

myDevelopment

User Guide for Freelancers

Contents

This step-by-step user guide shows how to:

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myDevelopment - Freelancer Login

A step-by-step guide for freelancers to login to myDevelopment

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You will need to use this link to login: <https://bbcprod.plateau.com/learning/user/nativelogin.jsp>

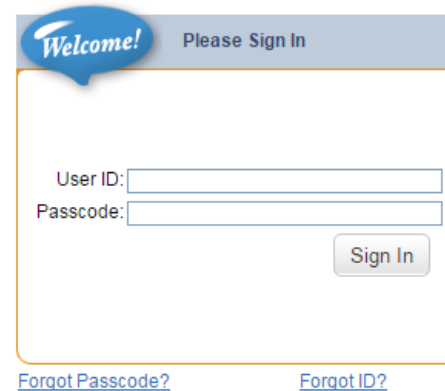
The screen will look like this:

Welcome to the BBC Academy

The BBC Academy puts training and development at the heart of the broadcast industry by equipping staff, partner companies and freelancers with the skills they need for a lifetime of employability in the ever changing media landscape.

If you are a returning user, please enter the **User ID** and **Passcode** to login. Please ensure that you **type** in your User ID and passcode. **DO NOT** copy and paste.

If you are new to working at the BBC and do not have an account or for any questions please contact bbchr@bbc.co.uk. However, if your enquiry relates to Careerlink training, please contact the CareerLink team at careerlink@bbc.co.uk.



Welcome! Please Sign In

User ID:

Passcode:

Sign In

[Forgot Passcode?](#) [Forgot ID?](#)

You should have received emails from BBC HR or your training contact which are required to log in. These will be sent to your personal email address (where you receive emails from the Freelance Payment Portal).

If you are unable to find them, please check your Junk Mail folder.

- One will be your **User ID** for myDevelopment (note that this is your Freelance Payment Portal personal number)
- The second email contains your **passcode** for myDevelopment

⚠ Freelancers engaged through Smartbook:

- If you were engaged after Sept 2015, the passcode will automatically be sent once you have been engaged

myDevelopment - Freelancer Login

Enter your User ID and passcode

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1 Enter the **User ID** sent by email
For freelancers this is your **6 digit** personal (SAP) number or your Freelance Payment Portal personal number

- 2 For Passcode, please paste or key in the **passcode** supplied by email
- omit the "00" at the beginning if there are 8 characters
 - remember the passcode is case sensitive

You can copy and paste your passcode however be careful not to copy & paste any additional spaces

3 Select **Sign In**

1

2

3 Sign In

[Forgot Passcode?](#) [Forgot ID?](#)

myDevelopment - Freelancer Login

Reset your passcode to something personal and memorable

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On first login, you must reset the passcode (to something personal and memorable)

- 1 Enter your old passcode
- 2 Enter and verify your new passcode
- 3 Select **Apply Changes**



Your new passcode must be 8-20 characters and contain a capital, lower-case character, number and symbol

BBC Academy

Password Expired

User Password has expired. Please Change User Password.

* = Required Fields

The User's password has to be compliant with the following rules:

- The length of the password must be between 8 and 20 characters.
- The password must contain a mixture of upper and lower case alpha numeric characters and special characters.
- The same character may not be used more than 2 times in a row.
- The password cannot contain user name(login ID).
- First name or last name may not be used in the password.
- Password cannot be the same as the previous 2 passwords.

1 * Old Password:

2 * New Password:

2 Verify Password:

3

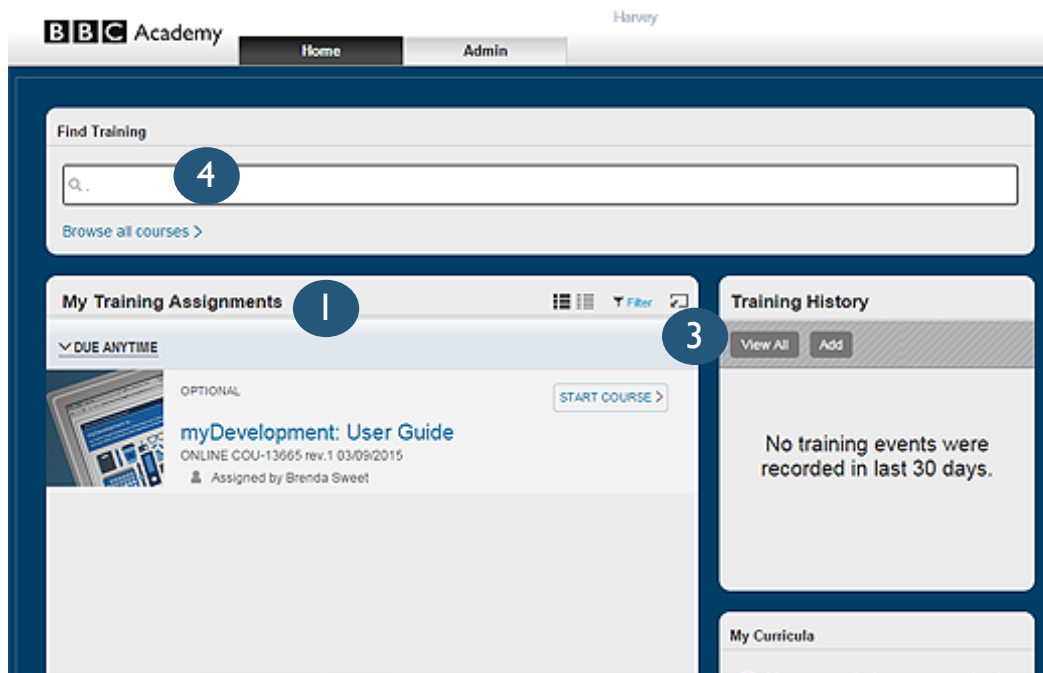
Apply Changes

Reset

myDevelopment - Freelancer Login

Your myDevelopment Homepage

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1 In **My Training Assignments** you will be able to see the training assigned to you.

Click on **Start Course** to begin it. If it says **Requirement Pool** this means that you need to do 1 or more from a selection of courses

2 The **Self Assigned** tile will display the courses you have assigned to yourself or which you have started

3 Select **View All** to see your training history

4 In the **Find Training** search box, search for a course by key word and click **Search** (which will appear)

Alternatively, click on **Browse all courses >**

myDevelopment - Accessing Training

Check and understand your training records

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Training History

View All Add

Completed Work

Show Completions: All

Completion Date *	Title	Status
08/09/2015 17:32	myDevelopment Mandatory Training for Freelance Bookers	Completed
08/09/2015 16:13	myDevelopment - An Introduction	Completed
08/09/2015 16:03	myDevelopment Managing Mandatory Training	Completed
13/08/2015 00:00	SharePoint for Gateway	Completed
02/08/2015 15:27	BBC Anti-bribery - 2014	Completed
07/05/2015 00:00	Fair Trading Advanced Workshop Tier 3	Completed
06/01/2015 12:15	Getting the Right Person: Fair Selection - 2014	Completed
04/12/2014 00:00	Artist & Contrib Requisitions Half Day	Completed
12/11/2014 00:00	Know your Audience: Writing at the BBC	Completed
23/06/2014 00:00	Welcome to the BBC - Editorial Values	Completed
16/06/2014 00:00	Team Site Lite Owner	Completed
29/04/2014 00:00	Under Pressure - Dealing With Stress	Completed
19/11/2013 00:00	Data Protection 2013 - Mandatory	Substitute Completed
19/11/2013 00:00	Data Protection Face to Face Training	Completed
06/09/2013 11:57	Fair Trading 2015	Completed
22/03/2012 00:00	Fair Trading Advanced Workshop Tier 3	Completed
24/11/2011 11:06	BBC Anti-bribery	Completed
24/11/2011 11:06	BBC Anti-bribery - 2014	Substitute Completed
30/03/2011 12:27	Safety at Work	Completed
30/03/2011 12:27	Safety at Work - 2014	Substitute Completed
30/03/2011 12:27	Safety at Work - UK Staff	Completed
30/03/2011 11:53	Safety at Work - 2014	Substitute Completed
30/03/2011 11:53	Safety At Work - International Staff	Completed


1 Click **View All** to see your training records.

2 Your training will appear with most recent training at the top.

All mandatory training history has been imported to myDevelopment and 5 years of history for other training

3 Where one course counts for another e.g. Data Protection Face to Face which counts for Data Protection 2013 you will see **Substitute Completed**.

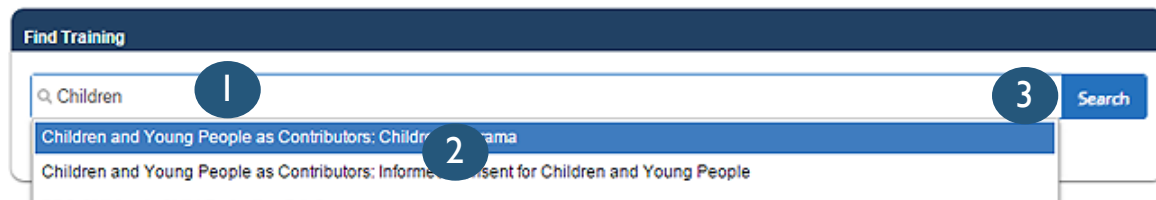
4 You can filter by title or word

5 Click  to print a Completion Certificate.

myDevelopment - Accessing Training

Search for online and face-to-face training courses

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1 On the myTraining page, start to type in the **Find Training** box.

Options will begin to appear in the dropdown and a **Search** button will appear.

2 Choose the dropdown option if you wish.

3 Press **Search**.

OR

4 Click **Browse all courses >**.

Both options take you to the **Catalogue Search** page.



myDevelopment - Accessing Training

Search for online courses, assign to yourself or start the online course straightaway

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Catalogue Search

Search: 1 5 [Course Calendar](#)

▼ Languages: English (English UnitedK... : Currency:GBP (Pound Sterling)

You searched for "Children and Young People as Contributors: Children in Drama"

Courses (124) Sort By: Relevance ▼

Records per Page: 50 «Previous Page 1 Go of 3 Next»

Narrow Courses:

- ▼ **Category**
 - Trainer-Led
 - Online
 - Other
 - Curricula
- ▼ **Subject Area**
 - Foundation & Leadership >
 - Mandatory Training >
 - Production S... >
 - Story Findi... >
 - Story Telling
 - Technol... >
 - Upfront & Digital S... >
 - View all
- ▼ **Delivery Method**

Children and Young People as Contributors: Children in Drama (ONLINE COU-12036)
Online Course 4 Add to Training
Brief Description All you need to know about our obligations when with child actors. This co more
[Assignments](#)
[Start Course](#)
Free

Children and Young People as Contributors: Safeguarding the Welfare of Under 18s (ONLINE COU-12035)
Online Course
Brief Description This scenario-based course is designed to encourage you to consider what is approp more
Free

1 Type in the name of the course you are looking for and click **Go**.

2 You can filter the courses displayed by online or trainer-led courses.

3 You can filter by Subject Area.

4 Hover over the course you are interested in and options will display – you can normally choose to **Add to Training Assignments** or **Start Course**.

5 Check out the Face to Face **Course Calendar**.

myDevelopment - Accessing Training

Ensure Your Course Tracks and Records Properly

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- 1 Ensure no other browsers or windows with myDevelopment are open.
- 2 Select and **Start Course** – the course contents will open in a new window.
- 3 Do NOT close the original Online course tracking page window. If this window is closed, the course will not be recorded as Completed, and it will not be shown in your Training History

The screenshot shows a web browser window with two overlapping pages. The background page is a video player with a green background and a large 'X' logo. A red warning bar at the bottom of the video player reads: "You need to watch the whole video to complete this page". Below the video player is a "View transcript" button. The foreground page is titled "Online Content Structure" and features a yellow warning box with a triangle icon. The text in the warning box reads: "Please **do not** close this page while your course is open or your completion will not be recorded." Below the warning box, it says: "Do not close, refresh or navigate away from this page while you have an online course open. Some content may rely on this window to save your progress." and "When you have closed the content, you can navigate away from this page safely." The browser's address bar shows the URL: "https://bbcprod.plateau.com/content_e/CUSTOM_eu/bbc/migration/COU-13465/P7L4NG". The browser's title bar shows "Excel - Google Chrome".

myDevelopment - Accessing Training

Search for face-to-face training, assign to yourself and book (request) a place

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Catalogue Search

Search:

▼ Languages: English (English UnitedK... : Currency:GBP (Pound Sterling))

You searched for "Safe Management of TV Productions" Sort By:

Courses (162)

Narrow Courses:

▼ Category
Trainer-Led
Online
Other
Curricula

▼ Subject Area
Foundation & Leadership >
Mandatory Training >
Production S... >
Story Findi... >
Technol... >
Upfront & Digital S... >

Records per Page: Page of

Safe Management of TV Productions (CLASS COU-50159640)
Trainer-led Course **Add to Training Assignments** 2

Brief Description This interactive workshop gives you the why, who, how and what of safety management more

See Offerings for Price
▼ Hide Course Dates

17/02/2016 10:00 - 1 day
BBC London Broadcasting House - Academy OBH L028
82.00 GBP | 6 seats available 3

- 1 Type in the name of the course you are looking for and click **Go**.
- 2 Float over the course you are interested in and options will display. You can normally choose to **Add to Training Assignments** or **View Course Dates** or **Add to Waitlist** (if course is full).
- 3 If dates are available then you can choose to **Register Now**. You will get an email to confirm your request and again when the training request has been approved by your line manager or training booker.

If you work in a Public Service department then your department is not charged for the training (unless cancelled outside the cancellation policy).

myDevelopment Browser Configuration

Pop-Up Blockers
(Courses not loading)

myDevelopment - Browser Configuration Issues

Explains a configuration issue whereby courses don't open or load in myDevelopment

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If the online course tracking page appears, but the course does not open, it is likely your browser settings are preventing the new window from opening.

[← Back](#)

Online Content Structure

myDevelopment - An Introduction
ONLINE COU-13665
Revision: 03/09/2015 13:09 Europe/London

Online course tracking page



Please **do not** close this page while your course is open or your completion will not be recorded.

Do not close, refresh or navigate away from this page while you have an online course open. Some content may rely on this window to save your progress.

When you have closed the content, you can navigate away from this page safely.

Course content not loading?

Online courses open up in a new window, please check all windows and tabs otherwise please check your pop-up blocker (In Google Chrome this is normally found in the top right corner as a window with a red 'x' icon). This can also be done within your browser settings. You will need to set it to allow pop-ups from the domain '*.plateau.com.'

Please see the following links for some popular browsers:

[Managing pop-ups in Chrome](#)

To launch a myDevelopment online course, Pop-Up Blockers need to be disabled in the browser.

In the browser, Pop-Ups need to be enabled for the domain "*.plateau.com".

In the standard BBC desktop build of Internet Explorer, this preference will already be set.

Please see the following links for other browsers:

[Google Chrome - Managing Pop-ups in Chrome](#)

[Mozilla Firefox - Pop-up Blocker Settings](#)

[Safari – Managing Pop-ups for iPhones & iPads](#)

myDevelopment Browser Configuration

Third Party Cookies
(SAML Authentication error)

myDevelopment - Browser Configuration Issues

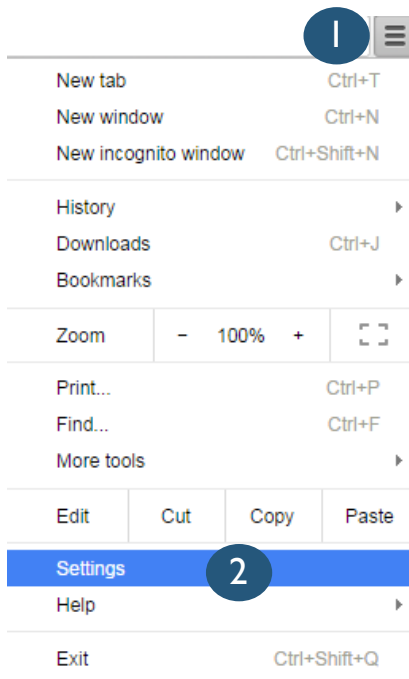
Explains a browser configuration issue that prevents Chrome & Safari users from accessing myDevelopment

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In Chrome

Failed to authenticate the SAML response will display if the browser is configured to block third-party cookies and site data

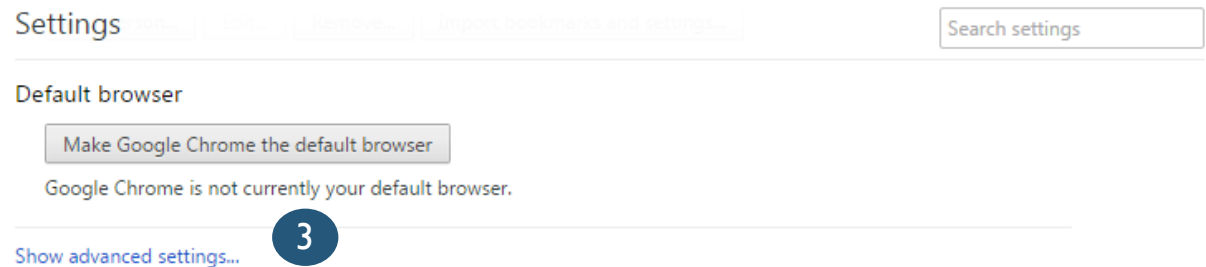
As myDevelopment is cloud-based, it is classed as a third party system and requires cookies to pass the data. The user must ensure that the options to **Block Third-Party Cookies and Site Data** is not selected.



1 Click the  dropdown.

2 Choose **Settings**.

3 At the bottom of the **Settings** page, select **Show advanced settings...**



myDevelopment - Browser Configuration Issues

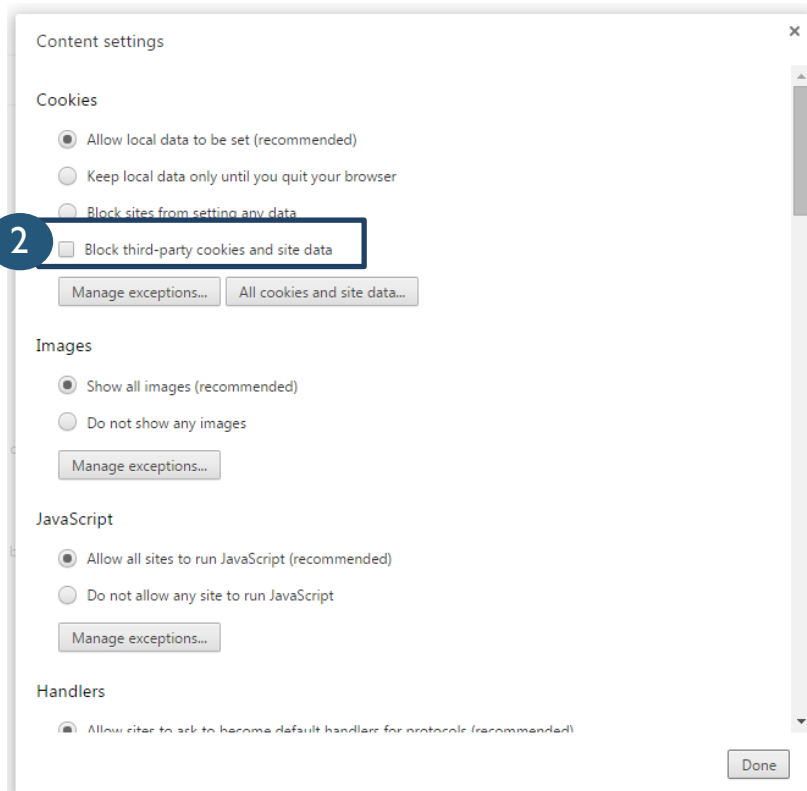
Explains a browser configuration issue that prevents Chrome & Safari users from accessing myDevelopment

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In Chrome

Privacy

- 1 Content settings... Clear browsing data...



- 1 From the **Privacy** section, select **Content settings**
- 2 Ensure the **Block third-party cookies and site data** is not selected

myDevelopment - Browser Configuration Issues

Explains a browser configuration issue that prevents Chrome & Safari users from accessing myDevelopment

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In Safari for Mac

Failed to authenticate the SAML response will display if the browser is configured to block third-party cookies and site data. The error will appear for Mac Safari users if the Safari Preferences are incorrect.

In Preferences

- 1 Change **Block cookies and other website data:** from **From third parties and advertisers** to **Never**
- 2 Quit and restart Safari to ensure the change are stored.

