

## Getting started with Pirate Portal.

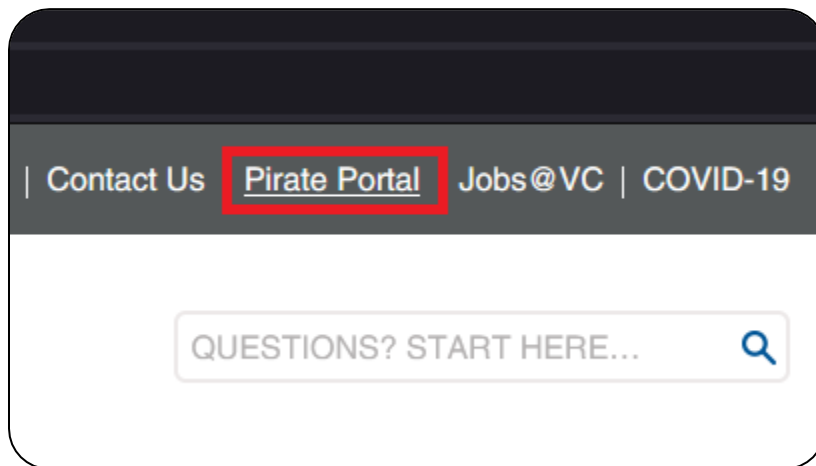
This document will demonstrate how to retrieve your Pirate Portal username and password, setup a second layer of security known as multifactor authentication (MFA) that is required for your Pirate Portal account, and how to log in to your Pirate Portal.

### Retrieve your Pirate Portal username and password.

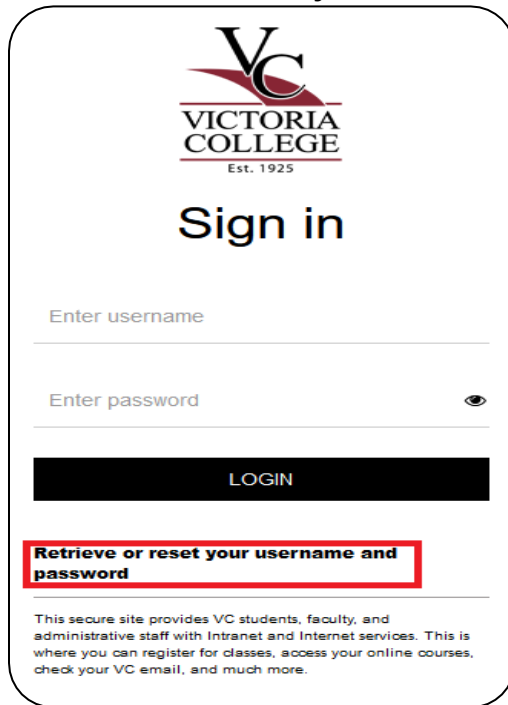
1. Go to <https://www.VictoriaCollege.edu>.



2. Click **Pirate Portal**.




3. Click **Retrieve or reset your username and password**.



**VC**  
VICTORIA  
COLLEGE  
Est. 1925

## Sign in

Enter username

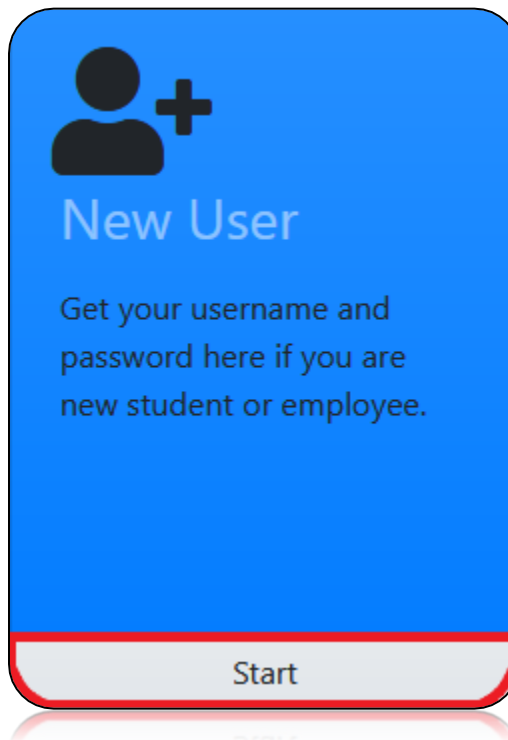
Enter password 


**LOGIN**

**Retrieve or reset your username and password**

This secure site provides VC students, faculty, and administrative staff with Intranet and Internet services. This is where you can register for classes, access your online courses, check your VC email, and much more.

4. Click **Start** under the **New User** section.





## New User

Get your username and password here if you are new student or employee.

**Start**

5. Click the radio button next to **I accept the regulations defined by Victoria College** and fill out the **Student ID or SSN** and **Birthdate** fields. Click **Next**.

Agree to Rules

I accept the regulations defined by Victoria College.  
 I DO NOT accept the regulations defined by Victoria College.

To retrieve your user id please fill in the fields below.

Your student id will start with a V

Your birthdate in the form of MM/DD/YYYY

*Note: You must use a capital V if you are using your student ID. Do NOT type any dashes if you are using your social security number (SSN). You must type your birthdate with the slashes in this format MM/DD/YYYY.*

6. Read the **Alerts and Notifications** sections. Choose to opt-in or opt-out of notifications. Click **Next**.

*Note: If you click the **Back** button, you will receive an error message and will need to contact the Help Desk at (361) 582-2509 to have your account refreshed.*

Alerts and Notifications

Click view the VC Web Privacy Policy

[Victoria College General Text Messages](#)  
Victoria College periodically sends information to students regarding registration, admissions, financial aid, and payments via text message. Employees may also periodically receive important VC information via text message.

I authorize Victoria College to send me general text messages.  
 Do NOT send me general text messages.

[Victoria College Emergency Alerts](#)  
At Victoria College, the safety of our students and employees is a top priority. Victoria College's Emergency Alert System is used to communicate with students and employees regarding emergencies and campus closures. In order to receive emergency alerts, it is important to keep your contact information and alert preferences updated.

Click here to learn more about VC's Emergency Alert System.

I do NOT want to receive emergency alerts from Victoria College.

**Alert Locations :** VC students and employees automatically receive emergency alerts for all locations. If you do not want to receive alerts for a specific location(s), uncheck the appropriate box(es) below. Your alert preferences should be renewed annually as they are automatically reset August 1 each year in accordance with Texas House Bill 2758.

Receive Gonzales Center alerts  
 Receive Hallettsville alerts  
 Receive Main Campus alerts  
 Receive Emerging Technology Complex alerts

- Verify your contact information under the **Contact Information** section. Click **Next**.

*Note: Click **Add Phone** or **Add Email** to add new contact information. Click **Edit** to update your contact information. Click **Delete** to remove contact information.*

**Contact Information**

Please check your contact information. This information is used by the college to communicate with you about college business. Rows highlighted in yellow will receive college alerts.

Current Telephone Information  
Standard text and messaging fees apply. To unsubscribe to these text messages, reply STOP.

[Add Phone](#)

| Alerts sent Via               | Phone Type            | Area Code | Phone   | Ext | Preferred |   |
|-------------------------------|-----------------------|-----------|---------|-----|-----------|---|
| <a href="#">Alert Me Here</a> | Cell Phone (personal) | 361       | 5822509 |     |           | <a href="#">Edit</a> <a href="#">Delete</a> |

Current Email Information  
Personal email marked as Preferred will receive alerts.  
Click the "Alert Me Here" button to select an email as your preferred email for communications.

[Add Email](#)

| Alerts sent via               | Type            | E-Mail                               | Preferred |                        |
|-------------------------------|-----------------|--------------------------------------|-----------|------------------------|
| <a href="#">Alert Me Here</a> | Campus E-Mail   | hd000000@pirates.victoriacollege.edu | N         | <a href="#">Delete</a> |
| <a href="#">Alert Me Here</a> | Campus E-Mail   | v0000000@pirates.victoriacollege.edu | N         | <a href="#">Delete</a> |
| <a href="#">Alert Me Here</a> | Personal E-Mail | helpdesk@gmail.com                   | Y         | <a href="#">Delete</a> |

[Next <>](#)

- Your **Pirate Portal username, password, and email** will display under the **User Information** section. Take note of this information as you will need it to log in to the Pirate Portal.

*Note: The password is **case-sensitive**. Be sure to take note of the password **exactly** how it is displayed.*

**User Information**

UserName: v00000000  
 Password: JFaW3063  
 Email: v00000000@pirates.victoriacollege.edu

*\*To protect your information close the browser when finished.*

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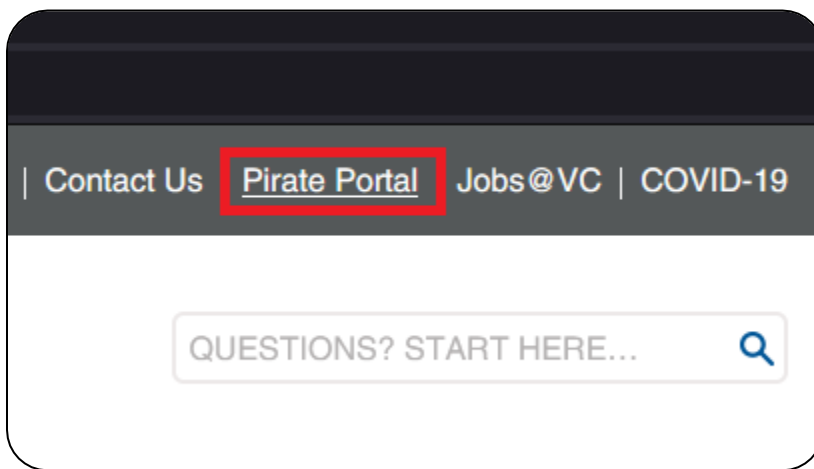
Victoria College • Helpdesk • 361.582.2509 • Production

## Set up a second layer of security known as Multifactor Authentication (MFA) for your Pirate Portal account (Required)

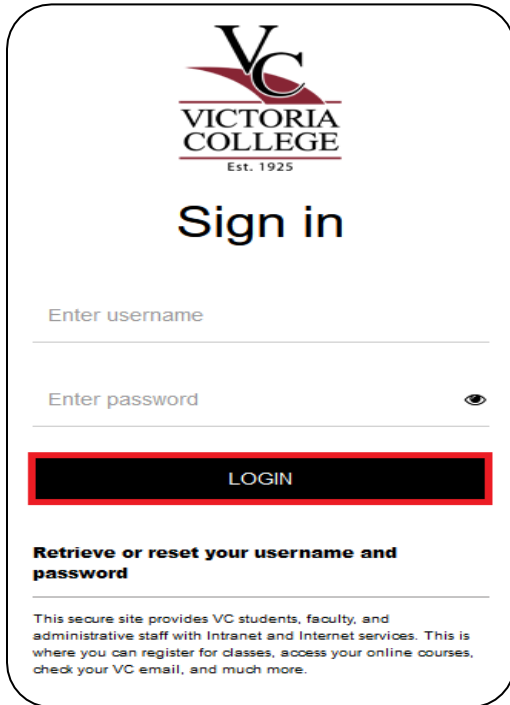
1. Go to <https://www.VictoriaCollege.edu>.




2. Click **Pirate Portal**.




3. Type in your **username** and **password**. Click **Login**.



  
VICTORIA COLLEGE  
Est. 1925

## Sign in

Enter username

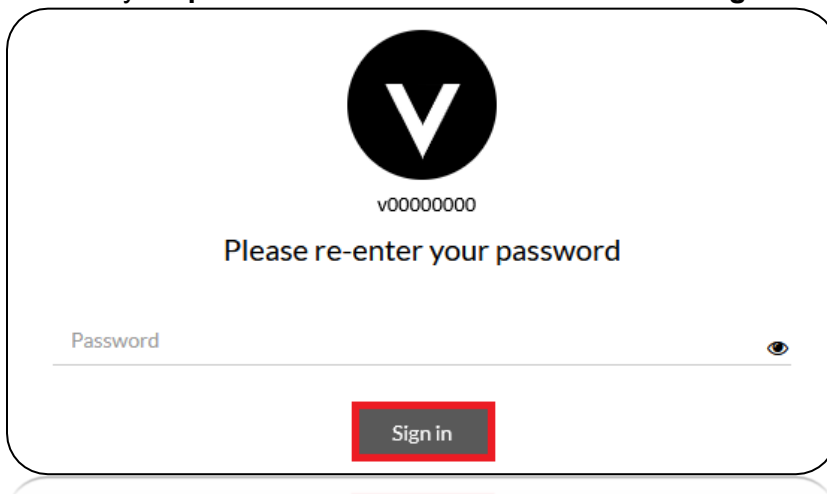
Enter password 


**LOGIN**

**Retrieve or reset your username and password**


This secure site provides VC students, faculty, and administrative staff with Intranet and Internet services. This is where you can register for classes, access your online courses, check your VC email, and much more.

4. Re-enter your **password** in the **Password** field. Click **Sign In**.



  
v00000000

## Please re-enter your password

Password 

**Sign in**

5. Read the **red text** on the **Account Recovery Settings** Page.

## Account Recovery Settings

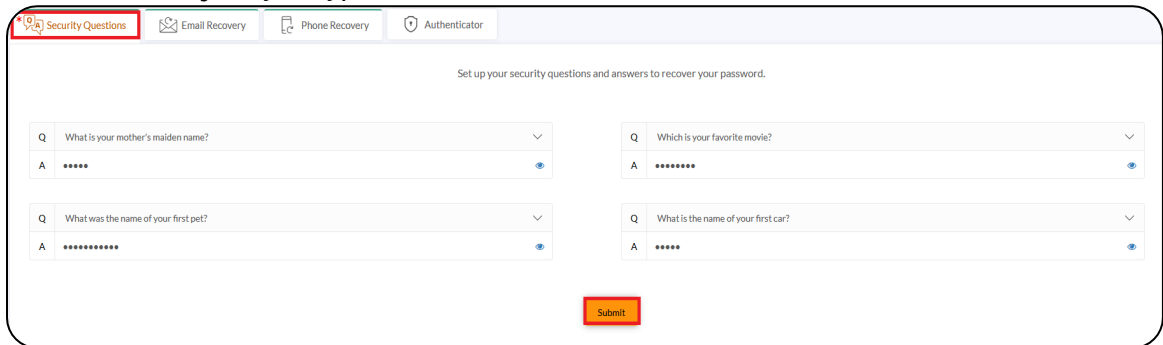
In addition to your username and password, you will need another form of identification in order to access your account.

**You will not be able to proceed to the Pirate Portal until you have provided security questions AND an email OR phone recovery option.**  
We strongly urge you to fill out all sections of the security information.

After entering your email and phone numbers, you **MUST** click the verify button and enter the code sent. This helps us ensure you entered the data correctly.

6. Set up **security questions** and **answers** under the **Security Questions** section. Click **Submit**.

*Note: The answers you choose are **case-sensitive**. Be sure to take note of your answers **exactly** as you typed them.*



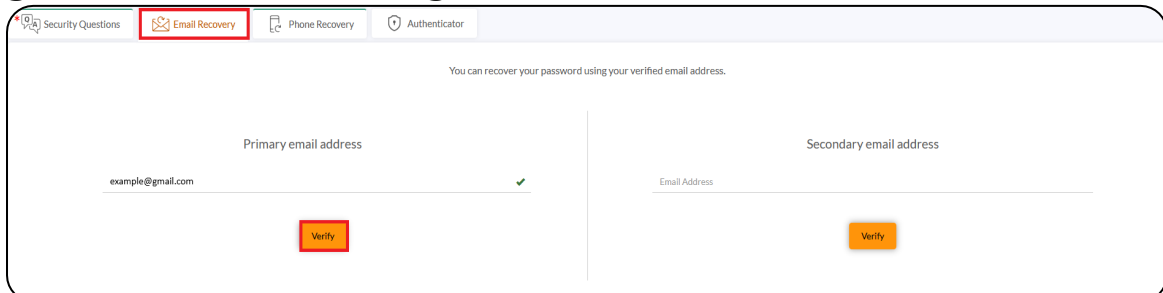
Set up your security questions and answers to recover your password.

|  |                                       |
|--|---------------------------------------|
| Q What is your mother's maiden name?   | Q Which is your favorite movie?       |
| A *****                                | A *****                               |
| Q What was the name of your first pet? | Q What is the name of your first car? |
| A *****                                | A *****                               |

**Submit**

7. Click **Email Recovery** to set up your personal email as a way to recover your password. Type your personal email in the **Email Address** field. Click **Verify**.

*Note: If you decide to use the email recovery option, you **must** enter a **personal email address**. You **cannot** use your student or employee email address. You **cannot** use any email address that ends with **@pirates.victoriacollege.edu**, **@student.victoriacollege.edu** or **@victoriacollege.edu***

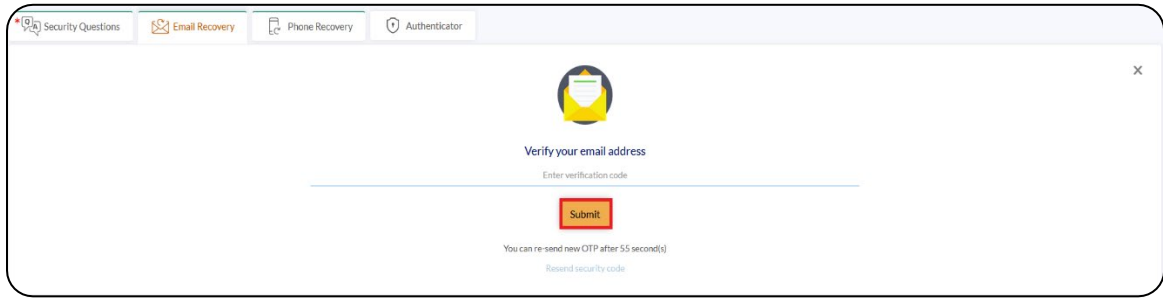


You can recover your password using your verified email address.

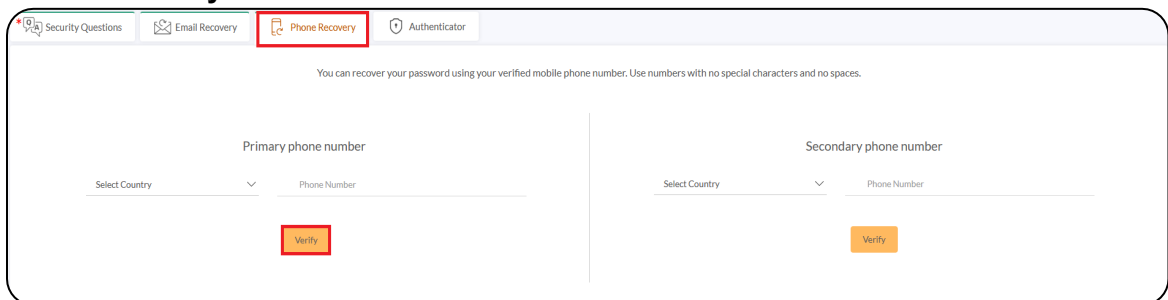
|  |  |
|--|--|
| Primary email address<br>example@gmail.com | Secondary email address<br>Email Address |
|--|--|

**Verify** **Verify**

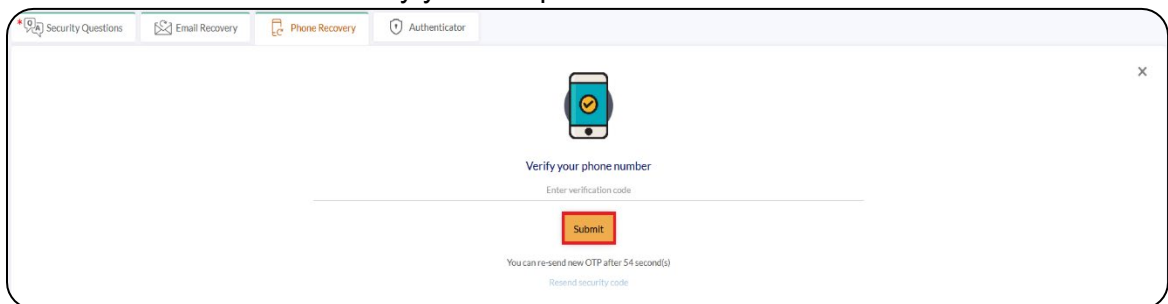
8. Enter the One-Time Passcode that was sent to your email in the **Enter Verification Code** field to verify your email. Click **Submit**.



9. Click **Phone Recovery** to set up your cell phone number as a way to recover your password. **Select your country** and type your cell phone number in the **Phone Number** field. Click **Verify**.



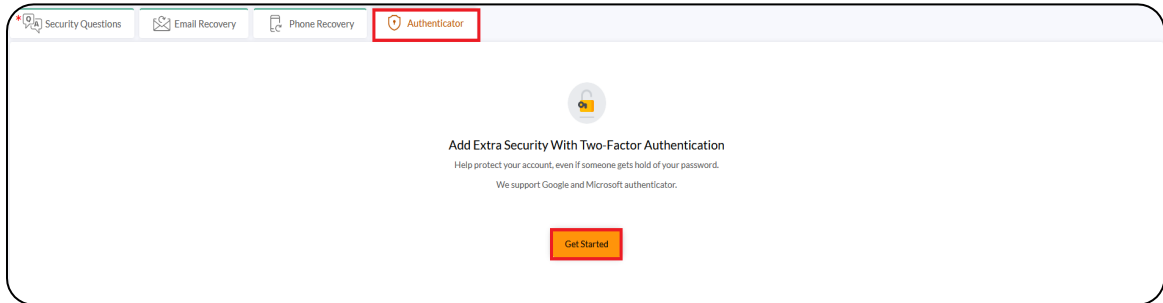
10. Enter the One-Time Passcode that was sent to your cell phone number in the **Enter Verification Code** field to verify your cell phone number. Click **Submit**.



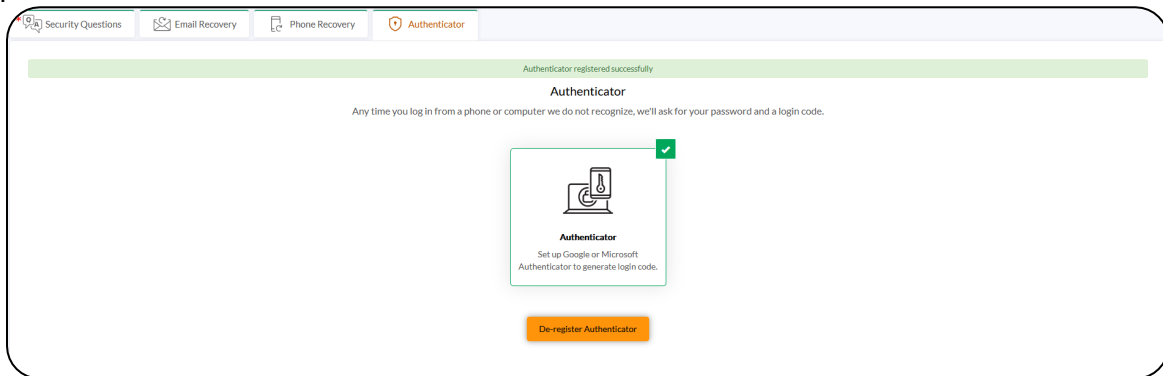


11. Click **Authenticator** to set up your Google Authenticator or Microsoft Authenticator app on your mobile device as a way to recover your password. Click **Get Started** and follow the on-screen prompts.

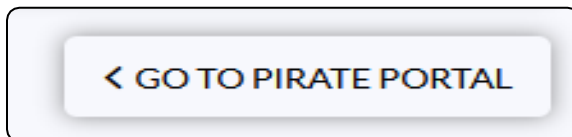
*Note: You will need to download the Google Authenticator or Microsoft Authenticator app on your mobile device for this option to work.*



If you set up your authenticator app successfully, you will see a green check mark and a message that says **Authenticator registered successfully** as shown in the following picture:



12. Click **GO TO PIRATE PORTAL**.



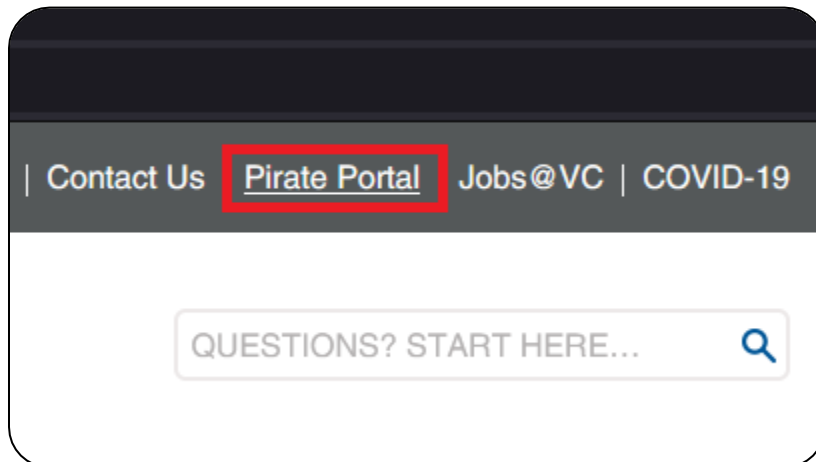
13. You will be redirected to the Pirate Portal log in page.

## Log in to Pirate Portal.

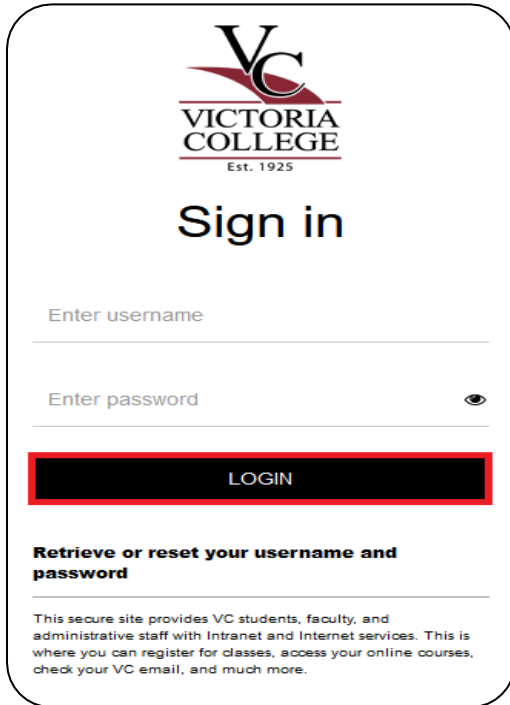
1. Go to <https://www.VictoriaCollege.edu>.



2. Click **Pirate Portal**.



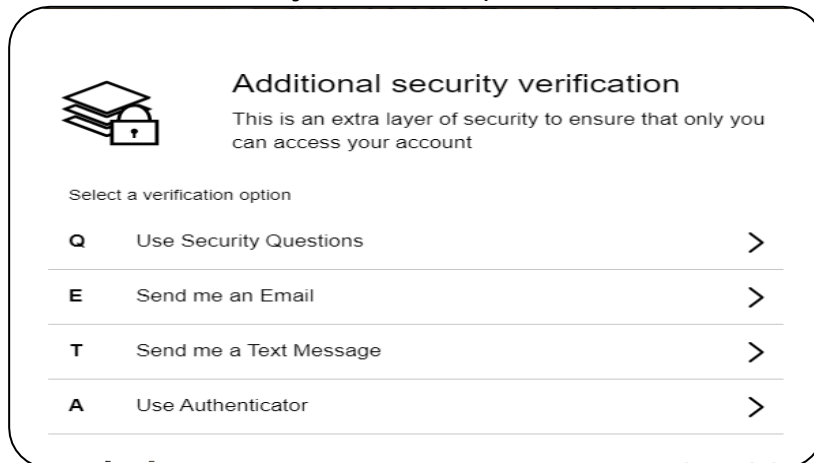
3. Type in your **username** and **password**. Click **Login**.



The screenshot shows the Victoria College Sign in page. At the top is the VC logo with 'VICTORIA COLLEGE Est. 1925' below it. The main heading is 'Sign in'. There are two input fields: 'Enter username' and 'Enter password' with an eye icon for toggling visibility. A red-bordered 'LOGIN' button is below the fields. Underneath is a section titled 'Retrieve or reset your username and password' with a link. At the bottom, a paragraph states: 'This secure site provides VC students, faculty, and administrative staff with Intranet and Internet services. This is where you can register for classes, access your online courses, check your VC email, and much more.'

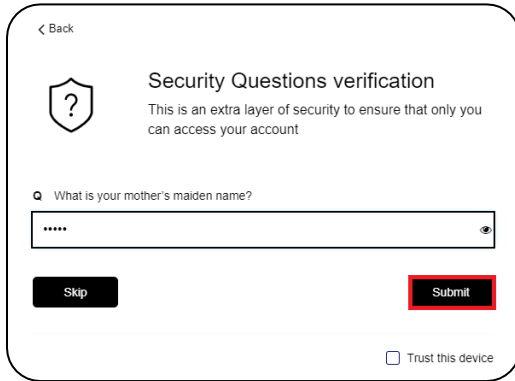
4. The **Additional security verification** prompt is displayed. **Select a verification option** to log in to the Pirate Portal.

*Note: The **Use Security Questions** option was used in this example.*




The screenshot shows the 'Additional security verification' prompt. It features an icon of a stack of papers with a lock. The text reads: 'Additional security verification This is an extra layer of security to ensure that only you can access your account'. Below this is the instruction 'Select a verification option' followed by a list of four options, each with a right-pointing chevron: 'Q Use Security Questions', 'E Send me an Email', 'T Send me a Text Message', and 'A Use Authenticator'.

5. Type your answer to your security question. Click **Submit**.



< Back

 **Security Questions verification**  
This is an extra layer of security to ensure that only you can access your account

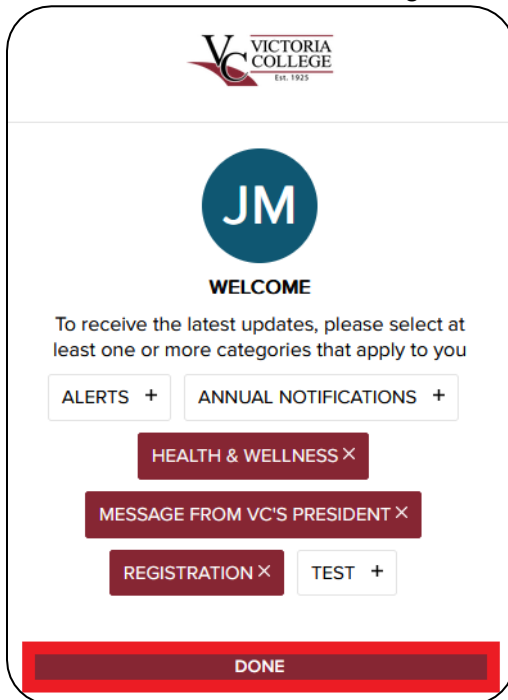
What is your mother's maiden name?


.....


**Skip** **Submit**

Trust this device

6. You may receive a **Welcome** prompt about receiving updates for categories that you select. Select one or more categories. Click **Done**.



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 **WELCOME**

To receive the latest updates, please select at least one or more categories that apply to you

ALERTS + ANNUAL NOTIFICATIONS +

HEALTH & WELLNESS X

MESSAGE FROM VC'S PRESIDENT X

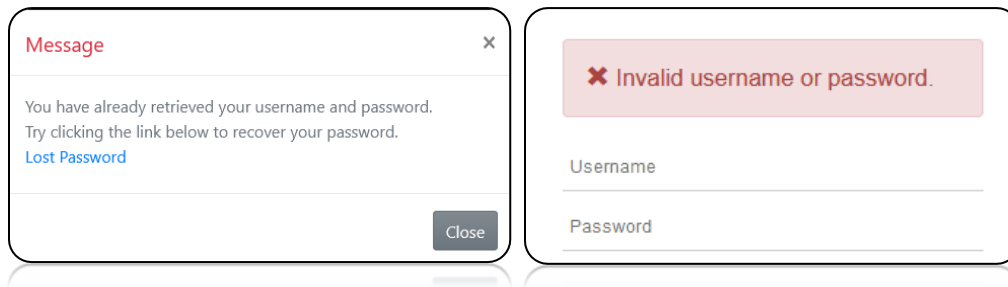
REGISTRATION X TEST +

**DONE**

7. You are now logged in to Pirate Portal.

## Troubleshooting

Many issues may occur when trying to retrieve your username and password or trying to log in to the Pirate Portal. The most frequent issues that occur are shown in the following pictures:



If you receive one of these error messages, you will need to contact the help desk at (361) 582-2509 to have your account refreshed.

## Additional Troubleshooting

1. Make sure you are using a computer rather than a mobile device.
2. Make sure your browser is up-to-date.
3. Clear your browser's cache.
4. Restart your computer.
5. Try a different computer.

## Get More Help

- If you have performed all of the troubleshooting steps above and are experiencing any issues logging in to your Pirate Portal, please contact the Help Desk at (361) 582-2509 or email us at [HelpDesk@VictoriaCollege.edu](mailto:HelpDesk@VictoriaCollege.edu) for more help.
- If you are getting a blue spinning circle, there may be a service outage. Contact the Help Desk for more help.