

Viking Student System

COMPREHENSIVE GUIDE

FOR LONG BEACH CITY COLLEGE **STUDENTS**

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 \(Contact Information\)](#)

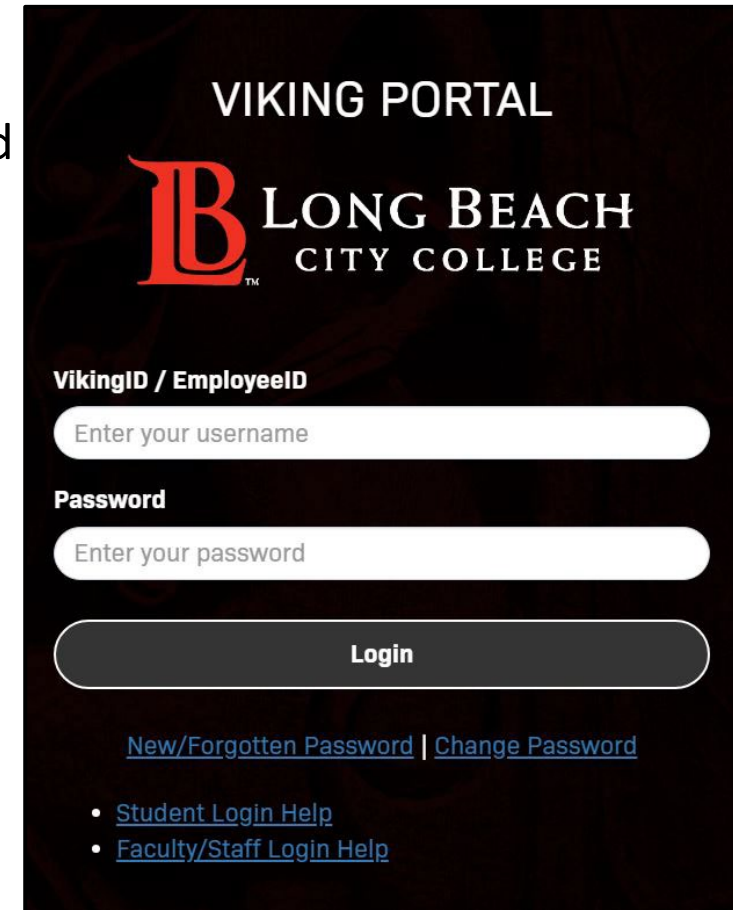
Help Guides

1. [Tasks](#)
2. [Academic Records](#)
3. [Student Service](#)
4. [Student Account](#)
5. [Financial Aid](#)
6. [Forms](#)
7. [Registration & Schedule](#)

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.

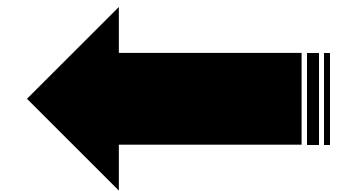
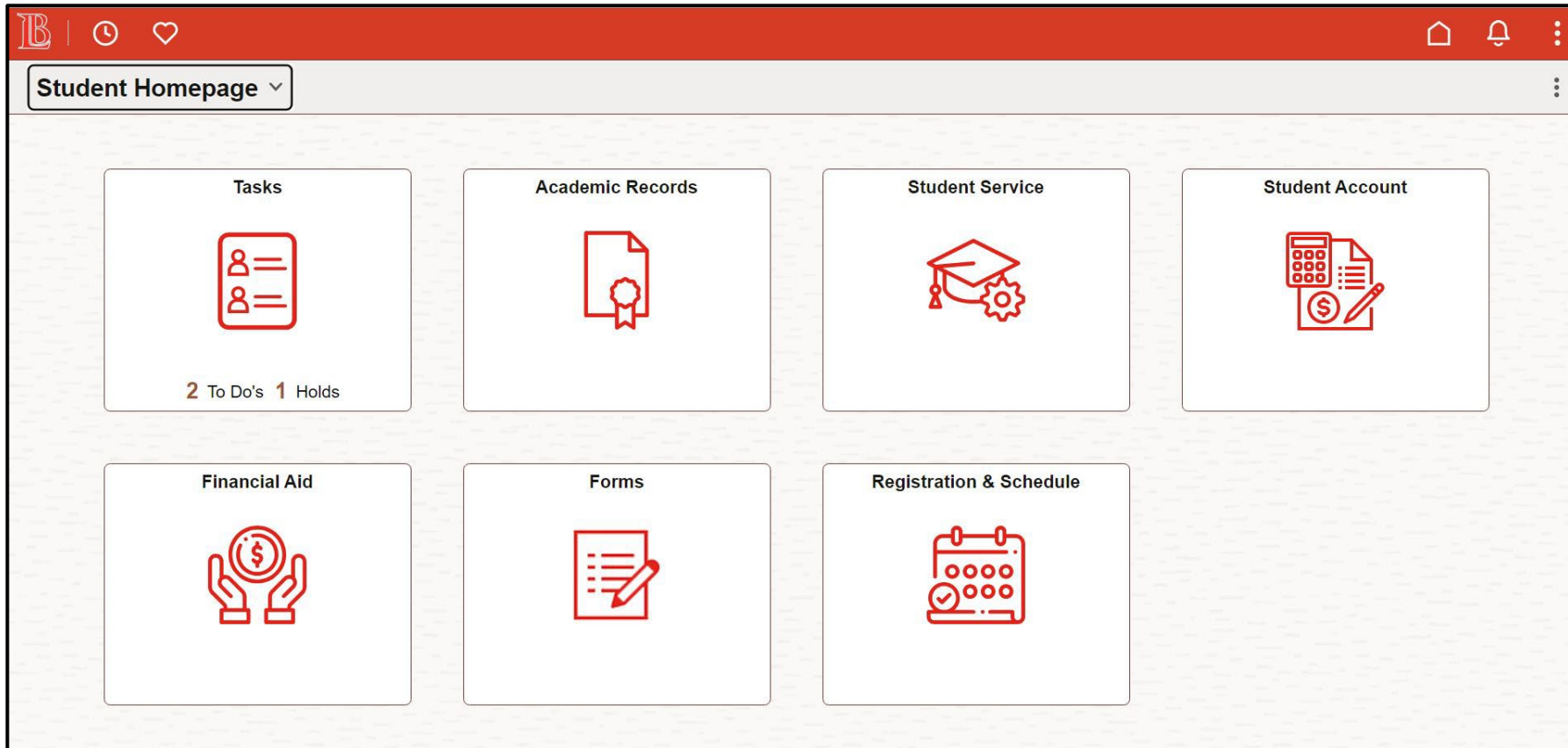
A dark-themed login screen for the Viking Portal. At the top, it says "VIKING PORTAL" in white. Below that is the Long Beach City College logo, featuring a large red "B" and the text "LONG BEACH CITY COLLEGE" in white. The login fields include "VikingID / EmployeeID" with a white input box containing the placeholder "Enter your username", and "Password" with a white input box containing the placeholder "Enter your password". A dark grey "Login" button is positioned below the password field. At the bottom, there are two blue links: "New/Forgotten Password" and "Change Password". Below these links are two bullet points with blue links: "• Student Login Help" and "• Faculty/Staff Login Help".

Frequently Asked Questions

Click on the question you would like support with.

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

Main Menu



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.



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.

Tasks

- To Do List** (2)
- Holds (1)
- Completed Agreements

To Do List (2 rows)

Task	Due Date	Status
Spring 2023 Registration Survey		Assigned
Summer 2021 On-Site Class Acknowledgment	Overdue	In Progress



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.

The screenshot shows the Viking Student System interface. At the top, there is a red navigation bar with a back arrow, a clock icon, and a heart icon. Below this is a 'Tasks' section with three items: 'To Do List' (2), 'Holds' (1), and 'Completed Agreements'. The 'Holds' item is highlighted in green and has a black arrow pointing to it. To the right of the 'Tasks' list is a 'Holds' section with a filter icon and a button labeled 'Submit Concurrent Enrl Form'.

The 'Hold Details' modal window displays the following information:

- Submit Concurrent Enrl Form**
- Department:** Enrollment Services
- Reason:** High Schl Concurrent Enrl Form
- Start Term:** 2023 Summer

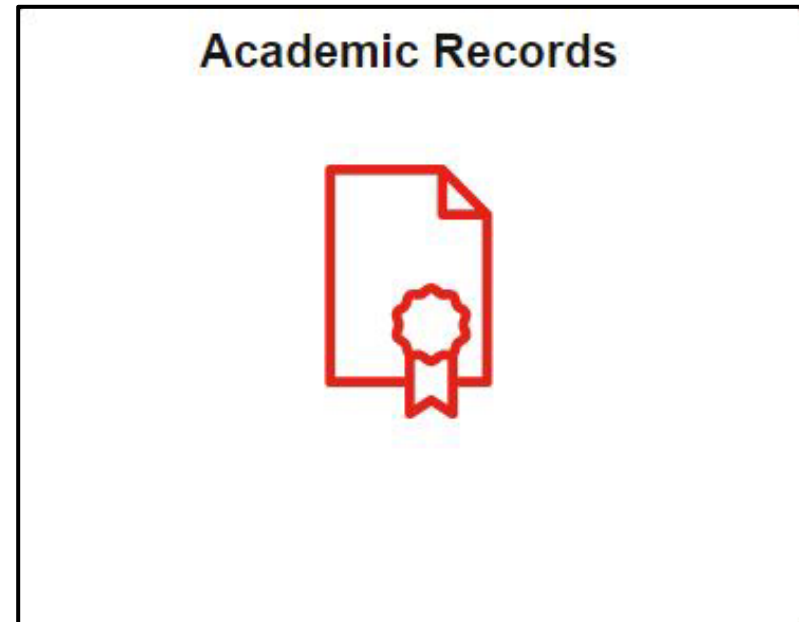
To enroll in courses, submit a [High School Dual Enrollment form](https://www.lbcc.edu/post/dual-enrollment-0) to the Admissions & Records Office. Submission of this form is required every term. Visit the LBCC Dual Enrollment website here for more information: <https://www.lbcc.edu/post/dual-enrollment-0>

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.



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.



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**.

The screenshot shows a mobile interface for the Student Dashboard. On the left is a navigation menu with the following items: Academic Records, View Grades, Course History, My Placement Results (highlighted in green), View Unofficial Transcript, Transfer Credit Report, Degree Audit Report, and Apply for Degree or Cert. The main content area is titled 'Student Dashboard' and contains the following information:

- Reading Placement:** Your highest Reading Placement is: **Read 82**. It is effective since this date: **2021-03-30**.
- English Placement:** Your highest English Placement is: **English 1, 1S, or ESL 1S**. It is effective since this date: **2021-03-30**. Below this, a note states: "You are more likely to succeed in English if you begin at the transfer level. For LBCC, transfer-level means **ENGL 1, ENGL 1S, or ESL 1S**. Based on your high school transcript or self-reported information on your application, LBCC provided a recommended English Composition course for you. For more information about these options, [Click Here](#)"
- Math Placement:** Your highest Math Placement is: **Math 45+,40+,28+, Stat 1+**. It is effective since this date: **2021-03-30**.
- ESL Placement:** Your highest ESL Placement is: **N/A**. It is effective since this date: **N/A**.

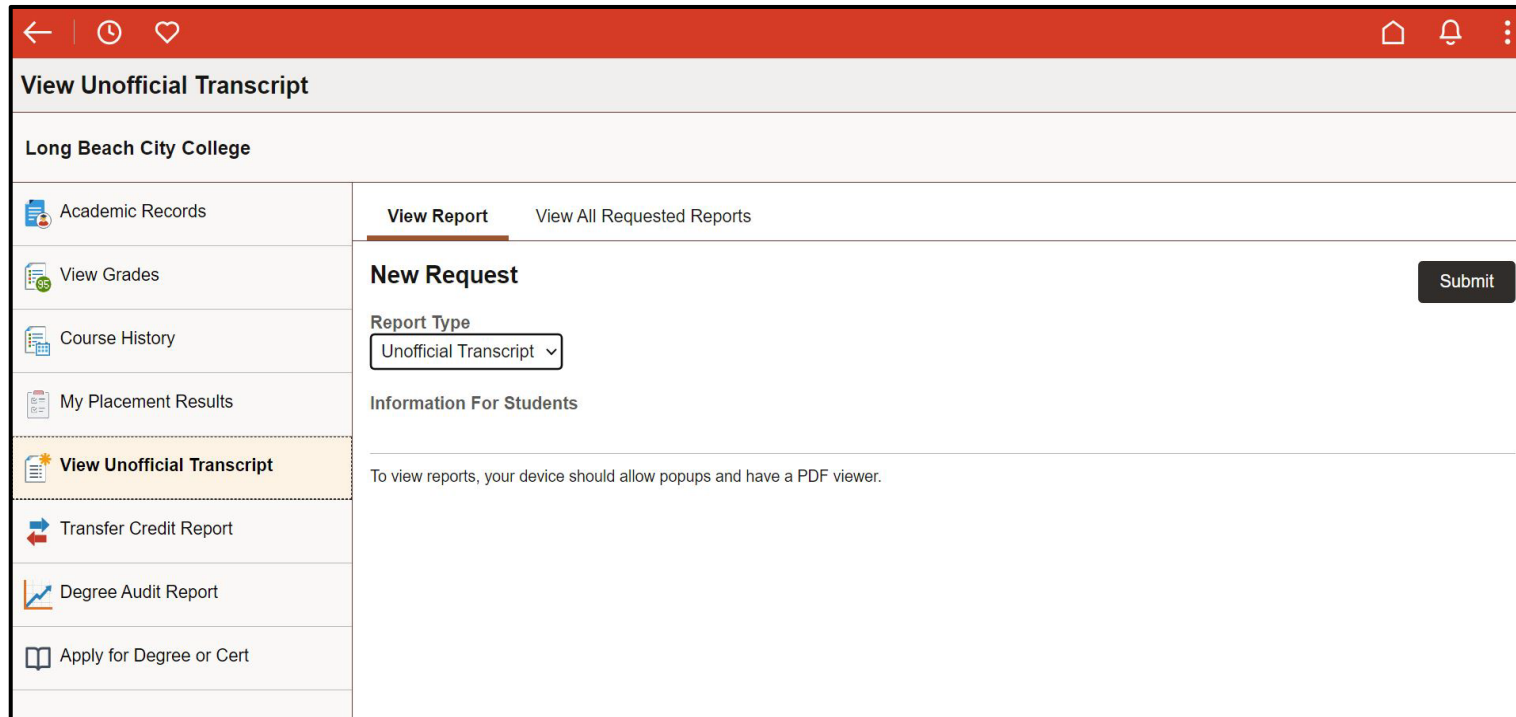
At the bottom of the main content area, there is a paragraph: "If your placement reads **“To be determined”** we need a little more information to recommend the best courses for you. Having your High School transcripts evaluated is the most efficient way to place you where you belong. To initiate this process, please contact the Welcome Center Located in LAC-A1001 or PCC-AA101 or contact us by phone at (562) 938-4049. In the absence of transcripts you may complete the Guided Placement Tool which can be accessed through your Viking Student Portal."

Main Menu



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](#).

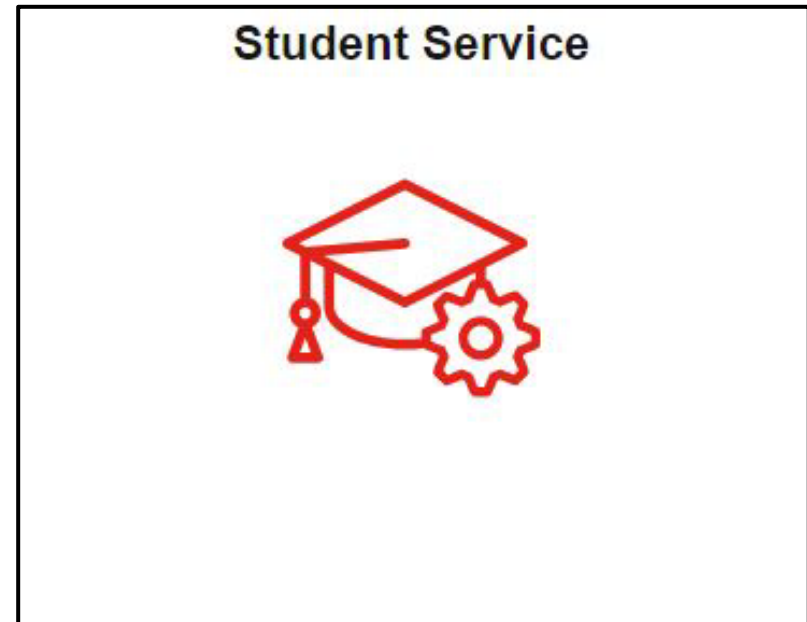


Main Menu



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.**



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.**

The screenshot shows a web interface for 'Student Service'. On the left is a navigation menu with items: Student Service, My Orientations (highlighted), My Placement Results, My Ed Plan (Degree Planner), My Participation Agreements, Starfish, Qless, and Student Health Information. The main content area is titled 'My Orientations' and displays a table with 4 rows. The table lists the following orientations:

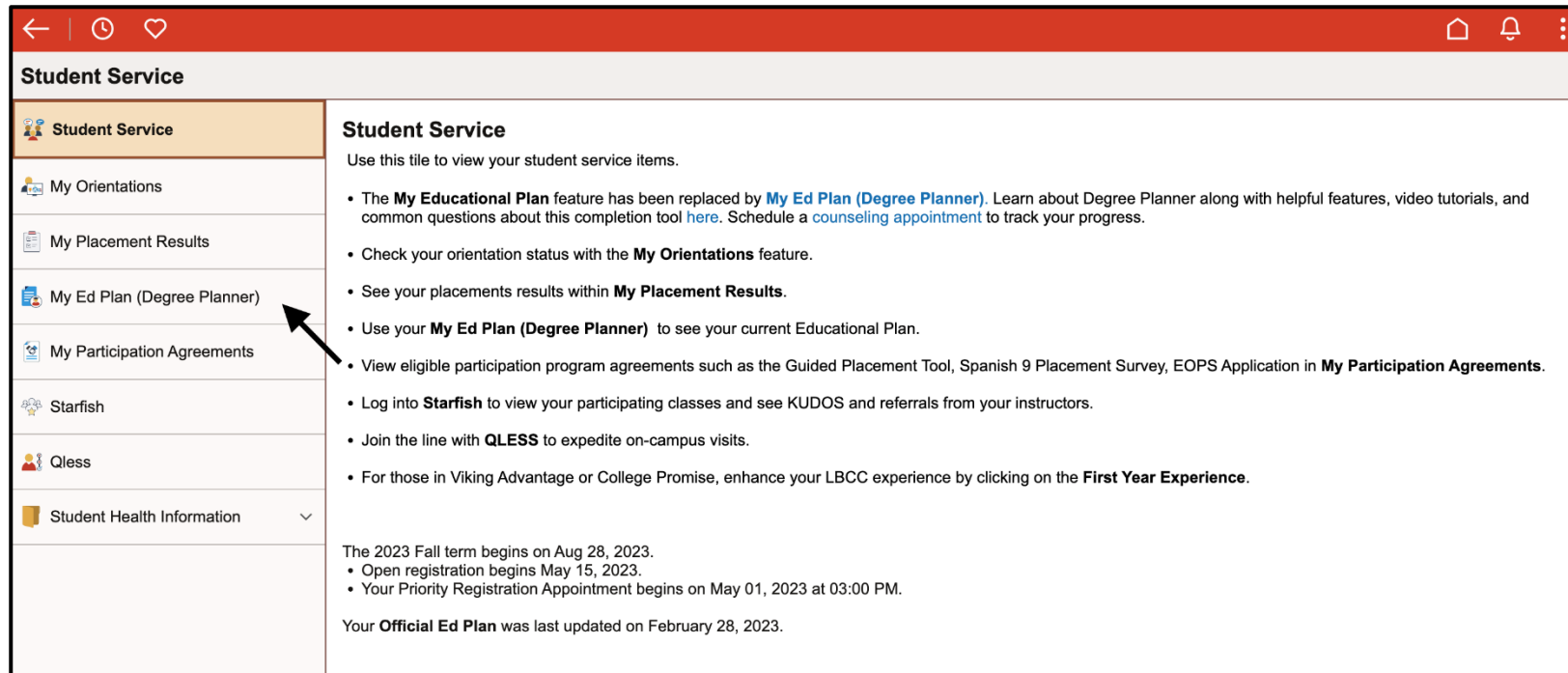
		4 rows
1	New Student Orientation New Student Orientation	Eligible
2	New Stu Orientation in Spanish Orientación para los nuevos alumnos de LBCC	Eligible
3	DSPS Orientation DSPS Orientation (Optional orientation for Students with Disabilities)	Eligible
4	Noncredit Student Orientation New Noncredit Student Orientation	Eligible

Main Menu



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.



Main Menu



3. Participation Agreements

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

The screenshot shows the 'Student Service' interface. On the left is a navigation menu with items: Student Service, My Orientations, My Placement Results, My Ed Plan (Degree Planner), My Participation Agreements (highlighted with an arrow), Starfish, Qless, and Student Health Information. The main content area is titled 'My Participation Agreements' and displays a table with 4 rows. The first row is highlighted with a blue border.

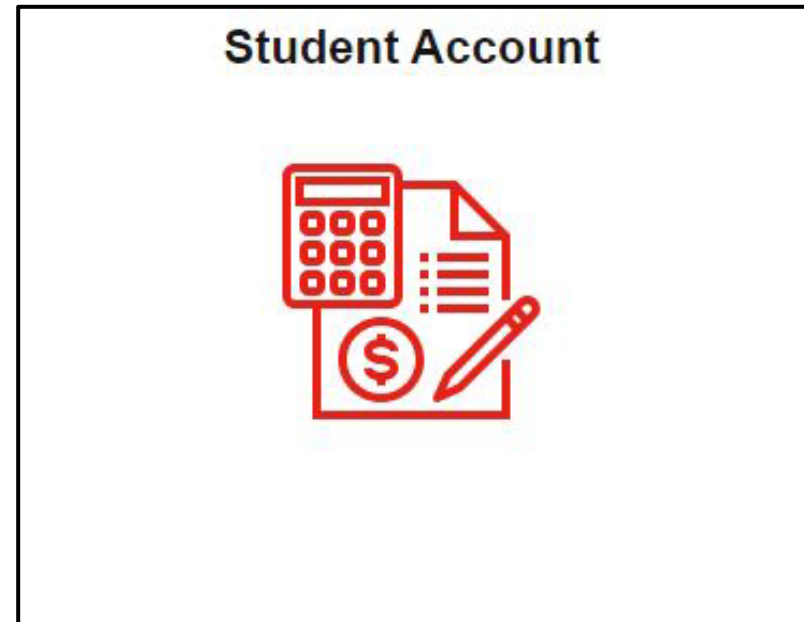
My Participation Agreements			
1	Spring 2023 LA Metro GoPass	Assigned	2023-01-16T06:37:15.000000
2	A&R Annual Student Survey 2021	Submitted	2021-03-28T15:58:25.000000
3	A&R Annual Survey 2023	Assigned	2023-03-21T11:49:07.000000
4	Guided Placement Tool	Assigned	2021-03-18T10:03:59.000000

Main Menu



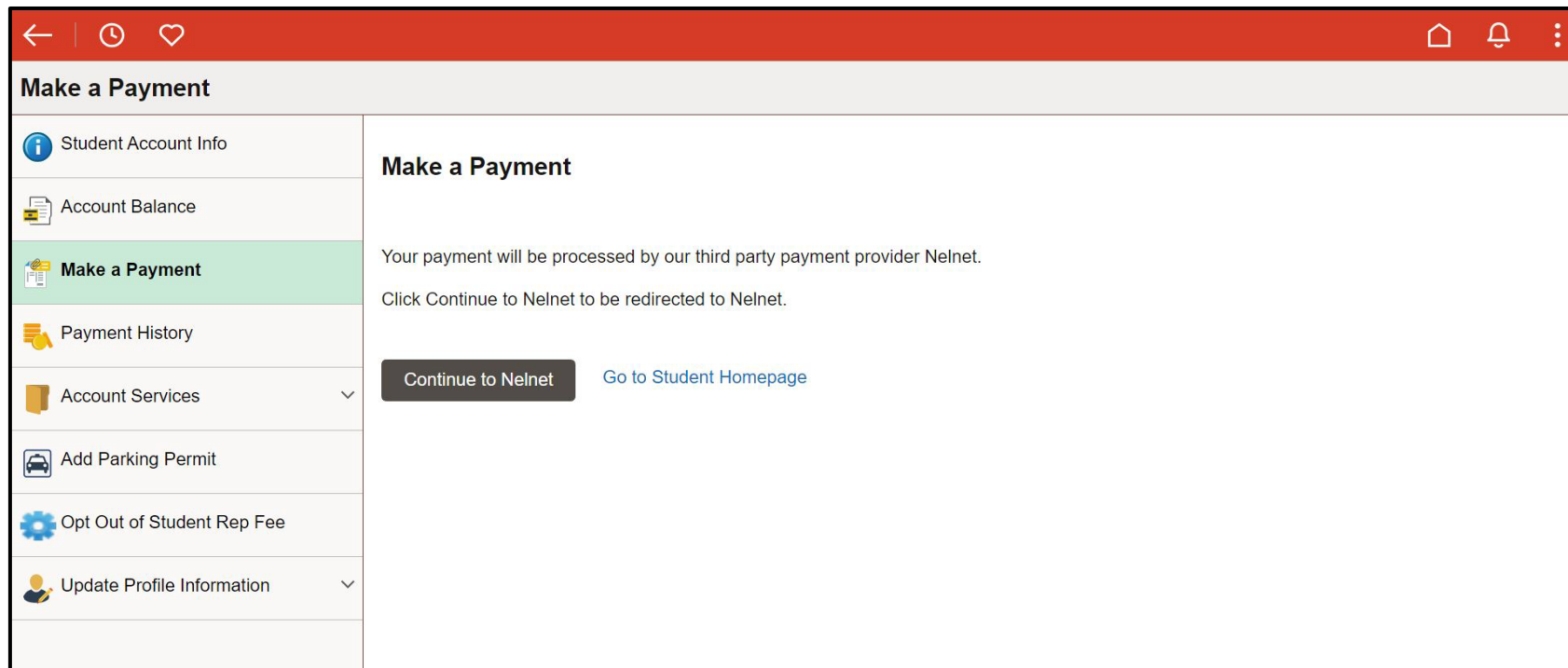
4. Student Account - Overview

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.



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

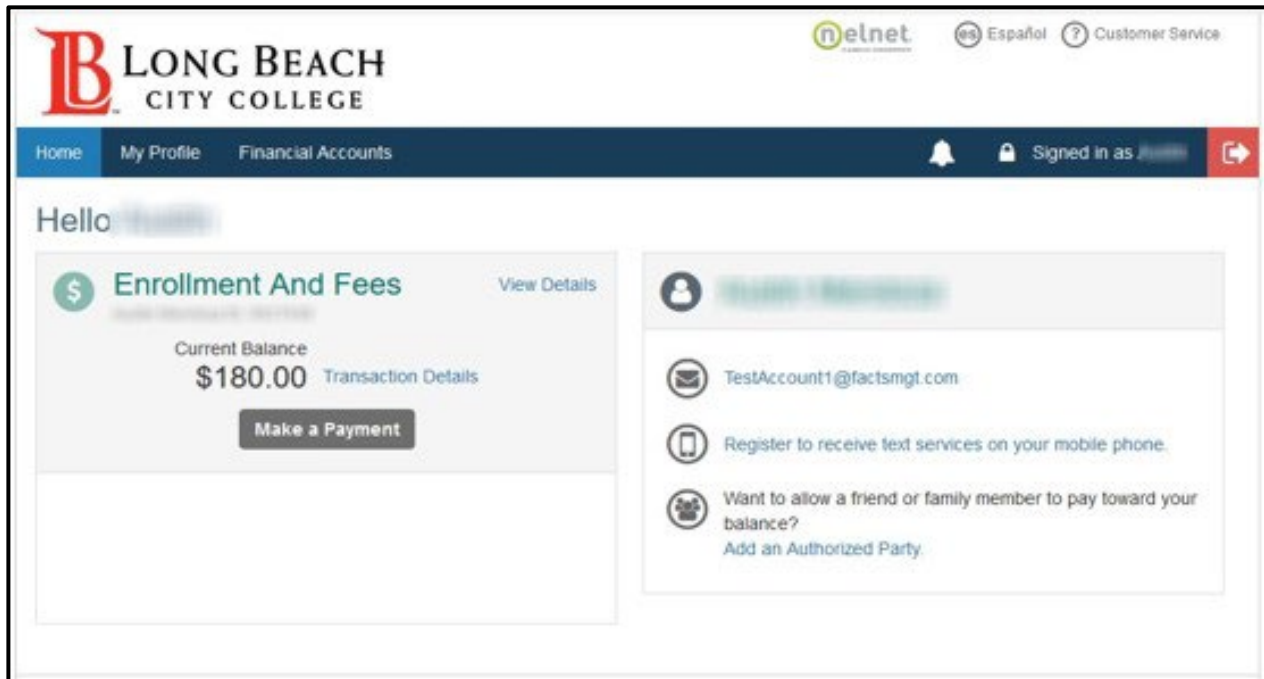
First-time users will need to create and confirm account information. Once you have created your account, use any of the accepted payment methods to complete your transaction. If you have any questions regarding payments, please contact the **Cashier's Office**.

The screenshot displays the 'Create Account' page on the Nelnet website. At the top, there is a navigation bar with the Long Beach City College logo on the left, the Nelnet logo in the center, and links for 'Español' and 'Customer Service' on the right. Below the navigation bar, the page title 'Create Account' is followed by the sub-section 'Contact Info'. A welcome message reads: 'Welcome. Please take a few moments to review and complete your contact information.' Underneath, the 'Name' section contains five input fields: 'First Name*' (with 'Ole' entered), 'Preferred Name', 'Middle Name', 'Last Name*' (with 'Viking' entered), and 'Suffix' (with a dropdown menu showing '-- None --').



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**.

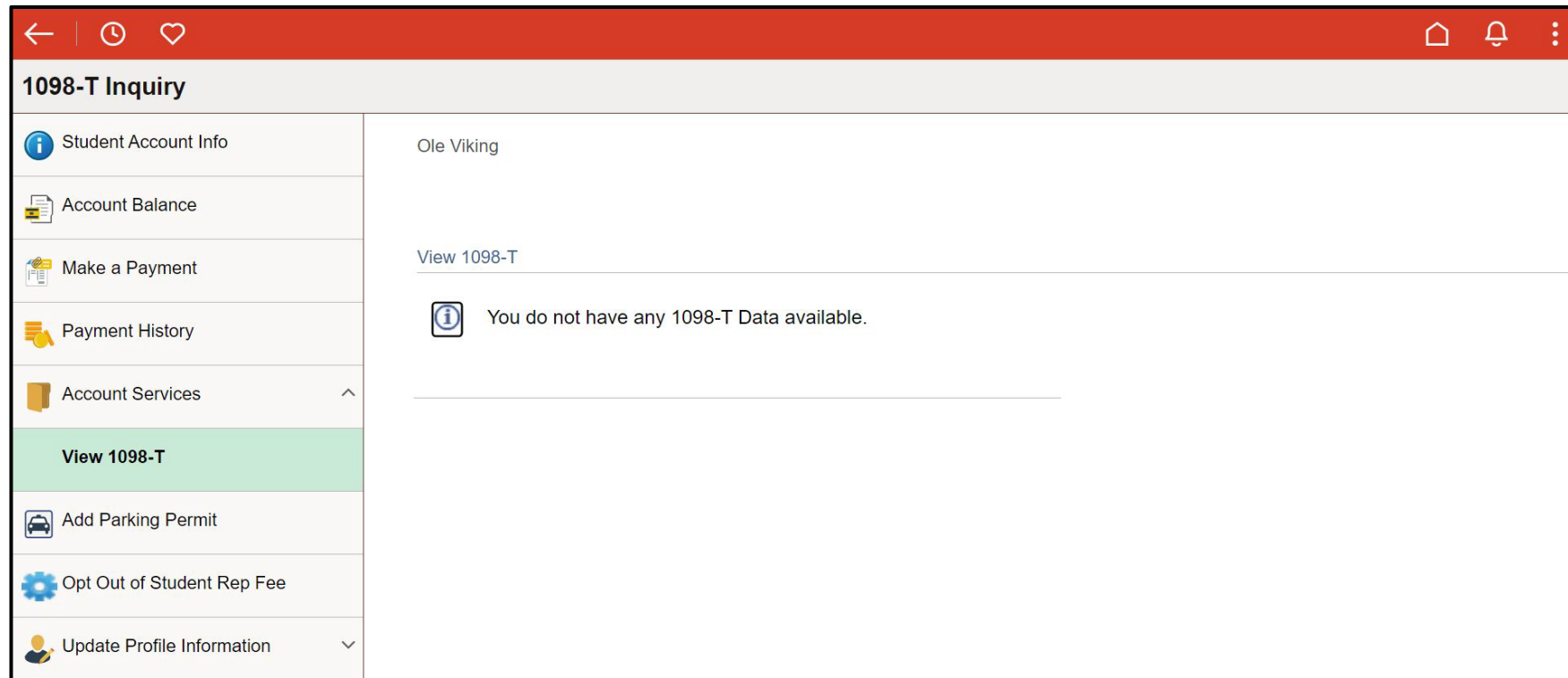


Nelnet also allows students to add an authorized party, such as a parent. The authorized party can make payments without logging into the student's Viking Portal account. Click on "Add an Authorized Party" to set this up.



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.



4. Add a Parking Permit

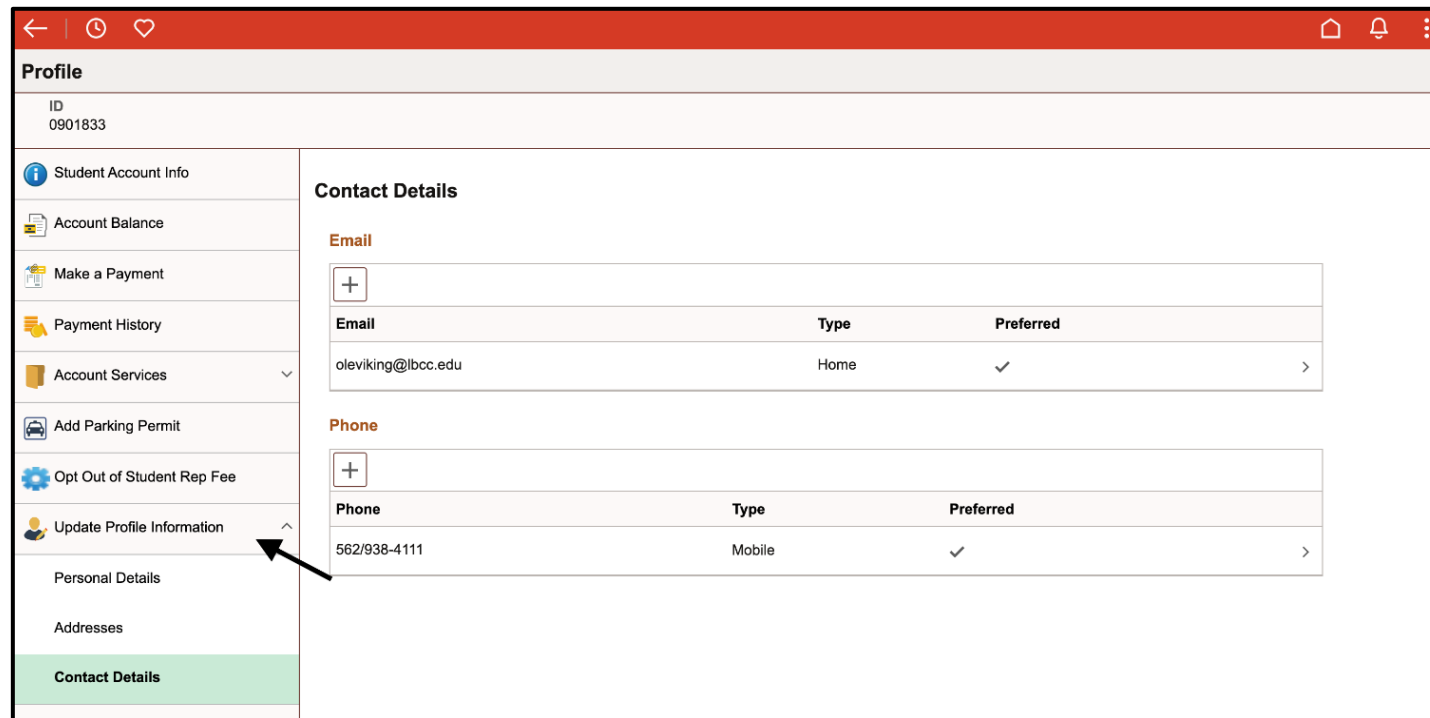
To add a parking permit, click on **Add Parking Permit** from the menu. **Search for the current term.** Then, enter your **license plate number** and click **Submit**. You will be charged for your parking pass through Nelnet.

Main Menu



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.**



5. Financial Aid - Overview

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

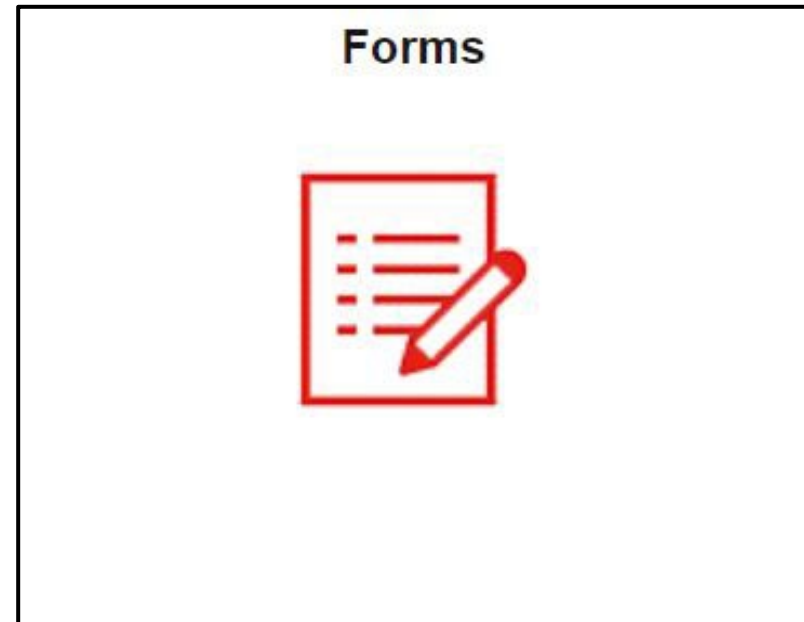
If you have specific questions about your financial aid, please contact the Financial Aid Dept. using the information below:

- Website: www.lbcc.edu/financial-aid
- Phone: (562) 938 - 4485
- Email: financialaid@lbcc.edu



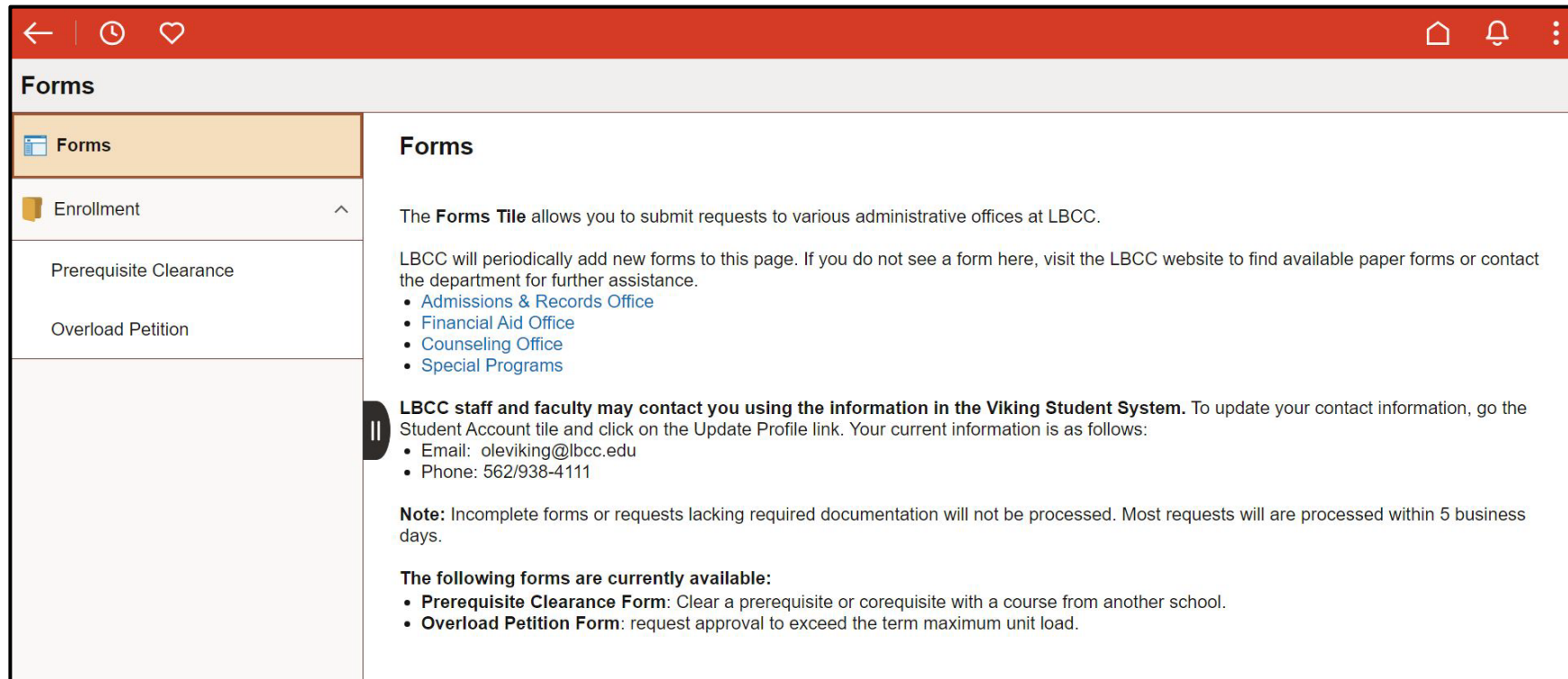
6. Forms - Overview

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.



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.



Main Menu



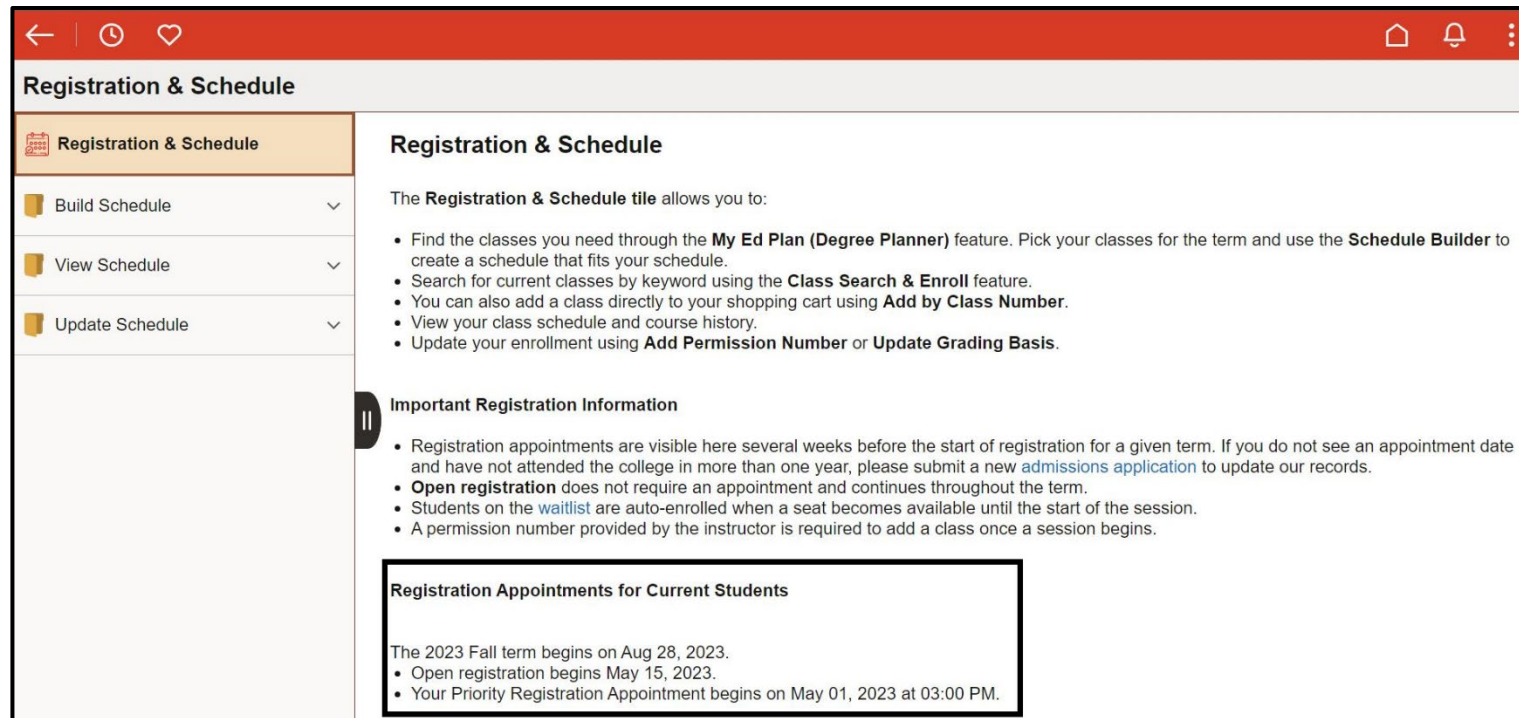
7. Registration & Schedule - Overview

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



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.**



Registration & Schedule

The **Registration & Schedule** tile allows you to:

- Find the classes you need through the **My Ed Plan (Degree Planner)** feature. Pick your classes for the term and use the **Schedule Builder** to create a schedule that fits your schedule.
- Search for current classes by keyword using the **Class Search & Enroll** feature.
- You can also add a class directly to your shopping cart using **Add by Class Number**.
- View your class schedule and course history.
- Update your enrollment using **Add Permission Number** or **Update Grading Basis**.

Important Registration Information

- Registration appointments are visible here several weeks before the start of registration for a given term. If you do not see an appointment date and have not attended the college in more than one year, please submit a new [admissions application](#) to update our records.
- **Open registration** does not require an appointment and continues throughout the term.
- Students on the [waitlist](#) are auto-enrolled when a seat becomes available until the start of the session.
- A permission number provided by the instructor is required to add a class once a session begins.

Registration Appointments for Current Students

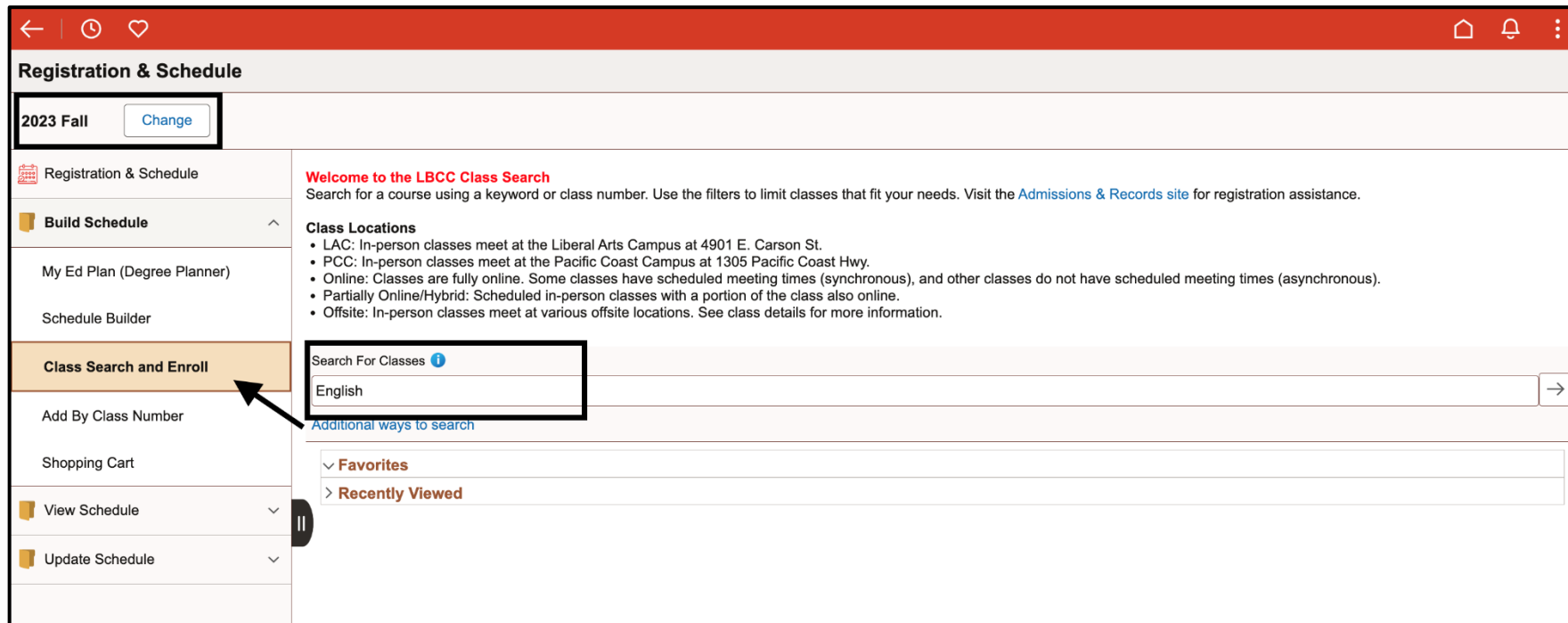
The 2023 Fall term begins on Aug 28, 2023.

- Open registration begins May 15, 2023.
- Your Priority Registration Appointment begins on May 01, 2023 at 03:00 PM.



7. Class Search and Enroll – Part 1

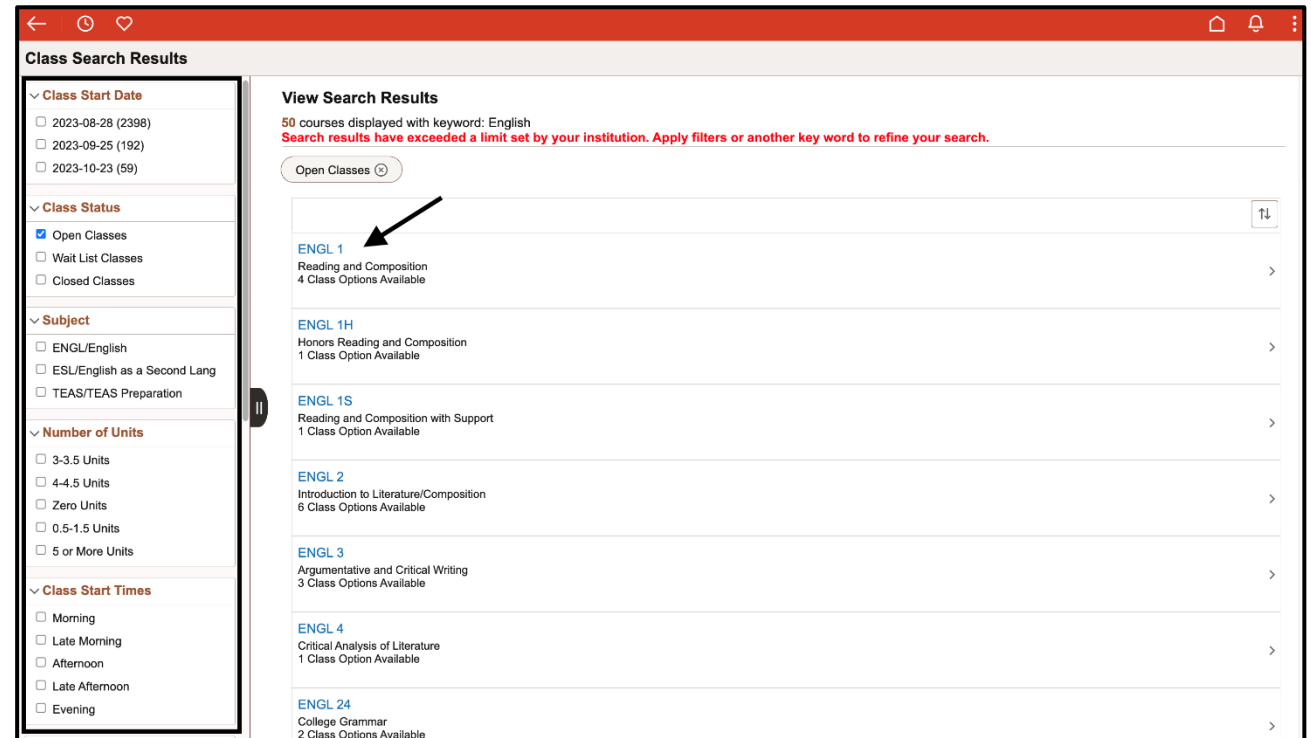
The **Class Search and Enroll** feature is one of two ways you can enroll in classes. This feature allows you to search for and filter classes. **Select the term in the top left corner, then type the name of the subject.**



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.



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.

The screenshot displays the 'Course Information' page for ENGL 1. The left sidebar contains navigation options: Registration & Schedule, View My Classes/Schedule, My Weekly Schedule, Shopping Cart, Class Search and Enroll (highlighted), Add By Class Number, Drop Classes, Update Grading Basis, Browse Course Catalog, Planner, Degree Audit Report, and Schedule Builder. The main content area shows course details for ENGL 1 (Reading and Composition) and a table of class options.

Option	Status	Session	Class	Meeting Dates	Days and Times	Room	Instructor	Seats	Section Attributes
1	Open / Shopping Cart	1 Regular Academic Session	Class 73222	08/28/2023 - 12/16/2023	Monday Wednesday 10:25AM to 12:30PM	Liberal Arts Campus - P132	J-son Ong	Open Seats 28 of 28	>
2	Open	8FG Mon and Wed	Class 71046	08/28/2023 - 10/21/2023	Monday Wednesday 8:00AM to 10:05AM Arranged Hours	Liberal Arts Campus - P126 HYBRID	Lauryn Gold Lauryn Gold	Open Seats 1 of 28	>
3	Open	8LZ Last 8Wks TBA	Class 71375	10/23/2023 - 12/16/2023	Arranged Hours	Online	Krishna Hodgson DeSilva	Open Seats 5 of 28	>

Main Menu



7. Class Search and Enroll – Part 4

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

✕ Exit
🔔
⋮

Class Search and Enroll

2023 Fall
Undergraduate
Long Beach City College

Next >

1

Review Class Selection

Visited

2

Review Class Preferences

Not Started

3

Enroll or Add to Cart

Not Started

4

Review and Submit

Not Started

Step 1 of 4: Review Class Selection

You have selected

ENGL 1 Reading and Composition

Option Status Open

Class	Session	Meeting Dates	Days and Times	Seats
Class 73222	1 Regular Academic Session	08/28/2023 - 12/16/2023	Monday Wednesday 10:25AM to 12:30PM	Open Seats 28 of 28

STUDENT TECHNOLOGY HELP DESK • (562) 938-4250 • sthd@lbcc.edu • www.lbcc.edu/sthd

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**.

Class Search and Enroll

2023 Fall
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 2 of 4: Review Class Preferences

ENGL 1 Reading and Composition
Class 73222 - Open

Add to waitlist if class is full? No

Permission Number

Requirement Designation - A2

Take Requirement Designation

[< Previous](#)

Accept



7. Class Search and Enroll – Part 6

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

Class Search and Enroll

2023 Fall
Undergraduate
Long Beach City College

1 Review Class Selection
Complete

2 Review Class Preferences
Complete

3 Enroll or Add to Cart
Visited

4 Review and Submit
Not Started

Step 3 of 4: Enroll or Add to Cart

Do you wish to enroll or add the class to your Shopping Cart?

Enroll

Add to Shopping Cart

< Previous Next >

Main Menu



7. Class Search and Enroll – Part 7

Click **Submit** to enroll in the course.

✕ Exit
🔔
⋮

Class Search and Enroll

[< Previous](#)

2023 Fall
Undergraduate
Long Beach City College

- 1 **Review Class Selection**
Complete
- 2 **Review Class Preferences**
Complete
- 3 **Enroll or Add to Cart**
Complete
- 4 **Review and Submit**
Visited

Step 4 of 4: Review and Submit

You have selected to enroll in

ENGL 1 Reading and Composition

Option Status Open

Class	Session	Meeting Dates	Days and Times	Seats
Class 73222	1 Regular Academic Session	08/28/2023 - 12/16/2023	Monday Wednesday 10:25AM to 12:30PM	Open Seats 28 of 28

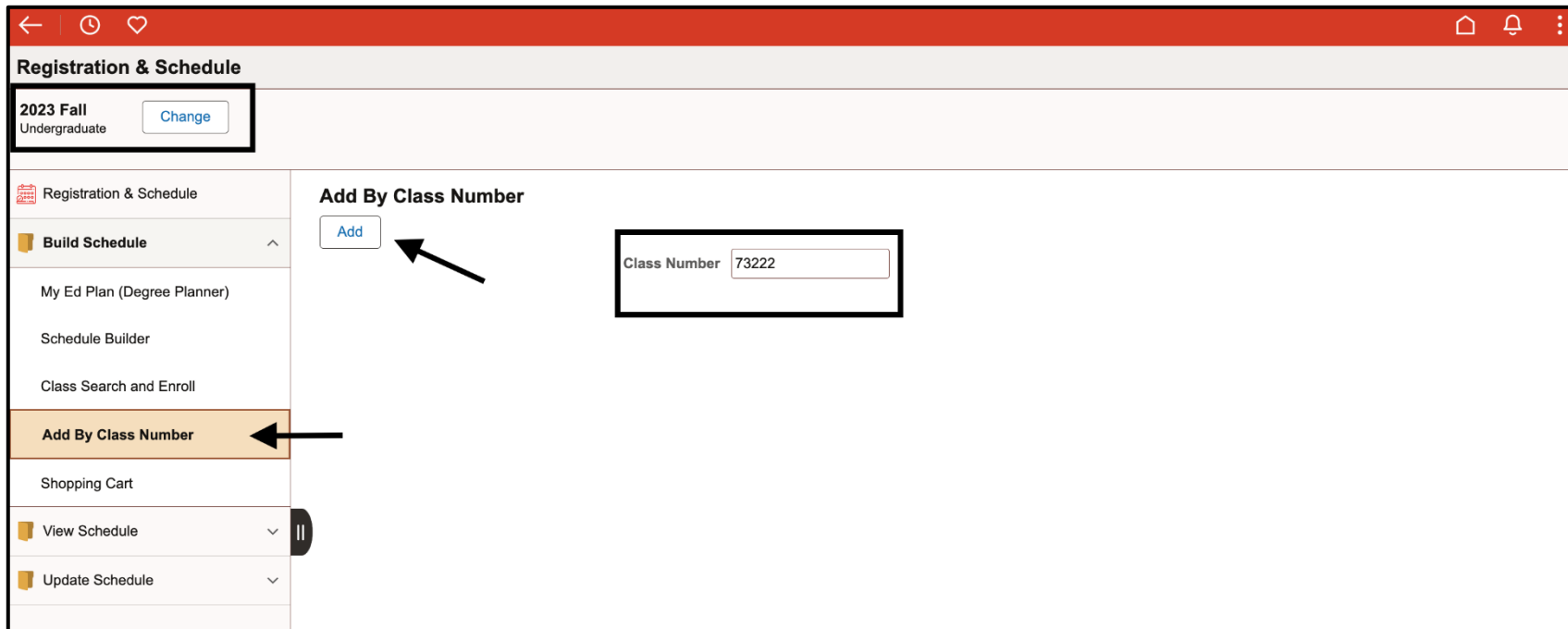
[> Class Preferences](#)

Submit



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.



Main Menu



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.

The screenshot shows the 'Registration & Schedule' interface for the 2023 Fall Undergraduate semester. The left sidebar contains navigation options: Registration & Schedule, Build Schedule, My Ed Plan (Degree Planner), Schedule Builder, Class Search and Enroll, Add By Class Number, Shopping Cart (highlighted), View Schedule, and Update Schedule. The main content area is titled 'Your Shopping Cart' and contains a table with the following data:

Select	Availability	Class	Description	Session	Days and Times	Room	Instructor	Units	Seats	Preferences
<input checked="" type="checkbox"/>	Open	Class 73222	ENGL 1 Reading & Composition	1 Regular Academic Session	Monday Wednesday to 12:30PM	Liberal Arts Campus - P132	J. Ong	4.00	Open Seats 28 of 28	Change Preferences

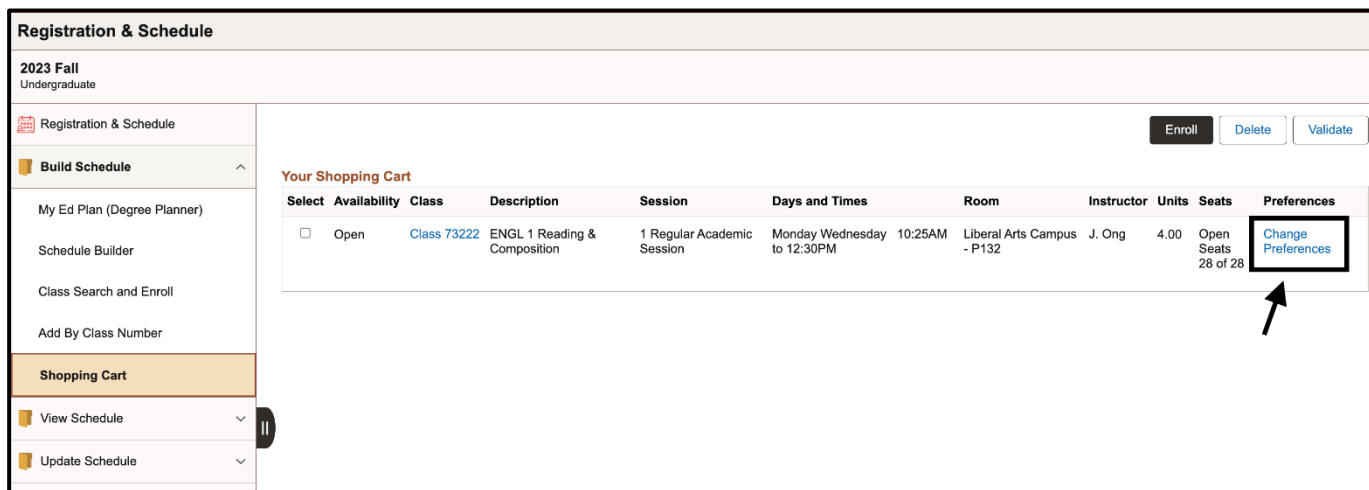
Below the table are three buttons: 'Enroll', 'Delete', and 'Validate'. The 'Enroll' button is highlighted with a black arrow. Another black arrow points to the 'Select' checkbox in the first row of the table. A third black arrow points to the 'Shopping Cart' menu item in the sidebar.



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.



Registration & Schedule

2023 Fall Undergraduate

Registration & Schedule

Build Schedule

My Ed Plan (Degree Planner)

Schedule Builder

Class Search and Enroll

Add By Class Number

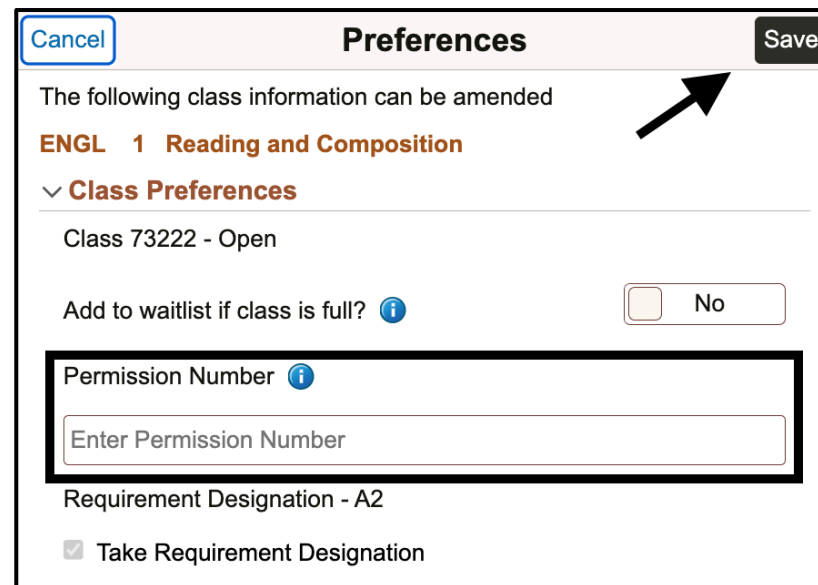
Shopping Cart

View Schedule

Update Schedule

Your Shopping Cart

Select	Availability	Class	Description	Session	Days and Times	Room	Instructor	Units	Seats	Preferences
<input type="checkbox"/>	Open	Class 73222	ENGL 1 Reading & Composition	1 Regular Academic Session	Monday Wednesday to 12:30PM	Liberal Arts Campus - P132	J. Ong	4.00	Open Seats 28 of 28	Change Preferences



Preferences

The following class information can be amended

ENGL 1 Reading and Composition

Class 73222 - Open

Add to waitlist if class is full? No

Permission Number

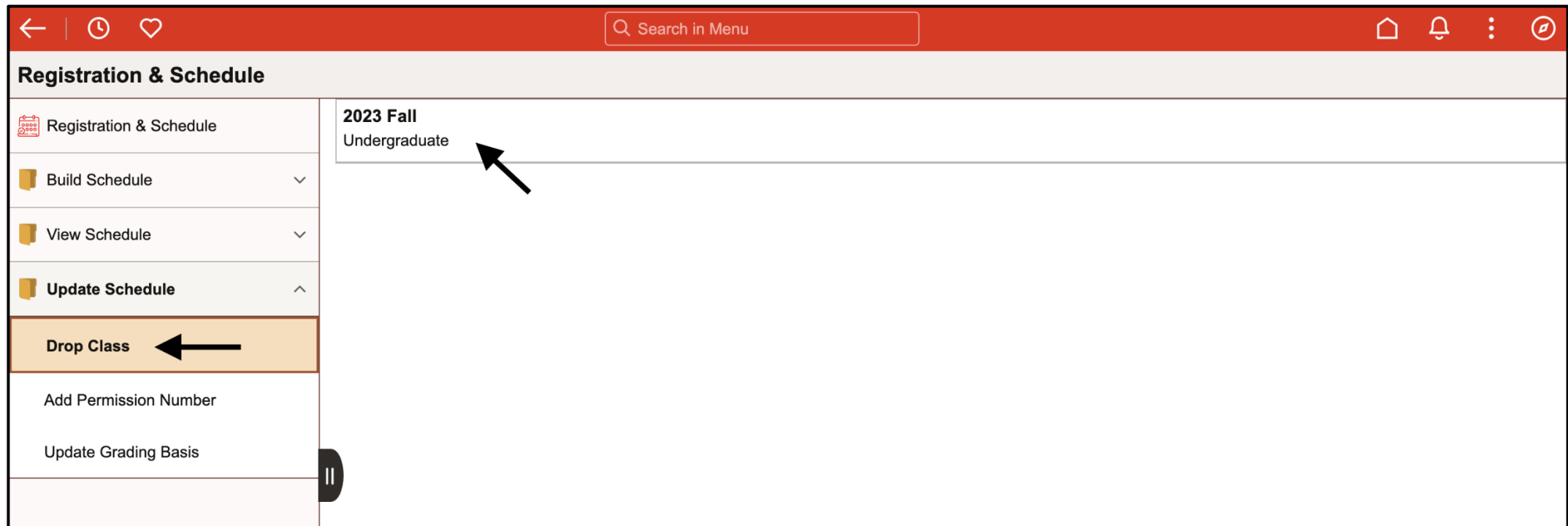
Requirement Designation - A2

Take Requirement Designation



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**.

2023 Fall Undergraduate

1 Select Classes to Drop Complete

2 Review Classes to Drop Not Started

Step 1 of 2: Select Classes to Drop

Select	Class	Description	Days and Times	Room	Instructor	Units	Status
<input checked="" type="checkbox"/>	Class 70716	COSA 5 Microsoft Windows Operating Sy	Arranged	Online	J. Wyszpolski	3.00	Enrolled
<input type="checkbox"/>	Class 72138	PSYCH 4 Psychology of Adjustment	Arranged	Online	C. Beiner	3.00	Enrolled

Next >



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.

Drop Classes

2023 Fall
Undergraduate

1 Select Classes to Drop
Complete

2 Review Classes to Drop
Visited

Step 2 of 2: Review Classes to Drop

Class	Description	Days and Times	Room	Instructor	Units	Status
Class 70716	COSA 5 Microsoft Windows Operating Sy	Arranged	Online	J. Wyszpolski	3.00	Enrolled

Drop Classes



LBCC Student Support & Contact Information

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

Main Menu

