Viking Student System

COMPREHENSIVE GUIDE

FOR LONG BEACH CITY COLLEGE **STUDENTS**

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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.

Student Technology Help Desk

Information Technology Services
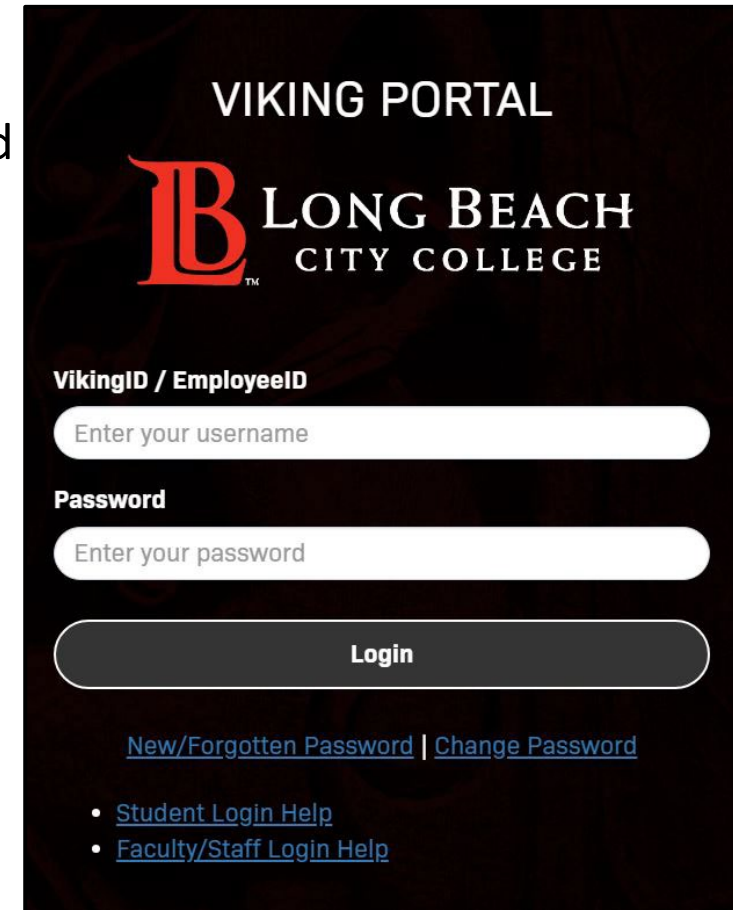
Accessing LBCC's Viking Student System

The Viking Student System, along with many other LBCC online platforms, is housed in the Viking Portal. Access the Viking Portal by logging in using your Student ID Number and Password.

Once logged in, click on the **Viking Student System** tile.

VIKING PORTAL

VikingID / EmployeeID

Enter your username

Password

Enter your password

Login

New/Forgotten Password | Change Password

• Student Login Help
• Faculty/Staff Login Help

Frequently Asked Questions

Click on the question you would like support with.

[How do I enroll in classes by class number?](#)	[How do I view official and unofficial transcripts?](#)
[How do I search for classes?](#)	[How do I locate my Financial Aid Awards?](#)
[How do I join the waitlist?](#)	[How do I locate my Educational Plan?](#)
[How do I use a permission number?](#)	[How do I locate my 1098-T Tax Form?](#)
[How do I drop a class?](#)	[How do I add and pay for a parking pass?](#)
[How do I view my registration date?](#)	[How do I locate my Participation Agreements](#)
[How do I make a payment?](#)	[How do I update my personal information?](#)

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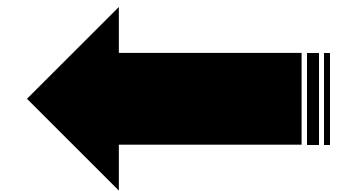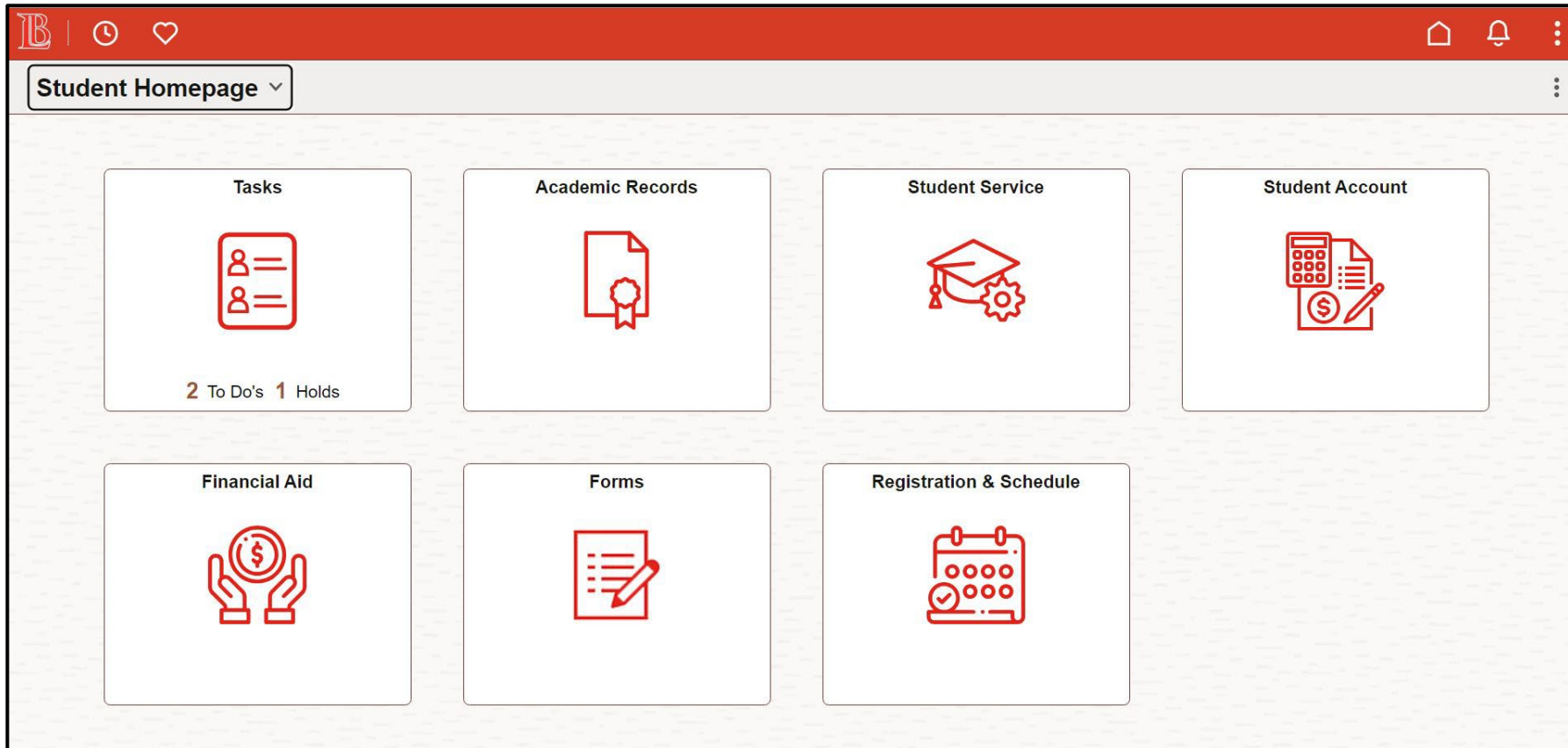
Click on the tile you are seeking support with.

1. Tasks - Overview

The Tasks tile is available to guide you through any tasks that you need to complete.

➢ It is important to check your Tasks tile regularly as holds can affect your ability to enroll in classes.

Tasks

2 To Do's   1 Holds

Main Menu

1. To Do's

Your **To Do** list will show items that should be completed. Items in the **To Do** list aren't holds that can affect your enrollment, rather they are surveys and other acknowledgements that are needed by the college.

Main Menu

Information Technology Services

1. Holds

Holds can be placed on your account for various reasons. They must be cleared before you can enroll in classes. You can **click on the hold** for more information including the department who issued it and the steps you can take to remove the hold.

Tasks

To Do List — 2

Holds — 1

Completed Agreements

Holds

Hold

Submit Concurrent Enrl Form

Hold Details

Submit Concurrent Enrl Form

Department — Enrollment Services

Reason — High Schl Concurrent Enrl Form

Start Term — 2023 Summer

To enroll in courses, submit a High School Dual Enrollment form to the Admissions & Records Office. Submission of this form is required every term. Visit the LBCC Dual Enrollment website here for more information: https://www.lbcc.edu/post/dual-enrollment-0

When you graduate from high school, complete a new admissions application on the LBCC website at www.lbcc.edu/get-started. Your Dual Enrollment hold will be removed when your new application is processed. Visit the Admissions & Records Office for additional assistance.

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2. Academic Records - Overview

The **Academic Records** tile allows you to view grades, unofficial transcripts, transfer reports, and more. You can also use this tile to apply for a degree or certificate.

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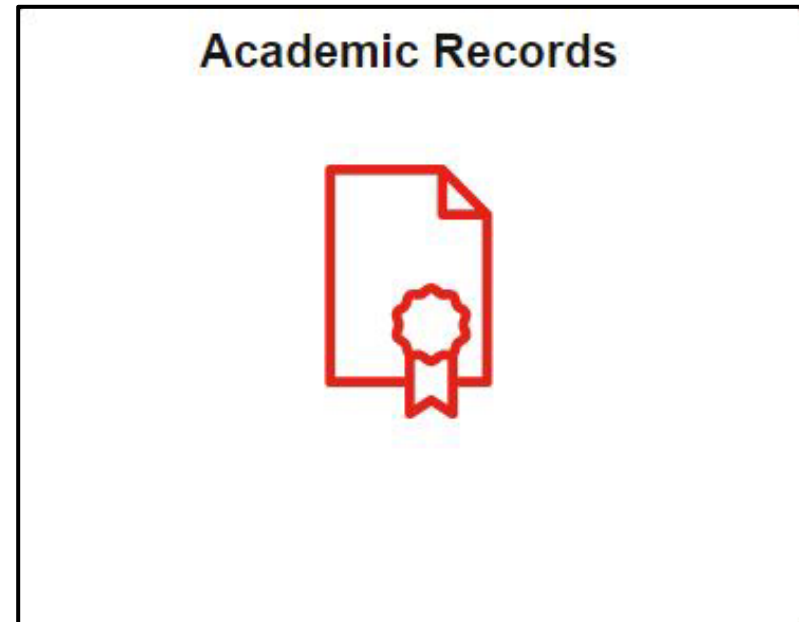
2. Placement Results

Placement for English, reading, and math classes is based on high school and college transcripts. You can view your highest placement levels for these subjects by clicking on **My Placement Results.**

2. Official and Unofficial Transcripts

For unofficial transcripts, click on **View Unofficial Transcripts.** Then, click **Submit**. **Make sure you have pop-ups enabled in your browser's settings**. Information regarding official transcripts can be found on the Transcript Requests website.
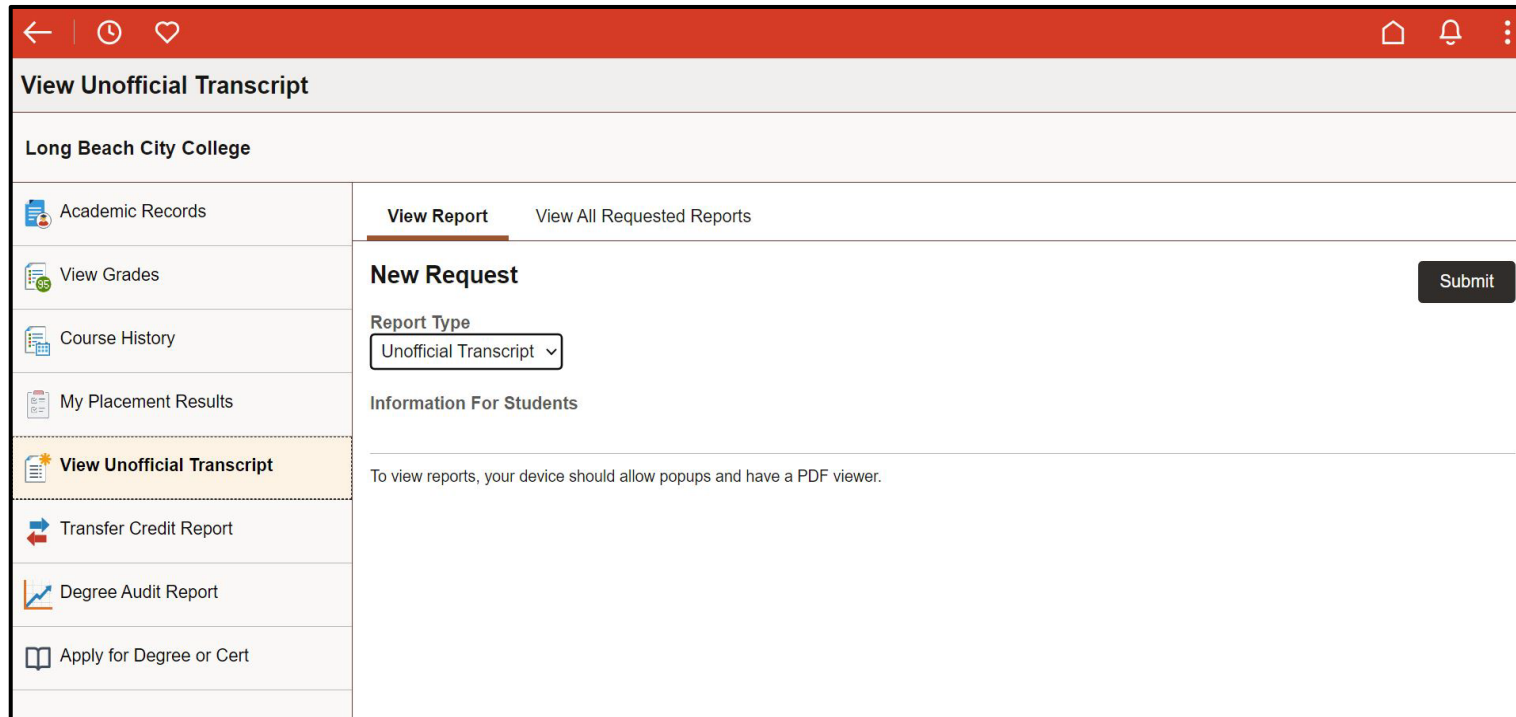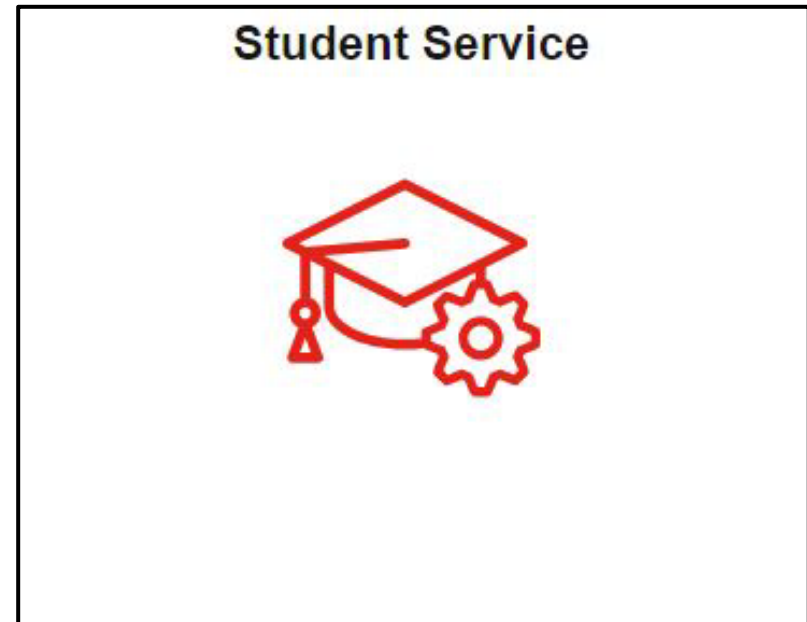
3. Student Service - Overview

The **Student Service** tile allows you to view your orientations, participation agreements, your health information, and more. **New LBCC students can find the New Student Orientation here**.

Student Service

Main Menu

3. Orientations

The **My Orientations** section allows you to access all available orientations, including the **New Student Orientation** required of all new LBCC students. Simply click on an orientation to begin. **Make sure pop-ups are enabled in your web browser**.

3. Educational Plan

The **Ed Plan** allows you to track your degree progress. This tool also lays out the classes you need to finish your program in a timely manner. If you have any questions regarding your Educational Plan, feel free to contact our counselors.
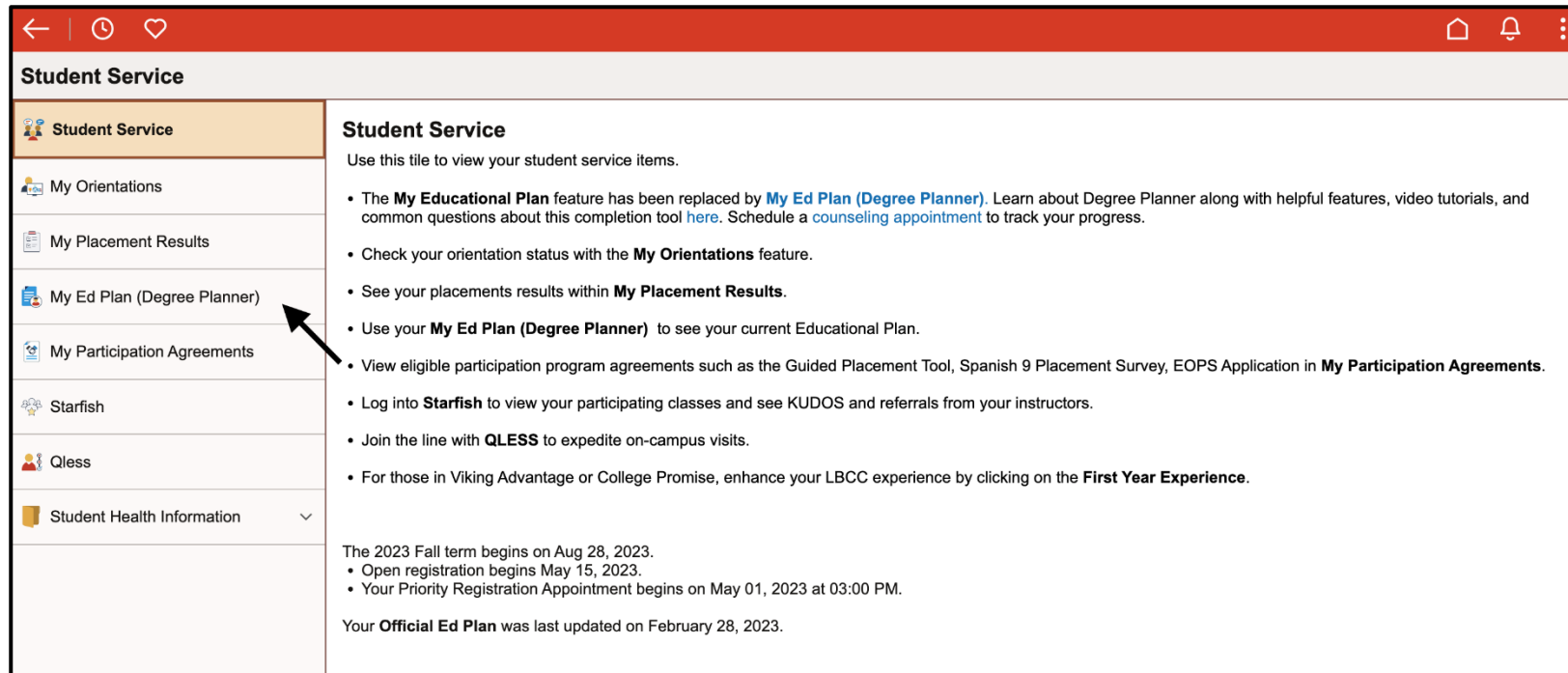
3. Participation Agreements

Participation Agreements such as the Guided Placement Tool, Metro Go Pass, and more. Click on an agreement to open it.


Main Menu

4. Student Account - Overview

The **Student Account** tile allows you to make payments and update your personal information and contact details. Your **1098-T form** is also located within this tile under the **Account Services** tab.

Student Account

Main Menu
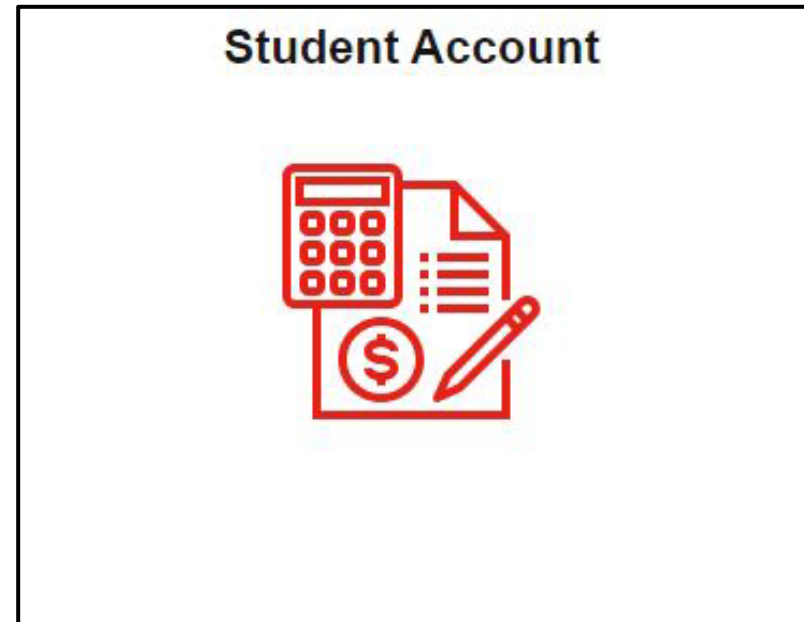
4. Make a Payment

LBCC uses a financial service company called Nelnet to complete online payments. This service is secure and easy to use. To make a payment, click on **Continue to Nelnet**.
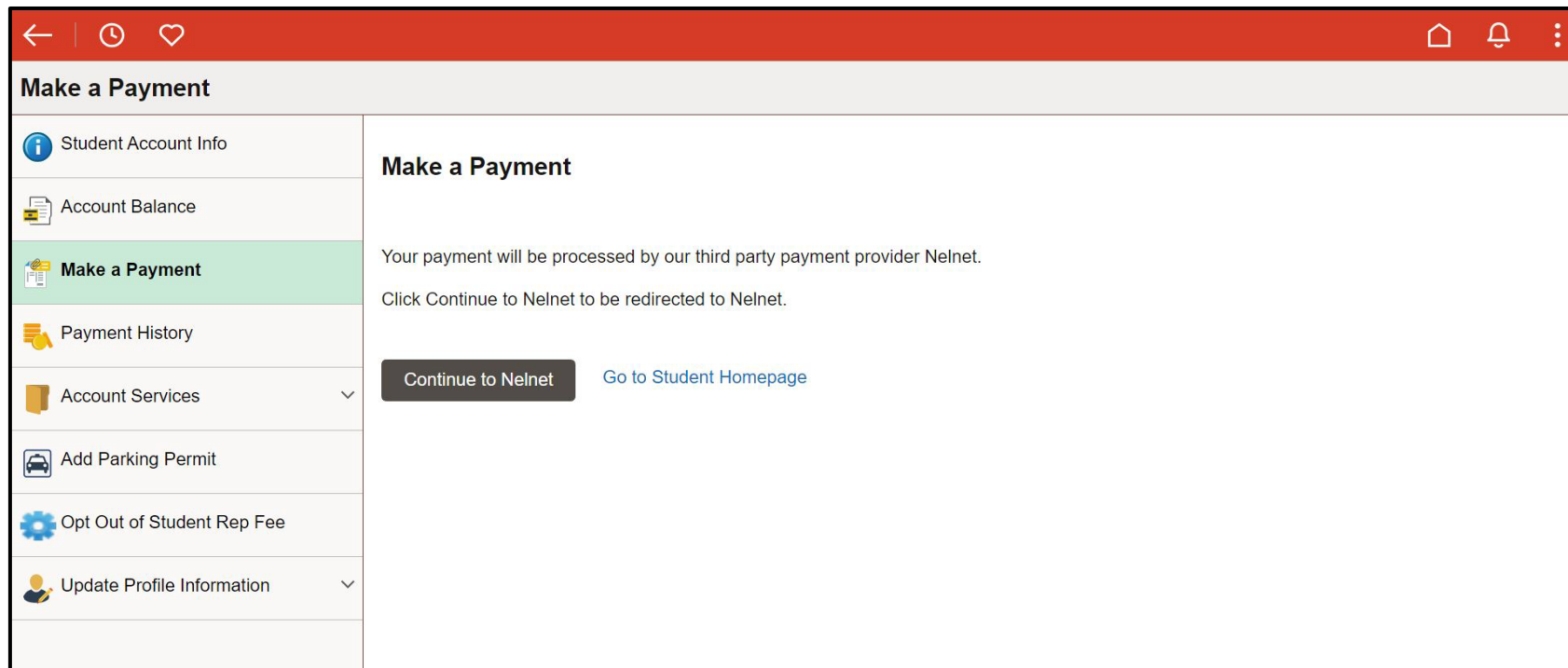
# 4. Make a Payment - Setting Up Nelnet

First-time users will need to create and confirm account information. Once you have created your account, use any of the accepted payment methods to complete your transaction. If you have any questions regarding payments, please contact the **Cashier's Office**.

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4. Make a Payment - Using Nelnet

To pay off a balance, click on **Make a Payment**. Then, using the accepted payment methods, complete your transaction. If you have any questions regarding the charges to your account, please contact the **Cashier's Office at (562) 938- 4010**.
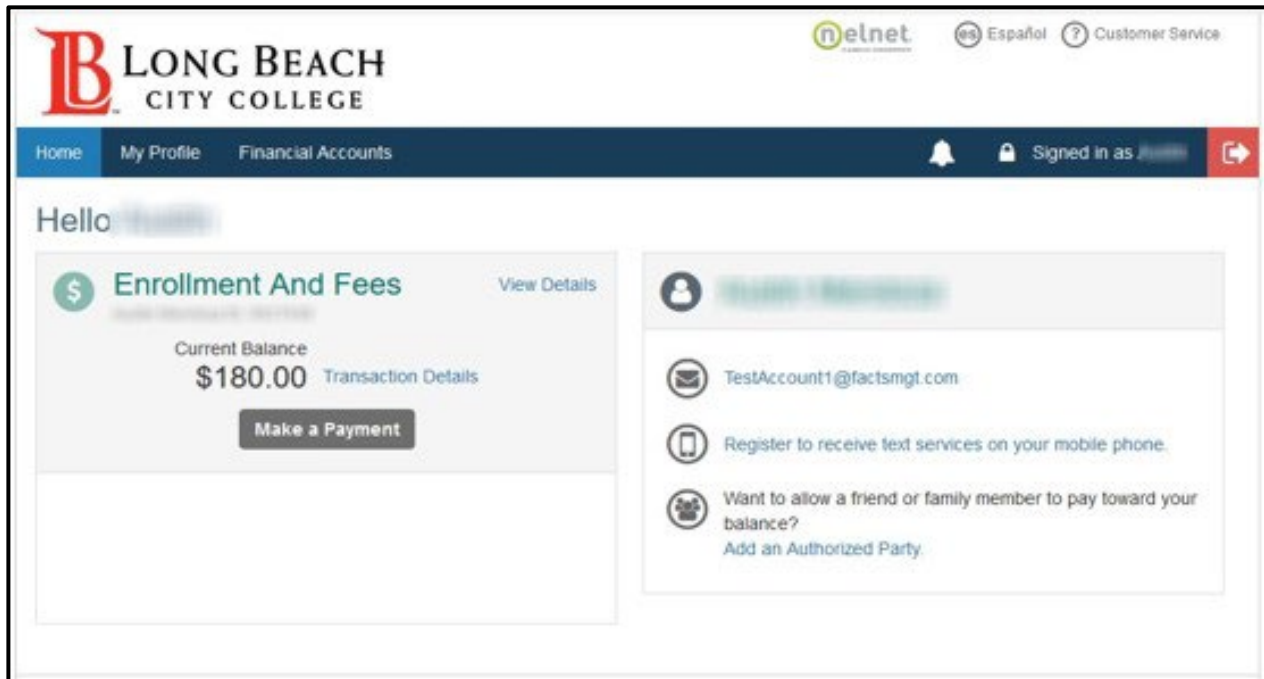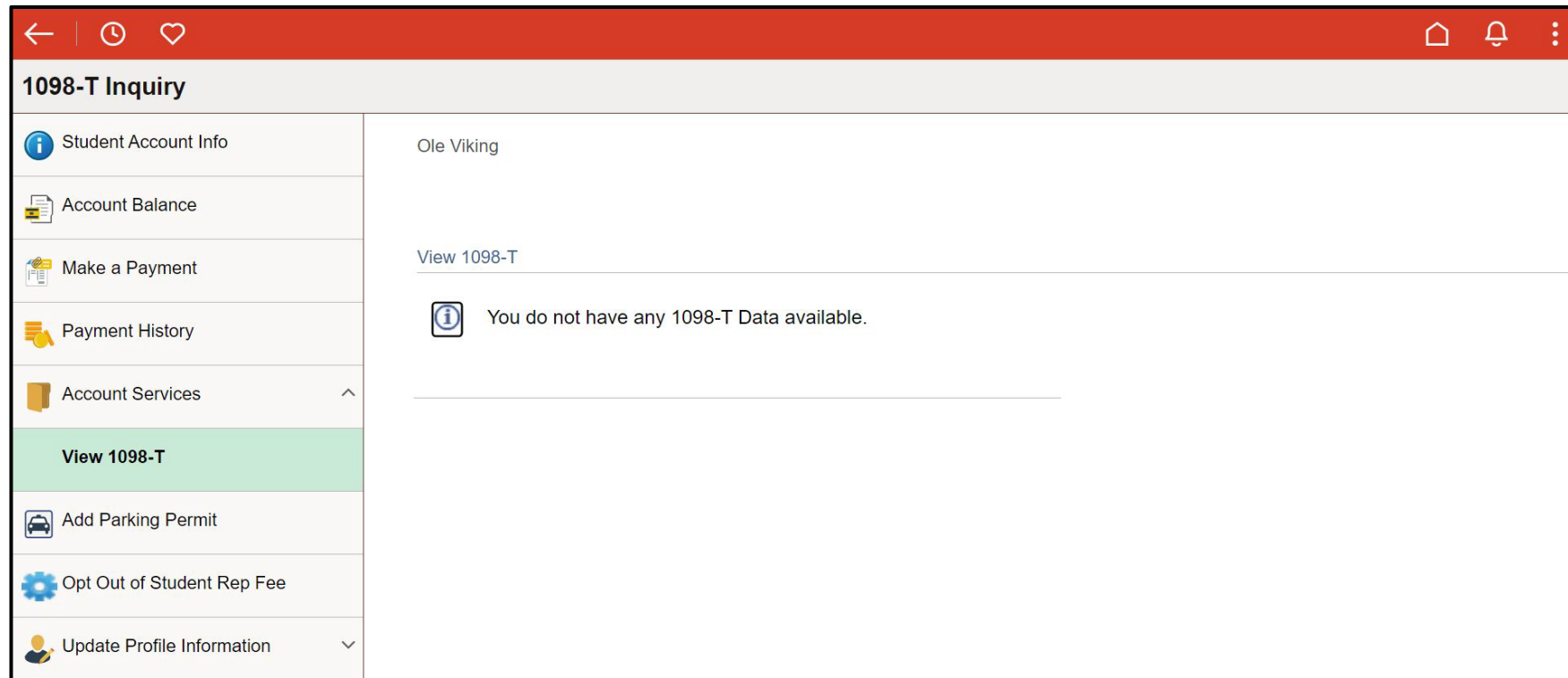

Nelnet also allows students to add an authorized party, such as a parent. The authorized party can make payments without logging into the student's Viking Portal account. Click on "Add an Authorized Party" to set this up.

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4. View Your 1098-T Tax Form

You can view your 1098-T tax form by clicking on **Account Services**. Then, click **View 1098-T**. Click on the **tax year** to display your form.


1098-T Inquiry

- Student Account Info
- Account Balance
- Make a Payment
- Payment History
- Account Services
  - **View 1098-T**
- Add Parking Permit
- Opt Out of Student Rep Fee
- Update Profile Information

Ole Viking

View 1098-T

You do not have any 1098-T Data available.

Main Menu

4. Add a Parking Permit

To add a parking permit, click on **Add Parking Permit** from the menu. **Search for the current term**. Then, enter your **license plate number** and click **Submit**. You will be charged for your parking pass through Nelnet.

4. Update Personal Information

You can use this tile to update your personal information including your contact details. **Keeping your contact information updated is extremely important when receiving OTPs for the Viking Portal.**

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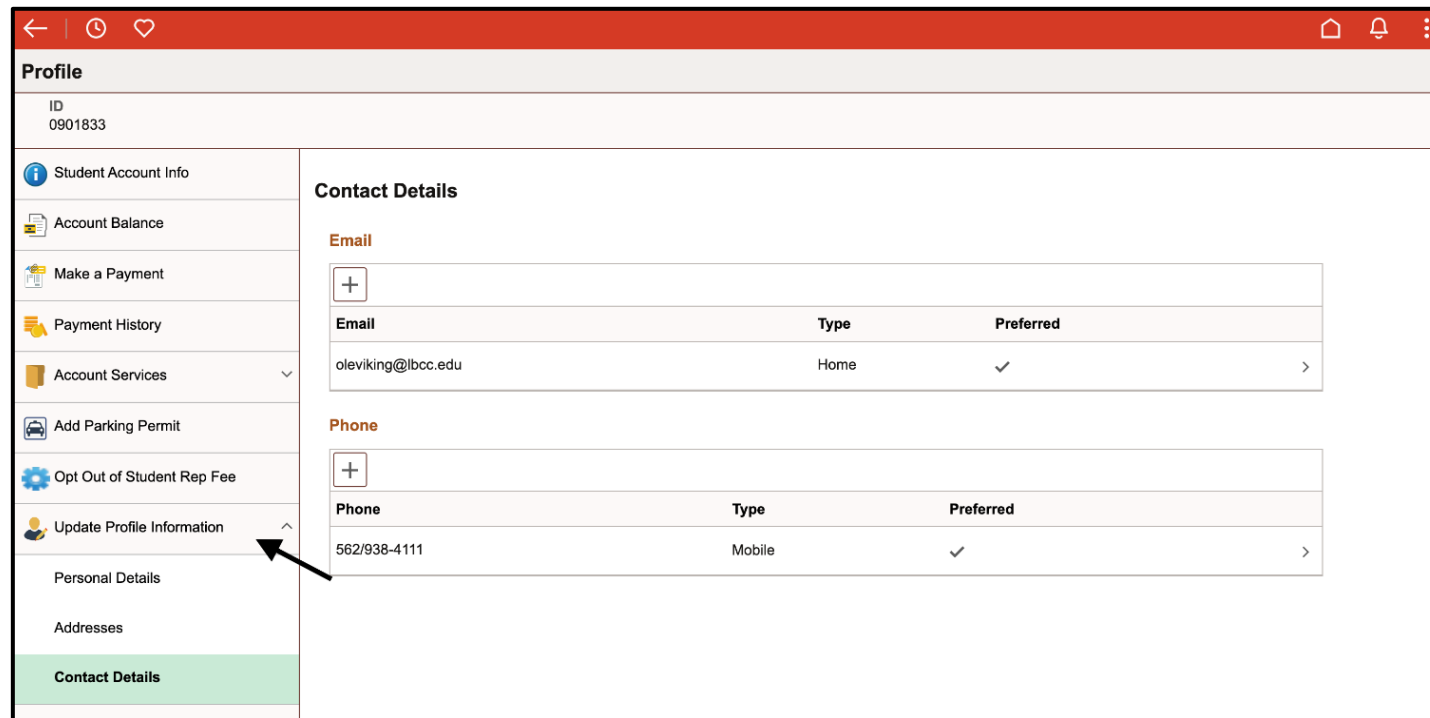
5. Financial Aid - Overview

The **Financial Aid** tile allows you to view your financial aid packages as well as disbursement dates.

If you have specific questions about your financial aid, please contact the Financial Aid Dept. using the information below:

➢ Website: www.lbcc.edu/financial-aid

➢ Phone: (562) 938 - 4485

➢ Email: financialaid@lbcc.edu

Financial Aid

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6. Forms - Overview

The **Forms** tile allows you to access various forms used by Admissions and Records, Financial Aid, etc. Students generally don't need to use this tile unless they have forms that need to be submitted.
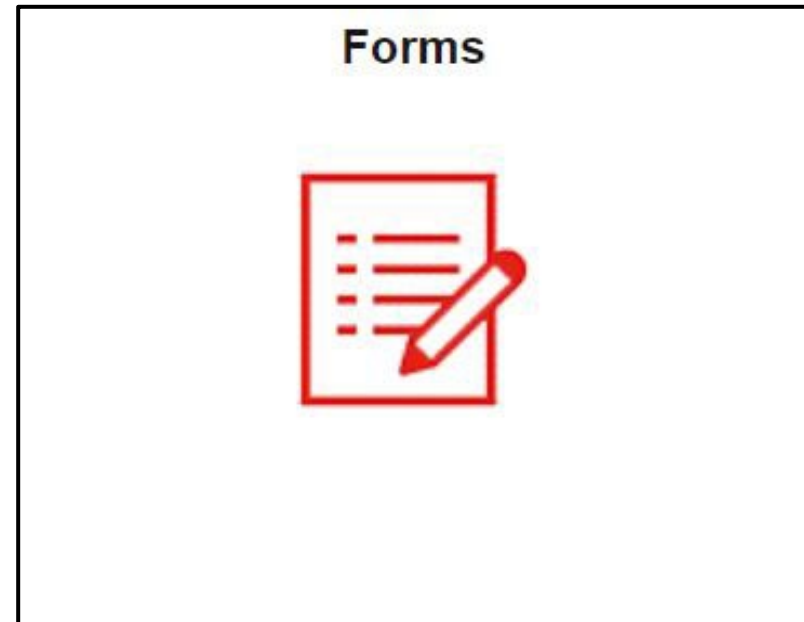
Forms

Main Menu

6. Types of Forms

You can find a list of available forms under the **Enrollment** tab on the left-hand side. If you have specific questions regarding a form, please reach out to the appropriate department.
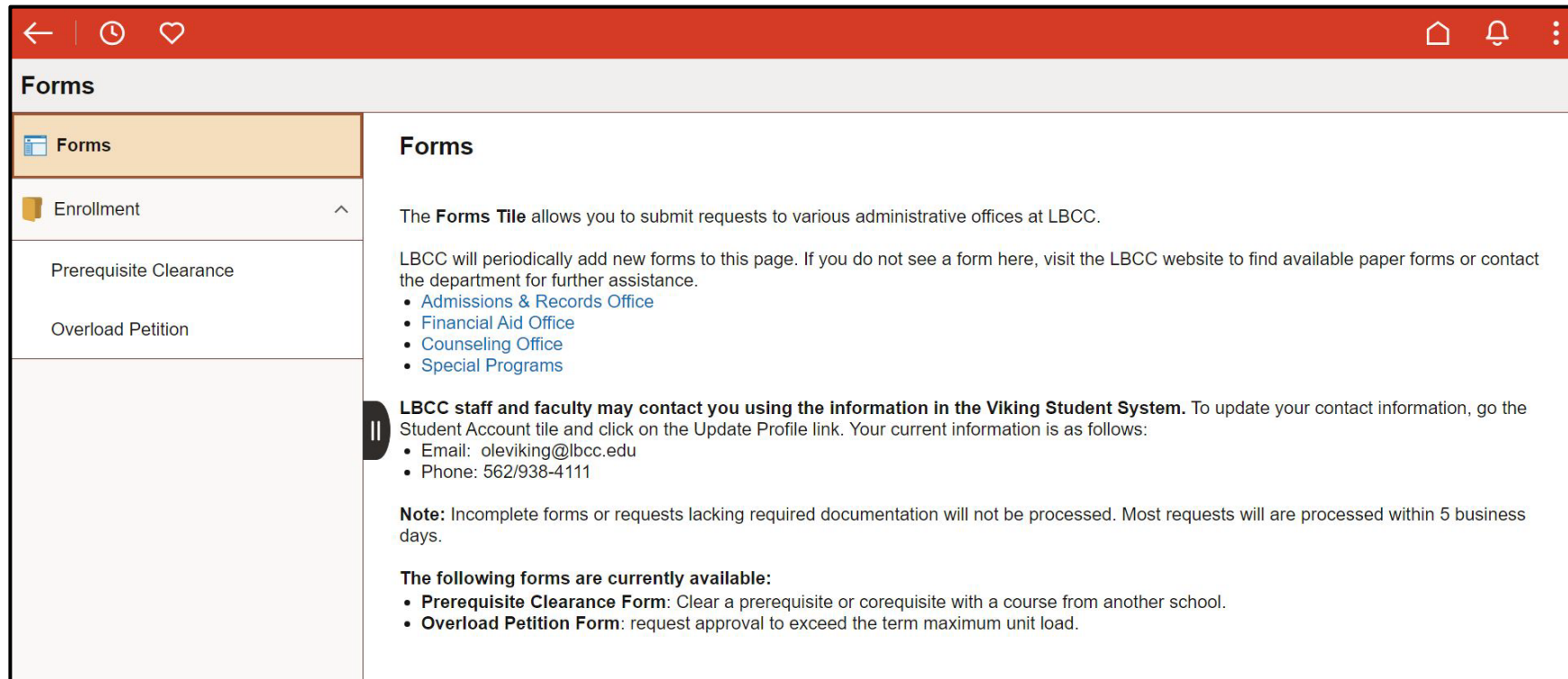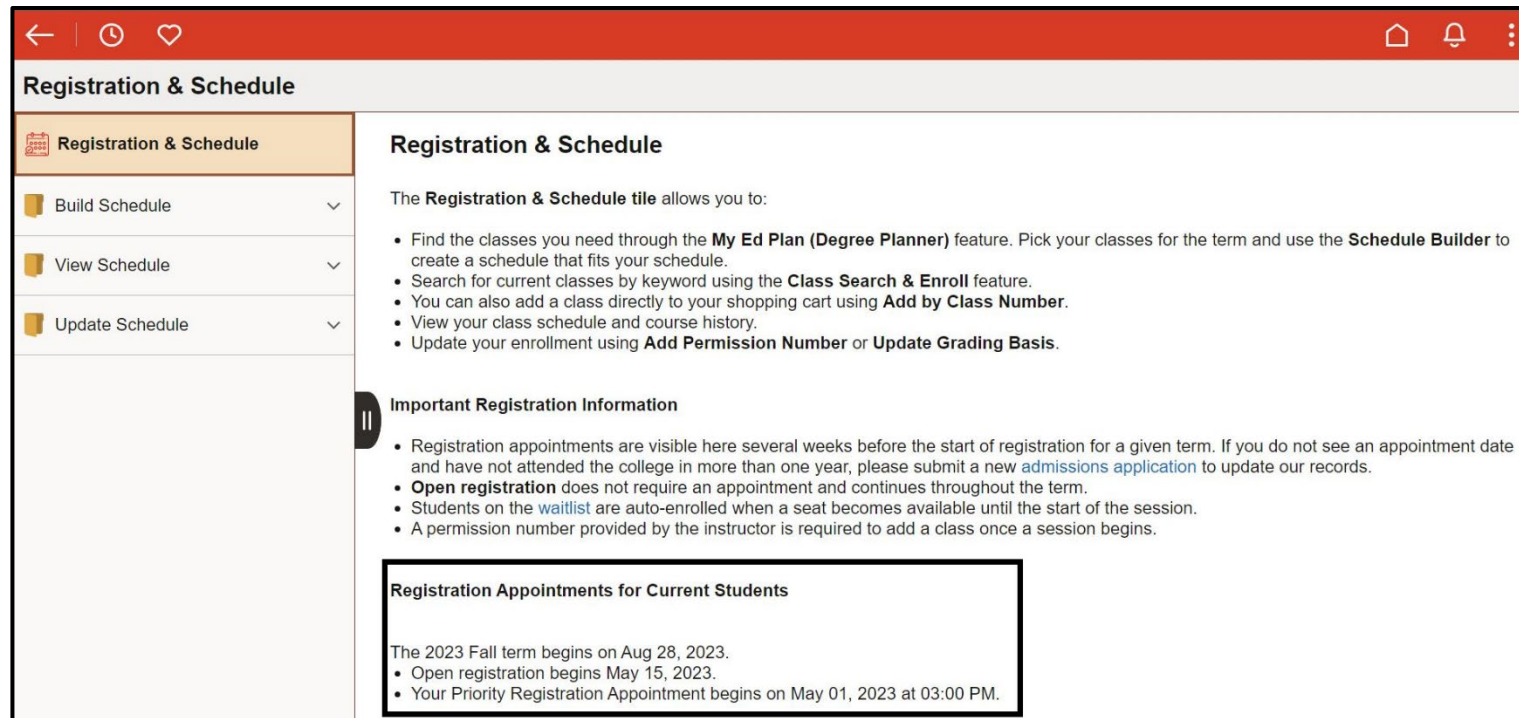
7. Registration & Schedule - Overview

The **Registration & Schedule** tile allows you to enroll in classes, drop classes, view your enrollment dates, and your weekly schedule.

Main Menu

Information Technology Services

7. View Your Enrollment Period

You can view your enrollment period at the bottom of the tile. Enrollment periods vary from student to student based on priority level. The **open enrollment** date is when enrollment opens to all students. **You cannot enroll before your appointment time**.

Main Menu

7. Class Search and Enroll – Part 1

The **Class Search and Enroll** feature is one of two ways you can enroll in classes. This feature allows you to search for and filter classes. **Select the term in the top left corner**, then **type the name of the subject**.
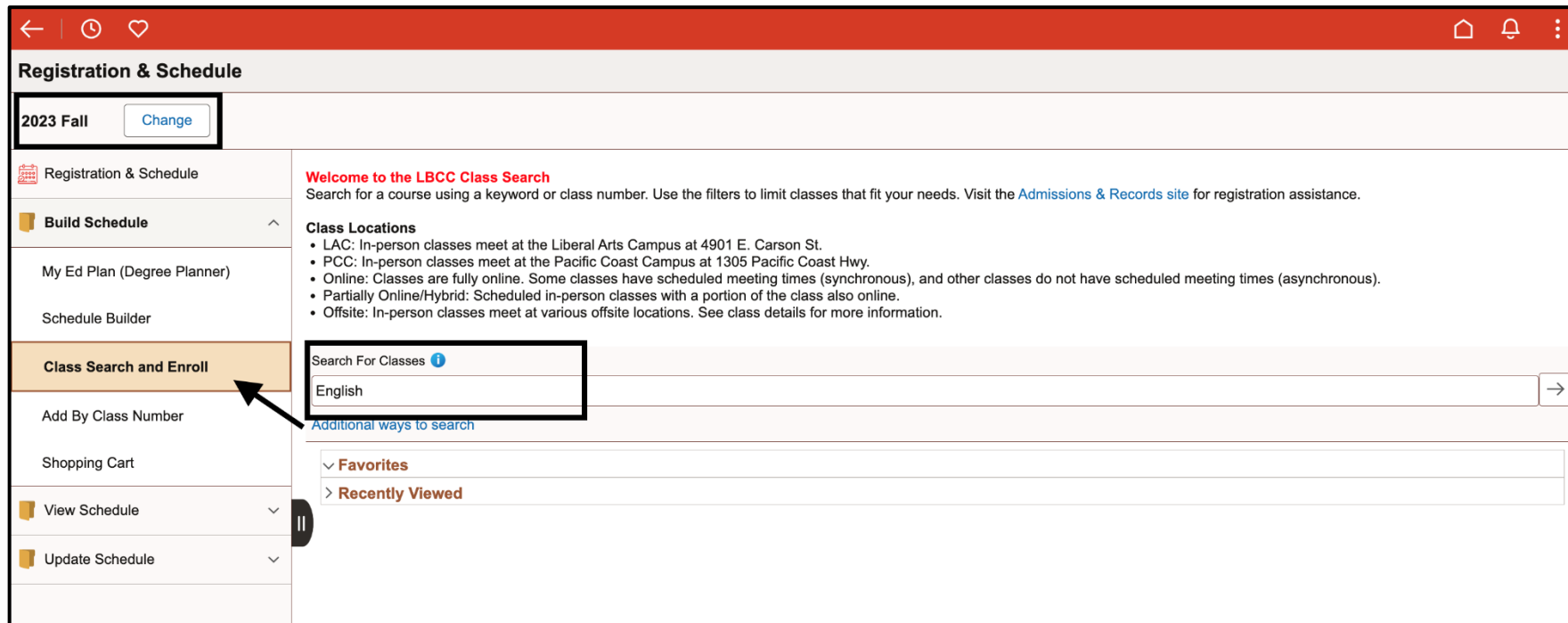
7. Class Search and Enroll – Part 2

Next, use the filters on the left side to narrow down class offerings. You can filter for modality (in-person, hybrid, or online), location, meeting days, and more. When you find a specific subject, click on it to show the individual class sections.

In this example, we will be searching for an English 1 class.

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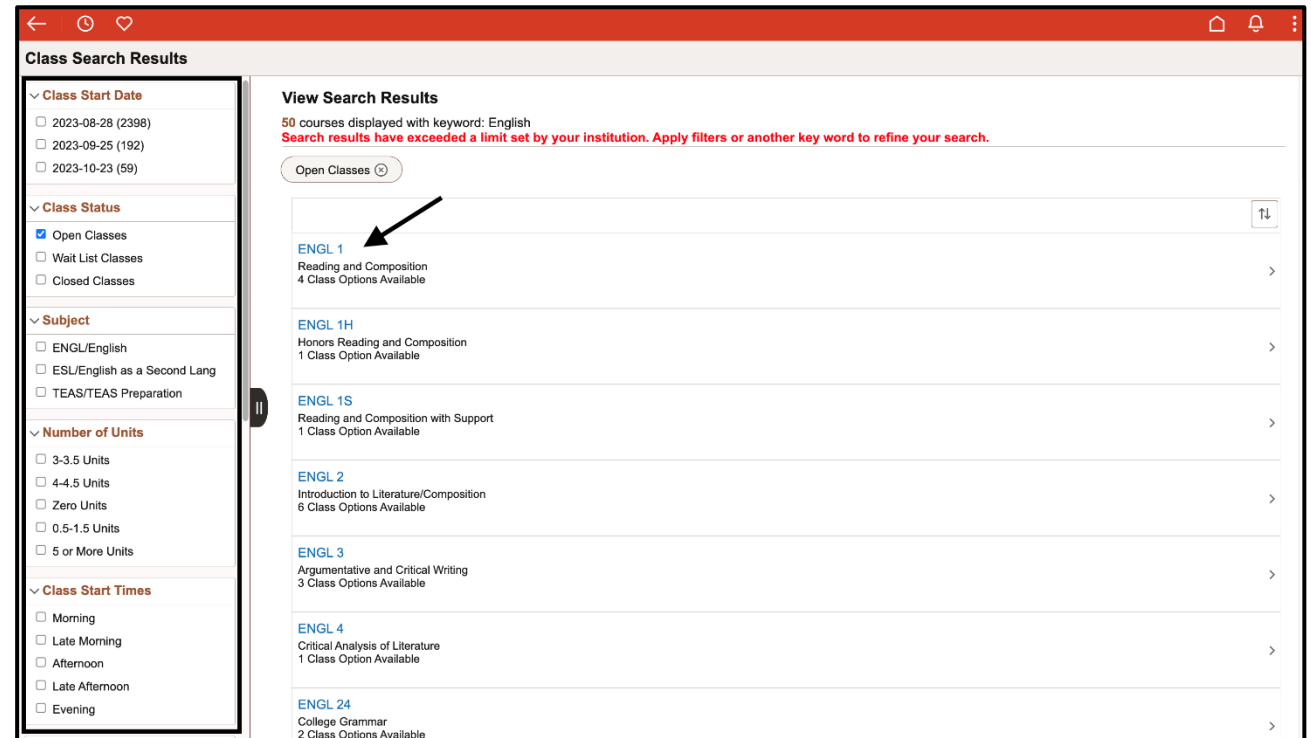
7. Class Search and Enroll – Part 3

Next, find a specific section. All sections that meet the filter requirements you set will appear. Click on the class you want to enroll in.

7. Class Search and Enroll – Part 4

Double-check to make sure the class is the one you want. Then, click **Next**.

7. Class Search and Enroll – Part 5

If the class is full, you can join the waitlist by enabling the **Add to Waitlist** button. Then, click **Accept**.

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7. Class Search and Enroll – Part 6

Click on the **Enroll** option. Click **Next**.

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7. Class Search and Enroll – Part 7

Click **Submit** to enroll in the course.
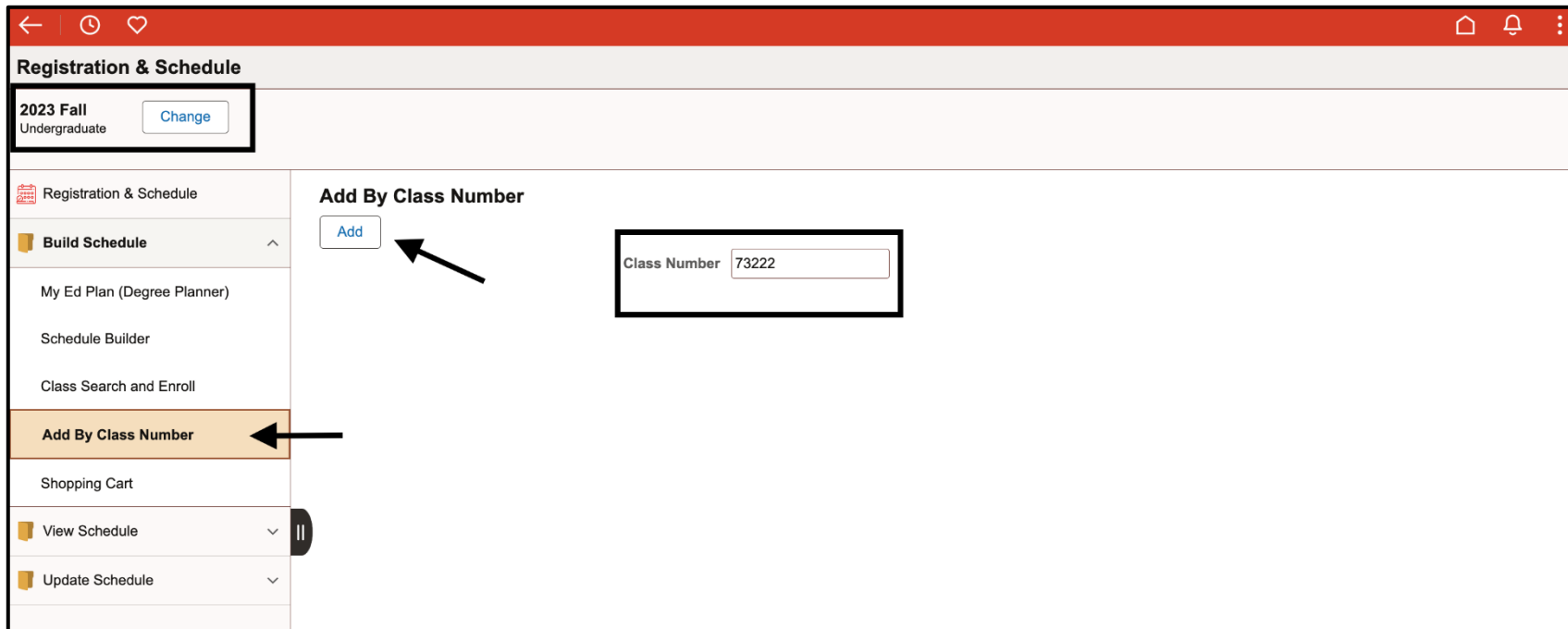
7. Add By Class Number – Step 1

If you already know the class number of the class you are interested in, click on **Add By Class Number**. Confirm that the appropriate term has been selected in the top left. Then, type in the class number and click **Add**. The class should now appear in the shopping cart.

7. Add By Class Number – Step 2

From the shopping cart, click on the **select box** located on the left of the class name. Then, click **Enroll**. You should receive a notification stating that you have successfully enrolled.

7. Using a Permission Number & Waitlist

Permission numbers are unique codes given to students by instructors that allow them to enroll in a full class once it has already begun. Permission numbers must be used by the deadline. Check the important dates and deadlines website for more information.

To add a permission number, add the class to your shopping cart. Then, select **Change Preferences**. Add your permission number and click **Save.** You can also add to the waitlist if the class is full by toggling the option.

7. Dropping a Class

Under **Update Schedule**, click on **Drop Class**. Then select the term of the class you want to drop.
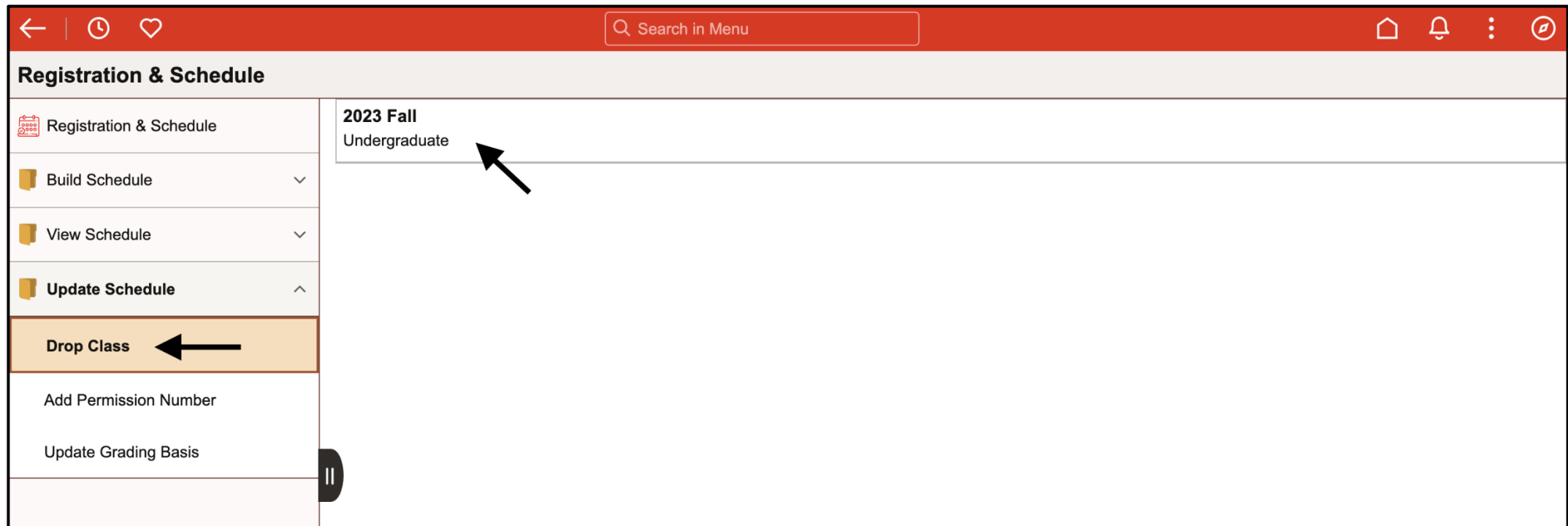
7. Dropping a Class – Step 2

Select the class you want to drop by clicking the **check box**. Then click **Next**.

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7. Dropping a Class – Step 3

Click **Drop Classes** to drop the class. Keep the drop deadlines in mind before dropping a class. We recommend speaking with a counselor to determine if dropping a class will negatively impact your Ed Plan or transcripts.

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LBCC Student Support & Contact Information

Student Technology Help Desk Website: www.lbcc.edu/sthd Phone: (562) 938 - 4250 Email: sthd@lbcc.edu	Matriculation & Welcome Center Website: www.lbcc.edu/welcome-center Phone: (562) 938 - 4049
Admissions & Records Website: www.lbcc.edu/admissions-records Phone: (562) 938 - 4485 Email: admissions@lbcc.edu	Financial Aid Website: www.lbcc.edu/financial-aid Phone: (562) 938 - 4485 Email: financialaid@lbcc.edu
Academic Counseling Website: www.lbcc.edu/counseling Phone (LAC): (562) 938 - 4561 Phone (PCC): (562) 938 - 3920 Email: fcounter-lac@lbcc.edu	Cashier's Office Website: www.lbcc.edu/cashiers-office Phone (LAC): (562) 938 - 4010 Phone (PCC): (562) 938 - 3906 Email: cashier_office@lbcc.edu

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