

Directions to update your phone number:

1. Login to Pirate Portal
2. Click to open the “My Contact Information” folder
3. Select “Manage Contact Information” link
4. Under Phone Number, click on Edit icon
5. Edit phone number

Edit Phone Number ×

Phone Type

Cell Phone (personal)

Phone Number

Area Code Phone Number Extension

International Access Code and Phone Number

International Phone Number

Primary Unlisted

Cancel Update

6. Click “Update.”

Directions to update your phone number for general and emergency alerts:

1. Login to Pirate Portal
2. Click to open the “My Contact Information” folder
3. Select “Update Alert Information” link
4. Edit, Delete, or Add phone numbers. If there is a number next to Phone & Text, make sure the number can receive text messages. If there is no Phone & Text number, click “Add Phone” and be sure the “Cell Phone” option is clicked.
5. Edit, Delete, or Add email address. Click “Alert Me Here” to select preferred email address.
6. Click “Next”

Directions to change/reset your Pirate Portal password:

1. Click the link below the Pirate Portal log in. “Retrieve or reset your username and password.”
2. Enter Username
3. Click Submit
4. Answer security question
5. Click “Submit”
6. Select a verification option
7. Enter code
8. Click Submit
9. Enter “New Password” and “Confirm Password”
10. Click Submit

Directions if you forgot your Pirate Portal username:



1. Click the link "Forgot Username"
2. Enter Email Address
3. Click Submit
4. Answer security question
5. Click Submit
6. Check email
7. Enter code
8. Click Submit
9. Enter "New Password" and "Confirm Password"
10. Click Submit

Directions to update Account Authentication Information:

1. Login to Pirate Portal
2. Click to open the "My Contact Information" folder
3. Select "Account Authentication Information" link
4. Enter Pirate Portal password
5. Click "Sign in"
6. In Account Recovery Setting box, click "Get Started"
7. Update security questions/email recovery/phone recovery
 - a. 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.
8. Click "Go to Pirate Portal"

How to Opt In/Out of Alert Notifications:

1. Login to the Pirate Portal.
2. Under the "My Contact Information" folder on the left, click on "VC Notifications Opt In/Out."
3. Choose to either opt out (receive NO notifications) by checking the "I do NOT want to receive emergency alerts from Victoria College" checkbox or deselect the checkboxes of locations for which you do NOT wish to receive alerts. If a box is checked, you will receive alerts for that location.
4. Click "Next."
5. Click "Home."
6. Click "Start" under Emergency Alerts and Notifications.
7. Choose one of the following options:
 - a. Delete a Number or Email – To delete a phone number or email address listed, click "Delete" in the appropriate row.
 - b. Edit a Number or Email – To edit a phone number or email address listed, click "Edit" in the appropriate row. Make appropriate changes, and then click "Update."

- c. Add a Number – To add a new number, click "Add Phone." Fill in the area code and phone number, choose "Cell Phone*" or "Home (Mailing)," and then click "Submit."
- d. Add an Email – To add a new email address, click "Add Email." Fill in the email address and click "Submit."

*Note: The cell phone number listed next to Alerts sent Via Phone & Text is the only number that will receive a SMS text message. Any other numbers listed will receive a phone call.

8. Click "Next."

How to Opt In/Out of Touchnet (Payments):

1. Login to the Pirate Portal.
2. Under the "Payments" folder, click on "Make/Manage Payments" link.
3. Click on "Personal Profile" on right side.
4. Under "Mobile Number" click on "Edit". (Note: Must have 2-Step verification setup)
5. Enter passcode then click "Verify"
6. Enter mobile number with area code (include dashes) then click "Save".
7. Check "Send me additional text message notifications about my account events (such as new bills or upcoming payments) to receive notifications about selected account events.
8. Click "Ok".
9. Deselect the box "Send me additional text message notifications about my account events (such as new bills or upcoming payments) to no longer receive notifications about selected account events.
10. Click "Ok".

How to Opt In/Out of Touchnet if Two-step Verification has not been setup:

1. Login to the Pirate Portal.
2. Under the "Payments" folder, click on "Make/Manage Payments" link.
3. Click on "Personal Profile" on right side.
4. Under "Mobile Number" click on "Edit". The following message will appear if the two-step verification has not been setup.

You must enroll in Two-Step Verification to make changes to your User Profile. Please proceed to [Security Settings](#) in My Profile to enroll.

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

5. Click on the "Security Setting" tab.
6. Under "Primary Method" select how you would like to receive a passcode.
 - a. For text message enter mobile number and carrier. Click "Send Code"
 - b. For email enter email address. Click "Send Code"

- c. For Google Authenticator (Download Google's Authenticator app from the App Store (IOS) or GooglePlay (Android)) scan barcode or enter unique key in the Authenticator App.
7. Return to "Personal Profile" tab
8. Under "Mobile Number" click "Edit.
9. Enter mobile number (include dashes) and carrier.
10. Click "Save"
11. Check "Send me additional text message notifications about my account events (such as new bills or upcoming payments) to receive notifications about selected account events.
12. Click "Ok".