

Enabling a USB Hardware Token for Viking Portal Access

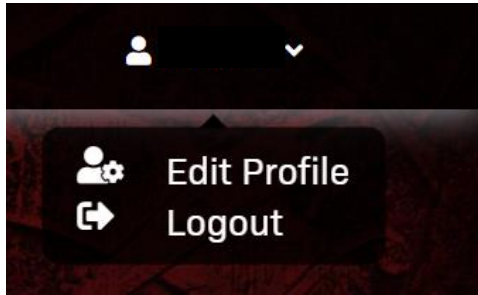
Using a Hardware Token is a convenient and safe way to create a One Time Passcode (OTP) in order to access your Viking Portal. The following instructions will help you get set up.



Step 1: Log into Viking Portal with your credentials. [Viking Portal](#)

The screenshot shows the Viking Portal login interface. At the top, there is a red banner with the text "VIKING PORTAL" in white. Below this, the page has a dark background with the Long Beach City College logo (a red "LB" followed by "LONG BEACH CITY COLLEGE" in white) on the right side. On the left, there are two white input fields: the first is labeled "VikingID / EmployeeID" and the second is labeled "Password". Below the input fields 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](#)".

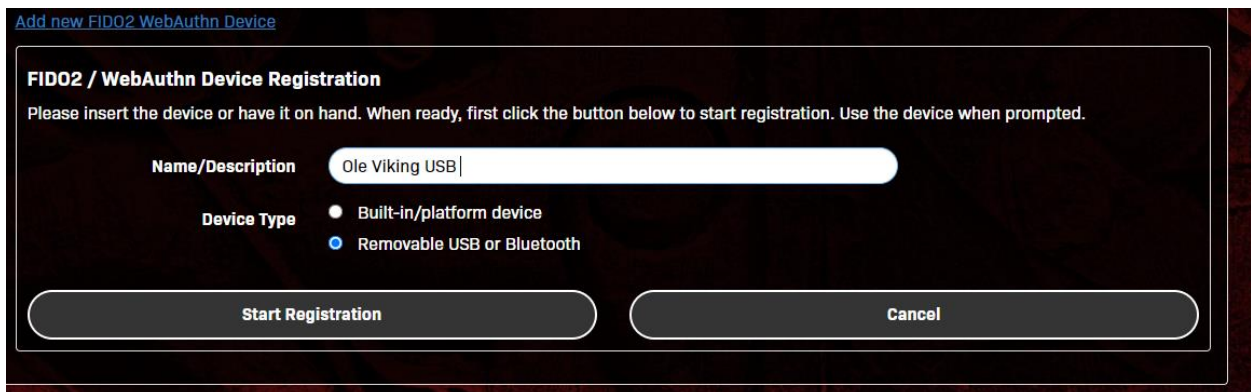
Step 2: Navigate to the top right and click on the drop down by your ID and select Edit Profile.



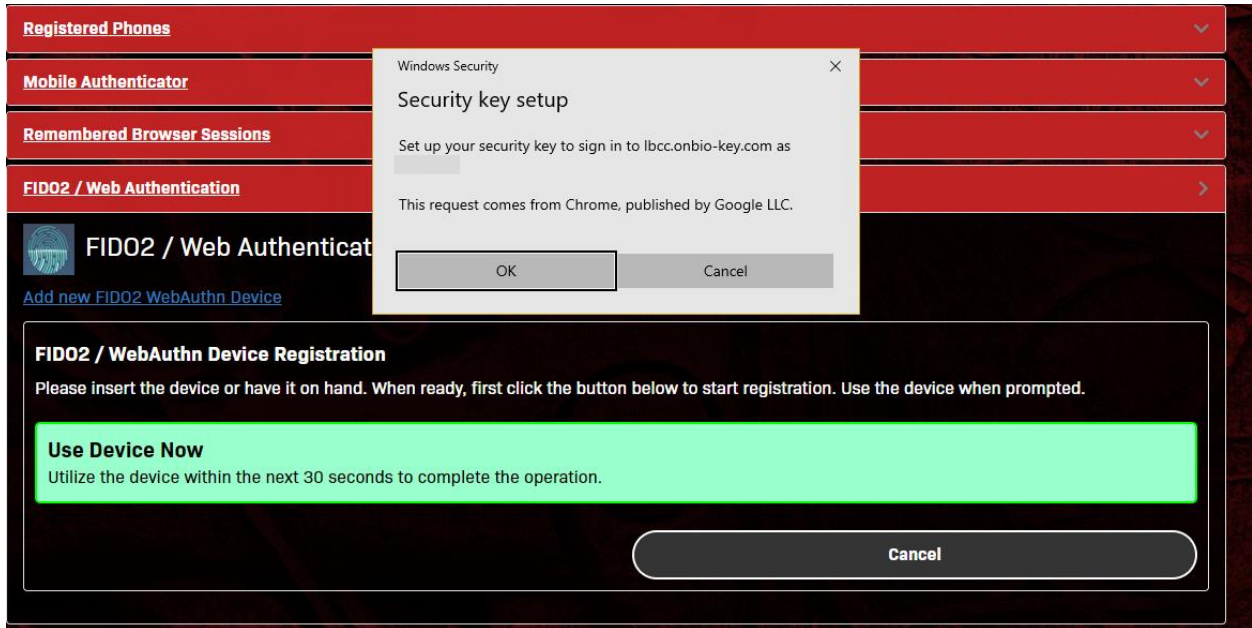
Step 3: Here you will see all of your account settings. Go down to FIDO2/Web Authentication and click on Add new device.



Step 4: Next you will name your device and click on Start with Registration. Note you will leave it on Removable USB or Bluetooth.



Step 5: Have your USB key in your device. The security key pop up will appear and you will click on Ok.



You will then be prompted to click on the USB key button.



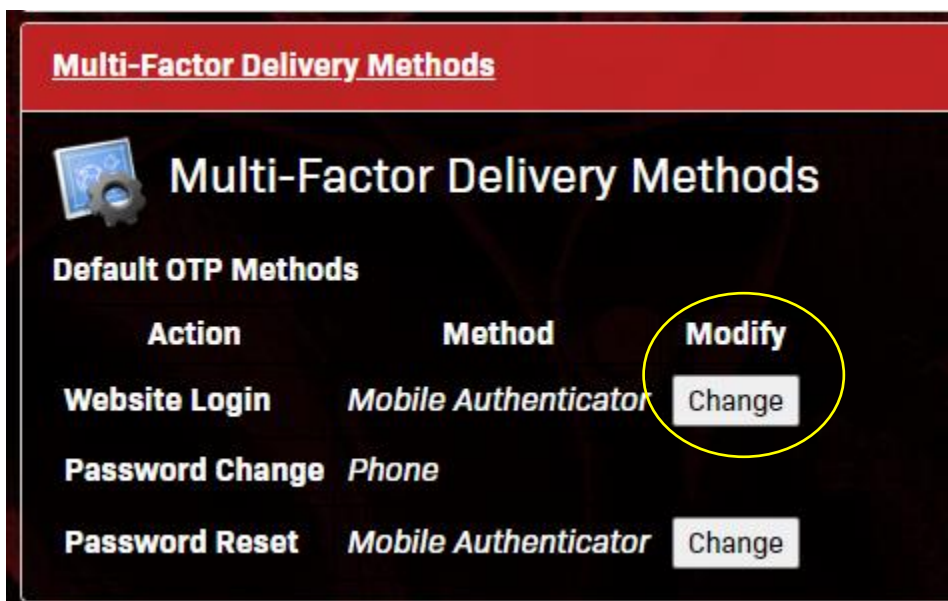
Once you have clicked on the button you will receive a success message like this.



Upon refreshing your screen, you will see something like this:



Step 6: There's one more step to complete. In your Viking Portal settings, you will need to update your MFA OTP delivery method to the new USB key. You will click on **Change** and then select FIDO2 Webauthn Device and click **continue**.



Change Default OTP Method


Please choose the default One Time Passcode (OTP) method for **website login**.

OTP Method:

- Phone
- Email
- Mobile Authenticator
- Help Desk
- FIDO2 Webauthn Device**

Once it's updated, you will see it listed here.

Multi-Factor Delivery Methods

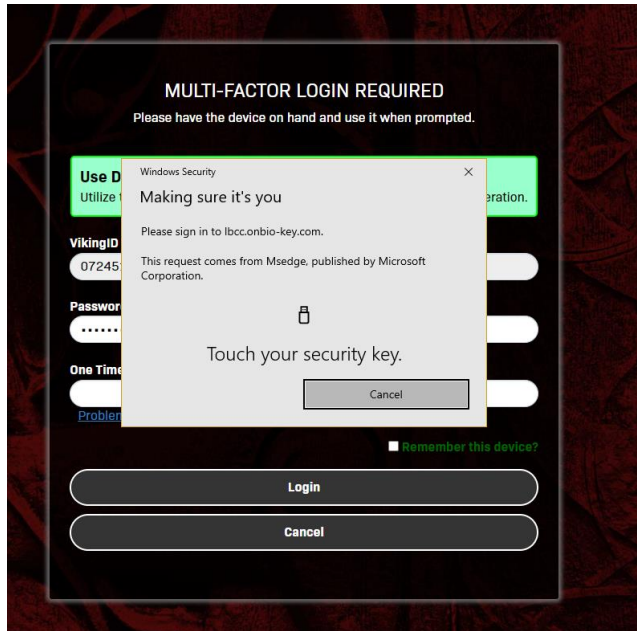


Multi-Factor Delivery Methods

Default OTP Methods

Action	Method	Modify
Website Login	FIDO2 Webauthn Device	Change
Password Change	Phone	
Password Reset	Mobile Authenticator	Change

Step 7: When it's time to log in you will see something like this. Click your USB key button and you're in! If you forgot our USB key, you can click **Cancel**, and click on **Problems with OTP** for other delivery methods.



Important: Be sure to keep your USB Hardware Token somewhere safe and remove it from any classroom computers once you are done using it.

Did you get an error? If you got a time out error upon enabling your device, go head and start the process over and be ready to click the button the next time around. Changing browsers may also be helpful.

Questions?

Reach out to the IITS Faculty & Staff Help Desk:

- helpdesk@lbcc.edu
- (562) 938-4357