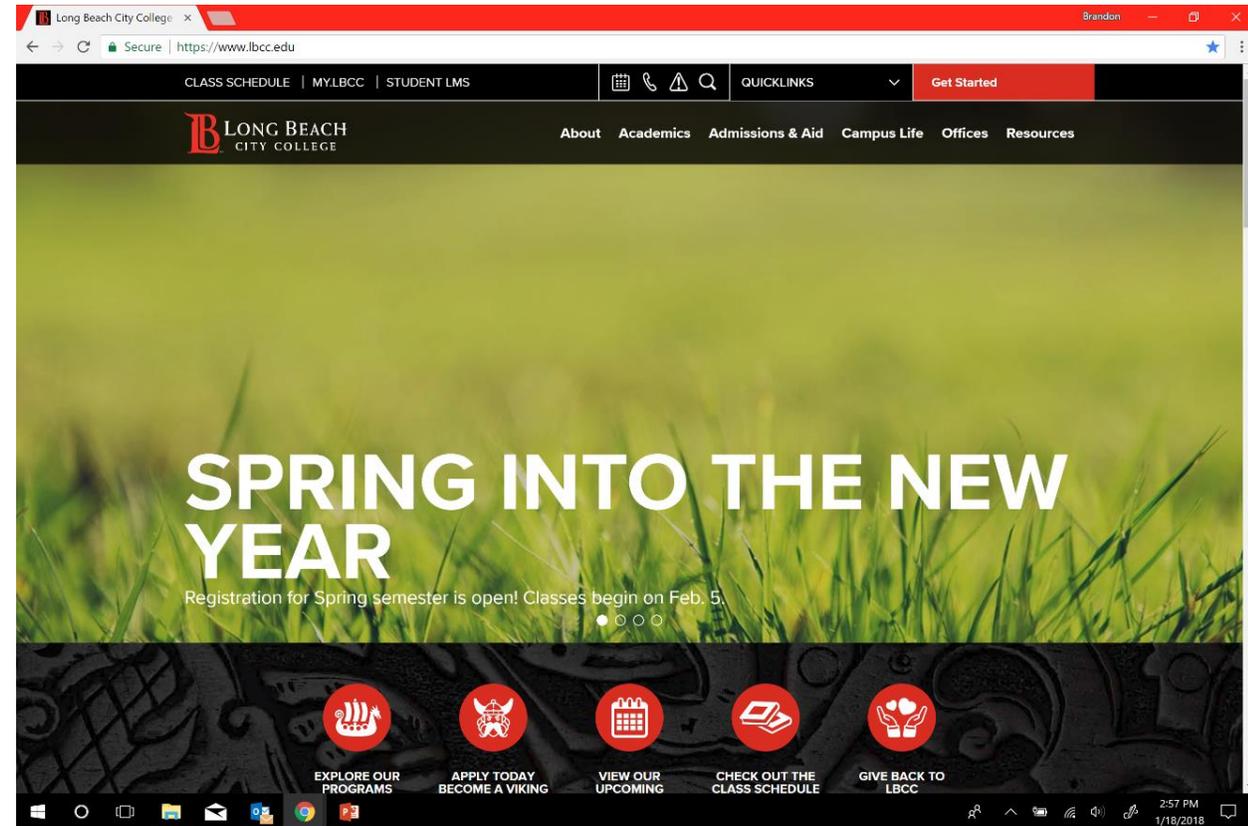Phone: (562) 938-4485
Locations: PCC – GG 102 • LAC – A 1075

Reset Viking Password - Step 1

Open a web browser of your choice and navigate to https://www.lbcc.edu/ or click the link provided.
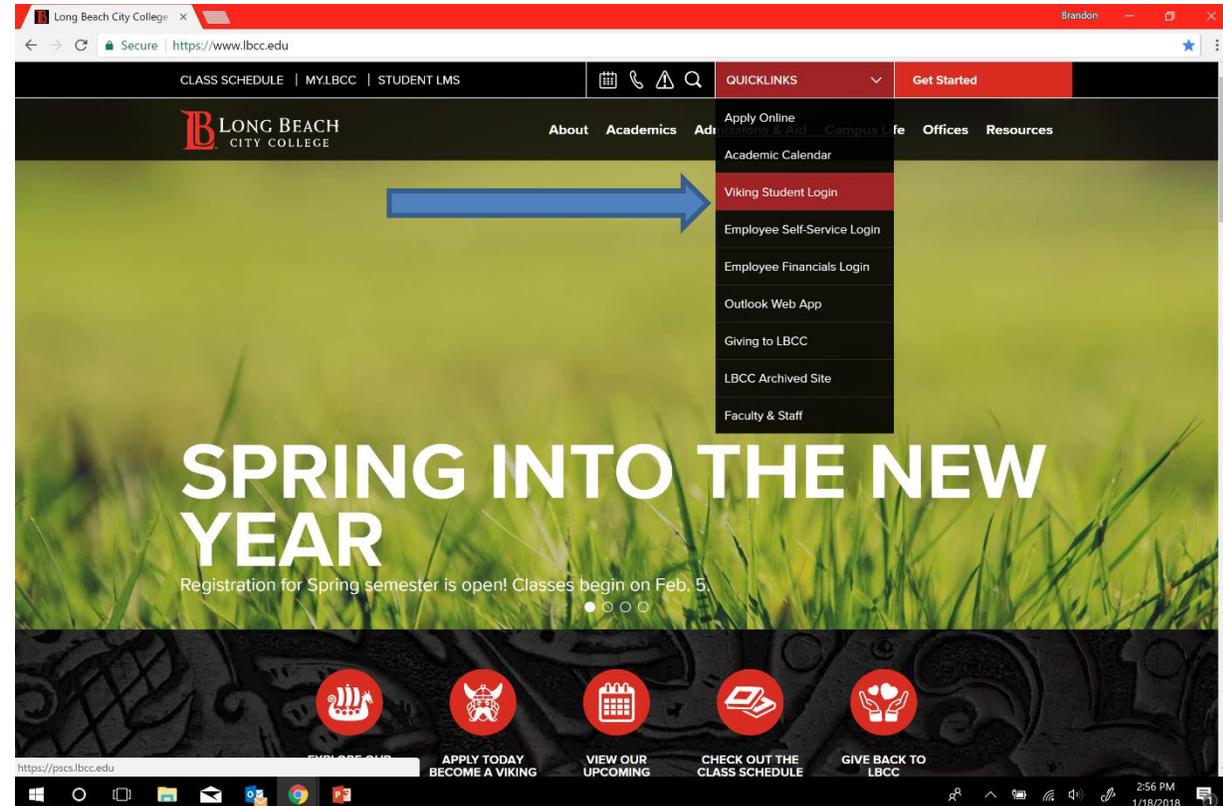
Reset Viking Password - Step 2

Click on the **QUICKLINKS** menu near the top right of window.

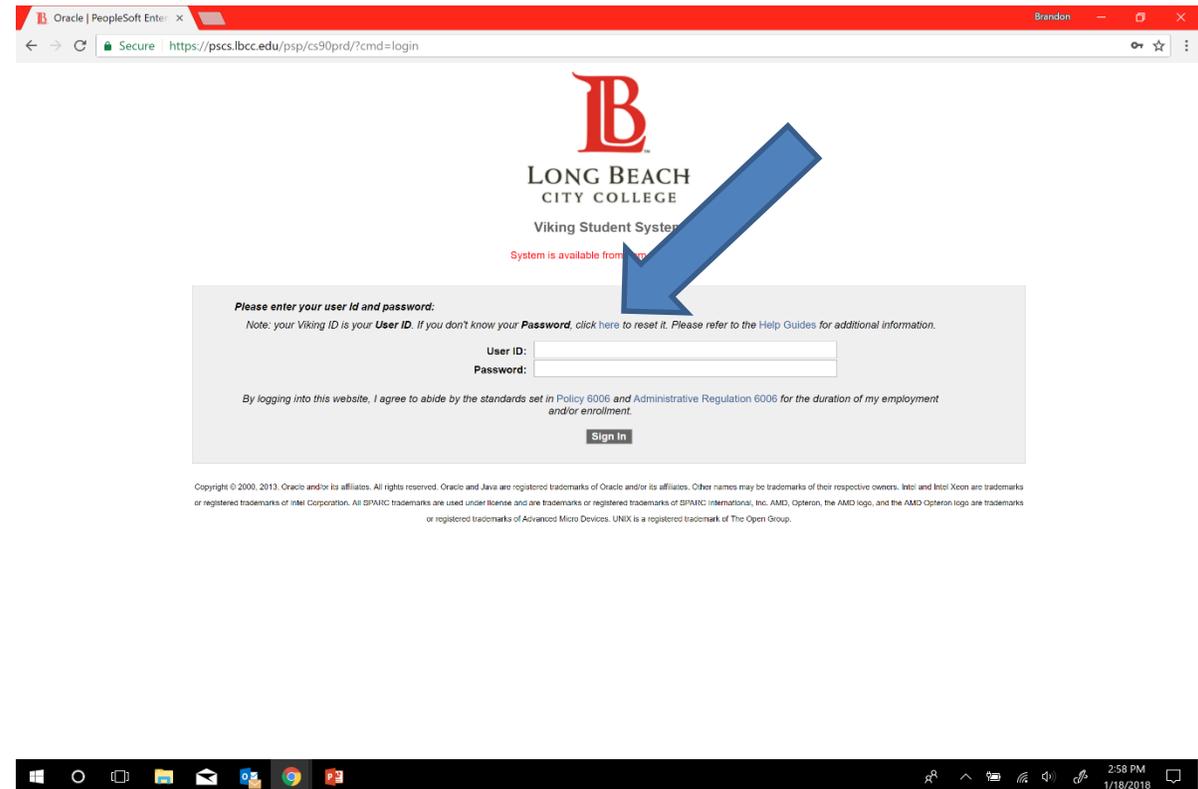Once clicked a drop down menu will appear.

Select <u>Viking Student Login</u>.

Reset Viking Password - Step 3

Once you have been redirected to this page, look at the top of the gray box and click the blue "here" to reset your password.

Reset Viking Password - Step 4

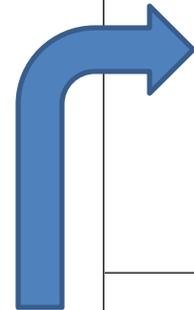At this window under LBCC Students you will select the "<u>CLICK HERE TO UPDATE PASSWORD</u>" link.

Update Your Password
Network Services

The new login process described below started Monday, June 16, 2014.

| LBCC Students	LBCC Faculty and Staff
CLICK HERE TO UPDATE PASSWORD	**CLICK HERE TO UPDATE PASSWORD**
Your Viking ID is your seven digit student ID number. (The "W" is no longer used.)	Use your Network ID (first initial, last name). Faculty no longer use the "X" account.
INSTRUCTIONS FOR STUDENTS	**INSTRUCTIONS FOR LBCC FACULTY AND STAFF**

Reset Viking Password - Step 5

Type in your Viking student ID # and press the green go button.

Note: Do not copy and paste your Viking ID in this field – it may not work.
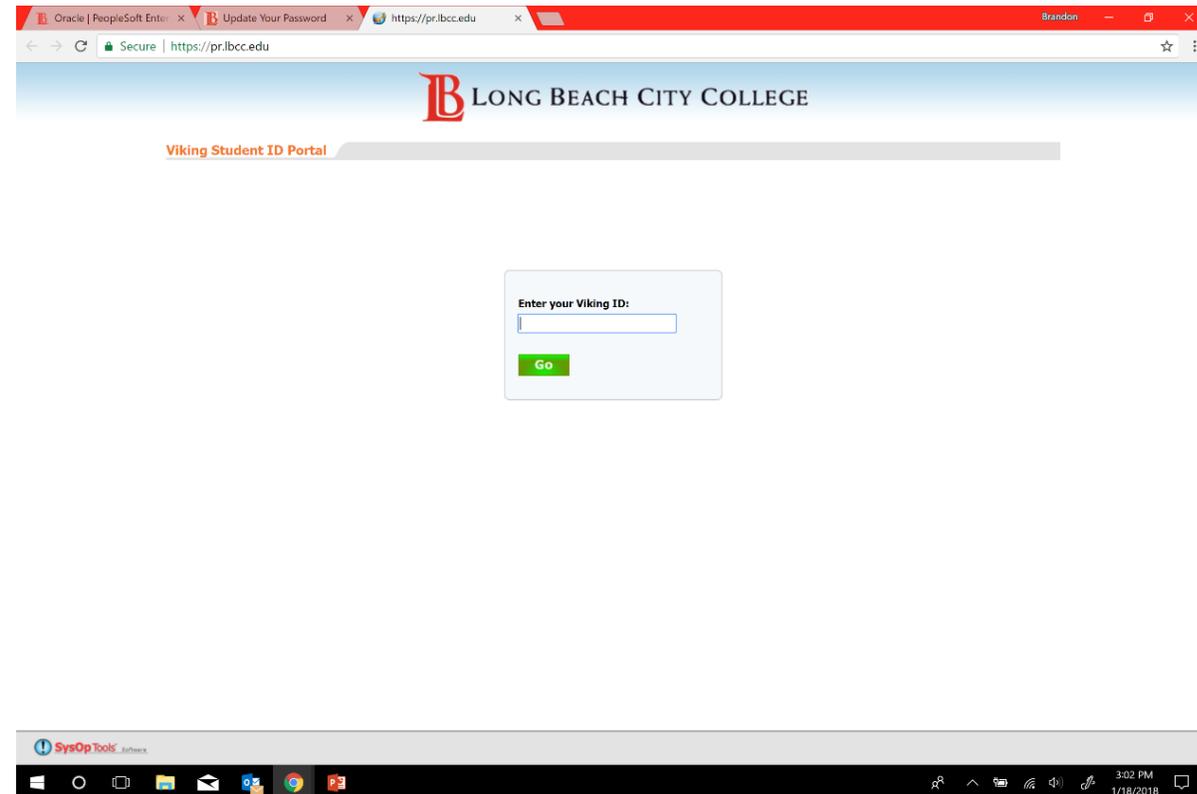
Reset Viking Password - Step 6

If you applied prior to July 28, 2016, enter the last 4 digits of your SSN. If you applied after July 28, 2016 use your CCCID.

If you do not know your CCCID please refer to our webpage via this link https://www.lbcc.edu/sthd and refer to our Student Guide "CCCID Account Recover Instructions".

Next, enter your birthdate in the MMDDYYY format and press continue.

Reset Viking Password - Step 7

Select "Change My Password"

Select an account activity from the list below:

- Change My Password
- Submit Help Request
- Log Off / Exit
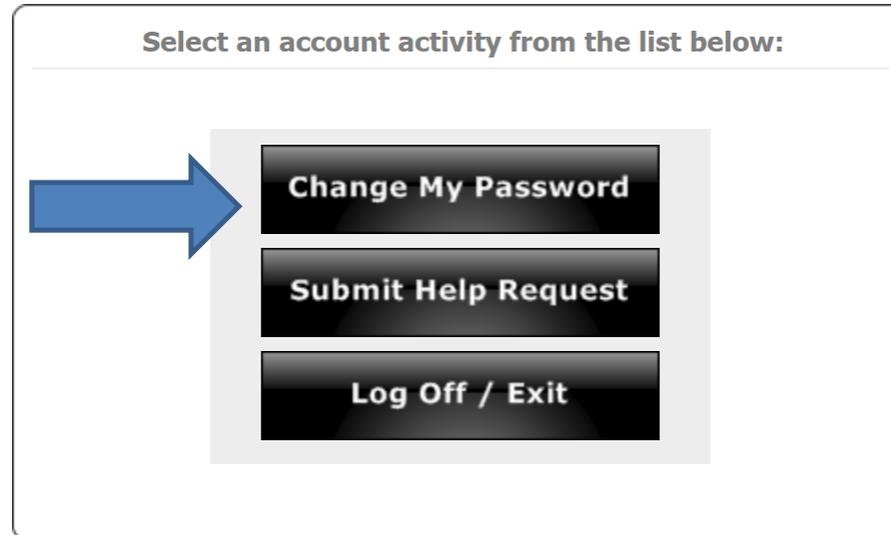
Reset Viking Password - Step 8

Click the blue link at the bottom of the gray box "Can't Remember Password".

Enter your current Viking ID password to continue:

Go   Cancel

Can't Remember Password?

Reset Viking Password - Step 9

Now it is time to create your new password!

Your new password <u>must be</u>:

- At least 7 characters &
- Contain at least 1 capital letter &
- Have one number or non-letter character.

Re-enter your new password in the box to the right and press the green go button.

If done correctly a green check mark will appear saying success.

If done incorrectly there will be an error stating your password does not meet the requirements.

Choosing a new domain password: Your password must be at least 7 characters long and contain at least 1 capital letter and one number or non-letter character. Also, your password cannot contain any part of your user name. Example passwords which meet this criteria are "P@ssw0rd", "H3llo2u", "Myd0gSp0t", or "!!W33kend". Make it fun, think of something memorable and personable.

Enter new Viking ID password | Re-enter new Viking ID password

Go **Cancel**

Reset Viking Password - Step 10

Now make your way back to the Viking Student System login page and enter your student Viking ID and *new* Viking password.

If you are still unable to log in, please reach out to us at the Student Technology Help Desk (STHD):

Phone: (562) 938-4250
Email: sthd@lbcc.edu
In-person: find our schedule @
www.lbcc.edu/sthd