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.

Note: The images in this documentation were taken on a Windows computer using Mozilla Firefox. Some images may not reflect what is on your device if you are using a different browser or device. This process may take 5-10 minutes to complete. Refer to the Troubleshooting section at the bottom of this documentation if you receive any error messages or experience any issues during the process.

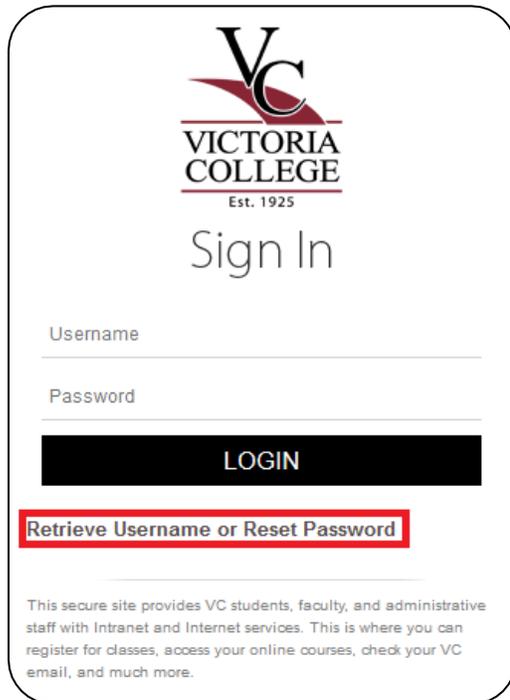## Retrieve your Pirate Portal username and password.

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

2. Click **Pirate Portal**.
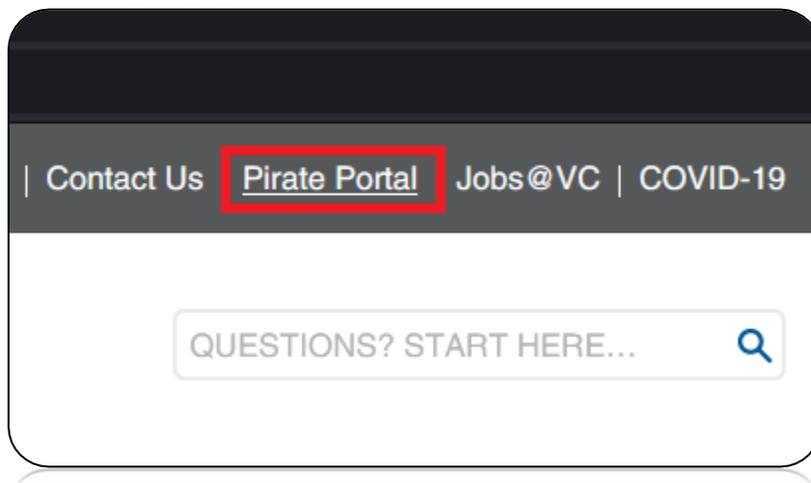
3. Click **Retrieve Username or Reset Password**.

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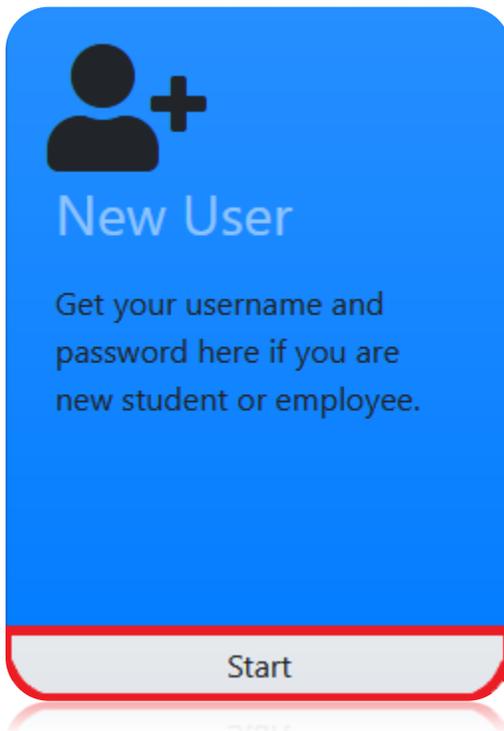
5. Click the radio button next to **I accept the regulations defined by Victoria College** and fill out the **Student ID or SSN** and **Birthdate** fields. Click **Next**.

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.

Agree to Rules

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

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

[Student ID or SSN]
Your student id will start with a V

[Birthdate]
Your birthdate in the form of MM/DD/YYYY

[Next ⇒]

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

[Next ⇒]

7. 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.*

8. 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.*

![Victoria College logo — VC VICTORIA COLLEGE]

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.
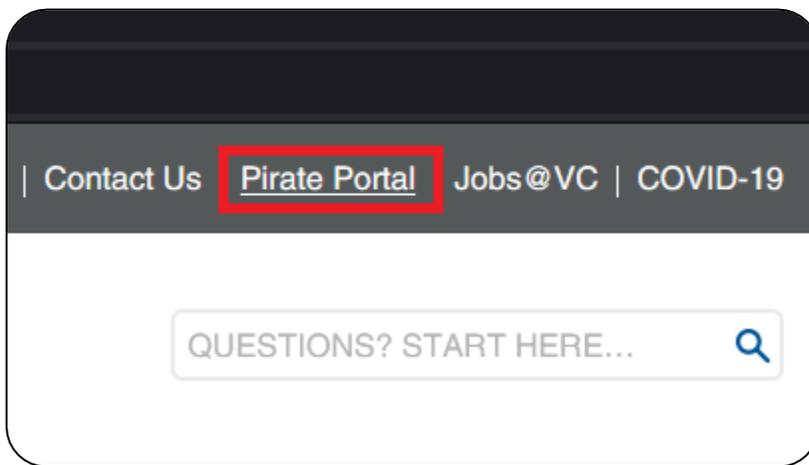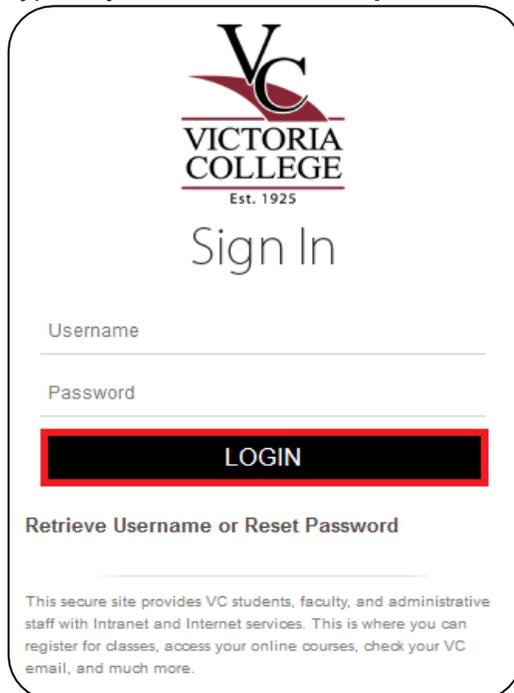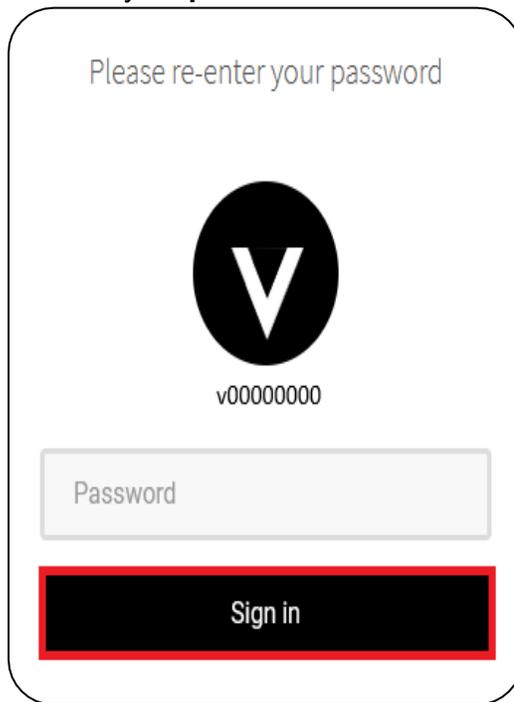

2. Click **Pirate Portal**.

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

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

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

> 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.*
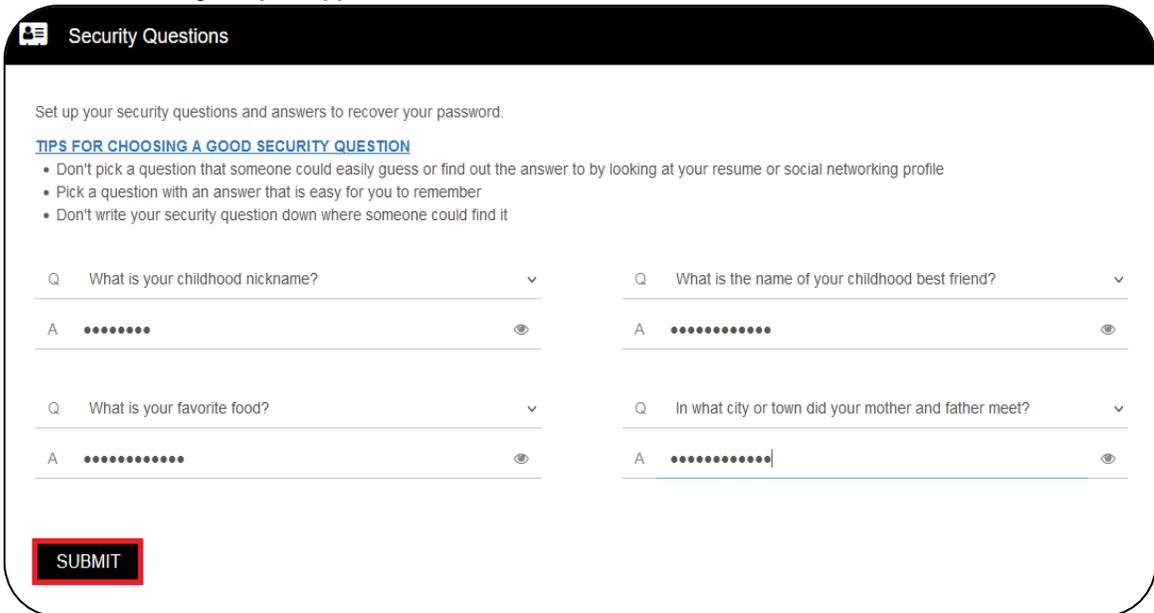

7. Click **Email Recovery** to set up your personal email as a way to recover your password. Type your personal email in the **Email Address** field. Click **Verify**.
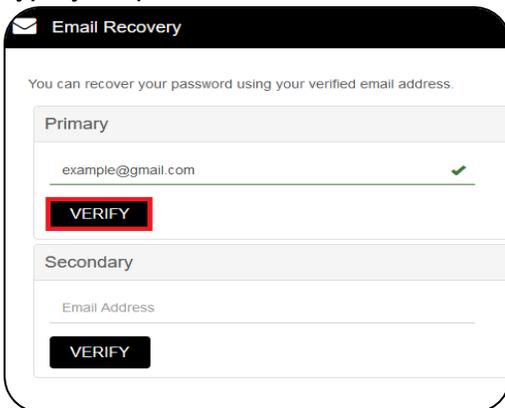

*Note: If you decide to use the email recovery option, you **must** enter a **personal email address.** You **cannot** use your student or employee email address. You **cannot** use any email address that ends with @pirates.victoriacollege.edu, @student.victoriacollege.edu or @victoriacollege.edu.*

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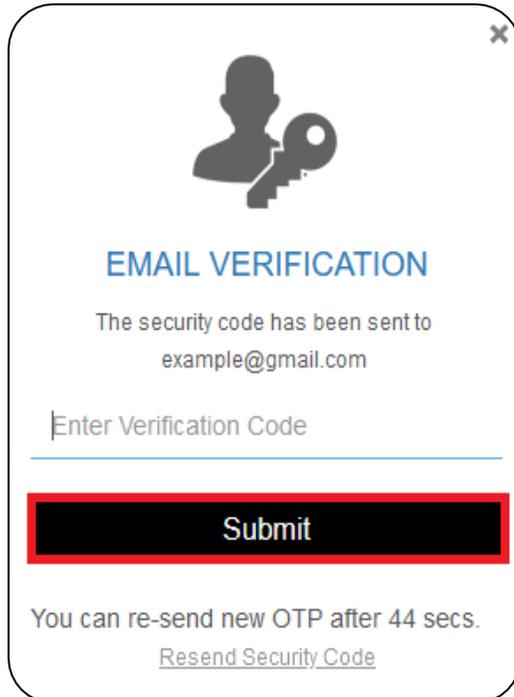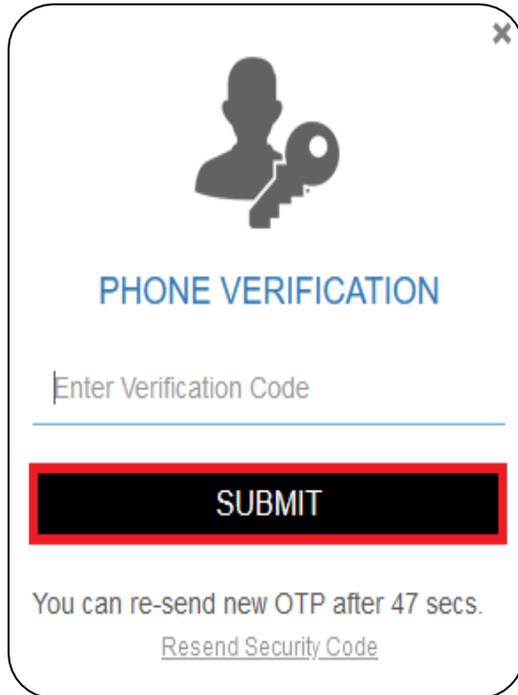

9. Click **Phone Recovery** to set up your cell phone number as a way to recover your password. **Select your country** and type your cell phone number in the **Phone Number** field. Click **Verify**.
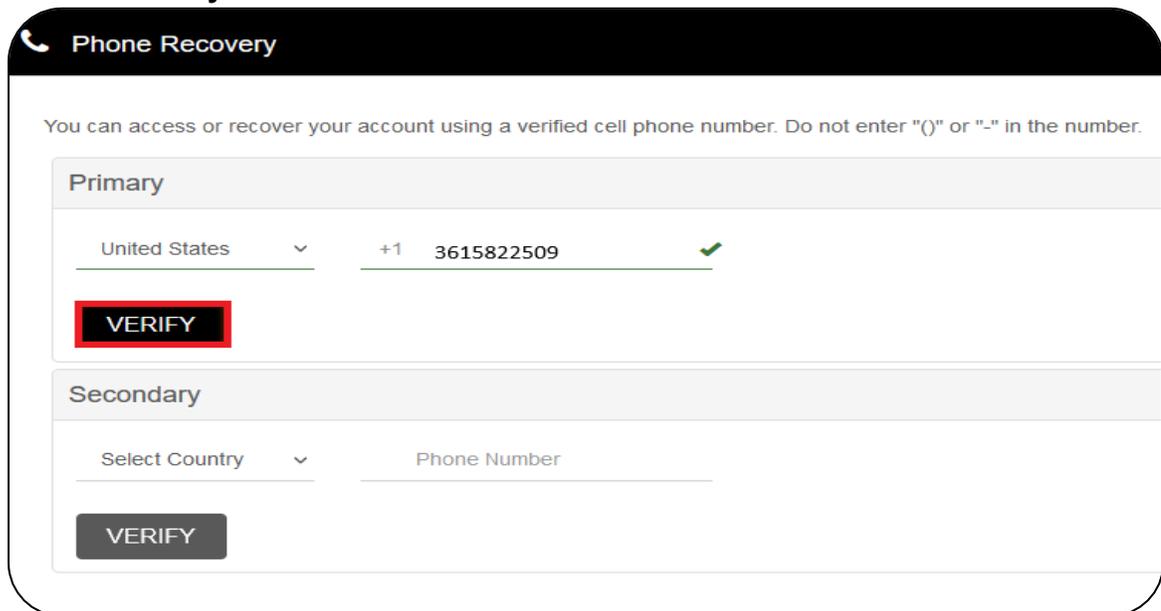
10. Enter the One-Time Passcode that was sent to your cell phone number in the **Enter Verification Code** field to verify your cell phone number. Click **Submit**.
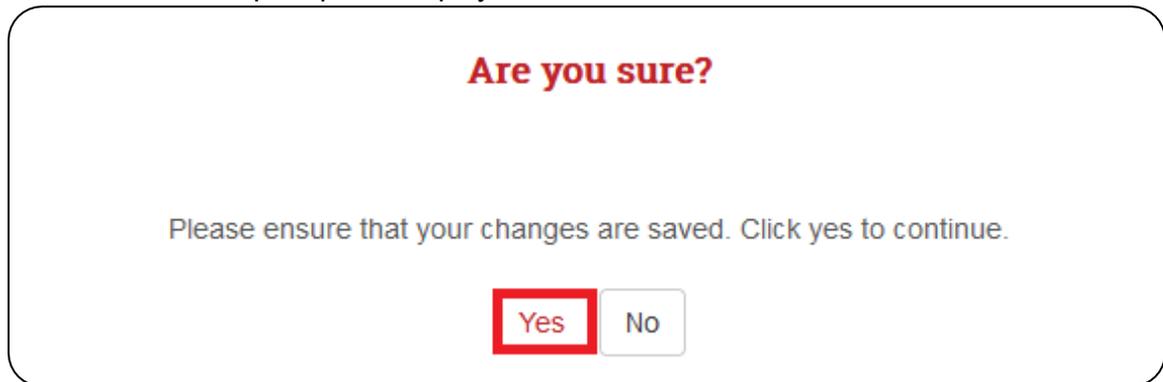

11. Click **Go To Pirate Portal**.

12. The **Are You Sure** prompt will display. Read and click **Yes**.

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

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Log in to Pirate Portal.

1. Go to https://www.VictoriaCollege.edu.
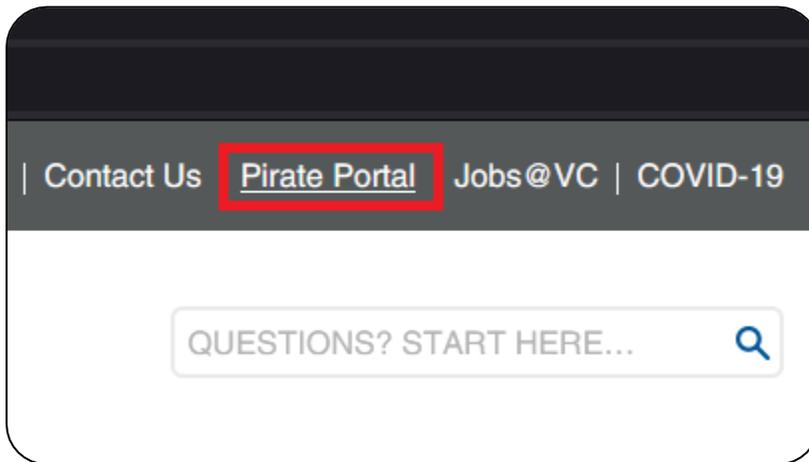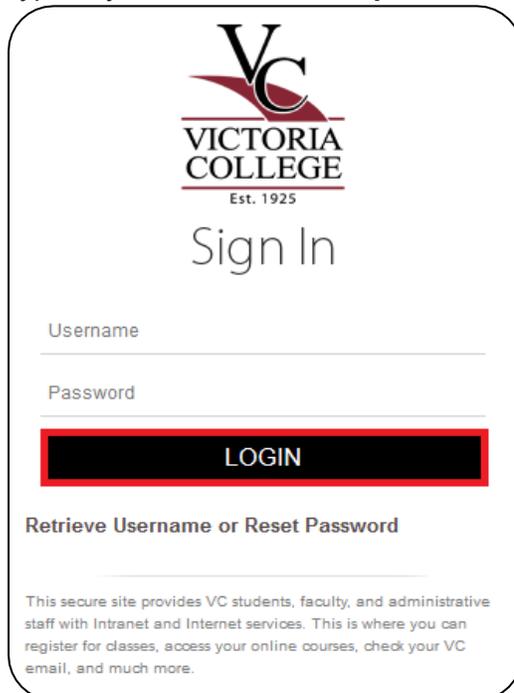
2. Click **Pirate Portal**.

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

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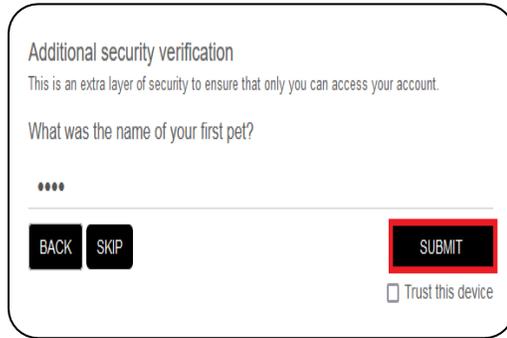

*Note: The **Use Security Questions** option was used in this example.*

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

*Note: If you do not know the answer, click **Skip**. If you choose to **Trust this device,** you will not have to answer your security questions for 24 hours. If you get a message that says you will need to wait a certain amount of time, go **back** and use the phone or email verification options or contact the Help Desk.*

6. You may receive a **Welcome** prompt about receiving updates for categories that you select. Select one or more categories. Click **Done**.
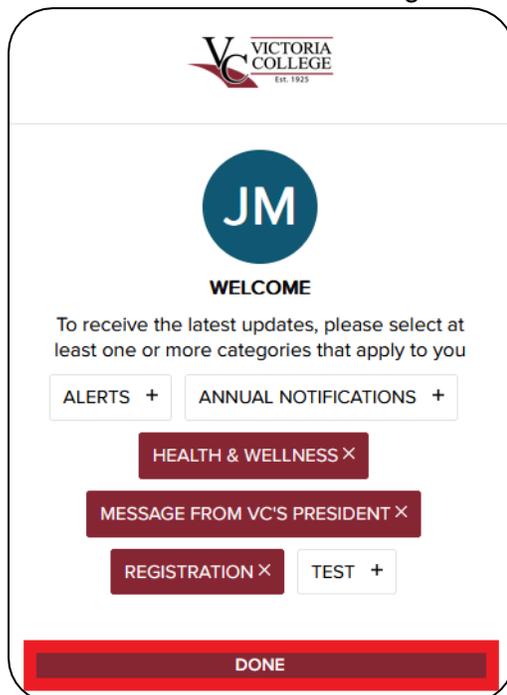
7. You are now logged in to Pirate Portal.

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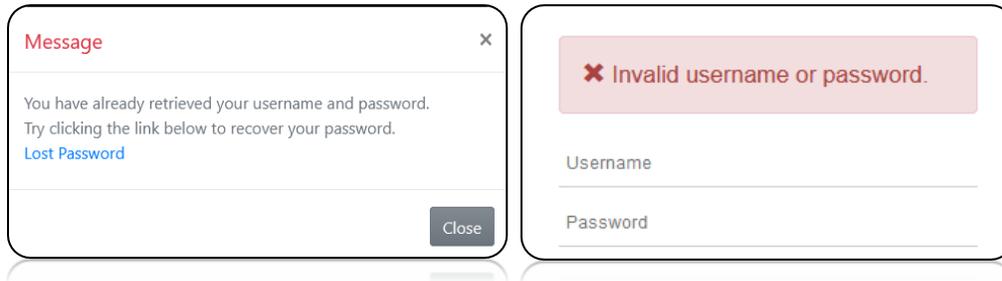
If you receive one of these error messages, you will need to contact the help desk at (361) 582-2509 to have your account refreshed.

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 for more help.
- If you are getting a blue spinning circle, there may be a service outage. Contact the Help Desk for more help.