

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.

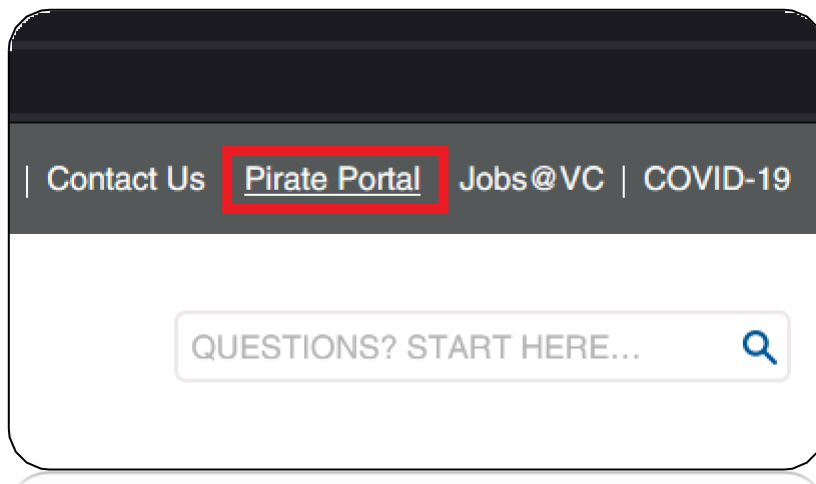
Note: The images in this documentation were taken on a Windows computer using Mozilla Firefox. Some images may not reflect what is on your device if you are using a different browser or device. This process may take 5-10 minutes to complete. Refer to the Troubleshooting section at the bottom of this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

VC
VICTORIA
COLLEGE
Est. 1925

Sign In

Username

Password

LOGIN

Retrieve Username or Reset 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.

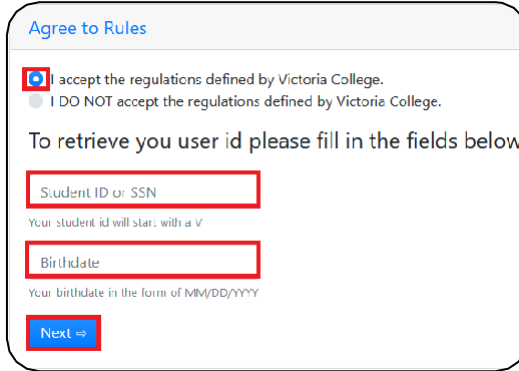
4. Click **Start** under the **New User** section.

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 you user id please fill in the fields below.

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

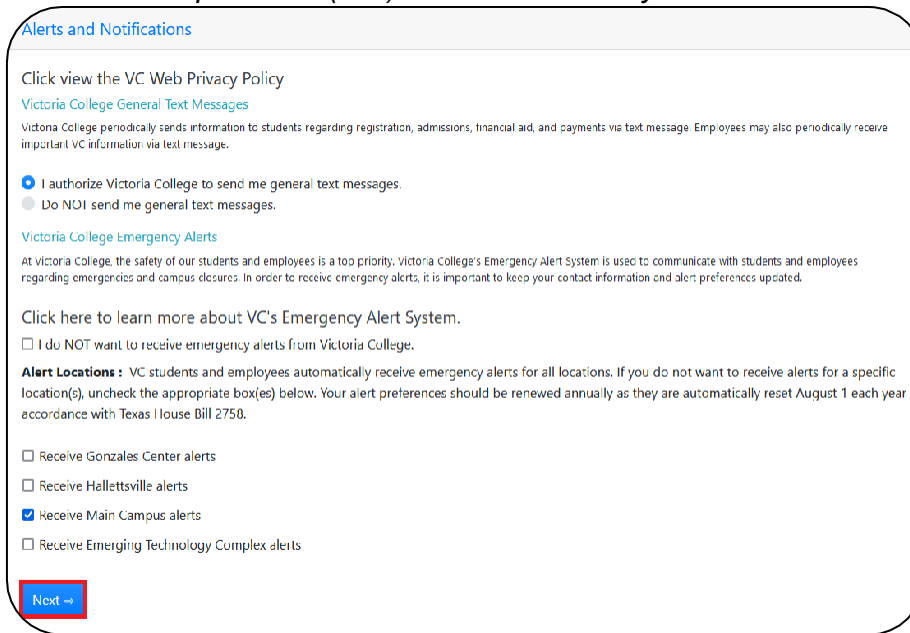
Birthdate
Your birthdate in the form of MM/DD/YYYY

Next →

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 2750.

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

Next →

- 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		
Alert Me Here	Cell Phone (personal)	361	5822509			Edit	Delete

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	
Alert Me Here	Campus E-Mail	hd000000@pirates.victoriacollege.edu	N	Delete
Alert Me Here	Campus E-Mail	v0000000@pirates.victoriacollege.edu	N	Delete
Alert Me Here	Personal E-Mail	helpdesk@gmail.com	Y	Delete

[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.*

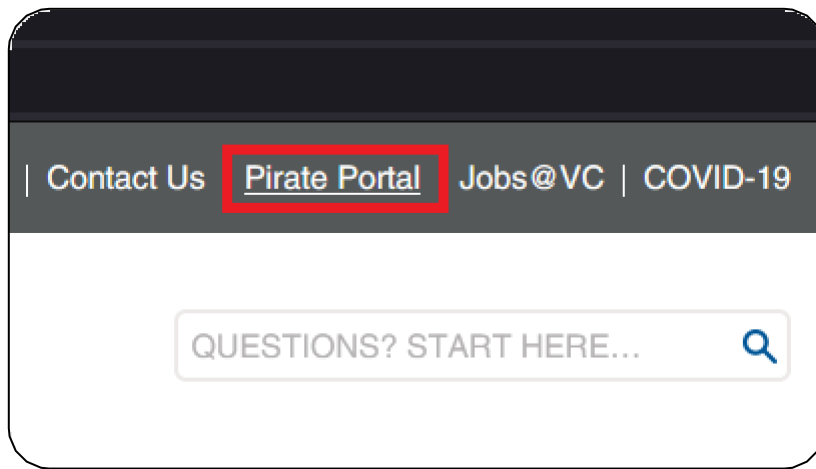
Victoria College • Helpdesk • 361.582.2509 • Production

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

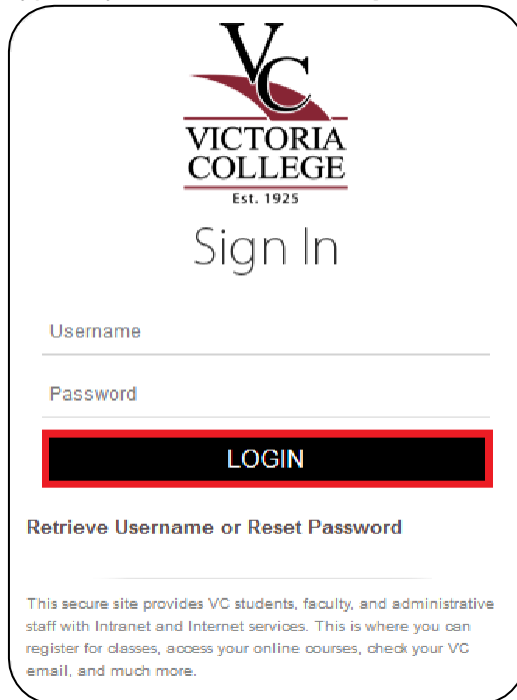
1. Go to <https://www.VictoriaCollege.edu>.



2. Click **Pirate Portal**.

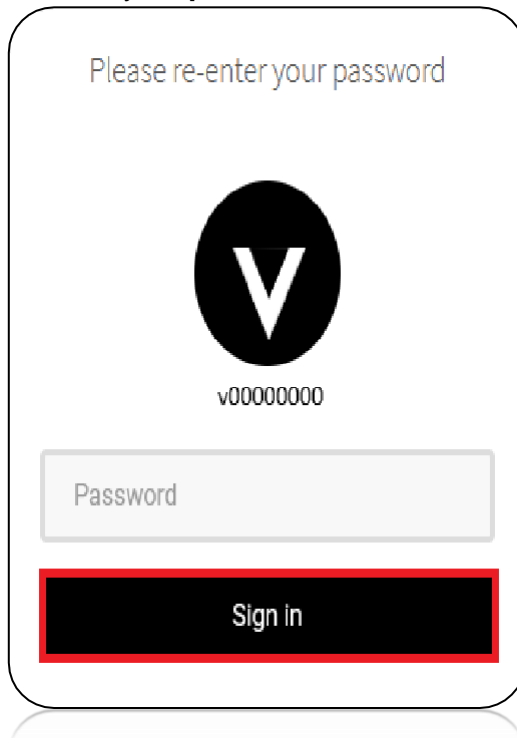


3. Type in your **username** and **password**. Click **Login**.



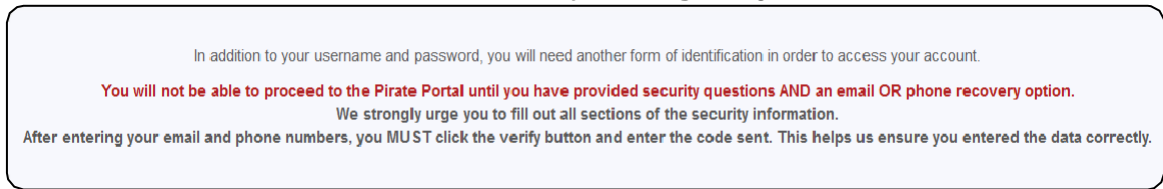
The screenshot shows the Victoria College Sign In page. At the top is the Victoria College logo with the text "VICTORIA COLLEGE Est. 1925". Below the logo is the text "Sign In". There are two input fields: "Username" and "Password". Below the "Password" field is a red button labeled "LOGIN". Below the button is a link that says "Retrieve Username or Reset Password". At the bottom, there is a paragraph of text: "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**.



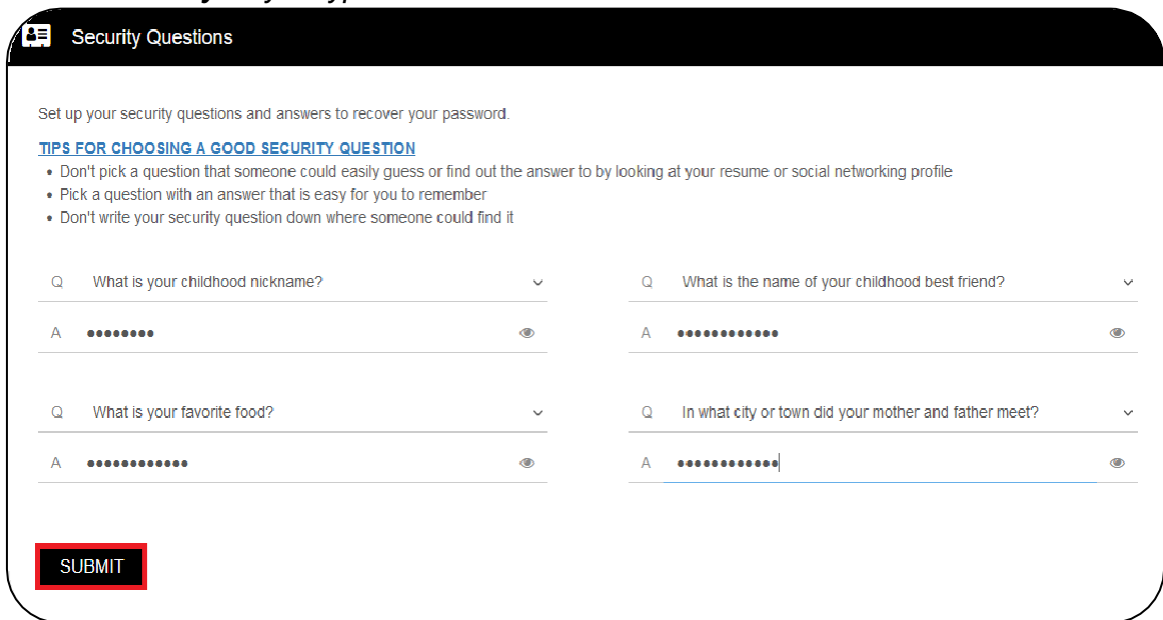
The screenshot shows a page for re-entering a password. At the top, it says "Please re-enter your password". In the center is a large black circle containing a white letter "V". Below the circle is the text "v00000000". There is a "Password" input field. Below the input field is a red button labeled "Sign in".

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

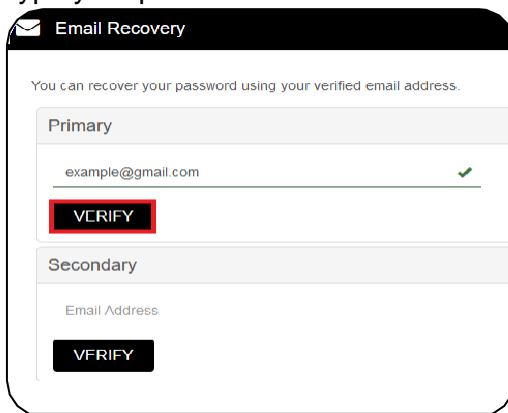


6. Set up **security questions** and **answers** under the **Security Questions** section. Click **Submit**.

*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**.



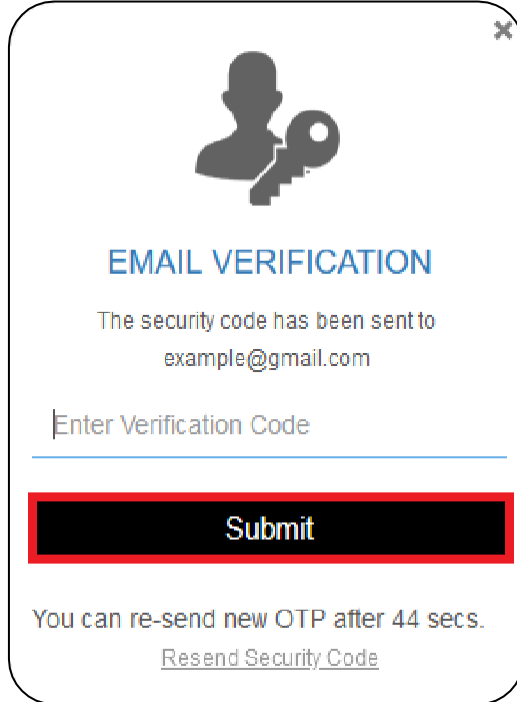
*Note: If you decide to use the email recovery option, you **must** enter a **personal email address**. You **cannot** use your student or employee email address. You **cannot** use any email address that ends with*

@pirates.victoriacollege.edu,

@student.victoriacollege.edu or

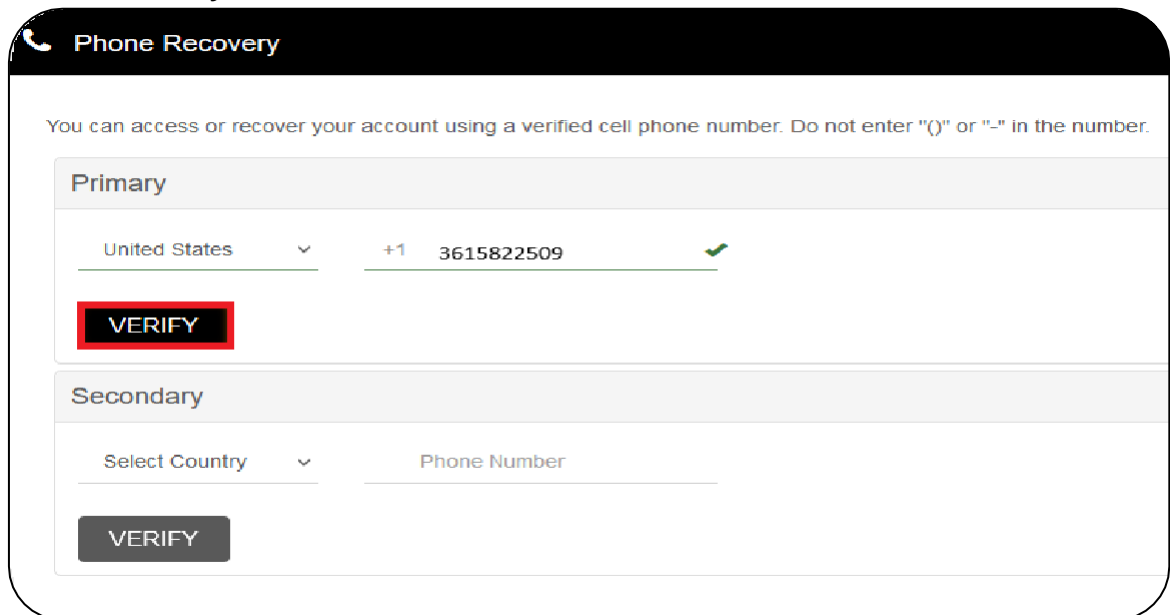
@victoriacollege.edu.

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



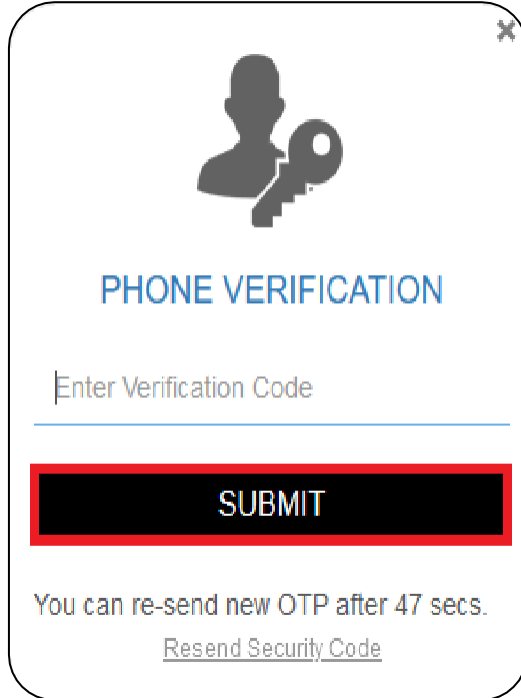
The dialog box is titled "EMAIL VERIFICATION" and features a silhouette icon of a person with a key. It contains the text: "The security code has been sent to example@gmail.com". Below this is a text input field labeled "Enter Verification Code". A prominent black button with a red border and the text "Submit" is centered below the input field. At the bottom, it states "You can re-send new OTP after 44 secs." with a link for "Resend Security Code".

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**.



The form is titled "Phone Recovery" and includes a phone icon. It contains the instruction: "You can access or recover your account using a verified cell phone number. Do not enter \"()\" or \"-\" in the number." There are two sections: "Primary" and "Secondary". The "Primary" section shows a dropdown menu set to "United States" and a text field containing "+1 3615822509" with a green checkmark. A black button with a red border and the text "VERIFY" is below it. The "Secondary" section has a dropdown menu set to "Select Country" and an empty "Phone Number" text field. A grey button with the text "VERIFY" is below it.

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**.



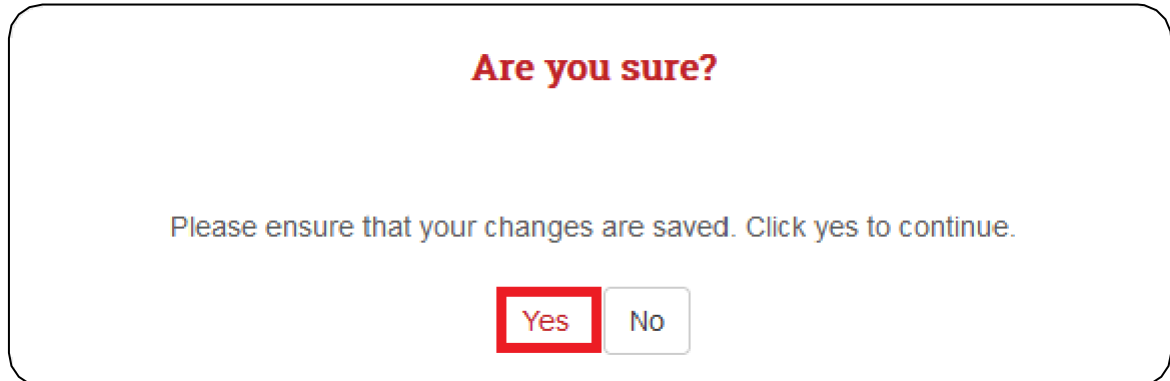
A dialog box titled "PHONE VERIFICATION" with a close button (X) in the top right corner. It features a silhouette icon of a person with a key. Below the icon is a text input field labeled "Enter Verification Code". A prominent black button with a red border and the text "SUBMIT" is centered below the input field. At the bottom, it says "You can re-send new OTP after 47 secs." with a link "Resend Security Code" below it.

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



A light blue rounded rectangle containing two buttons. The left button is black with the text "Back to Account Security". The right button is black with a red border and the text "Go to Pirate Portal".

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



A white rounded rectangle with a red border. At the top, it says "Are you sure?" in red. Below that, it says "Please ensure that your changes are saved. Click yes to continue." At the bottom, there are two buttons: "Yes" (with a red border) and "No".

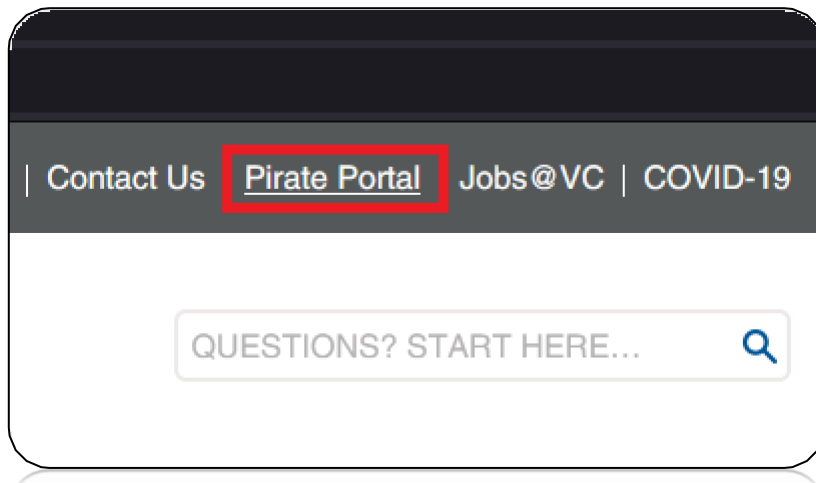
13. You will be redirected to the Pirate Portal log in page.

Log in to Pirate Portal.

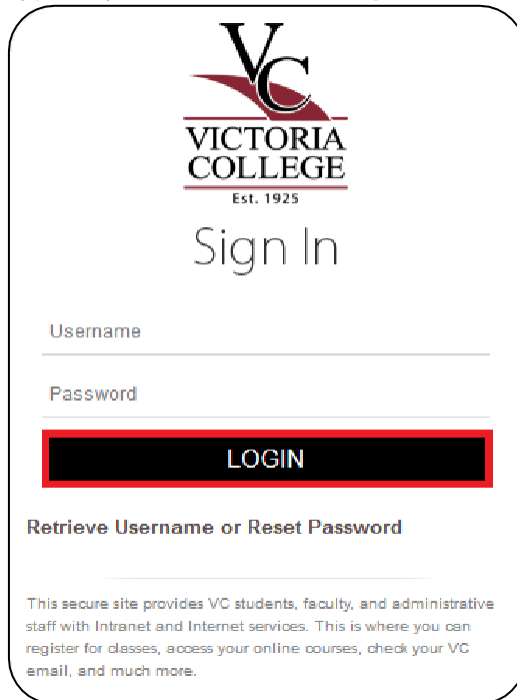
1. Go to <https://www.VictoriaCollege.edu>.



2. Click **Pirate Portal**.

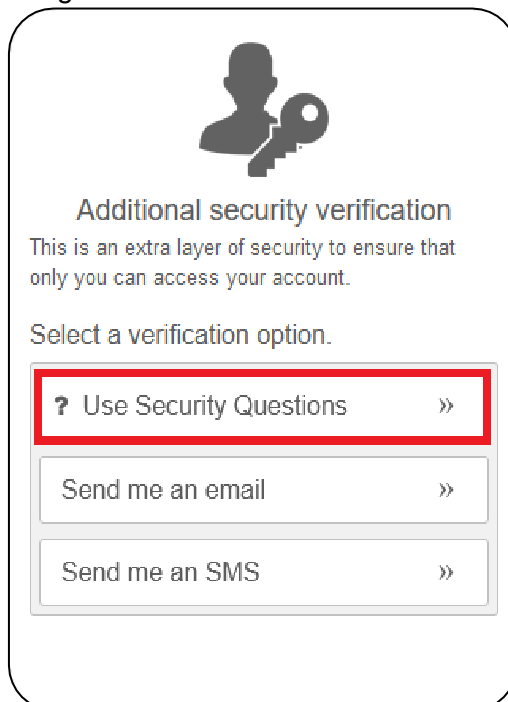


3. Type in your **username** and **password**. Click **Login**.



The screenshot shows the Victoria College Sign In page. At the top is the Victoria College logo with the text "VICTORIA COLLEGE Est. 1925". Below the logo is the "Sign In" heading. There are two input fields: "Username" and "Password". A red-bordered "LOGIN" button is positioned below the password field. Underneath the button is a link that says "Retrieve Username or Reset Password". At the bottom of the page, there is a small paragraph of text: "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."

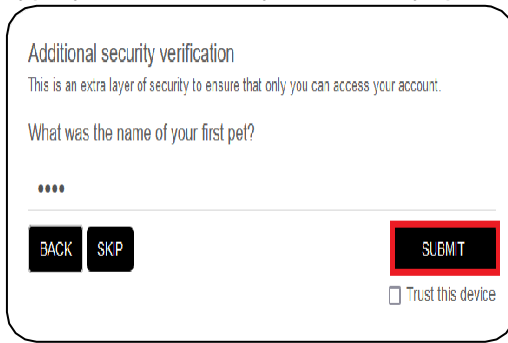
4. The **Additional security verification** prompt is displayed. **Select a verification option** to log in to the Pirate Portal.



The screenshot shows an "Additional security verification" prompt. It features an icon of a person with a key. The text reads: "Additional security verification. This is an extra layer of security to ensure that only you can access your account. Select a verification option." Below this text are three buttons: "Use Security Questions", "Send me an email", and "Send me an SMS". The "Use Security Questions" button is highlighted with a red border.

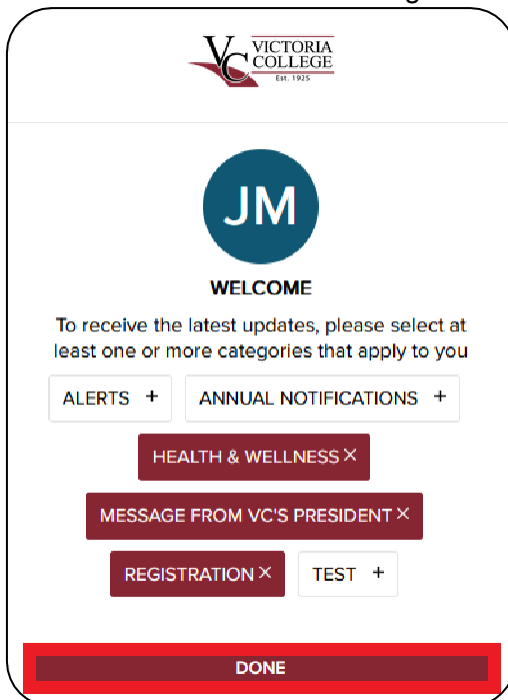
*Note: The **Use Security Questions** option was used in this example.*

5. Type your 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.*

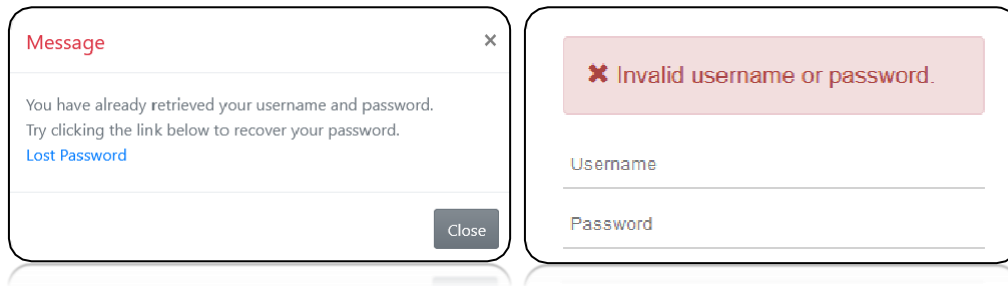
6. You may receive a **Welcome** prompt about receiving updates for categories that you select. Select one or more categories. Click **Done**.



7. You are now logged in to Pirate Portal.

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.