



STUDENT VIKING SYSTEM 9.2

STUDENT GUIDE

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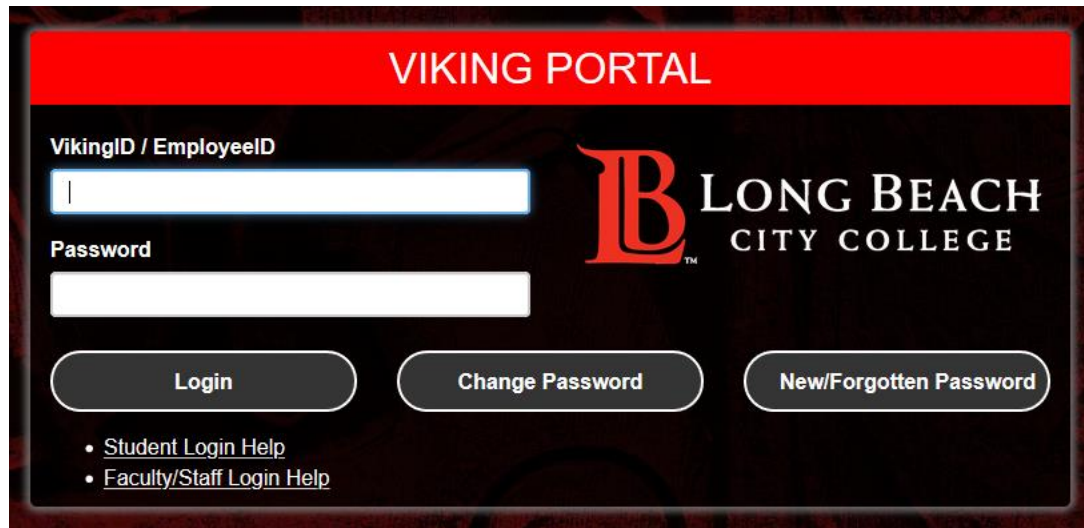
Welcome, LBCC Students! In this help guide, you have the choice of browsing the full guide, clicking on the tile you want support with, or guiding your support with our Frequently Asked Questions Page.

Support Pages	Help Guides
<ul style="list-style-type: none">▫ Logging in to the Student Viking System▫ Support Menu (By Tile)▫ Frequently Asked Questions▫ LBCC Student Support (Contact Information)	<ol style="list-style-type: none">1. Tasks2. Manage Classes3. Academic Records4. Student Service5. Financial Aid6. Student Account

Accessing LBCC's Student Viking System

The Student Viking System, along with many other LBCC online platforms, is housed in [Viking Portal](https://portal.lbcc.edu/sso/) (<https://portal.lbcc.edu/sso/>)

Log in with your Student Viking ID # and Single Sign-On Password.



The image shows a screenshot of the Viking Portal login page. At the top, there is a red banner with the text "VIKING PORTAL" in white. Below this, the page has a dark background. On the left, there are two input fields: the first is labeled "VikingID / EmployeeID" and the second is labeled "Password". To the right of these fields is the Long Beach City College logo, which consists of a large red "LB" monogram followed by the text "LONG BEACH CITY COLLEGE" in white. Below the input fields, there 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".

Need Help Logging In? The Student Technology Help Desk has a [guide](#) to support you.

Students are also welcomed to contact the Student Technology Help Desk directly for support. Click [here](#) for more information.

Seeking Support? Click [here](#) for a list of helpful support services at Long Beach City College

Frequently Asked Questions

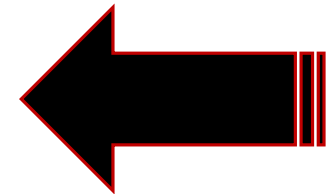
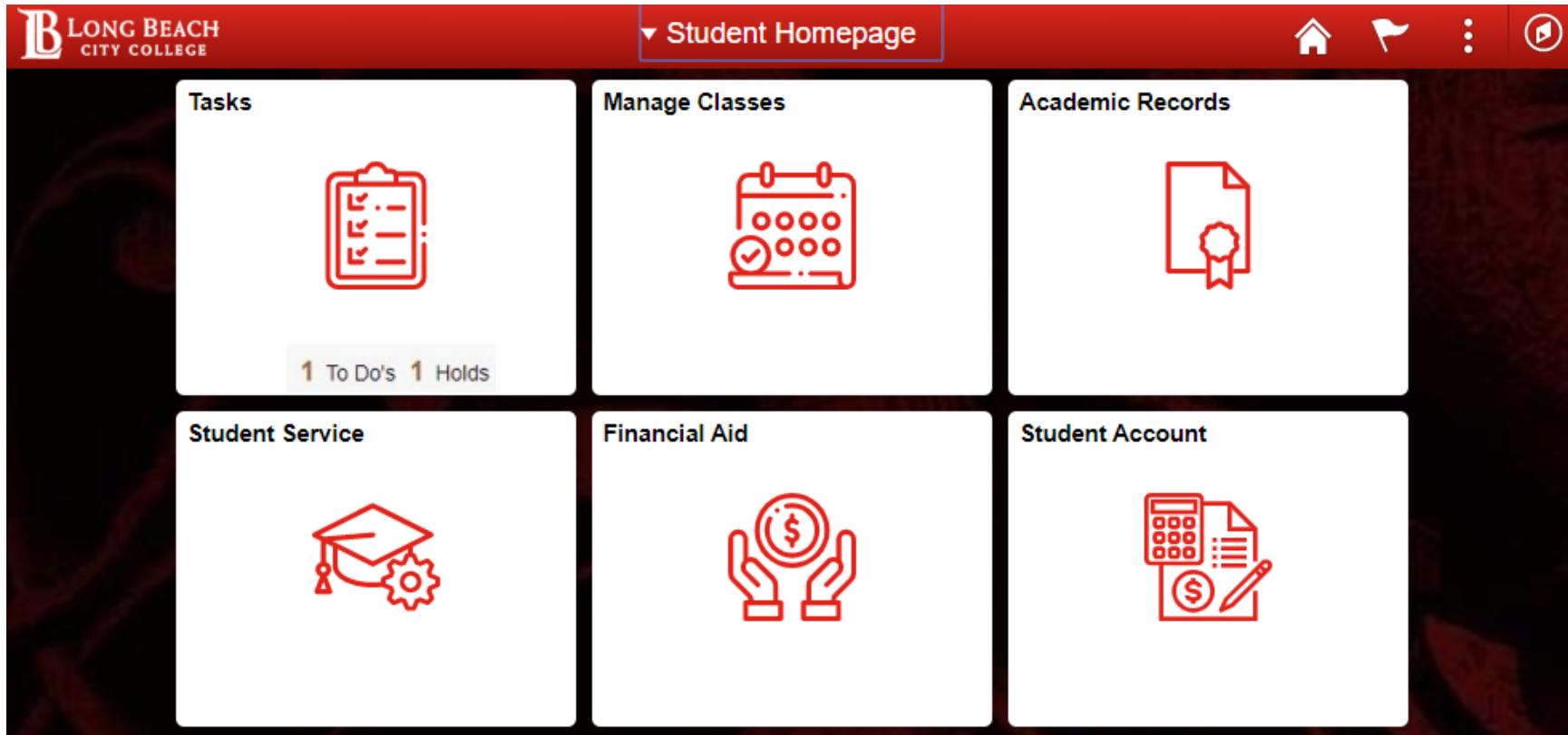
Click on the question you would like support with.

<p>How do I enroll in classes?</p> <p>How do I drop classes?</p> <p>How do I search for classes?</p> <p>How do I use a permission number?</p> <p>How do I know when my registration date is?</p> <p>Where do I locate my Educational Plan?</p> <p>How do I locate my placement scores?</p>	<p>How do I make a payment?</p> <p>How do I find out about my Financial Aid Awards?</p> <p>How do I add and pay for parking?</p> <p>How do I update my personal information?</p> <p>Where do I locate my Participation Agreements?</p> <p>How do I find my unofficial transcripts and other LBCC records?</p>
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Student Viking System (9.2)

Help Guide Main Menu

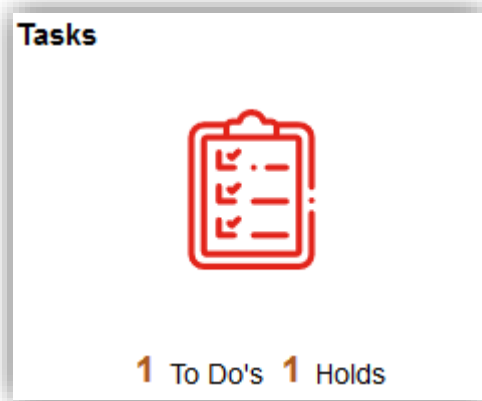


Click on the tile you are seeking support with.

In the new Student Viking System, you as an LBCC student will have access to tiles which will support & guide your experience in maintaining your academic tasks, enrollments, records, payments, & more.

Seeking Support? Click [here](#) for a list of helpful support services at Long Beach City College

1. Tasks



The **Tasks** tile is available to guide you through any tasks that you need to complete. This can be Steps to Becoming a Viking, taking care of holds, and more!

- For this example, Ole Viking has just applied to LBCC. Upon logging into the Student Viking System, he sees he as **1 To Do** and **1 Hold**.



- Once Ole clicks on the **Tasks** tile, it will prompt him to start his tasks, step by step.

A screenshot of a web application interface. At the top is a red navigation bar with a back arrow, "Student Homepage", "Tasks", and a home icon. Below the bar is a sidebar with two items: "To Do List" with a green background and a "1" in a circle, and "Holds" with a grey background and a "1" in a circle. The main content area is titled "To Do List" and shows a table with one row. The table has columns for "Task", "Due Date", and "Status". The row contains "Steps to Become a Viking" and "Assigned". There is a "1 row" indicator and a sort icon in the top right of the table.

Task	Due Date	Status
Steps to Become a Viking		Assigned



1. Tasks

To Do Tasks

Ole Viking knows where he is at during each phase of the **To Do** section as the menu on the left will turn **green** as progress is made.

✕ Exit Steps to Become a Viking

1 Welcome to Long Beach City College In Progress	Step 1 of 5: Welcome to Long Beach City College Next Steps for Vikings This is a step by step guide of the required activities you will need to complete as a new student at Long Beach City College. There are a total of five steps that you will need to review or complete. Each step will prompt you to take a specific action. Please click the submit or confirm button to move on to the next step.
2 Response Tool Not Started	
3 Orientation Status Not Started	
4 Reminder: Financial Aid Application Not Started	
5 Review and Submit Not Started	

Main Menu



Seeking Support? Click [here](#) for a list of helpful support services at Long Beach City College

1. Tasks Tile

Holds

On the **Holds** tab, Ole can see he has a hold on his registration, because he needs to complete his Orientation.

The screenshot shows a user interface for 'Tasks'. At the top, there is a red navigation bar with a back arrow, the text 'Steps to Become a Viking', the title 'Tasks', and a home icon. Below this is a sidebar with two items: 'To Do List' (with a '1' in a circle) and 'Holds' (with a '1' in a circle and a red prohibition sign). The main content area is titled 'Holds' and contains a table with one row. The table has columns for 'Hold' and 'Department'. The row contains 'Orientation Hold' and 'Support Services'. To the right of the table, it says '1 row'. Below the table is a modal window titled 'Hold Details' with a close button. The modal content is as follows:

Orientation Hold

Department Support Services

Reason Orientation Hold

Start Term 2019 Fall

Complete the **Steps to Become a Viking** task. Once you complete all the steps, your registration hold will be released immediately.

For more information about placement, orientation, or exemption from these requirements go to <https://www.lbcc.edu/matriculation-office> or contact (562) 938-4049, (562) 938-3270, or email opa@lbcc.edu.



2. Manage Classes Tile

Manage Classes



Manage Classes tile is a one stop shop for all things related to managing your LBCC classes.

The screenshot shows the 'Student Homepage' with a red header. On the right side of the header is the text 'Manage Classes'. Below the header is a sidebar menu with the following items: 'Manage Classes' (highlighted in green), 'View My Classes', 'Enroll in Classes', 'Add By Class Number', 'Shopping Cart', 'Drop Classes', 'Add Permission Number', 'Update Grading Basis', 'Degree Audit Report', 'My Educational Plan', 'Planner', and 'Browse Course Catalog'. The main content area is titled 'Manage Classes' and contains the following text: 'Register for courses or adjust your enrollment.' followed by a bulleted list: 'Use your **Student Education Plan** and **Enroll by My Requirements** to find for courses required for your plan of study.', 'Use **Schedule Builder** to find classes that meet your personal schedule.', and 'Use **Update Classes** to add a permission number to a wait-listed class.' Below this is a section titled 'Important Registration Information' with a bulleted list: 'Registration appointments are visible here several weeks before the start of registration for a given term.', '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.', and 'A permission number provided by the instructor is required to add a class once a session begins.' The next section is 'Registration Appointments' with two paragraphs: 'The 2020 Winter term begins on Jan 02, 2020. Open enrollment begins Oct 14, 2019.' and 'The 2020 Spring term begins on Feb 06, 2020. Open enrollment begins Nov 12, 2019.' A red arrow points from the text 'Quick access to your registration appointments!' to the 'Registration Appointments' section.

Quick access to your registration appointments!



Main Menu



2. Manage Classes Tile

Enrolling into Classes by searching

To find a class of interest, simply click on **Enroll in Classes** button and choose the appropriate term.

➤ In this example, Ole will choose **2020 Spring** term and will search for **History** classes.

The screenshot shows the 'Student Homepage' interface. At the top, there is a red navigation bar with a back arrow and the text 'Student Homepage' on the left, and 'Select a Value' on the right. Below this, the 'Enroll in Classes' tile is active, highlighted in green. The tile is divided into two main sections. The top section, titled 'Terms prior to 2019 Fall' and 'Terms on or after 2019 Fall', lists the following terms: 2019 Fall, 2020 Winter, and 2020 Spring. A mouse cursor is pointing at the '2020 Spring' option. The bottom section, titled 'Search For Classes' with an information icon, contains a search input field with the text 'History' entered. Below the search field, there is a link for 'Additional ways to search' and two expandable sections: 'Favorites' and 'Recently Viewed'. The 'Enroll in Classes' button in the left sidebar of the tile also has a mouse cursor pointing at it.



2. Manage Classes Tile

Enrolling into Classes by searching

<p>▼ Subject</p> <p><input checked="" type="checkbox"/> ART / Art</p> <p><input type="checkbox"/> DANCE / Dance</p> <p><input type="checkbox"/> FD / Fashion</p> <p><input type="checkbox"/> FILM / Film</p> <p><input type="checkbox"/> HIST / History</p> <p><input type="checkbox"/> MUSIC / Music</p> <p><input type="checkbox"/> PHIL / Philosophy</p>	<p>▼ Location</p> <p><input checked="" type="checkbox"/> LAC</p> <p><input type="checkbox"/> PCC</p> <p><input type="checkbox"/> WEB</p>
<p>▼ Number of Units</p> <p><input type="checkbox"/> 3-3.5 Units</p>	<p>▼ Class Meeting Days</p> <p><input type="checkbox"/> Monday-Friday</p> <p><input checked="" type="checkbox"/> Monday-Thursday</p> <p><input type="checkbox"/> Monday & Wednesday</p> <p><input type="checkbox"/> Tuesday & Thursday</p> <p><input type="checkbox"/> Saturday</p>
<p>▼ Class Attribute</p> <p><input type="checkbox"/> Distance Learning Mode/Hybrid Distance Learning</p> <p><input type="checkbox"/> Honors Course/Honors Course</p> <p><input type="checkbox"/> Zero-Cost Course Materials/Zero Textbook Cost</p>	<p>▼ Instruction Mode</p> <p><input type="checkbox"/> Lecture and/or discussion</p> <p><input type="checkbox"/> World Wide Web</p>

- The next page will generate all the history classes that are available at Long Beach City College for the Spring 2020 term.
- You will notice a comprehensive menu on the left side where you can customize the class to your preference.
- For instance, Ole is interested in taking an **Art History** class at the **LAC campus** from **Monday to Thursday**.




2. Manage Classes Tile

Enrolling into Classes by searching

View Search Results

1 Course with keyword: history

ART / Art ✕ LAC ✕ Monday-Thursday ✕ [Clear All](#)

ART 5
History of Asian Art
1 Class Option Available 

Option	Status	Session	Class	Meeting Dates	Days and Times	Room	Instructor	Seats	Section Attributes
1	Open	1 Regular Academic Session	Class 31077	02/06/2020 - 06/03/2020	Tuesday Thursday 1:00PM to 2:25PM	Liberal Arts Campus - K102	Karen Roberts	Open Seats 24 of 40	

➤ The system generates **ART5 –History of Asian Arts**- class that nicely fits Ole’s requirements.

➤ To begin the enrollment process, click on the class, then click on the right pointing arrow.




2. Manage Classes Tile

Enrolling into Classes by searching

2020 Spring
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 1 of 4: Review Class Selection

You have selected

ART 5 History of Asian Art

Option Status Open

➤ Now Ole is ready to start the enrollment process.
Step 1- Review the **Class Selection**.
Step 2- Click on **Review Class Preferences**.

Class	Session	Meeting Dates	Days and Times	Seats
Class 31077	1 Regular Academic Session	02/06/2020 - 06/03/2020	Tuesday Thursday 1:00PM to 2:25PM	Open Seats 24 of 40



2. Manage Classes Tile

Enrolling into Classes by searching

2020 Spring
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

ART 5 History of Asian Art
Class 31077 - Open

Add to waitlist if class is full? No

Permission Number

Grading Basis
Graded

Requirement Designation - C1
 Take Requirement Designation

Accept

Step 3- Review the Class Preferences

Note: If the class is full, you can obtain a permission number from the professor who teaches this class and insert it here.


Step 4- Click on **Accept**; then, click on **Enroll or Add to Cart**.



2. Manage Classes Tile

Enrolling into Classes by searching

2020 Spring
Undergraduate
Long Beach City College

1 Review Class Selection Complete	Step 3 of 4: Enroll or Add to Cart Do you wish to enroll or add the class to your Shopping Cart? <input checked="" type="radio"/> Enroll <input type="radio"/> Add to Shopping Cart
2 Review Class Preferences Complete	
3 Enroll or Add to Cart Visited	
4 Review and Submit Not Started 	



2. Manage Classes Tile

Enrolling into Classes by searching

2020 Spring
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

ART 5 History of Asian Art

Option Status Open

Class	Session	Meeting Dates	Days and Times	Seats
Class 31077	1 Regular Academic Session	02/06/2020 - 06/03/2020	Tuesday Thursday 1:00PM to 2:25PM	Open Seats 24 of 40

▶ **Class Preferences**

Submit

Step 5- Review everything one last time and click **submit**.

Are you sure you want to submit?

Yes **No**



2. Manage Classes Tile

Enrolling into Classes by searching



WELL DONE



CONGRATULATIONS

You have successfully enrolled into ART 5 – History of Asian Art class.

✓ **ART 5 - History of Asian Art**

You are required to take this requirement designation for this class. The requirement designation option has been set to yes.

Main Menu



2. Manage Classes Tile

Enrolling into Classes with class number

If you know the class number of the class you are interested in, simply click on **Add By Class Number**, enter the five digits, and click **Add**.

➤ In this example, Ole wants to enroll into a **Learn 11 class** which has a **class number 34416**.

The screenshot shows the 'Add By Class Number' interface. At the top, there is a red navigation bar with a back arrow and 'Student Homepage' on the left, and 'Add By Class Number' on the right. Below this, the current semester is '2020 Spring Undergraduate', with a 'Change' button next to it. On the left side, there is a vertical menu with four options: 'Manage Classes', 'View My Classes', 'Enroll in Classes', and 'Add By Class Number' (which is highlighted in green). The main content area is titled 'Add By Class Number' and contains a 'Class Number' input field with the value '34416' and an 'Add' button. A mouse cursor is shown clicking the 'Add' button.

Note: Please make sure to choose the appropriate semester beforehand by simply clicking the Change button which is located at the left top corner of the screen.



2. Manage Classes Tile

Enrolling into Classes with class number

Class 34416 - Learning and Acad Strategies added. Go to Shopping Cart to complete enrollment.

2020 Spring Undergraduate

Manage Classes View My Classes Enroll in Classes Add By Class Number **Shopping Cart** Drop Classes

Your Shopping Cart

Select	Availability	Class	Description	Session	Days and Times	Room	Instructor	Units	Seats	Preferences
	Open	Class 34416	LEARN 11 Learning and Acad Strategies	1 Regular Academic Session	Monday Wednesday 10:05AM to 11:30AM	Liberal Arts Campus - L250	S. Barnes	3.00	Open Seats 17 of 30	Change Preferences
		Class 34417			Arranged	Liberal Arts Campus - L212	S. Barnes		Open Seats 17 of 30	

Enroll Delete Validate

- ✓ Click on **Shopping Cart** located under Manage Classes and select the class.
- ✓ When finished click **Enroll**.

Are you sure you want to enroll?

Yes No



2. Manage Classes Tile

Enrolling into Classes with class number



CONGRATULATIONS

You are enrolled into LEARN 11 – Learning and Academic Strategies class.

✓ **LEARN 11 - Learning and Academic Strategies**
This class has been added to your schedule.

Main Menu



2. Manage Classes Tile

Drop Classes

Step 1- Click on **Drop Classes** under Manage Classes.

Step 2- Select the class you would like to drop and click Next.

➤ In this example, Ole is going to drop **ART 5- History of Asian Art** class.

The screenshot shows a web interface for managing classes. On the left is a sidebar with a 'Manage Classes' header and several menu items: 'View My Classes', 'Enroll in Classes', 'Add By Class Number', 'Shopping Cart', and 'Drop Classes'. The 'Drop Classes' item is highlighted with a red border and a mouse cursor. The main content area shows '2020 Spring Undergraduate' and a 'Next' button. Below this, a progress indicator shows '1 Select Classes to Drop Complete' and '2 Review Classes to Drop Not Started'. The main area is titled 'Step 1 of 2: Select Classes to Drop' and contains a table with class selection options.

Select	Class	Description
<input checked="" type="checkbox"/>	Class 31077	ART 5 History of Asian Art
<input type="checkbox"/>	Class 34416	LEARN 11 Learning and Acad Strategies
	Class 34417	



2. Manage Classes Tile

Drop Classes

Step 3- Review the class you would like to drop and when finished, click on **Drop Classes**.

2020 Spring
Undergraduate

1 **Select Classes to Drop**
Complete

2 **Review Classes to Drop**
Visited

Step 2 of 2: Review Classes to Drop

Class	Description
Class 31077	ART 5 History of Asian Art

Confirm that the following class(es) are to be dropped



2. Manage Classes Tile

Drop Classes

CONGRATULATIONS

You successfully dropped from ART5- History of Asian Art class.

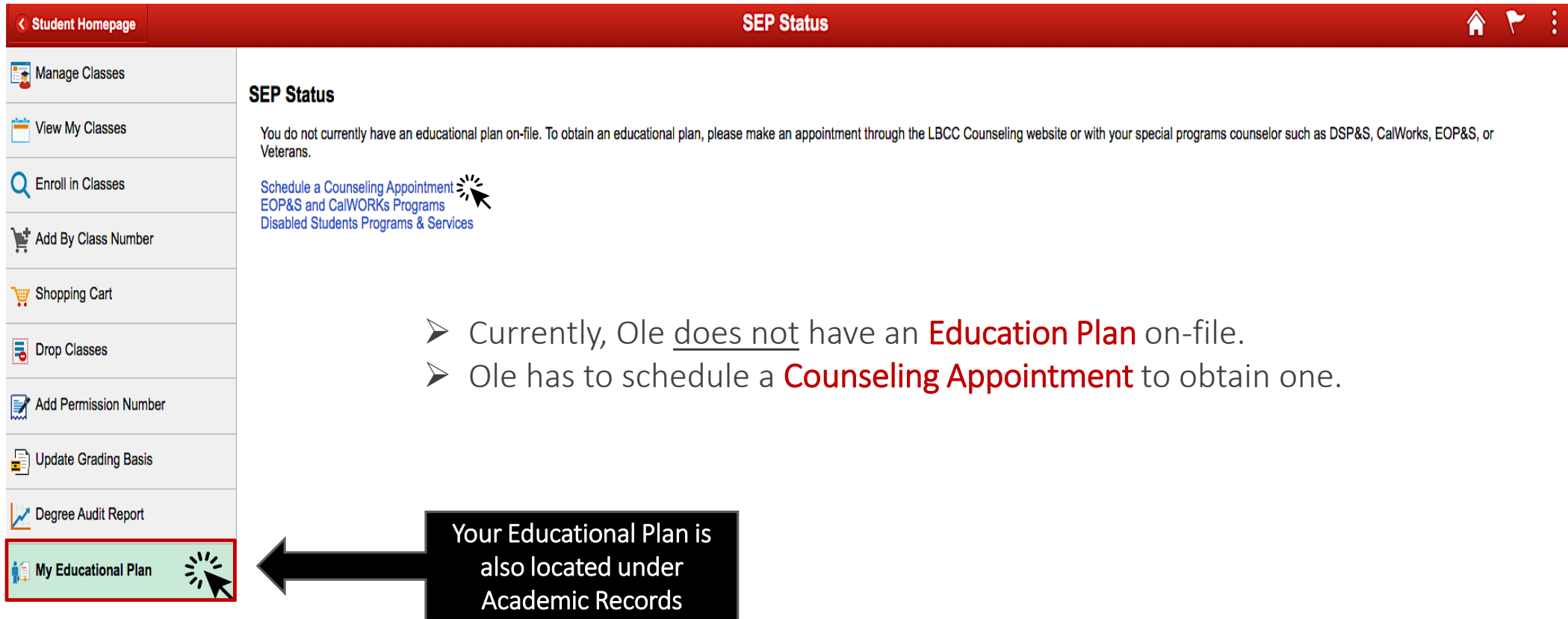
✔ ART 5 - History of Asian Art
This class has been dropped.

Main Menu



2. Manage Classes Tile

Locating Your Education Plan



The screenshot shows a web interface with a red header bar. On the left is a navigation menu with the following items: Manage Classes, View My Classes, Enroll in Classes, Add By Class Number, Shopping Cart, Drop Classes, Add Permission Number, Update Grading Basis, Degree Audit Report, and My Educational Plan. The 'My Educational Plan' item is highlighted with a red border and a mouse cursor icon. The main content area is titled 'SEP Status' and contains the following text: 'You do not currently have an educational plan on-file. To obtain an educational plan, please make an appointment through the LBCC Counseling website or with your special programs counselor such as DSP&S, CalWORKs, EOP&S, or Veterans.' Below this text are three links: 'Schedule a Counseling Appointment', 'EOP&S and CalWORKs Programs', and 'Disabled Students Programs & Services'. A mouse cursor icon is positioned over the first link. Below the screenshot, a black callout box with white text says 'Your Educational Plan is also located under Academic Records' with a large black arrow pointing to the 'My Educational Plan' tile in the menu.

SEP Status

You do not currently have an educational plan on-file. To obtain an educational plan, please make an appointment through the LBCC Counseling website or with your special programs counselor such as DSP&S, CalWORKs, EOP&S, or Veterans.

[Schedule a Counseling Appointment](#)
[EOP&S and CalWORKs Programs](#)
[Disabled Students Programs & Services](#)

- Currently, Ole does not have an **Education Plan** on-file.
- Ole has to schedule a **Counseling Appointment** to obtain one.

Your Educational Plan is also located under Academic Records



3. Academic Records

The screenshot displays a web interface for 'Student Service'. On the left, a sidebar titled 'Academic Records' features a red icon of a document with a seal. The main content area has a red header with 'Student Service' and navigation icons. Below the header is a green 'Student Service' section with a list of links: 'My Orientations', 'My Educational Plan', 'My Participation Agreements', and 'Starfish'. To the right, the 'Student Service' section contains a list of tasks and contact information. At the bottom right, there is a 'Main Menu' button with a red circular logo.

Academic Records

Student Service

Student Service

- My Orientations
- My Educational Plan
- My Participation Agreements
- Starfish

Student Service

This student service page is designed to help you to:

- Check or complete your orientation
- Review your placement for English, Reading, Math and ESL
- View your current student educational plan (SEP)
- Access and complete agreements for programs you might be eligible for.
 - EOPS Application
 - Viking Advantage Agreement
 - Long Beach College Promise Agreement
 - Long Beach College Promise 2.0 Agreement
- Log in to your Starfish profile
- Join QLess to get in line for Admissions & Records, Financial Aid, Photo ID, and Cashier

If you have questions about any of these steps or need additional assistance, please contact the Welcome Centers located in the main lobbies of the LAC campus (A-1001) & PCC campus (AA-101). For more information please call (562) 938-4049 (LAC) or (562) 938-3649 (PCC).

The 2020 Winter term begins on Jan 02, 2020.

- Open enrollment begins Oct 14, 2019.

The 2020 Spring term begins on Feb 06, 2020.

- Open enrollment begins Nov 12, 2019.

Main Menu

3. Academic Records

My Participation Agreements

The screenshot shows a web interface for 'Student Service'. A red navigation bar at the top contains a back arrow and the text 'Response' on the left, and 'Student Service' on the right. Below this is a sidebar menu with five items: 'Student Service', 'My Orientations', 'My Educational Plan', 'My Participation Agreements' (highlighted in green), and 'Starfish'. The main content area is titled 'My Participation Agreements' and contains a table with one row of data.

My Participation Agreements		
1	Guided Placement Tool	Submitted 2019-11-21T08:08:43.000000

You can view your Participation Agreements here.

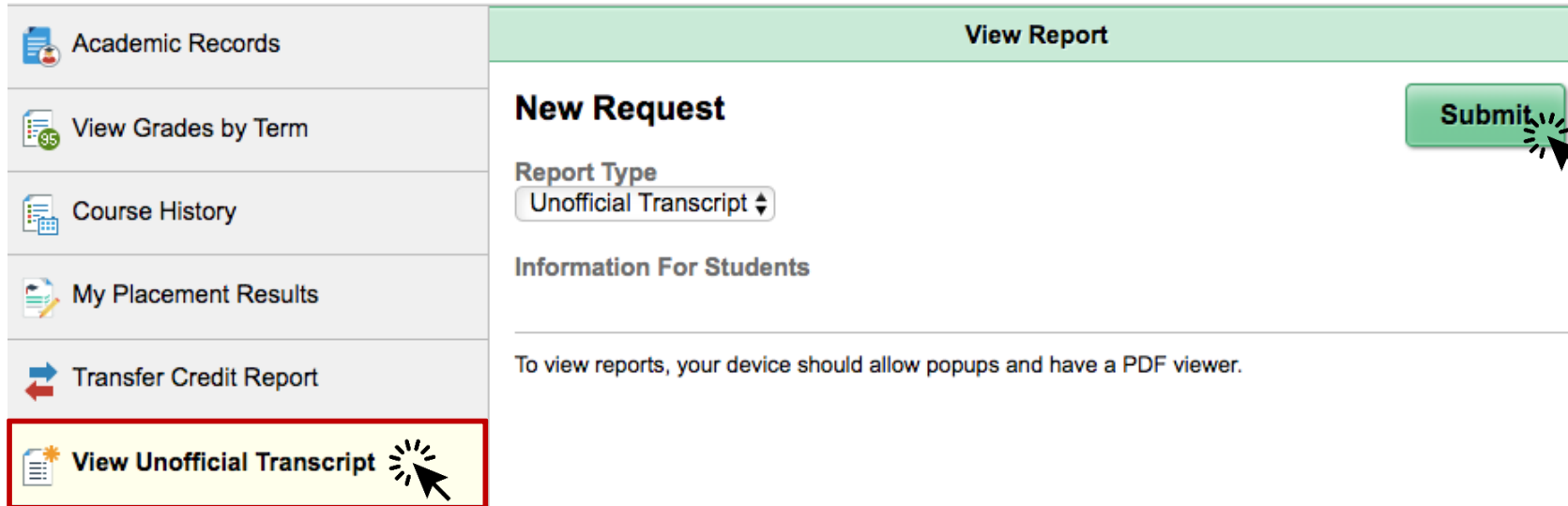
➤ For this example, Ole Viking can see he has submitted his Guided Placement Tool.



3. Academic Records

Viewing Unofficial Transcripts

To view your **Unofficial Transcripts** click on **View Unofficial Transcripts** button on the left menu bar and click Submit.



The screenshot displays the Academic Records interface. On the left is a vertical menu with the following items: 'Academic Records', 'View Grades by Term', 'Course History', 'My Placement Results', 'Transfer Credit Report', and 'View Unofficial Transcript'. The 'View Unofficial Transcript' item is highlighted with a red border and a mouse cursor. The main content area is titled 'View Report' and contains a 'New Request' section with a 'Submit' button (also highlighted with a mouse cursor), a 'Report Type' dropdown menu set to 'Unofficial Transcript', and an 'Information For Students' section with a note: 'To view reports, your device should allow popups and have a PDF viewer.'

Note: Make sure your pop-ups are enabled on your Web Browser.



3. Academic Records

Viewing Unofficial Transcripts

Long Beach City College
4901 East Carson Street
Long Beach, CA 90808

Unofficial Transcript
Name: Ole Viking
Student ID: 0941865
Birthdate: 10/04/1977

Print Date: 11/21/2019

Academic Program History
01/29/2019: Administration of Justice Concentration

Beginning of Undergraduate Record

Course	Description	2020 Spring	Attempted	Earned	Grade	Points
LEARN 11	Learning and Acad Strategies		3.00	0.00		0.00
Term GPA: 0.000		Term Totals:	0.00	0.00		0.00
Cum GPA: 0.000		Cum Totals:	0.00	0.00		0.00
Undergraduate Career Totals		Cum Totals:	0.00	0.00		0.00
Cum GPA: 0.000						

End of Unofficial Transcript



You have successfully generated your unofficial transcripts.

Main Menu



Seeking Support? Click [here](#) for a list of helpful support services at Long Beach City College

4. Student Service

The screenshot displays the 'Student Service' web application. On the left, a white sidebar titled 'Student Service' features a red graduation cap and gear icon. Below the title, a list of menu items includes 'My Orientations', 'My Placement Results', 'My Educational Plan', 'My Participation Agreements', and 'Starfish'. The main content area has a red header with 'Student Service' and navigation icons. The page title is 'Student Service'. The main text states: 'This student service page is designed to help you to:' followed by a bulleted list of tasks: 'Check or complete your orientation', 'Review your placement for English, Reading, Math and ESL', 'View your current student educational plan (SEP)', 'Access and complete agreements for programs you might be eligible for.' (with sub-items: 'EOPS Application', 'Viking Advantage Agreement', 'Long Beach College Promise Agreement', 'Long Beach College Promise 2.0 Agreement'), 'Log in to your Starfish profile', and 'Join QLess to get in line for Admissions & Records, Financial Aid, Photo ID, and Cashier'. A paragraph of contact information follows: 'If you have questions about any of these steps or need additional assistance, please contact the Welcome Centers located in the main lobbies of the LAC campus (A-1001) & PCC campus (AA-101). For more information please call (562) 938-4049 (LAC) or (562) 938-3649 (PCC)'. At the bottom, two notices are shown: 'The 2020 Winter term begins on Jan 02, 2020.' with 'Open enrollment begins Oct 14, 2019.', and 'The 2020 Spring term begins on Feb 06, 2020.' with 'Open enrollment begins Nov 12, 2019.' A blue pause button is visible between the notices.

Student Service

Student Service

My Orientations

My Placement Results

My Educational Plan

My Participation Agreements

Starfish

Student Service

This student service page is designed to help you to:

- Check or complete your orientation
- Review your placement for English, Reading, Math and ESL
- View your current student educational plan (SEP)
- Access and complete agreements for programs you might be eligible for.
 - EOPS Application
 - Viking Advantage Agreement
 - Long Beach College Promise Agreement
 - Long Beach College Promise 2.0 Agreement
- Log in to your Starfish profile
- Join QLess to get in line for Admissions & Records, Financial Aid, Photo ID, and Cashier

If you have questions about any of these steps or need additional assistance, please contact the Welcome Centers located in the main lobbies of the LAC campus (A-1001) & PCC campus (AA-101). For more information please call (562) 938-4049 (LAC) or (562) 938-3649 (PCC).

The 2020 Winter term begins on Jan 02, 2020.

- Open enrollment begins Oct 14, 2019.

The 2020 Spring term begins on Feb 06, 2020.

- Open enrollment begins Nov 12, 2019.

Main Menu



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5. Financial Aid

Financial Aid



[← Student Homepage](#) **Financial Aid**

2019-2020

-  **Getting Started**
-  Awards ▼
-  Financial Aid Summary ▼

How can we help you?

- I want to find out [how to apply for financial aid at LBCC](#)
- I am ready to begin the application process
 - [Free Application for Federal Student Aid \(FAFSA\)](#)
 - [California Dream Act Application](#)
- I want to check my application status at LBCC [Application Status](#)
- I want to review my financial aid awards [Award Summary](#)
- I want to know when financial aid is disbursed [Disbursement Calendar](#)
- I want to find out what I owe [Account Balance](#)

Questions? Reach out to our Financial Aid Office

Call (562) 938-4485 or visit the Financial Aid Office during regular business hours.

- Liberal Arts Campus (LAC) 4901 E Carson Street Long Beach, Building A room 1075
- The Pacific Coast Campus (PCC) 1305 E Pacific Coast Highway, Building GG room 103

Main Menu



Seeking Support? Click [here](#) for a list of helpful support services at Long Beach City College

5. Financial Aid

Viewing Awards & Summary

Click on the menu on the left to see your awards, summary, disbursements, overall financial aid summary, as well as how to get started.

Below is an example of Ole Viking's Award Summary.


Award Description/Category	Award Status	Net Award	Disbursed
Federal Pell Grant Grant	Accepted	3,097.00	0.00
Fed Supp Ed Opp Grant Grant	Accepted	500.00	0.00
California Promise Fee Waiver Grant	Accepted	966.00	0.00
Federal Work Study Work/Study	Accepted	4,000.00	0.00
Totals		8,563.00	0.00

Currency used is US Dollar



6. Student Account

Student Account



[← Student Homepage](#) **Student Account Info**

- Student Account Info**
- Account Balance
- Make a Payment
- Payment History
- Account Services
- Add Parking Permit
- Opt Out of Student Rep Fee

Student Account Info

The **Student Account tile** allows you to:

- View Account Balance
- Make a Payment
- View Charges Due
- Purchase Parking Permit
- Opt Out of Student Representation Fees

Refund Deadlines, please check [drop deadlines](#)



Student Account

Update Profile Information

← Student Homepage

ID
0941865

- Student Account Info
- Account Balance
- Make a Payment
- Charges Due
- Payment History
- Account Services
- Add Parking Permit
- Opt Out of Student Rep Fee
- Update Profile Information

Personal Details

- Addresses
- Contact Details

It is very important to keep your personal profile up-to-date in the system. Under **Update Profile Information**, you can update your preferred name, mailing address, & contact details.

← Student Homepage **Profile**

ID
0941865

- Student Account Info
- Account Balance
- Make a Payment
- Charges Due
- Payment History
- Account Services
- Add Parking Permit
- Opt Out of Student Rep Fee
- Update Profile Information

Contact Details

Email

Email	Type	Preferred
ole@student.lbcc.edu	Home	✓

Phone

No phone numbers are defined.

Add Phone

Personal Details

Addresses

Contact Details

Your ✓ **Preferred Email Address** is where all LBCC correspondence will go, including Canvas messages, one time password (OTP) code, & more. Always keep this up-to-date.



6. Student Account

Make a Payment

To pay any Long Beach City College Related dues, simply click on Make a Payment button and continue to Nelnet

Student Homepage Make a Payment

Student Account Info

Account Balance

Make a Payment

Charges Due

Payment History

Make a Payment

Your payment will be processed by our third party payment provider Nelnet.
Click Continue to Nelnet to be redirected to Nelnet.

[Continue to Nelnet](#) [Go to Student Homepage](#)

You will be directed to Create an Account (one time only).

Note: Any contact information update is for Nelnet use only. LBCC PeopleSoft will not be updated with any changes made to address, email or phone on **Nelnet**.



6. Student Account

Make a Payment

[Español](#) | [Customer Service](#)



Create Account

Contact Info

Welcome. Please take a few moments to review and complete your contact information.

Name

Prefix	<input type="text" value="-- None --"/>
First Name*	<input type="text"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text"/>
Suffix	<input type="text" value="-- None --"/>

Address

Country*	<input type="text" value="United States"/>
Address Line 1*	<input type="text" value="90712 Long Beach Blvd"/>
Address Line 2	<input type="text" value="Apartment, Suite, Unit, Building, Floor, etc."/> Add
City*	<input type="text" value="Carson"/>
State*	<input type="text" value="California"/>
ZIP/Postal Code*	<input type="text" value="90745"/>
Time Zone*	<input type="text" value="Pacific Time"/>

E-mail

E-mail 1*	<input type="text" value="test@bcc.edu"/>
E-mail 2	<input type="text"/>
E-mail 3	<input type="text"/>

All correspondence will be sent via e-mail only
Correspondence will be sent to all e-mails provided

Phone Numbers

At least one phone number is required.

Daytime Phone	<input type="text" value="US"/> (<input type="text" value=""/>) <input type="text" value=""/> - <input type="text" value=""/> Ext. <input type="text" value=""/>
Evening Phone	<input type="text" value="US"/> (<input type="text" value=""/>) <input type="text" value=""/> - <input type="text" value=""/> Ext. <input type="text" value=""/>
Mobile Phone	<input type="text" value="US"/> (<input type="text" value=""/>) <input type="text" value=""/> - <input type="text" value=""/>

I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize Nelnet and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or prerecorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s). By clicking 'Next' below, you agree to such contact related to your account.



[Main Menu](#)



Seeking Support? Click [here](#) for a list of helpful support services at Long Beach City College

6. Student Account

Make a Payment

Student Create Security Questions

- You will create security questions which will be used when contacting Nelnet Support.
- Click **Submit** to complete the creation of account.



[Español](#)

Create Account

Online Account Profile

Security Questions

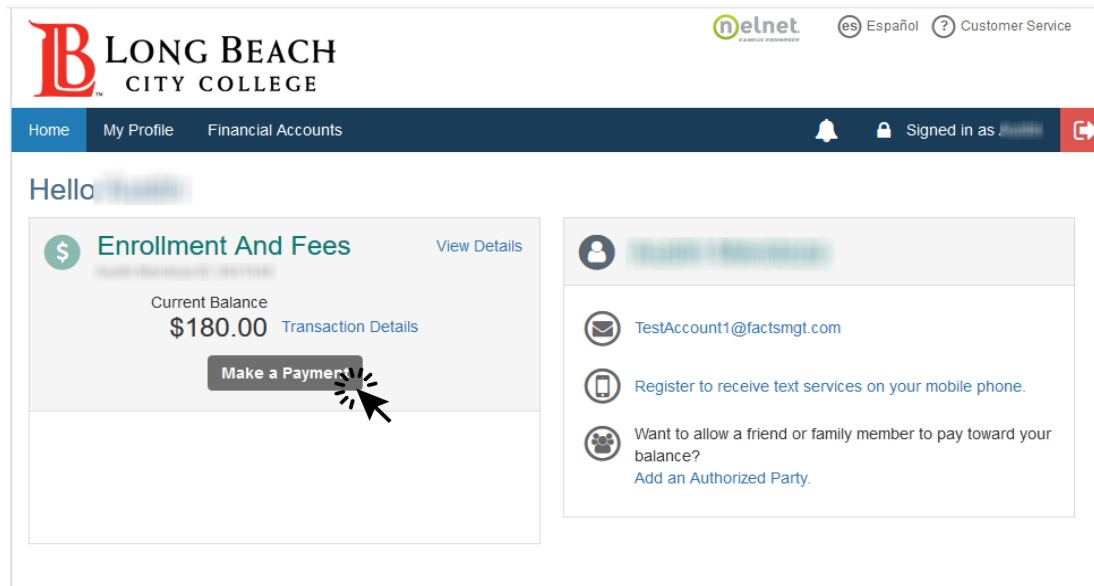
Telephone ID Question 1*	<input type="text" value="-- Select --"/>	
Question 1 Answer*	<input type="text"/>	
Telephone ID Question 2*	<input type="text" value="-- Select --"/>	
Question 2 Answer*	<input type="text"/>	

[Main Menu](#)



6. Student Account

Make a Payment



The screenshot displays the Long Beach City College Nelnet student account interface. At the top, the college logo and name are visible, along with the Nelnet logo and language options (Español, Customer Service). The navigation bar includes links for Home, My Profile, and Financial Accounts. The main content area shows a greeting, followed by the 'Enrollment And Fees' section. This section displays the current balance of \$180.00 and a 'Make a Payment' button, which is highlighted by a mouse cursor. To the right, there is a user profile section with a profile picture, email address (TestAccount1@factsmgt.com), and options to register for text services or add an authorized party.

Students Redirected to Account Detail Page

- Here you will see your **account balance** and can **view details**.
- Select **Make a Payment**.

Note: You can also verify email address, register to receive text messages from Nelnet regarding Nelnet correspondence or elect an Authorized payer to create an account to pay students fees.

For example: Parents can pay fees for their kids without having to log in with students account.



6. Student Account

Make a Payment

LONG BEACH CITY COLLEGE

Home My Profile Financial Accounts Signed in as [User Name]

1 Select A Payment 2 Payment Method 3 Receipt

[Want to designate another payer?](#)

Please Note: If applicable, your College Service Card and your Parking perming will be mailed to your address on record after payment is completed. Please allow 5-7 business days for delivery.

Payments will post to the oldest term balance first and then the current term.

Select Accounts to Pay

ACCOUNT	CURRENT BALANCE	PAYMENT AMOUNT
<input type="checkbox"/> Enrollment and Fees Fall 2018	180.00	\$ Enter Amount

PAYMENT AMOUNT \$0.00

Cancel Next - Payment Method

Make a Payment Page

- You can enter an amount by typing in a dollar amount in the **Enter Amount** box or you can put a **check mark** in the box to select all charges due.
- **Example:** *Enter amount \$180.00*
- After click **Next-Payment Method**.



6. Student Account

Make a Payment

LONG BEACH CITY COLLEGE

nelnet Español Customer Service

Home My Profile Financial Accounts Signed in as

Make A Payment

1 Select A Payment 2 Payment Method 3 Receipt

Payment Method

Bank Account
 Credit / Debit Card

Total Amount

Institution Amount	\$180.00
<hr/>	
Total	\$180.00

Cancel

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➤ You will enter the **payment method**, **account information** and click **Continue**.


Main Menu







Seeking Support? Click [here](#) for a list of helpful support services at Long Beach City College

6. Student Account

Make a Payment

LONG BEACH CITY COLLEGE  [Español](#) [Customer Service](#)

Home My Profile Financial Accounts   Signed in as  

Make A Payment

1 Select A Payment 2 Payment Method 3 Receipt

Payment Method





Bank Account
 Credit / Debit Card

Credit / Debit Card Details

Payment Method Disclosure

Card transactions for Long Beach City College are processed by Nelnet Campus Commerce, USA.

All fields are required

Card Number    

Account Holder Name

Expiration Date

Month Year

Billing Address

*Country
United States

*Address

Apt., Suite, Bldg. (optional)


Add Another Line

*City *State
Carson California

*Zip / Postal Code
90745

Save credit / debit card to My Profile for future use?

Cancel **Save & Continue**

Main Menu 

Seeking Support? Click [here](#) for a list of helpful support services at Long Beach City College

6. Student Account

Make a Payment

LONG BEACH CITY COLLEGE | [nelnet](#) | [Español](#) | [Customer Service](#)

Home | My Profile | Financial Accounts | Signed in as [User] | [Logout]

Make A Payment

- Select A Payment
- Payment Method**
- Receipt

Payment Method

VISA ending in 0007
or [Add a New Account](#)

Payment Method Disclosure
Card transactions for Long Beach City College are processed by Nelnet Campus Commerce, USA.

Total Amount

Institution Amount	\$180.00
Total	\$180.00

A transaction receipt will be sent to: TestAccount1@factsmgt.com. [Add](#)

Authorization

By clicking the Pay Now button, you authorize Nelnet to process this payment from the financial account identified above.
This is an immediate payment and cannot be canceled.

[Cancel](#) [Pay \\$180.00 Now](#)

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➤ You will verify the **Payment Method** and click **Pay Now**.




6. Student Account

Make a Payment

➤ You will receive a confirmation page that you can print and save.

➤ Click **Proceed to Home** when ready to see the balance update.

 **Thank You** Print


Your payment for **\$180.00** has been authorized and submitted.
A transaction receipt was sent to TestAccount1@factsmgt.com

[Proceed to Home](#)

Summary	
Institution	Long Beach City College
Customer	
Student ID	
Payment Date	24 Sep 2018
Account Holder Name	good
Account	Visa - 0007
Institution Payment Amount	\$180.00

This is an immediate one-time payment and cannot be canceled. If you have any questions, contact Nelnet at (800)609-8056.

Authorization ▾

 **LONG BEACH CITY COLLEGE** nelnet Español Customer Service

Home My Profile Financial Accounts Signed in as

Hello

Enrollment And Fees [View Details](#)

Current Balance **\$0.00** [Transaction Details](#)

[Make a Payment](#)

[TestAccount1@factsmgt.com](#)

Register to receive text services on your mobile phone.

Visa - 0007

Want to allow a friend or family member to pay toward your balance?
[Add an Authorized Party.](#)

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6. Student Account

Make a Payment

CONGRATULATIONS!

You have successfully made a payment.



Special Note:

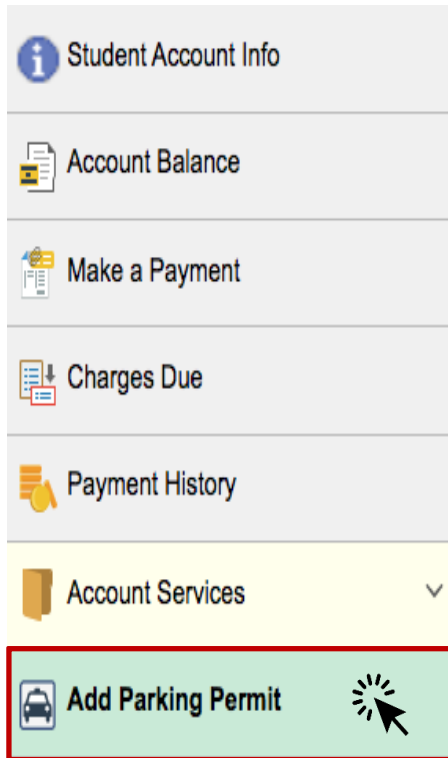
- Always sign-out and close all browsers to end session.
- Nelnet support assistance can be reached at 800-609-8056 24/7.

Main Menu



6. Student Account

Add Parking Permit



A vertical menu with the following items: 'Student Account Info' (info icon), 'Account Balance' (document icon), 'Make a Payment' (credit card icon), 'Charges Due' (list icon), 'Payment History' (list icon), 'Account Services' (folder icon), and 'Add Parking Permit' (car icon). The 'Add Parking Permit' item is highlighted with a red border and a mouse cursor icon.

Add Parking

Term

License Plate Number

Please Select the term and click on Select Parking button. If you would like a temporary permit, please enter license plate number of car you intend to park.

NOTE: Temporary parking permits only valid the first 3 weeks of Fall/Spring and the first 2 weeks of Winter/Summer

- To add a parking permit navigate to **Student Account Info** and click on **Add Parking Permit**.
- Click **inside the Term box** and select the appropriate semester during which you would like to have a parking permit.



6. Student Account

Add Parking Permit

Cancel Lookup

Search for: Term

▸ Search Criteria

▼ Search Results

Term	Short Description
1635	2020Spring
1630	2020Winter
1625	2019Fall
1620	2019Summer

Term

License Plate Number

- In this example Ole is selecting a parking permit for **2020 Spring** term.
- Next enter your **License Plate Number** and click **Submit**.

Note: The **Submit** button is located at the bottom of the page.

Main Menu



LBCC Student Support

To visit respective support websites, click on the desired box.

Welcome Center & Matriculation Office

Phone: LAC (562) 938-4049 • PCC (562) 938-3649

Student Technology Help Desk

Phone: (562)938-4250

Email: sthd@lbcc.edu

Admissions & Records

Phone: LAC & PCC (562) 938-4485

Financial Aid Office

Phone: LAC & PCC (562) 938-4485

Academic Counseling

Phone: LAC (562) 938-4561 • PCC (562) 938-3920

Cashier's Office

Phone: LAC (562) 938-4010 • PCC (562) 938-3906

[Main Menu](#)

