

BBC Login: Set up Security Steps – a quick start guide

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BBC Login is a single sign-in platform for use by both internal and external users. It allows users access to various BBC systems using a single username and password, reducing the need to remember lots of passwords, making it easier to work with and within the BBC. It also allows you to reset your BBC password simply and easily, all in one tool.

For extra security, in some circumstances, you may need to use an additional step to access BBC systems. An example of a security step might be a text message, or a code from an app. You need to register at least one security step to be able to use BBC Login, and you will be prompted to do so automatically when you access BBC Login for the first time.

As BBC Login provides the authentication for over 50 applications currently (with more systems being added all the time) if you don't setup your BBC Login account with an additional security step, you may not be able to access BBC internal systems, so we recommend setting these up as soon as possible.

To ensure you don't have any issues, you should also consider setting up multiple security steps, so you have at least one alternative option if you ever need it.

This helpcard explains how to set up them up.

For any other queries, please refer to the [Help](#) or the [Frequently Asked Questions](#) on the BBC Login page.

What are security steps?

There are four security steps you can set up:

- Confirmation prompt using the ForgeRock Authenticator, a free app on a mobile device
- Receive a Code using the ForgeRock Authenticator
- Receive a Code via SMS text message
- Insert a Security Key, a physical device called a Yubikey. This is **for internal users** (BBC staff, contractors, etc.) who might be unable to receive mobile phone text messages or who are unable to use the Forge Authenticator app



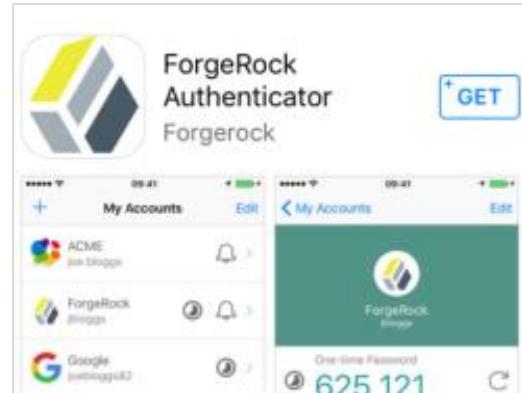
It is important you set up your Security Steps before you are in a situation that requires them.

Please register multiple security steps, so you always have alternative options if one method can't be used.

Download the App

If you have an Android or Apple device, download the free **ForgeRock Authenticator** app from the relevant App Store. Once you have downloaded it, you can manually swipe an entry within the app to confirm the security step; Apple devices can also use Touch ID.

Only install the ForgeRock Authenticator app when you have Wi-Fi connectivity to save your data usage.



In the setup, give the app access to the device camera and that notifications are enabled; otherwise you will need to enable these in the device's settings.

Order a security key

Send an email to BBCLogin.SecurityKey@bbc.co.uk with the following information:

- Your name
- Name of user (if different)
- Your manager's name
- Confirmation you have your manager's approval
- Acceptance of the cost of £28, which will be charged to your cost centre
- Your cost centre
- Your work address or the address of the recipient (including building, floor and location, for example Broadcast Centre, BC5 B6)

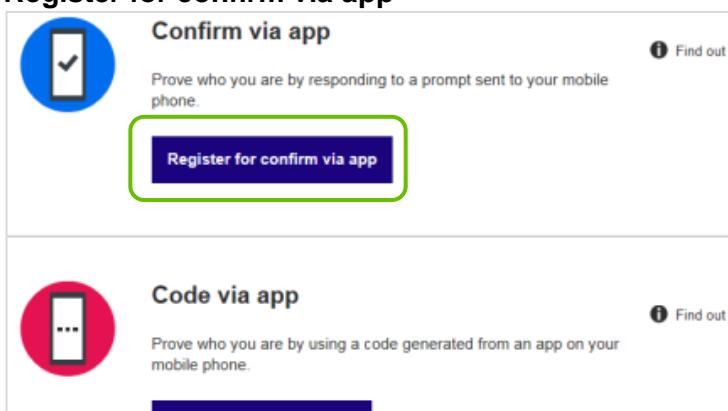
If your request has been successful, you should receive the security key in the internal post within 5 working days.

Although Yubikey security keys can be purchased online, you **must** order it as per the instructions above as it needs to be associated with your BBC Login.

As there is a cost associated with this security step, you will need to provide a business justification when ordering it and your manager will need to approve the order.

Set up a Security Step

- Open the [BBC Login](#) page
- In **Email or BBC username**, type your BBC email address or your network login ID (typically, this is the first five letters of your last name, followed by the initial of your first name and two numbers, for example, the name Samantha Peacock might appear as PeacoS03)
- In **Password**, type your network password (the one you use to log into your BBC computer) and click on **Log in**
- If you haven't set up a security step yet, the **Register a security step to use in the future** page will automatically open; if you already have one or more enabled, click on **Manage your security steps**
- For the required security step, click on **Register for...** in the relevant section, for example **Register for confirm via app**



The screenshot shows the BBC Login page with two security step options:

- Confirm via app**: Shows a smartphone icon with a checkmark. Below it says "Prove who you are by responding to a prompt sent to your mobile phone." A blue button labeled "Register for confirm via app" is highlighted with a green box.
- Code via app**: Shows a smartphone icon with three dots. Below it says "Prove who you are by using a code generated from an app on your mobile phone." A blue button labeled "Register for code via app" is partially visible at the bottom.

For the security steps which use the ForgeRock Authenticator app:

- The BBC Login page will display a QR code



- Open the ForgeRock Authenticator app on your device

- On an Apple device, tap the plus in the top left of the app and scan the QR code or

On an Android device, tap the small QR code on the top right of the app and scan the QR code



If you are unable to scan the QR code, click on the **Can't scan the code?** and enter an email address that can be opened on your device; it will be used to validate your security step

- The BBC Login page and the app will confirm the security step has been registered when the QR code has been scanned

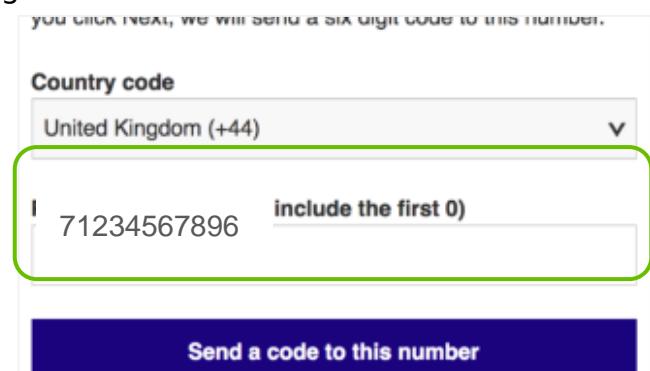


- Click on **Register alternative security steps, Continue accessing BBC systems or Logout**

Don't delete the ForgeRock Authenticator app once you've set up the Confirm via app or Code via app security steps which rely on the app. This is needed each time a security step is required; if you delete the app, you will not be able to confirm your security step or login.

For the security step which uses an SMS text message:

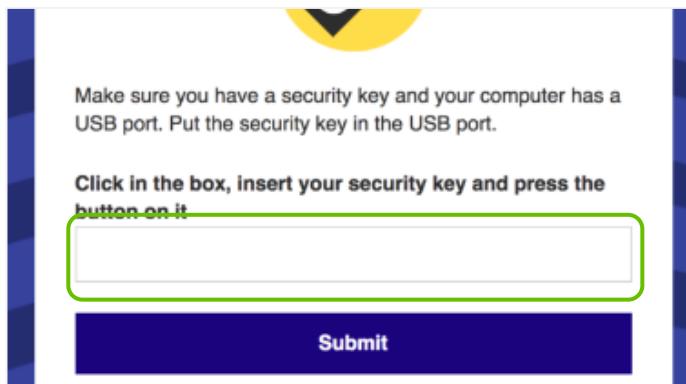
- In the **Country code** drop down list, select the appropriate code for your device; the default option is United Kingdom (+44)
- In the **Phone number** box, type the telephone number of your device, omitting the leading zero
- Click on **Send a code to this number**
- On your device, open the new SMS text message to retrieve a code



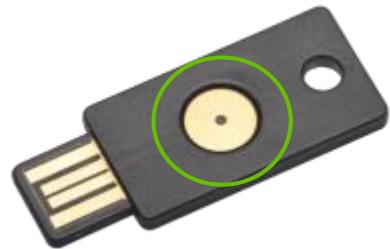
- On the BBC Login page, enter the code exactly as it was received and click on **Submit**
- The BBC Login screen will confirm the security step has been registered
- Click on **Register alternative security steps, Continue accessing BBC systems or Logout**

For a Security Key:

- Click in the box as instructed



- Insert the security key into a USB port (a green light should flash), and press its button
- A code will appear in the BBC Login page from the security key, usually 18 alpha-numeric characters
- On the BBC Login page, click on **Submit**

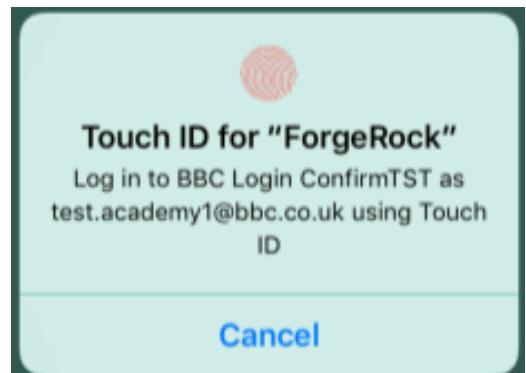


Use the Security Steps

Confirm via app with Touch ID

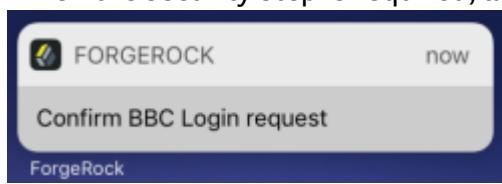
When the security step is required, a notification will appear on your device for 2 minutes:

- On your registered device, a notification will display according to the settings for the ForgeRock Authenticator app (for example, Badges, Sounds, Banners on an iOS device)
- Open the ForgeRock Authenticator app
- Follow the instructions for Touch ID to confirm the security step, or click tap **Cancel** to deny a request



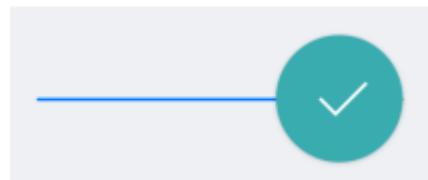
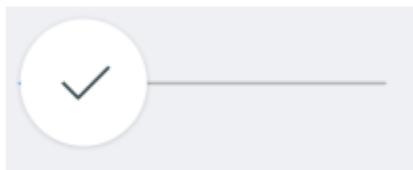
Confirm via app without Touch ID

When the security step is required, a notification will appear on your device

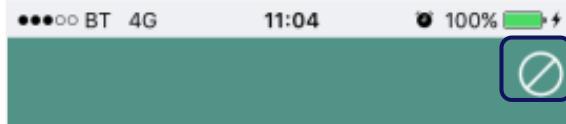


- Open the ForgeRock Authenticator app and tap **Notifications**
- Open the request

- Swipe the tick from left to right



- To deny a request, tap the No Entry symbol



If you think someone else is trying to use your BBC Login, call the IT helpdesk immediately. Contact details for the IT helpdesk are listed in the [Someone else is trying to use my BBC Login](#) Help topic

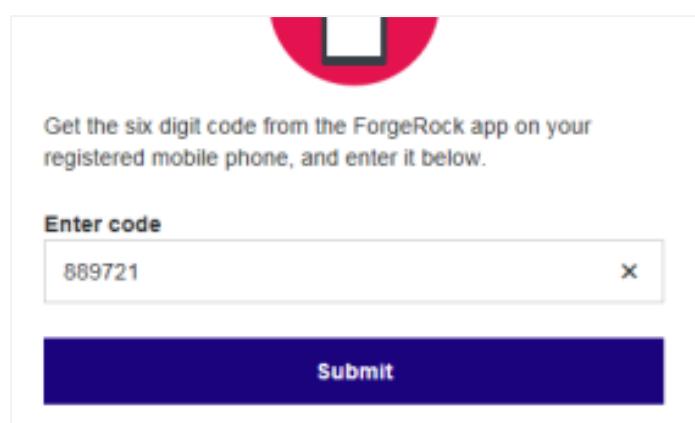
Code via app

When the security step is required, the BBC Login page will require a 6-digit code

- Open the ForgeRock Authenticator app and tap **BBC Login Code**
- After a few seconds, the ForgeRock Authenticator app will generate a 6-digit password; the app generates a new passcode every 2 minutes

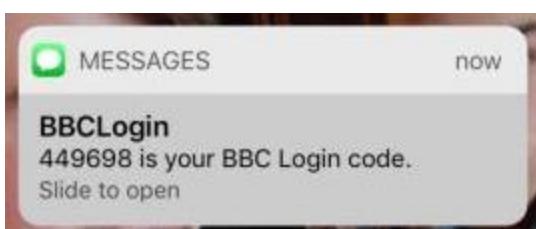


- On the BBC Login page, type the code in the **Enter Code** box and click on **Submit**



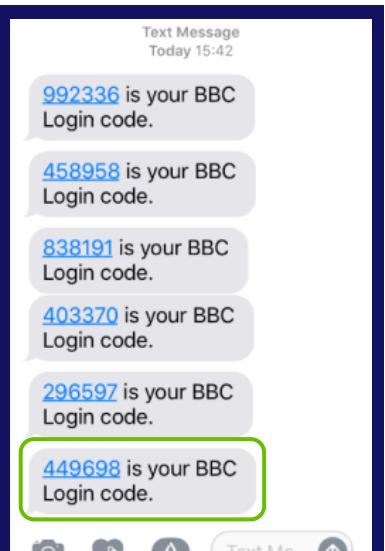
Code via SMS

When the security step is required, the BBC Login page will require a 6-digit code which will be sent via text message to your device



- On the BBC Login page, type the code in the **Enter Code** box and click on **Submit**

If you open the Text Message, the latest code is listed at the **bottom** of the list:



Security Key

- When the BBC Login page prompts, click in the box as instructed
- Insert the Security Key into a USB port (a green light should flash), and press the button on the Security Key
- A code will appear in the BBC Login page from the security key
- Click on **Submit**

Troubleshooting

If for some reason, the security step doesn't work:

- Open the [BBC Login](#) page and login
- Click on **Resend the prompt** or **Re-send my code**

If for some reason, you can't use your preferred security step and you have alternative ones registered:

- Open the [BBC Login](#) page and login
- Click on **Choose another way to log in**



To change your preferred security step or to stop using one:

- Open the [BBC Login](#) page and login
- Click on **Manage your security steps**

→ Select the relevant radio button, or to stop using a security step, click on **Stop using...**



Confirm via app

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

Set confirm via app as your preferred security step

[Stop using confirm via app](#)



Code via app

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

Set code via app as your preferred security step

[Stop using code via app](#)



Code via text message

Your registered mobile number: +447802746450

Set code via text message as your preferred security step

[Stop using this mobile number](#)

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