

# BBC Login: Freelancer – Request a BBC Login for myDevelopment

## Contents

BBC Login, myDevelopment and other BBC systems.....	1
The process to set up your BBC Login account for myDevelopment .....	2
Register a BBC Login .....	3
Activate your account .....	5
Review your BBC Login details .....	7
Accessing myDevelopment once your account is activated .....	9
Can I use my BBC email address to access myDevelopment? .....	9
Errors and how to resolve them .....	10
Your BBC Login invitation cannot be processed.....	10
That email or username and password combination is not correct.....	12
Invalid login.....	13
We're sorry your authentication to myDevelopment has failed.....	14

## BBC Login, myDevelopment and other BBC systems

For most freelancers, your BBC Booker will book you using **SmartBook**, which is the BBC's freelancer booking system. As part of this process, you will be sent an email to request a BBC Login using your PERSONAL (non-BBC) email account to access other BBC systems:

- **myDevelopment:**

This is the system where you can complete any mandatory training you may have

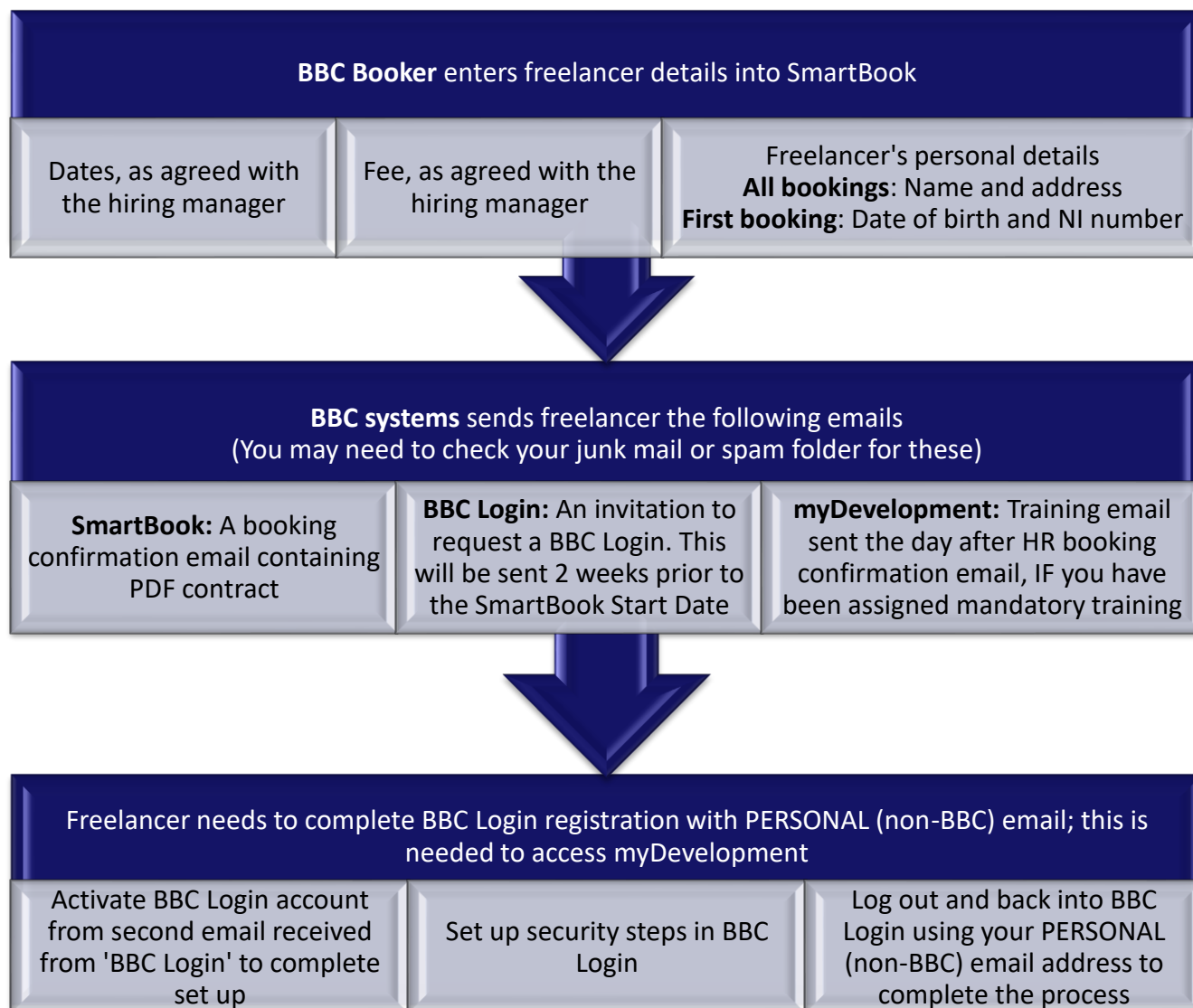
- **Other systems**

You might also be given a BBC email and password for an additional BBC Login account so you can log in to BBC computers or to access other internal systems. This BBC Login will only be given if it is required for your role

Your myDevelopment profile will be created the day after you receive your booking confirmation email. Then you can access myDevelopment up to 14 days before your start date, and up to 28 days after your end date (or the furthest one if you have multiple bookings).

This helpcard guides you through the process required to request a BBC Login with your personal, non-BBC email so you can access myDevelopment.

## The process to set up your BBC Login account for myDevelopment



Once this process is complete, you can log into BBC Login with your PERSONAL (non-BBC) email address to access myDevelopment.

Please note, you might not be able to access myDevelopment immediately, as an overnight synchronisation is required.

If you are haven't worked for the BBC for a period of time (6 weeks and 4 days, or 118 days since your last contract ended) and you are given another contract, you will receive an email confirming that you will need to request a BBC Login to start the registration process again.

# Register a BBC Login

You will need to complete your BBC Login account registration **within 14 days of receiving the invitation**. If you don't manage to do this, the invitation will expire, and your BBC Contact will need to request that their IT Coordinator re-sends the invitation.

To request a BBC Login:

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



**BBC Login**

## Request your BBC Login

Hi [redacted]@gmail.com

You have been invited to request your BBC Login. Click the button below to complete your request.

### What is a BBC Login?

A BBC Login gives you access to internal BBC systems from anywhere.

You must complete your account request within 14 days or your invitation will expire.

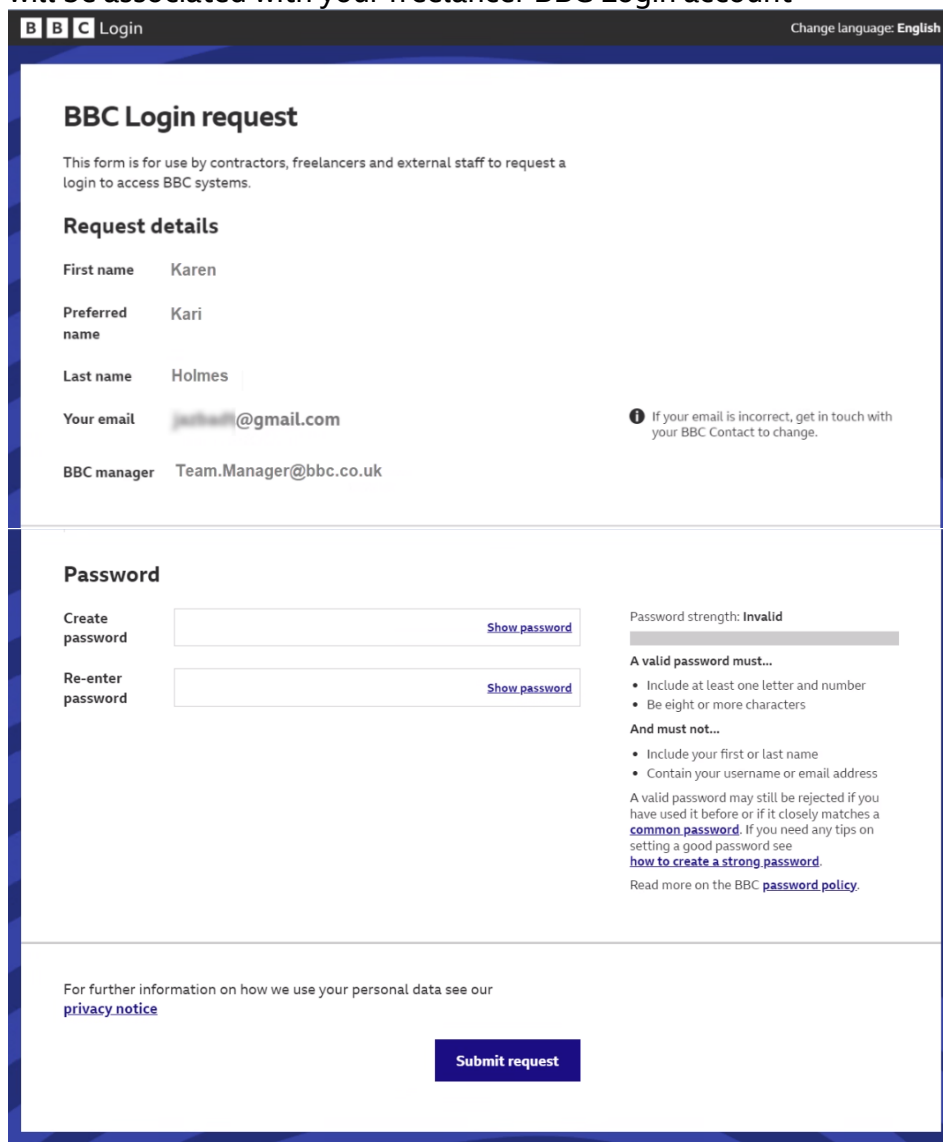
Request your BBC Login now.

**Request your BBC Login**

We look forward to working with you.

The BBC Login team

- ➔ The request form will open, displaying the personal email address and mobile number which will be associated with your freelancer BBC Login account



**BBC Login** Change language: English

### BBC Login request

This form is for use by contractors, freelancers and external staff to request a login to access BBC systems.

#### Request details

First name	Karen
Preferred name	Kari
Last name	Holmes
Your email	[redacted]@gmail.com
BBC manager	Team.Manager@bbc.co.uk

**ⓘ** If your email is incorrect, get in touch with your BBC Contact to change.

#### Password

Create password	<input type="password"/>	<a href="#">Show password</a>
Re-enter password	<input type="password"/>	<a href="#">Show password</a>

Password strength: **Invalid**

**A valid password must...**

- Include at least one letter and number
- Be eight or more characters

**And must not...**

- Include your first or last name
- Contain your username or email address

A valid password may still be rejected if you have used it before or if it closely matches a **common password**. If you need any tips on setting a good password see [how to create a strong password](#).

Read more on the BBC [password policy](#).

For further information on how we use your personal data see our [privacy notice](#)

**Submit request**

Your email address was entered into SmartBook by your BBC Booker and can only be amended by them. If these contact details are incorrect and need to be changed, you should contact your BBC Booker directly.

- ➔ In **Your Details**, your **First** and **Last name** will automatically be populated by the details from SmartBook
- ➔ 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

**Password**

Create password  [Show password](#)

Re-enter password  [Show password](#)

Password strength: **Very strong**

**A valid password must...**

- Include at least one letter and number
- Be eight or more characters

**And must not...**

- Include your first or last name
- Contain your username or email address

A valid password may still be rejected if you have used it before or if it closely matches a [common password](#). If you need any tips on setting a good password see [how to create a strong password](#).

Read more on the BBC [password policy](#).

- ➔ 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 check it is correct and to confirm it does not have any typing errors.

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

[Show password](#)

Password strength: **Very strong**

**A valid password must...**

- Include at least one letter and number
- Be eight or more characters

**And must not...**

- Include your first or last name
- Contain your username or email address

It is important to remember this password, as it will need to be used each time you need to authenticate with your BBC Login account.

- ➔ Click on **Submit request**; BBC Login will confirm the request has been submitted

You now need to activate your BBC Login account.

## Your BBC Login request has been submitted



Thank you for requesting a BBC Login.

Your request will now be reviewed by your BBC contact. You will be notified of progress via email.

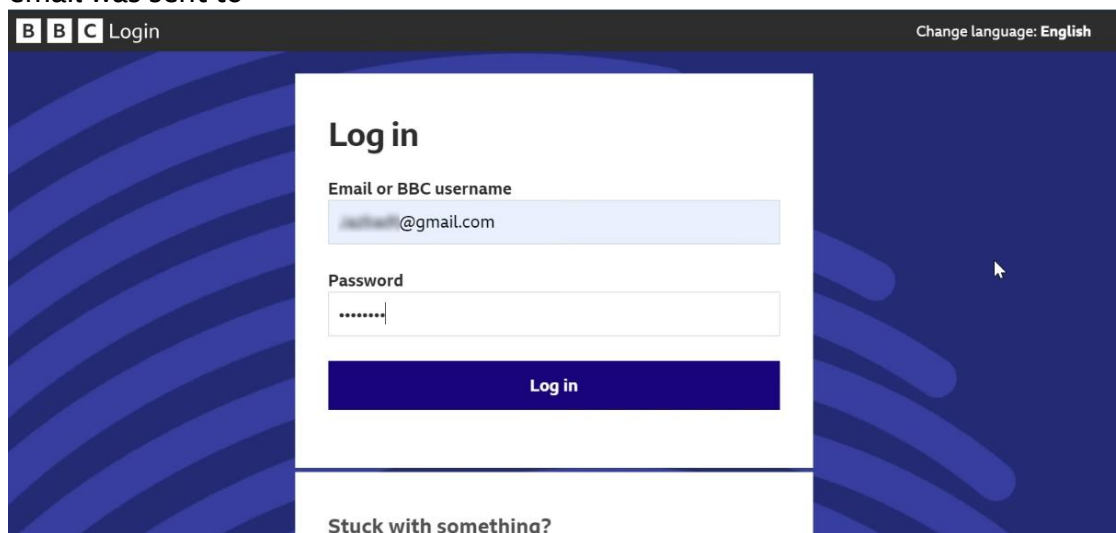
Discover more about [BBC Login](#).

## Activate your account

You will receive an email to your personal email account confirming your BBC Login is ready to be activated. This includes setting up security steps which are **ESSENTIAL** to complete the activation of your account and will be required if you wish to reset your password yourself later.

To activate your account:

- ➔ In the confirmation email, click on **Log in now**; the BBC Login page will open and ask you to log in
- ➔ If you are not redirected to BBC Login in your browser, you can click on this link to continue:  
<https://bbcllogin.id.tools.bbc.co.uk/>  
(If you cannot locate the email from BBC Login, you can also try to login via this URL)
- ➔ In **Email or BBC Username**, type the personal email address which was associated with your freelancer BBC Login account; this is the same email address the BBC Booker used in SmartBook, and which the confirmation email was sent to



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

- Login

Change language: [English](#)

[Log out](#)

[Manage security steps](#)

[Manage settings](#)

## Register a security step to use in the future


Accessing BBC internal systems is now simpler and more secure. You must register a security step so you can prove who you are when we ask.

Please register at least **two** security steps, to cope with different working environments.

Learn more about [BBC Login](#).

### Recommended

Authentication by app is easy to set-up, quick and secure.




#### Confirm via app

Prove who you are by responding to a prompt sent to your mobile phone.


Register for confirm via app

Is confirm via app right for me?

  - This option requires WiFi or mobile signal
  - Easy to use with no cost to the BBC



 Find out [how to get the app](#)




#### Code via app

Prove who you are using a code generated from an app on your mobile phone.

Register for code via app

Is code via app right for me?


  - This option works without WiFi or mobile signal
  - Easy to use with no cost to the BBC



 Find out [how to get the app](#)

### Other options

If you are unable to download the app, please see below for alternatives.




#### Code via text message

Prove who you are using a six digit code sent to your mobile via text.

Register for code via text

Is confirm via text right for me?

  - This option requires mobile signal
  - Costs the BBC money for each text message



 Discover more about [code via text message](#)

For further information on how we use your personal data see our [privacy notice](#)

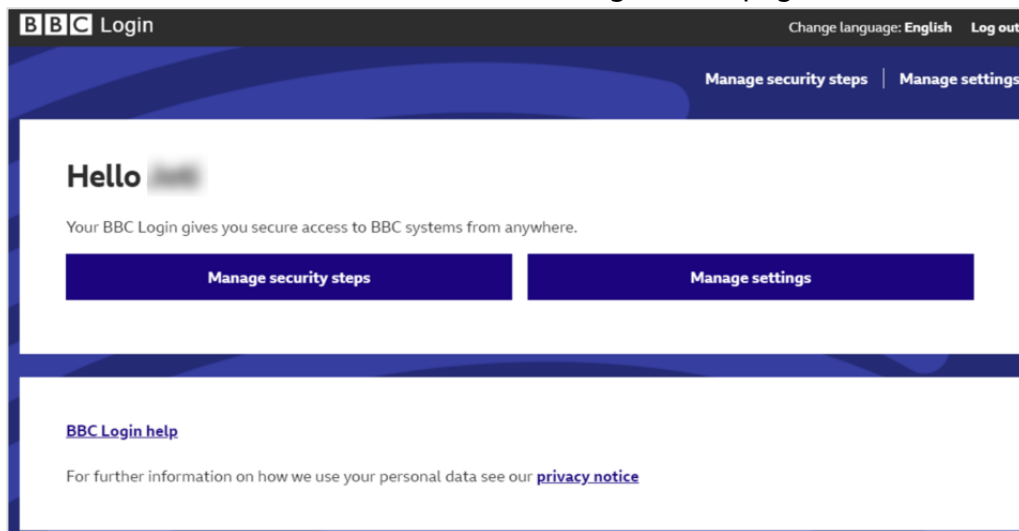
[BBC Login Home](#)

- ➔ You will now be able to set up your BBC Login security steps; please refer to the [BBC Login quick start guide to set up security steps helpcard](#) for details about how to do this

It is recommended that you set up multiple security steps so you have alternative ways to log in; this is to mitigate unexpected issues, for example if you are out of mobile phone signal.

Once multiple security steps are set up, you can select which is your preferred option; this will be the default, but you can select another security step if required. You can also change your preferred option at any time.

After a short period, the 'Register a security step to use in the future' page will 'time out' if no action is taken, and will return to the BBC Login home page:



To return to the page where you can set your security steps:

- ➔ Click on **Manage security steps**

## Review your BBC Login details

You can review the following details about your BBC Login account at any time:

### ■ BBC Login duration

This shows the expiry date of your BBC Login account. Freelancers should NOT use the Request an Extension link. All contract extensions should be completed in SmartBook by your BBC Booker

### ■ Password

This shows the date your BBC Login password will expire. You can also change your password here. Please note, you may not be able to change your password immediately, but BBC Login will show you how long you will have to wait until it can be changed

[Change password](#) 

 You'll be able to reset your password in 41 minutes.

[Help with changing my password](#)

### ■ Personal details

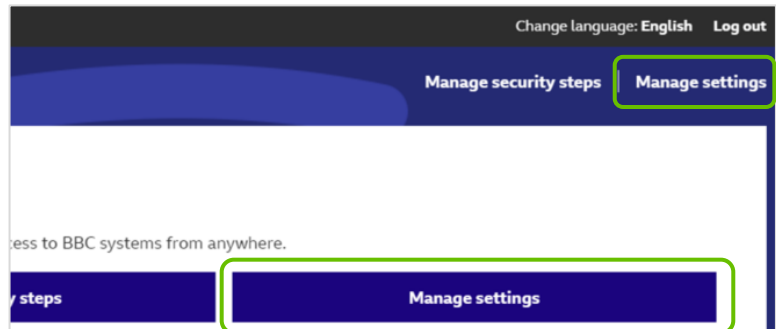
This shows your First and Last Name as they were entered into SmartBook. Freelancers should not use the Edit Details link. To update your First and/or Last Name, please contact [BBC HR](#) as they will need to verify your details

## ■ Security Steps

This is where you can manage your security steps for authentication, for example, to change, add or remove them

To review your details:

- ➔ Open the [BBC Login homepage](#)
- ➔ Click on **Manage settings**



- ➔ The **Manage settings window** will open

## Manage settings

Account for [redacted]@gmail.com

### BBC Login duration

Expiry Your account will expire in **8 months** on **8 May 2024**.

[Request extension](#)

### Password

Password Your password was last set **19 minutes** ago on **5 September 2023** and will expire in **3 months** on **4 December 2023**.

[Change password](#)

**i** You'll be able to reset your password in 41 minutes.  
[Help with changing my password](#)

### Personal details

First name Karen


Last name Holmes

[Edit details](#)

### Security steps

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

Your registered security steps:

 Code via text message

[Manage security steps](#)

### BBC contact

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

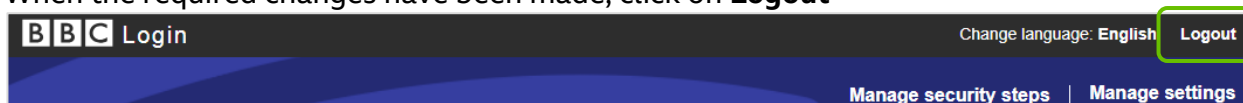
BBC contact [redacted]@bbc.co.uk

**i** If your contact information is incorrect, [contact the help desk](#)



The 'BBC Contact' is the person you will be assigned to for reporting purposes, also known as your Team Manager.

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



## Accessing myDevelopment once your account is activated

The link you need for myDevelopment is available on the [Freelancer's Mandatory training](#) page, and will be included in the 'Mandatory Training' email if you have been assigned specific courses to complete.

Once you have activated your freelancer BBC Login account, you can access myDevelopment in two ways:

- Open myDevelopment first. You will then be prompted to sign in with your freelancer BBC Login account and security step
- Sign into BBC Login first at <https://bbcllogin.id.tools.bbc.co.uk> with your security step, and then access myDevelopment

If you are logged in with BBC Login using a BBC email address and you wish to access myDevelopment, you will automatically be able to open it; you will not need to log in to BBC Login with your personal email. For more details, please see the next section below.

## Can I use my BBC email address to access myDevelopment?

It is possible to access myDevelopment with a BBC email address, IF your registration has been completed using your PERSONAL email address.

However, for 'bbc.com' email addresses, this will depend how your email account was set up.

If you are unable to access myDevelopment using your 'bbc.co.uk' or 'bbc.com' email address, please contact your BBC Booker who can investigate further with their IT Coordinator; the IT Coordinator can ask the IT Servicedesk to investigate further, if required.

# 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

- [Your BBC Login invitation cannot be processed](#)
- [That email or username and password combination is not correct](#)

## myDevelopment error

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

## Your BBC Login invitation cannot be processed

The 'Your BBC Login invitation cannot be processed' message displays when

- the invitation has expired, as 14 days have passed since the email was sent to you, or
- when the personal email address is already associated to a BBC Login account

If the invitation has expired:

- ➔ Contact your BBC Booker. They can ask their IT Co-ordinator to resend the invitation; please note, this will also expire within 14 days

If your personal email address is already associated to a BBC Login account:

- ➔ Log in to [BBC Login](#) with your personal email address

## Your BBC Login invitation cannot be processed



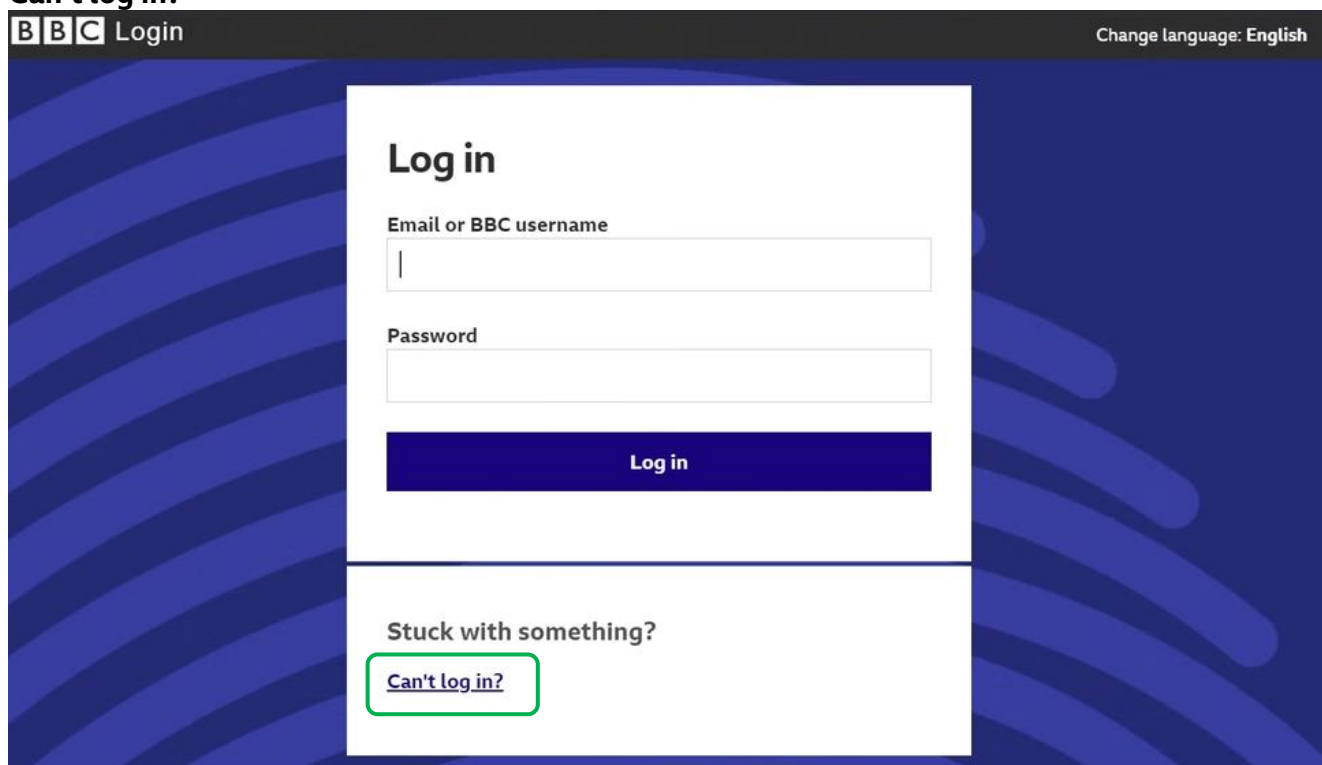
It has either expired or has already been used to create a BBC Login account.

Get in touch with your BBC Contact to arrange for a new invite to be sent. You must accept your invitation within 14 days.

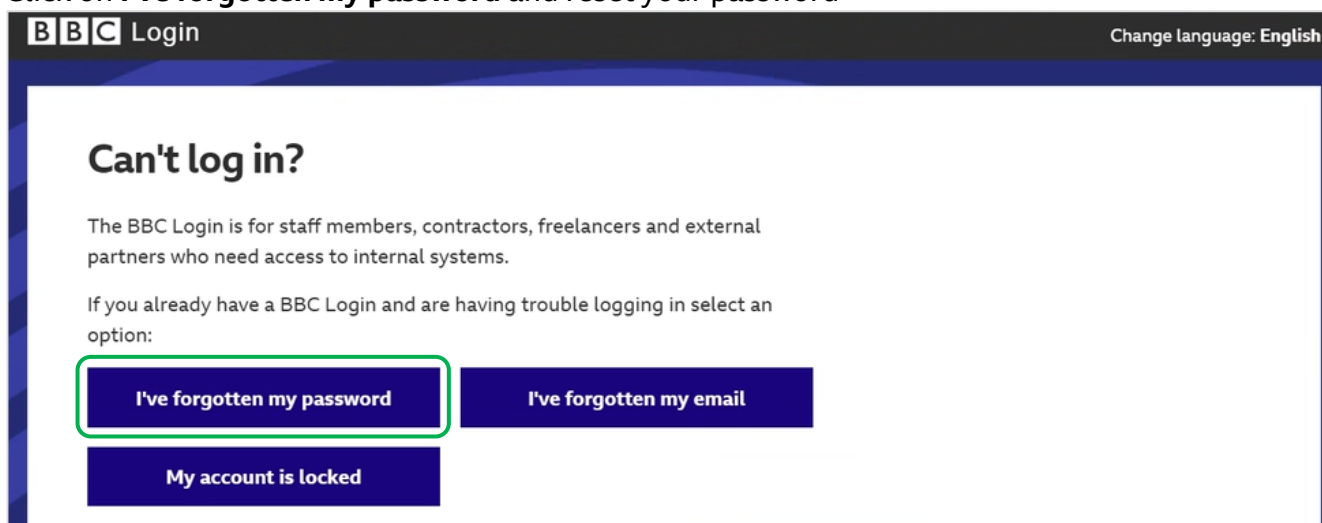
Discover more about [BBC Login](#).

Help with [BBC contacts](#).

- ➔ If you do not remember your password, you can reset it. In **Stuck with something?** click on **Can't log in?**



- ➔ Click on **I've forgotten my password** and reset your password



**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 Booker who can investigate further with their IT Coordinator; the IT Coordinator can ask the IT Servicedesk to investigate further, if required

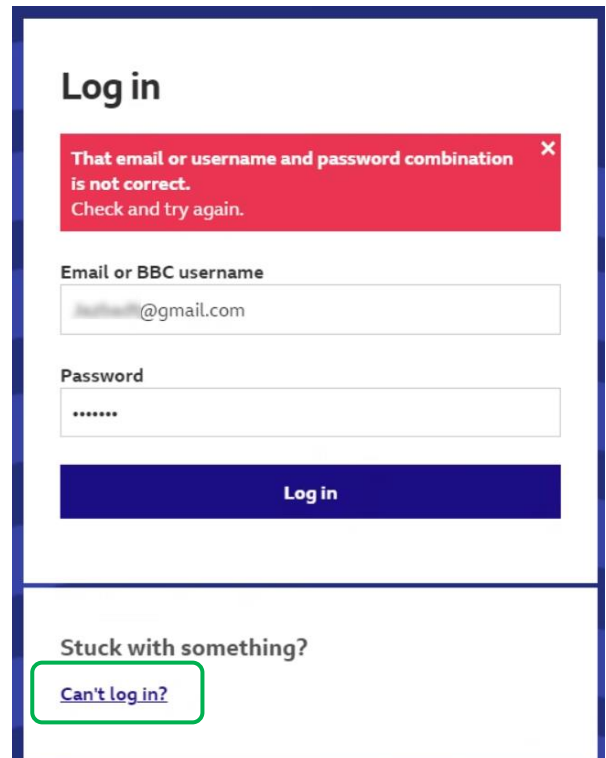
For guidance on passwords, please refer to the following BBC Login pages: [Password policy](#), [How do I choose a strong password?](#) and [Commonly used passwords](#).

## 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.

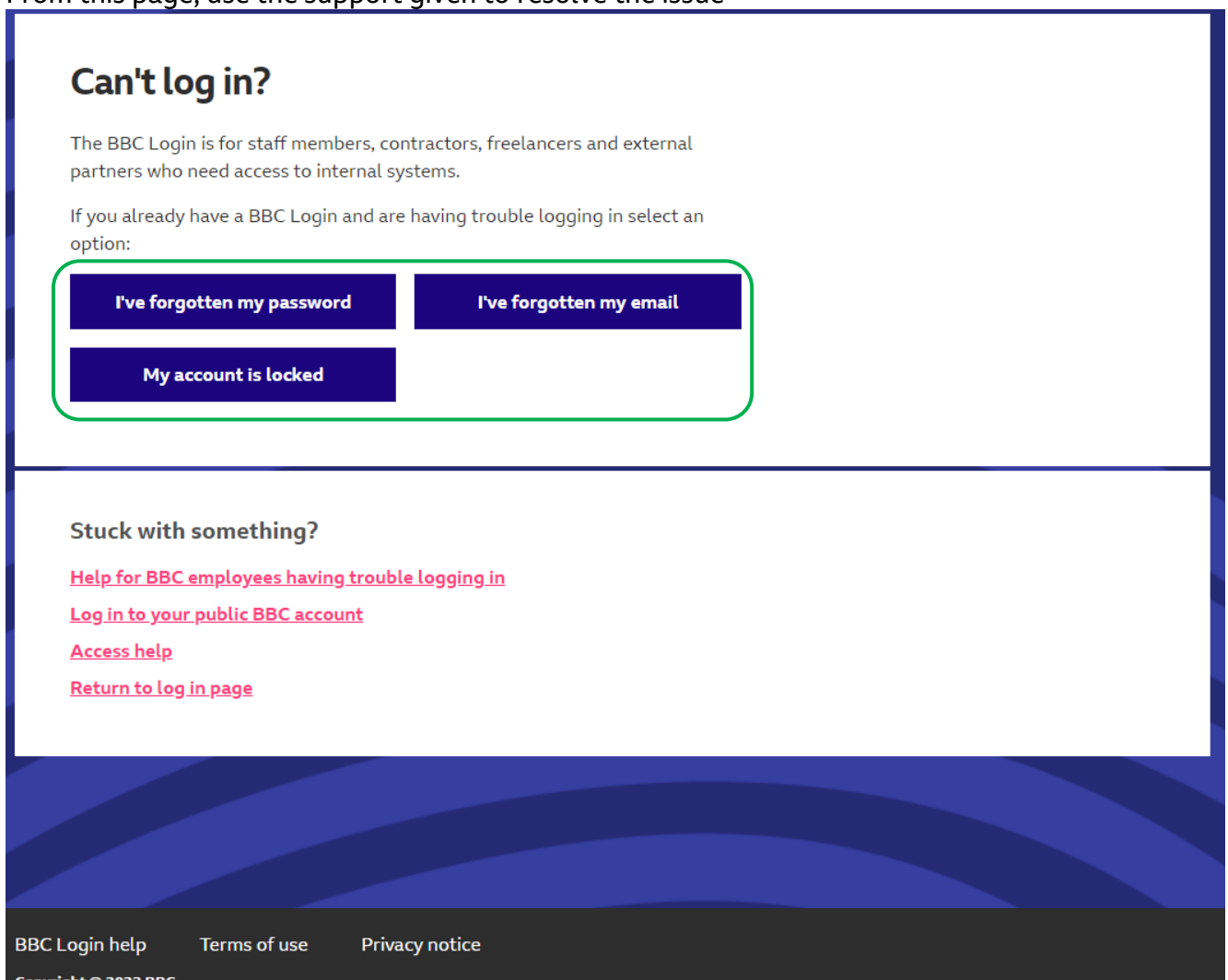
To resolve this:

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



The screenshot shows the BBC Login interface. At the top, there's a 'Log in' heading. Below it, a red error message box states: 'That email or username and password combination is not correct. Check and try again.' with a close icon. Underneath, there are input fields for 'Email or BBC username' (containing 'username@gmail.com') and 'Password' (masked with dots). A blue 'Log in' button is positioned below the password field. At the bottom of the login section, there's a 'Stuck with something?' link, and below that, the 'Can't log in?' link is highlighted with a green rounded rectangle.

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



The screenshot shows the 'Can't log in?' support page. The heading 'Can't log in?' is at the top. Below it, text explains that BBC Login is for staff, contractors, freelancers, and external partners. It then asks users to select an option if they're having trouble logging in. Three buttons are provided: 'I've forgotten my password', 'I've forgotten my email', and 'My account is locked'. The 'Can't log in?' link from the previous page is highlighted with a green rounded rectangle. Below the buttons, there's a 'Stuck with something?' section with links to 'Help for BBC employees having trouble logging in', 'Log in to your public BBC account', 'Access help', and 'Return to log in page'. The footer contains 'BBC Login help', 'Terms of use', 'Privacy notice', and 'Copyright © 2023 BBC'.

**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 Booker 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 Booker who can ask their IT Coordinator to resend the invitation

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

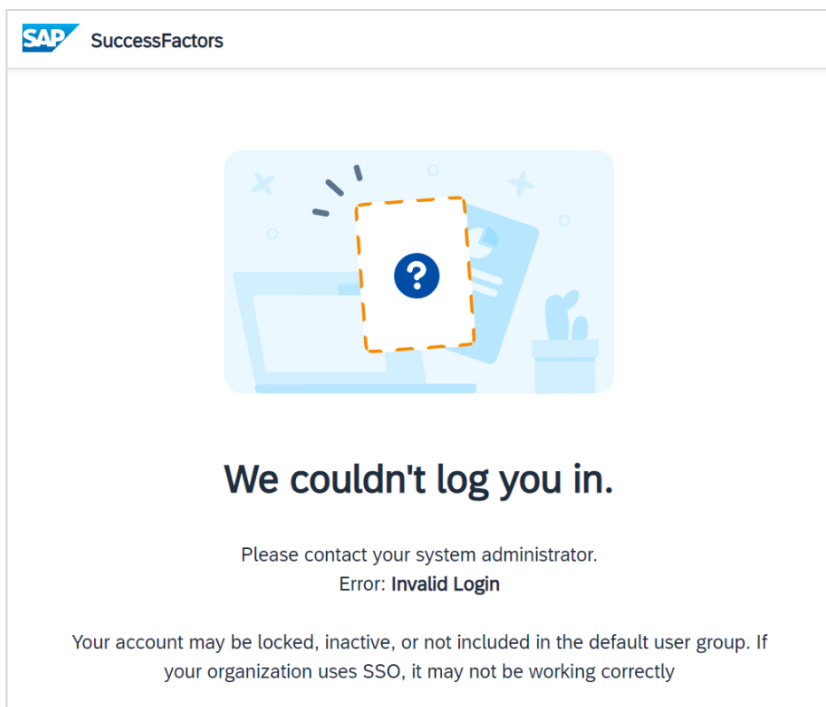
**Solution:** Contact your BBC Booker so they can ask their ITC to contact the IT Servicedesk to resolve this by correcting your 'Single Sign On (SSO) unified email'; this will allow you to use either your BBC or personal email address in BBC Login to access myDevelopment.

In the interim, if you need to access myDevelopment and complete your training urgently, you can:

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

For some bbc.com email addresses, you can only access myDevelopment in this way.

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.



- Your personal email address in your HR record does not match the personal email address in BBC Login

**Solution:** You will need to confirm with your BBC Booker that they have used the correct email for your booking. If your email address is incorrect, you will need email or phone BBC HR so they can update it; this will require verification.

- Email BBC HR at [bbchr@bbc.co.uk](mailto:bbchr@bbc.co.uk)
- Phone BBC HR on **0370 024 3477**

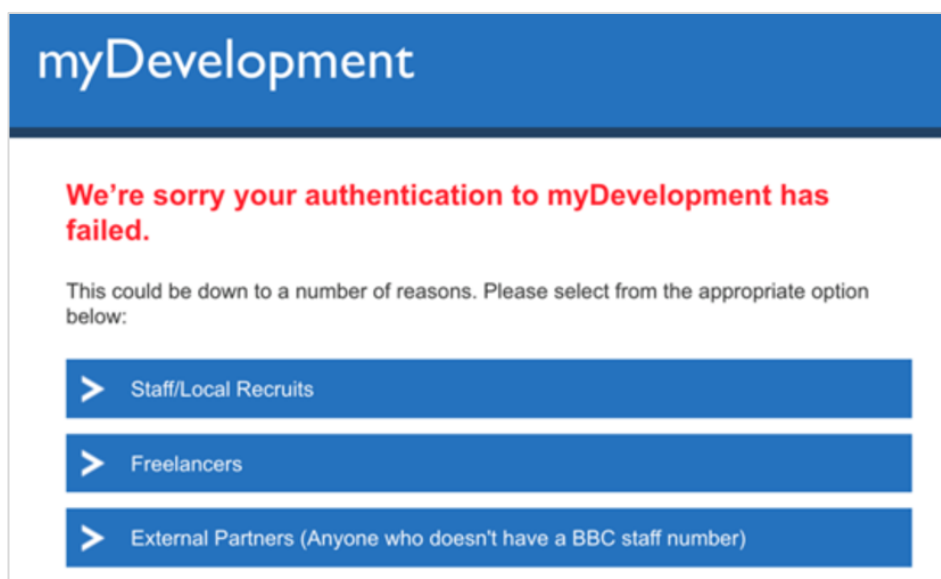
If easier, your BBC Booker can update your incorrect email address the next time they book you.

## 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 Booker who can ask their IT Coordinator to resend the invitation

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

**Solution:** Contact your BBC Booker so they can ask the IT Servicedesk to resolve this by correcting your 'Single Sign On (SSO) unified email'; this will allow you to use either your BBC or personal email address in BBC Login to access myDevelopment

In the interim, if you need to access myDevelopment and complete your training urgently, you can:

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

For some bbc.com email addresses, you can only access myDevelopment in this way.

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.

- Your personal email address in your HR record does not match the personal email address in BBC Login

**Solution:** You will need to confirm with your BBC Booker that they have used the correct email for your booking. If your email address is incorrect, you will need email or phone BBC HR so they can update it; this will require verification.

- Email BBC HR at [bbchr@bbc.co.uk](mailto:bbchr@bbc.co.uk)
- Phone BBC HR on **0370 024 3477**

If easier, your BBC Booker can update your incorrect email address the next time they book you.