# myDevelopment user guide – Externals

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# How to login - myDevelopment

You should have received two emails from BBC HR or your training contact which are required to log in. These will be sent to your personal email address. If you are unable to find them, please check your Junk Mail folder.

One will be your training User ID
The second email contains your training passcode

Please wait until the day AFTER you receive your login details via the two automated emails, then Login

- Enter the User ID sent by email

For freelancers this is your 6 digit personal (SAP) number or your Personnel number

Omit the "00" at the beginning if there are 8 characters

- For the Passcode, please paste or key in the passcode supplied by email
- You can copy and paste your passcode however be careful not to copy & paste any additional spaces. Remember the passcode is case sensitive
- Click on Sign In

## Reset your password

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

- Enter your old passcode
- Enter and verify your new passcode

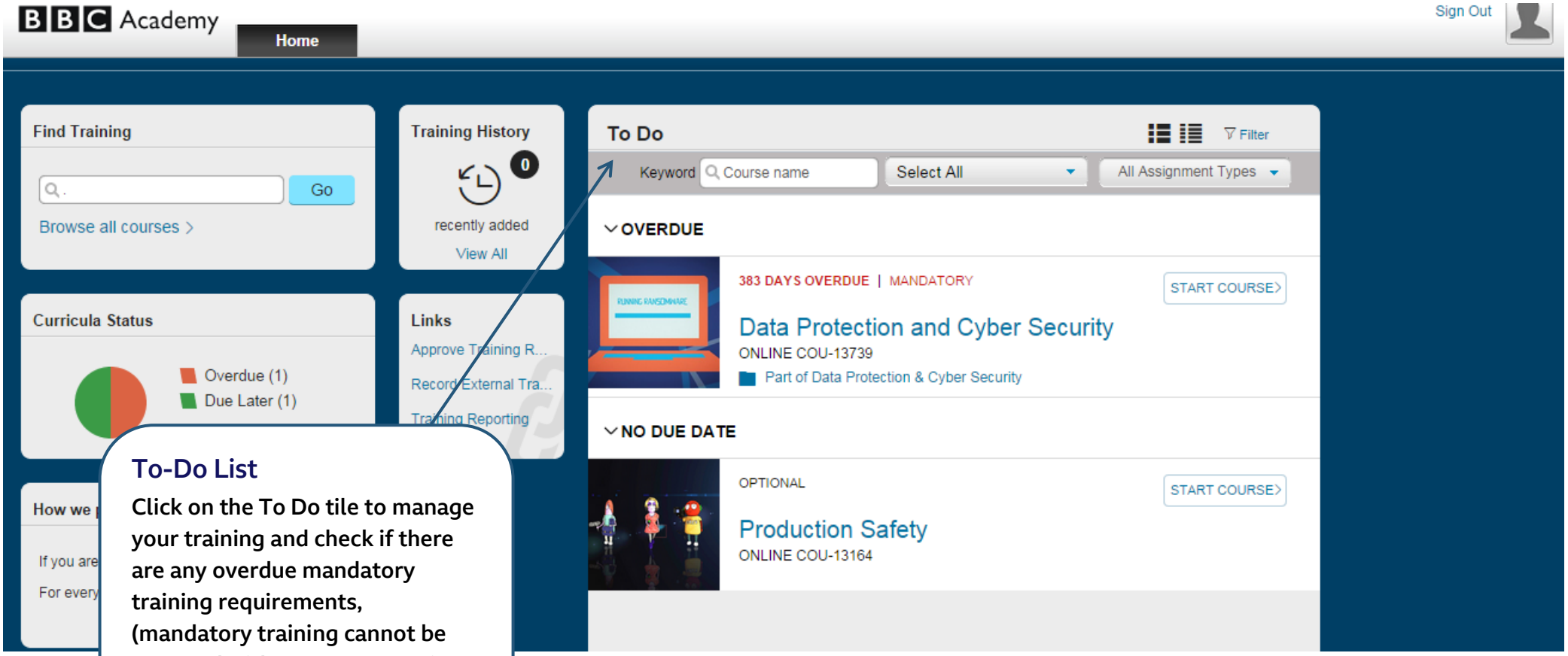
Your new passcode must be 8-20 characters and contain a capital, lower-case character, number and symbol
You must keep all your passwords safe. Don't write them down in any manner that would make it easy to decipher

- Select Apply Changes

If you have not received your login details or if you have any questions, please contact BBC HR by email - bbchr@bbc.co.uk
0477 (Internal)
03700243477 (External)
+44 121 567 6477 (If you are calling from outside the UK)

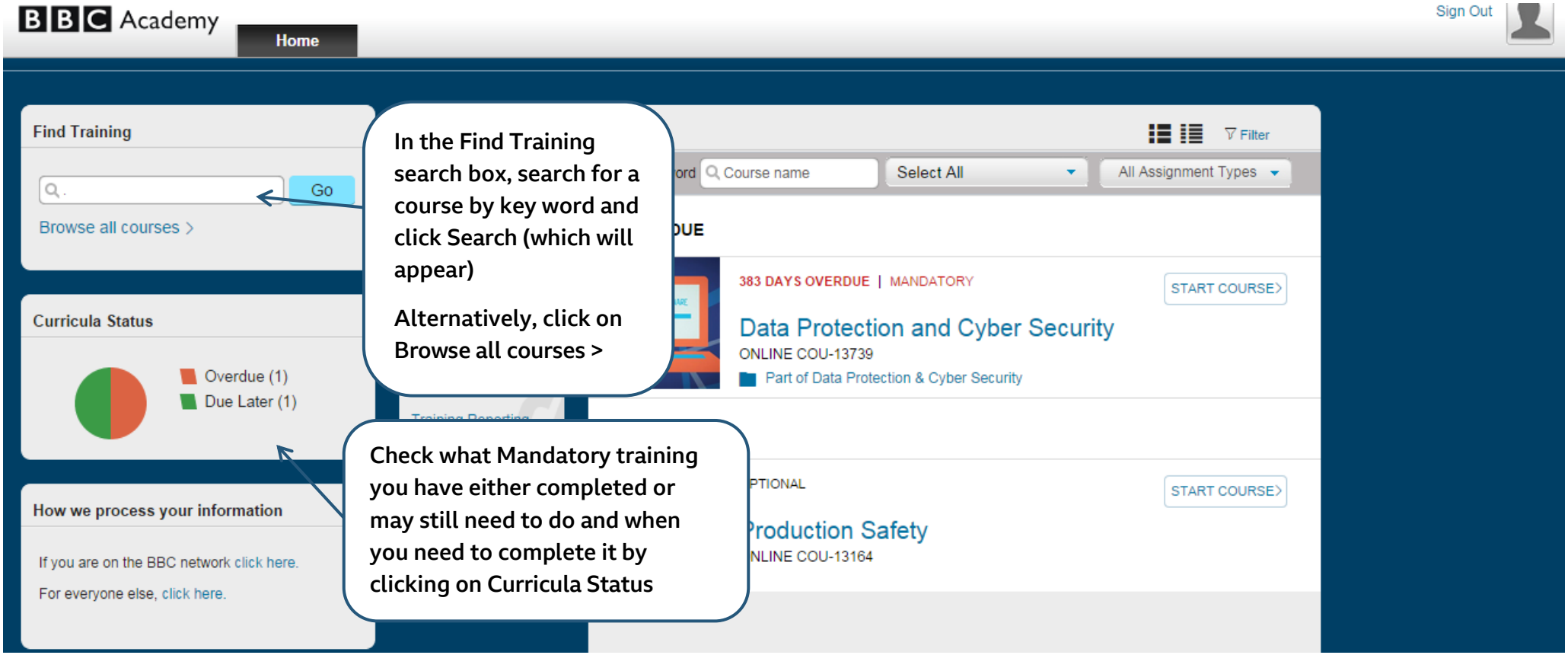
# Getting Started

## Home Page



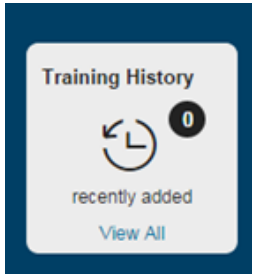

### To-Do List

Click on the To Do tile to manage your training and check if there are any overdue mandatory training requirements, (mandatory training cannot be removed without your engaging manager's agreement)

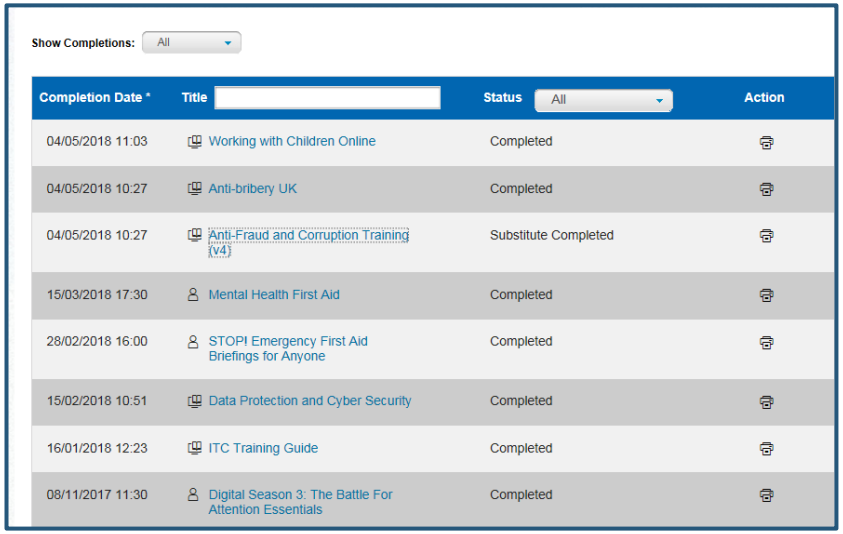

BBC Academy
Home
Sign Out
Find Training
Go
Browse all courses >
Curricula Status
Overdue (1)
Due Later (1)
How we process your information
If you are on the BBC network click here.
For everyone else, click here.
Filter
Course name
Select All
All Assignment Types
383 DAYS OVERDUE | MANDATORY
START COURSE>
Data Protection and Cyber Security
ONLINE COU-13739
Part of Data Protection & Cyber Security
START COURSE>
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 >
Check what Mandatory training you have either completed or may still need to do and when you need to complete it by clicking on Curricula Status

# Accessing Training History

➡ Click **View All** within the Training History pane. Your completed online and face to face training will appear




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



Show Completions: All

| Completion Date * | Title | Status | Action |
|---|---|---|---|
| 04/05/2018 11:03 | Working with Children Online | Completed | |
| 04/05/2018 10:27 | Anti-bribery UK | Completed | |
| 04/05/2018 10:27 | Anti-Fraud and Corruption Training (v4) | Substitute Completed | |
| 15/03/2018 17:30 | Mental Health First Aid | Completed | |
| 28/02/2018 16:00 | STOPI Emergency First Aid Briefings for Anyone | Completed | |
| 15/02/2018 10:51 | Data Protection and Cyber Security | Completed | |
| 16/01/2018 12:23 | ITC Training Guide | Completed | |
| 08/11/2017 11:30 | Digital Season 3: The Battle For Attention Essentials | Completed | |

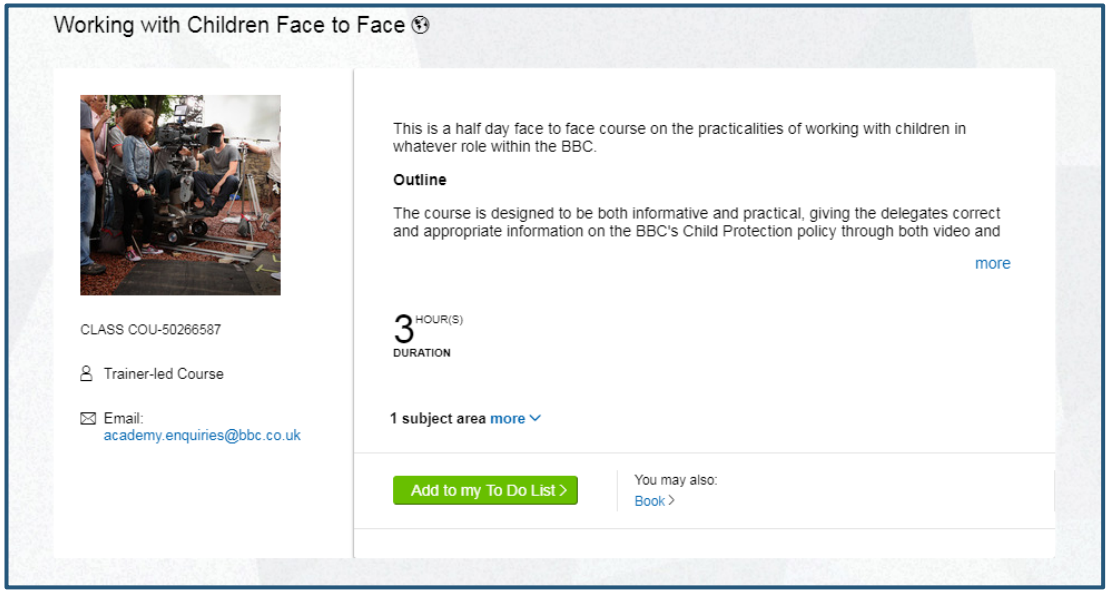
**You can filter by title or word**

➡ Click on **Print** to print a Completion Certificate

# Booking on a course

**You are only permitted to attend certain face to face courses depending on what your role requires. Please speak to your local training contact if you have any queries.**

- Search for the course
- Click on **Book**




- Any available dates will then be displayed, click on **Book**

| Description | Day(s) | Start | End | Room | Available Seats | Price | Action |
|---|---|---|---|---|---|---|---|
| | 1 | 19/02/2019 14:00 Europe/London | 19/02/2019 17:00 Europe/London | BBC Salford - Bridge House - BBC Salford Bridge House - Kate Adie (6th Flr) | 0 | 43.11 (GBP) | View Details<br>Waitlist |
| | 1 | 25/02/2019 14:00 Europe/London | 25/02/2019 17:00 Europe/London | BBC Birmingham (Mailbox) - BBC Birmingham - Claire Prosser MB 10 12 | 6 | 43.11 (GBP) | View Details<br>Book |

Your booking will be pending until your engaging manager or training booker approves. You will not be booked on this course until they do so! Remember to chase them if you need to!

➡ Click on **Yes** to confirm

Important Details:

- This session requires approval for you to book. If you continue, you will be booked with a pending status until your team manager/training booker approves your booking request.

Do you wish to proceed?

No Yes

➡ Read the information and then click on **Submit**

**You will get an email to confirm your pending booking request. An email confirmation will be sent when the training request has been approved by your engaging manager or training booker.**

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

## Book onto the Waitlist for a course

➡ Click on **Waitlist**

| Description | Day(s) | Start | End | Room | Available Seats | Price | Action |
|---|---|---|---|---|---|---|---|
| | 1 | 19/02/2019 14:00 Europe/London | 19/02/2019 17:00 Europe/London | BBC Salford - Bridge House - BBC Salford Bridge House - Kate Adie (6th Flr) | 0 | 43.11 (GBP) | View Details<br>Waitlist |
| | 1 | 25/02/2019 14:00 Europe/London | 25/02/2019 17:00 Europe/London | BBC Birmingham (Mailbox) - BBC Birmingham - Claire Prosser MB 10 12 | 6 | 43.11 (GBP) | View Details<br>Book |

- Read the information and then click on **Submit**
- The session will state how many other people are on the waitlist or pending

Session
Working with Children Face to Face
CLASS COU-50266587
**Start Date:** 19/02/2019 14:00 Europe/London
**End Date:** 19/02/2019 17:00 Europe/London
**Capacity:** Full, 1 waitlisted, 1 pending

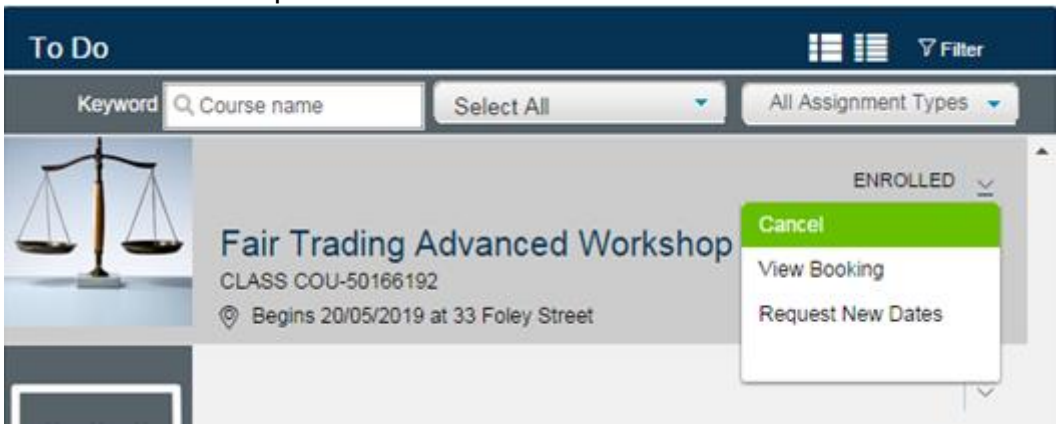
This will put you on the waiting list for that particular session only. Please keep an eye on your To Do list to monitor the waitlists.

**A place may become available for you right up to the day before the course and you will be automatically booked on.**

**For BBC external employees:** If you do not attend, a charge will be made to your department's cost centre if a cancellation is not made 2 weeks before the start of the course. Please speak to your local training contact if you have any queries.
**For BBC Studios external employees:** If you do not attend, a charge will be made to your department's cost centre if a cancellation is not made 7 days before the start of the course. Please speak to your local training contact if you have any queries.

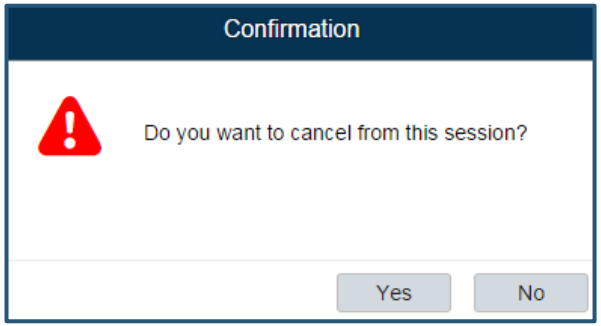
# Cancel a course booking

- Go to your **To Do** pane to locate the course you wish to cancel
- Click on the drop down and select **Cancel**



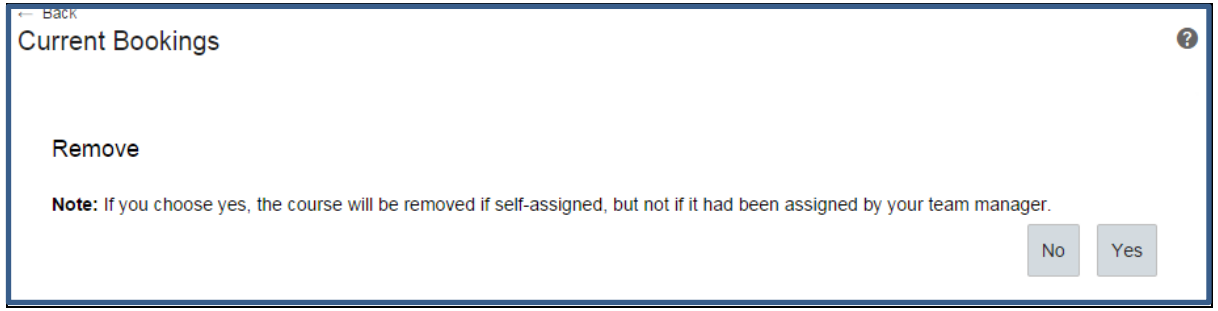

**Several warning messages will appear**

- Select **Yes** if you wish to proceed with the cancellation



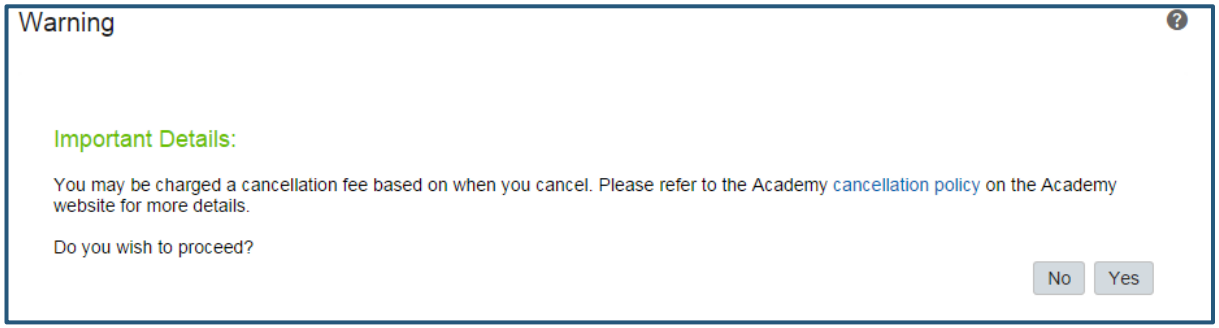

**This warning message is emphasising that once the booking has been cancelled, your interest for booking on to the course will remain in your To Do box – until further action is taken.**

- Select **Yes** if you wish to proceed with the cancellation




**The cancellation policy located within this warning box will explain what charges will be applied if you fall within the cancellation period.**

➡ Select **Yes** if you wish to proceed with the cancellation.




**You will receive an automated email confirming your course cancellation.**

# Troubleshooting - online courses

## Course Video won't open

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

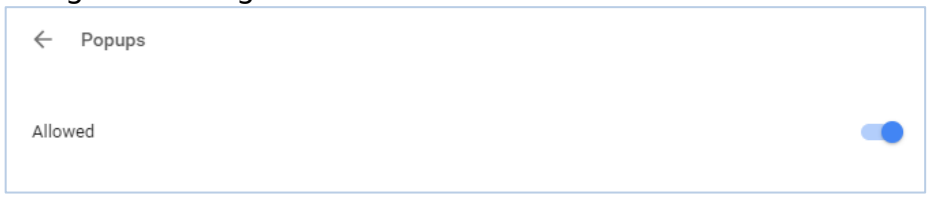
**Pop-Up Blockers need to be disabled in the browser.**

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

## Turn pop-ups on or off - Chrome

- In Chrome, click **More** ⋮ and then **Settings**
- Click on **Advanced**
- Under Privacy and security, click **Content settings**
- Click **Pop-ups**

- Change the setting to **Allowed**




Please see the following links for other browsers:

Mozilla Firefox - Pop-up Blocker Settings
Safari – Managing Pop-ups for iPhones & iPads

## Flash Player - issues

Some online modules, like 'Editorial Standards', contain Flash content. If you're prompted to download or install a newer version of the Flash Player ignore these messages and contact IT Support on ext. 0440 for assistance, or if you see a white box on your screen where you expected to see content, this is also relating to the version of the Flash Player installed on your PC

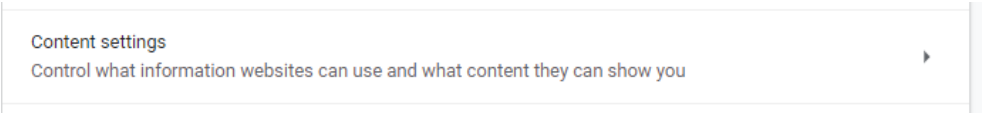
## SAML Authentication

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

You can fix this yourself by changing a browser setting - you need to allow access to third-party cookies and site data in Preferences.

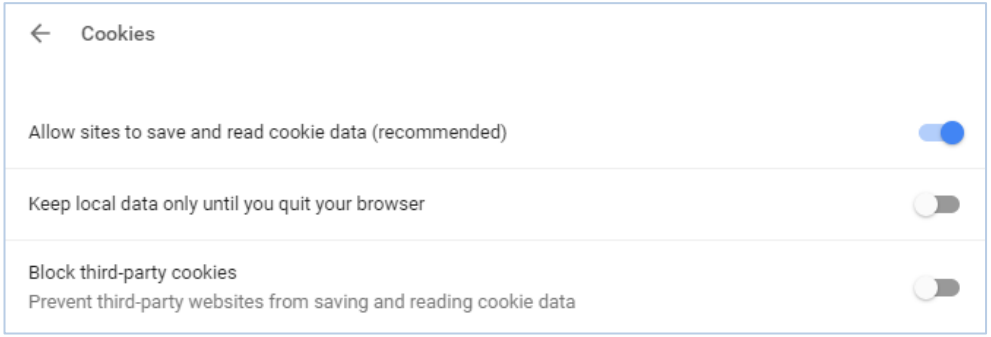
### How to fix in Chrome

- Click **More**  and then **Settings**
- Click on **Advanced**
- Under Privacy and security, click **Content settings**




- Select **Cookies**

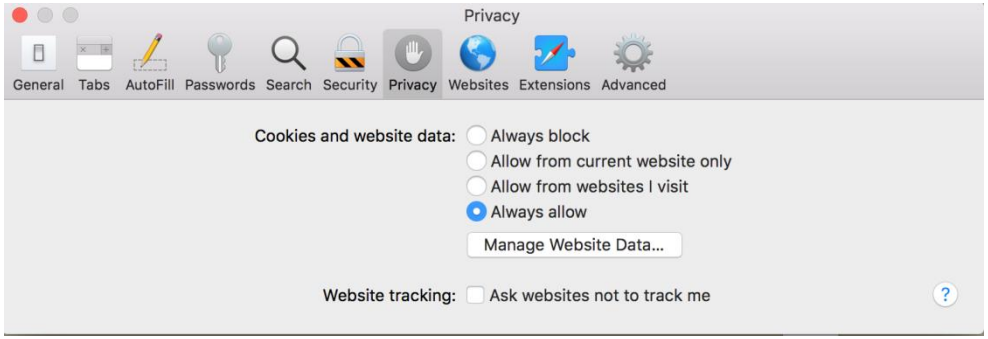
➡ Ensure the **Block third-party cookies** is not selected




## How to fix in Safari for Mac

➡ In **Privacy**

➡ Ensure Cookies and website data: is set to **Always allow**



# Best practice – online courses

**We recommend finishing the course in one sitting where possible, making sure you don't close the online tracking page in the background. Should you need to take a break from the training, close the course window and browser to ensure your progress has been saved.**

**I've received an email saying I need to complete a course but I've already completed it:**

- If this relates to an online course, there may be a section of the course that you've not fully completed, log back in to the online module in question
- Locate your "progress" tab, usually in the top right and look for the sections which have not been marked as completed and complete as necessary
- If you are still experiencing problems please take a screen shot of the Progress Tab and speak to your local training contact to investigate further.