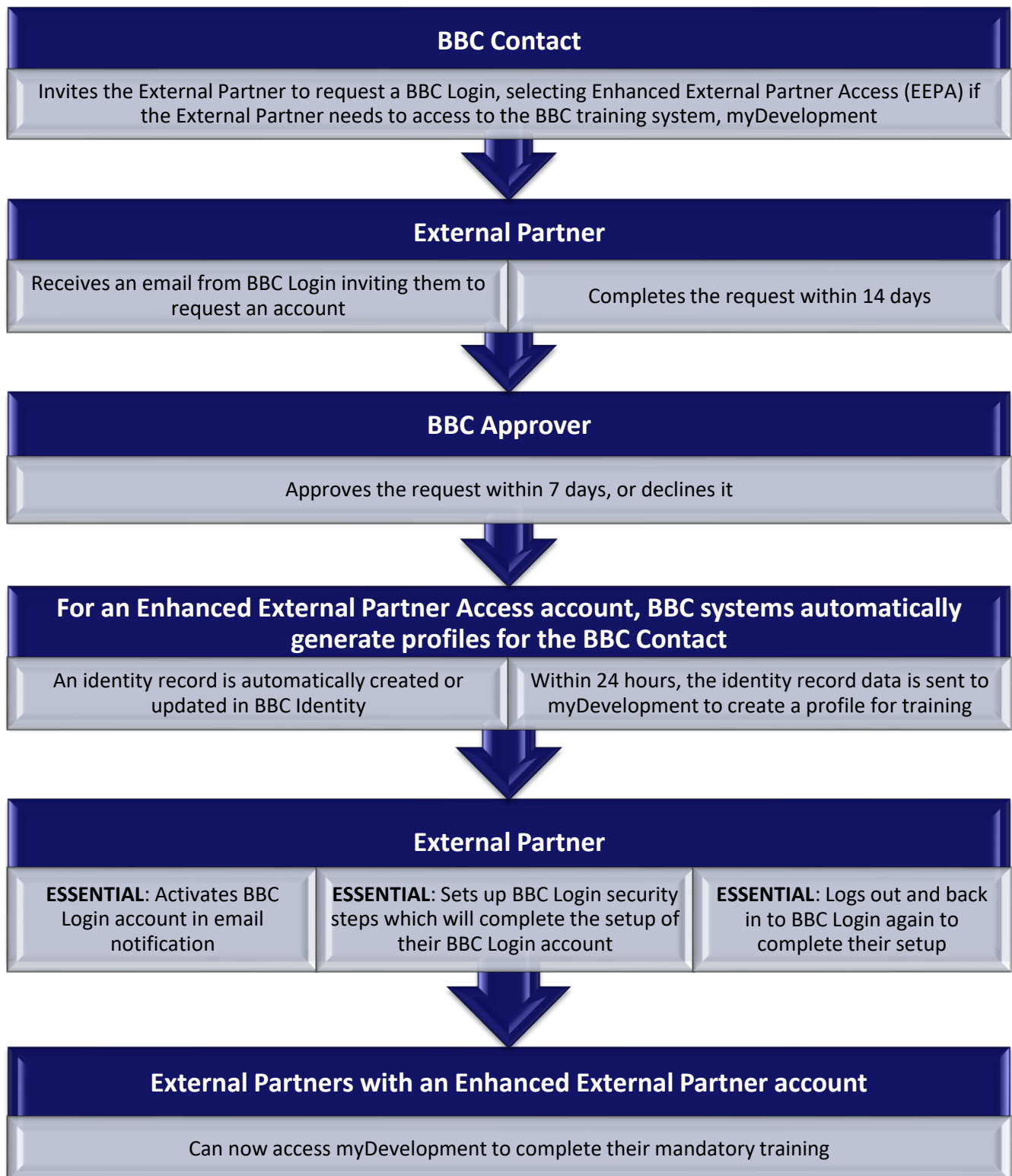# BBC Login: External Partner – Request a BBC Login

This helpcard guides an External Partner through the process required of requesting a BBC Login so they can access BBC systems whilst they are working with the BBC; for example a freelancer who needs to either complete mandatory training or access other BBC systems.

Contents

The process

Three roles are involved in the process:

BBC Contact

Invites the External Partner to request a BBC Login, selecting Enhanced External Partner Access (EEPA) if the External Partner needs to access to the BBC training system, myDevelopment

External Partner

| Receives an email from BBC Login inviting them to request an account | Completes the request within 14 days |

BBC Approver

Approves the request within 7 days, or declines it

For an Enhanced External Partner Access account, BBC systems automatically generate profiles for the BBC Contact

| An identity record is automatically created or updated in BBC Identity | Within 24 hours, the identity record data is sent to myDevelopment to create a profile for training |

External Partner

| ESSENTIAL: Activates BBC Login account in email notification | ESSENTIAL: Sets up BBC Login security steps which will complete the setup of their BBC Login account | ESSENTIAL: Logs out and back in to BBC Login again to complete their setup |

External Partners with an Enhanced External Partner account

Can now access myDevelopment to complete their mandatory training

Request a BBC Login

Once a BBC Contact has invited an External Partner to request a BBC Login, the External Partner will receive an email from BBC Login.

> The External Partner needs to request their BBC Login within 14 days of receiving the invitation.
>
> It may be necessary to check your junk mail or spam folder for the invitation email.

To request a BBC Login:

➡ Open the email from BBC Login and click on **Request your BBC Login**

➡ The request form will open, displaying the email address and mobile number which will be associated with the External Partner's BBC Login account

The email address and mobile number has been entered by the BBC Contact that sent the invitation and can only be altered by them. If these contact details are incorrect and need to be changed, the External Partner should contact their BBC Contact directly. If you are unsure who your BBC Contact is, their details will be displayed in the Request Details section.
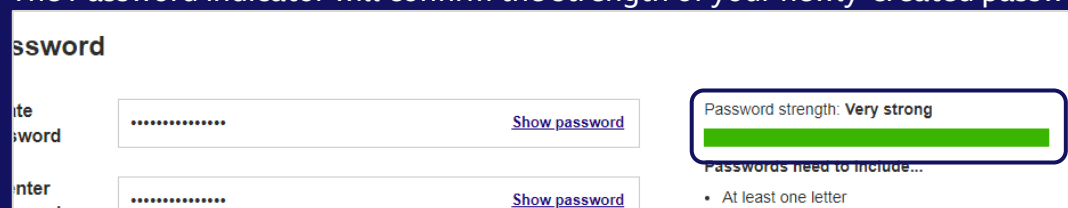
➡ In **Your Details**, in **First** and **Last name**, type your first and last name

➡ In the **Create password** box, create a strong password which meets the requirements listed on the right

➡ In the **Re-enter password** box, retype the password to confirm it is correct

➡ Click on **Show password** to see what was typed

The password should not be copied and pasted when it is re-entered; it should be retyped to confirm it is correct and does not have any typing errors.

The Password indicator will confirm the strength of your newly-created password.

It is important to remember this password, as it will need to be used each time the External Partner wishes to authenticate with their BBC Login account.

➡ Click on **Submit request**; BBC Login will confirm the request has been submitted and that it is awaiting approval

The BBC Approver will receive a notification email that the External Partner's BBC Login account request is awaiting approval. An External Partner's enhanced account will be ready to use the day after it has been approved.
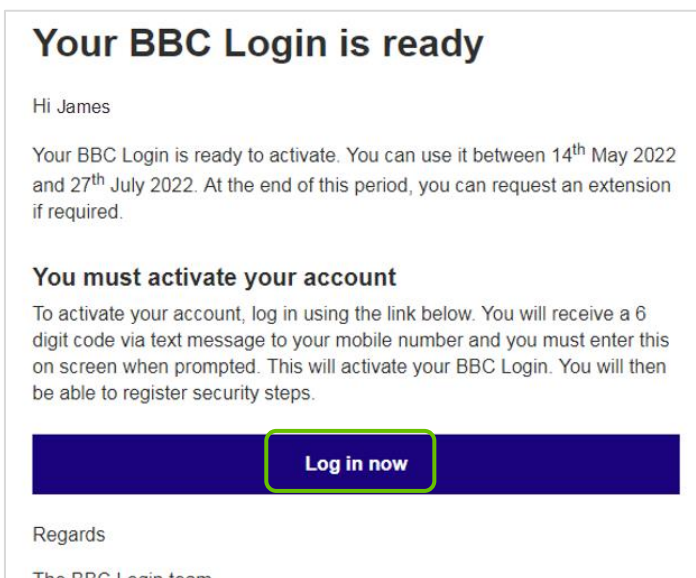
Activate your account

With standard External Partner Accounts, once an External Partner's request has been approved, the External Partner will receive an email confirming their BBC Login request is set up. If the start date which was set by the BBC Contact, is on or before the day the confirmation email is received, the External Partner can activate their account immediately.

With Enhanced External Partner Accounts, the External Partner will receive an email confirming their BBC Login is ready; this will enable them to complete their mandatory training in myDevelopment before the contract start date.

To activate an External Partner account once it has been approved:

➡ In the confirmation email, click on **Log in now**; the BBC Login page will open and ask the External Partner to log in

➡ In the **Email or BBC Username** box, type the email address which was associated with the BBC Login account; this is the same email address the BBC Contact used, and which the confirmation email was sent to

➡ In the **Password** box, type the password that was created when the login was requested

➡ A text will be sent to the mobile number that was associated with the BBC Login account (which was set up by your BBC Contact); the text will contain a code

➡ On the BBC Login page, in **Enter code**, type the code that was sent via text message and click on **Submit**
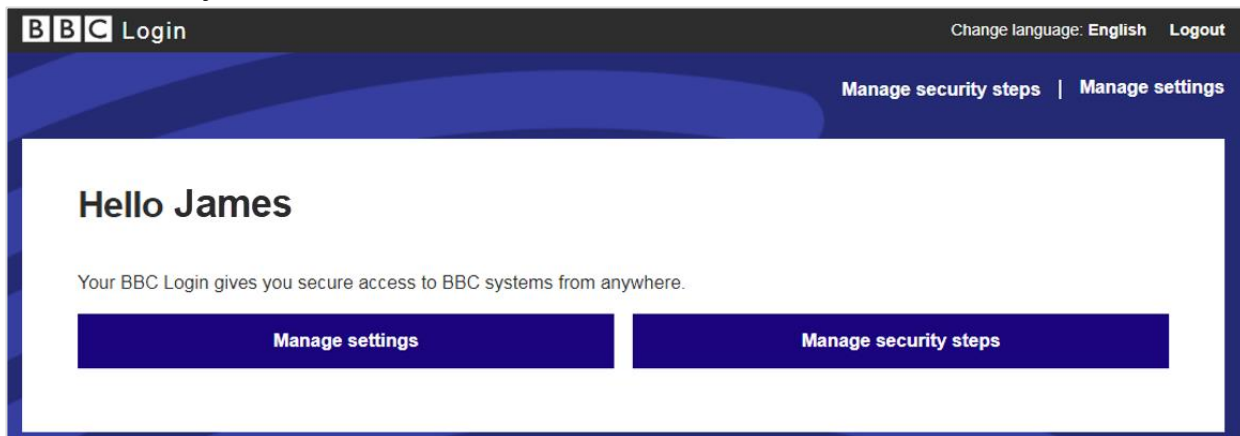
> If a code is not received via text for any reason, click on **request another**; if this is done more than 5 times, it will be necessary to wait 10 minutes so another attempt can be made.

The External Partner will now be able to set up their BBC Login security steps and then access relevant BBC systems.

> To mitigate unexpected issues, it is recommended the External Partner sets up multiple security steps so they have alternative ways to log in, for example if they are out of mobile phone signal.
>
> Once multiple security steps are set up, the External Partner can then select their preferred option; this will be their default security step, but they can choose to use an alternative if required.
>
> Please refer to the **Set up additional Security Steps - a quick start guide** helpcard for more details on setting up security steps.

Review your BBC Login details

The External Partner can review the details about their BBC Login account at any time. This might for one of the following reasons:

- To find out when the account will expire
- To find out when their password will expire
- To change their password
- To change their personal details, such as their first or last name
- To change, add or remove security steps for authentication
- To view which BBC Contact invited them to have a BBC Login account

To review your details:

➡ Open the **BBC Login homepage**

➡ Click on **Manage settings**

Manage settings

Account for ▓▓▓▓▓▓▓▓▓▓▓▓

BBC Login duration

Expiry Your account will expire in **2 months** on **27 July 2022**.

Password

Change password

Password Your password will expire at the same time as your account but you can still change it if you wish.

ⓘ You'll be able to reset your password in 2 days.

Help with changing my password

Personal details

Edit details ✎

First name James

Last name Nolan

Security steps

Manage security steps ↗

You may be required to confirm your identity using an additional security step.

Your registered security steps:

💬 Code via text message

BBC contact

Your BBC contact will approve or deny changes to your account.

BBC contact ▓▓▓▓▓▓▓@bbc.co.uk

ⓘ If your contact information is incorrect, contact the help desk

➡ When the required changes have been made, click on **Logout**

BBC Login

Change language: **English** | **Logout**

Manage security steps | **Manage settings**

Please refer to the **Set up additional Security Steps – a quick start guide** helpcard for further details about additional security steps.

Errors and how to resolve them

There are various error messages that people might experience when working with BBC Login and myDevelopment.

BBC Login error

- [That email or username and password combination is not correct](#)
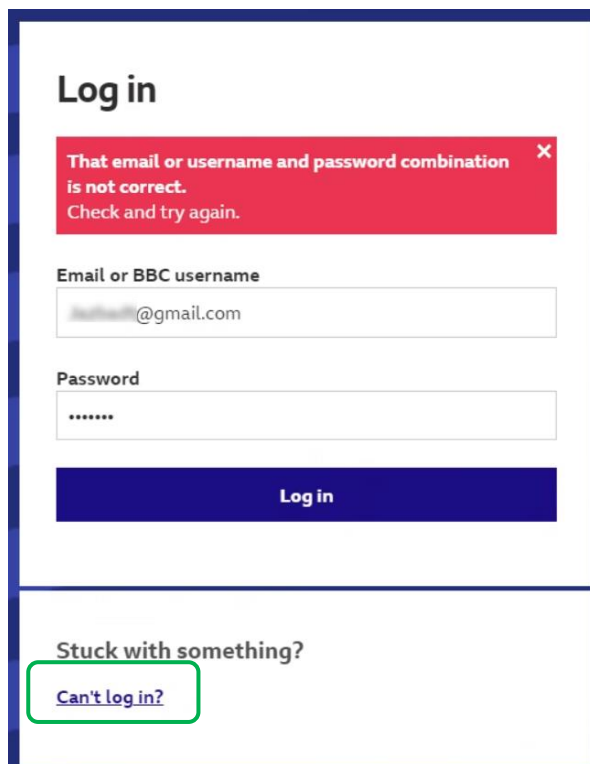
myDevelopment error

- [Invalid login](#)
- [We're sorry your authentication to myDevelopment has failed](#)

That email or username and password combination is not correct

This error message will display when the typed password does not match the password that was set up with BBC Login.
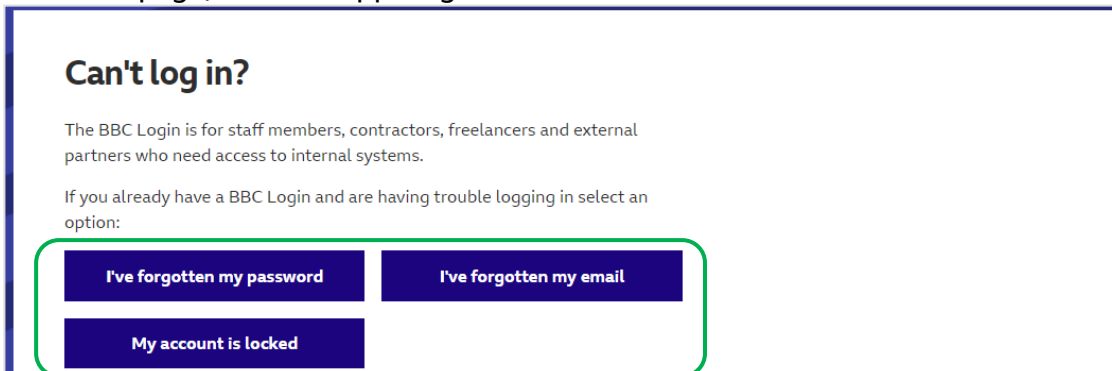
To resolve this:

➡ In **Stuck with something?** click on **Can't log in?**

➡ From this page, use the support given to resolve the issue

Please note: You will need to use a security step to reset your password. You will not be able to reset your password if you do not have security steps set up, or you are unable to authenticate with your selected security step, for example, because you are out of mobile signal

➡ If you are still unable to sign in with BBC Login, please contact your BBC Contact who can investigate further with their IT Coordinator; the IT Coordinator can ask the IT Servicedesk to investigate further, if required

Invalid login

The 'Invalid login' error displays when the username and password you are using with BBC Login does not match your details in myDevelopment.

The mismatch might be due to one of the following reasons:

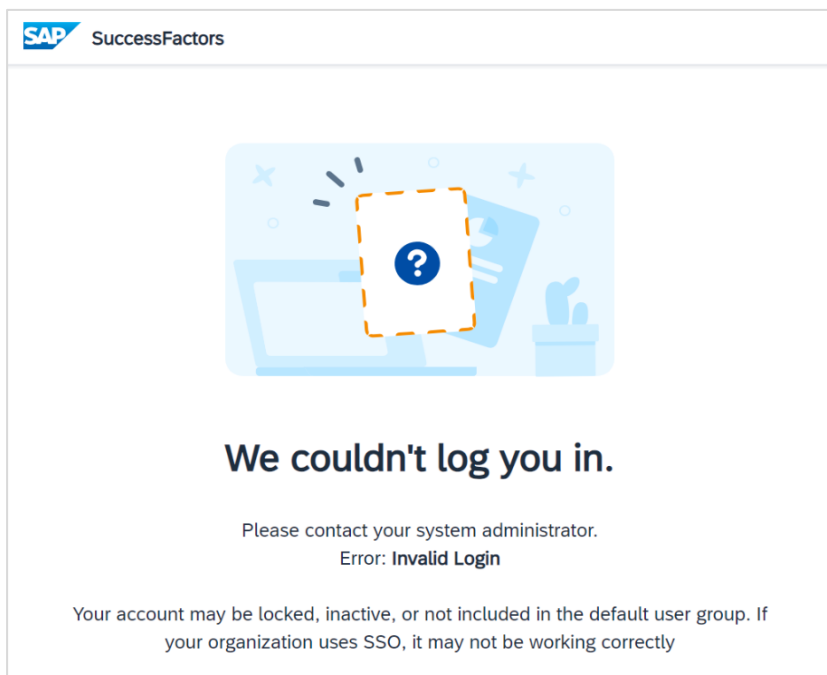■ Your BBC Login registration for your personal email address is incomplete

Solution: Locate the BBC Login invitation email and complete the registration. If you have checked your spam or Junk email folder and cannot locate it, or if it has expired, please contact your BBC Contact who can resend the invitation

■ Your registration is complete but you are trying to log in using a BBC email address

To access myDevelopment and complete your training urgently, you will need to:

1. Log out of BBC Login
2. Log back into BBC Login USING YOUR PERSONAL EMAIL ADDRESS
3. Try to access myDevelopment again

You can use an 'incognito window' or clear your browser's cache, cookies, and history before you try to log into myDevelopment again. Otherwise, your browser may try to autocomplete with your BBC email account again.

We're sorry your authentication to myDevelopment has failed

The 'We're sorry your authentication to myDevelopment has failed' error displays when the username and password you are using with BBC Login does not match your details in myDevelopment.

The mismatch might be due to one of the following reasons:

- Your BBC Login registration for your personal email address is incomplete

  Solution: Locate the BBC Login invitation email and complete the registration. If you have checked your spam or Junk email folder and cannot locate it, or if it has expired, please contact your BBC Contact who can resend the invitation

- Your registration is complete but you are trying to log in using a BBC email address

  To access myDevelopment and complete your training urgently, you will need to:

  4. Log out of BBC Login
  5. Log back into BBC Login USING YOUR PERSONAL EMAIL ADDRESS
  6. Try to access myDevelopment again

You can use an 'incognito window' or clear your browser's cache, cookies, and history before you try to log into myDevelopment again. Otherwise, your browser may try to autocomplete with your BBC email account again.