



Media Partner Centre

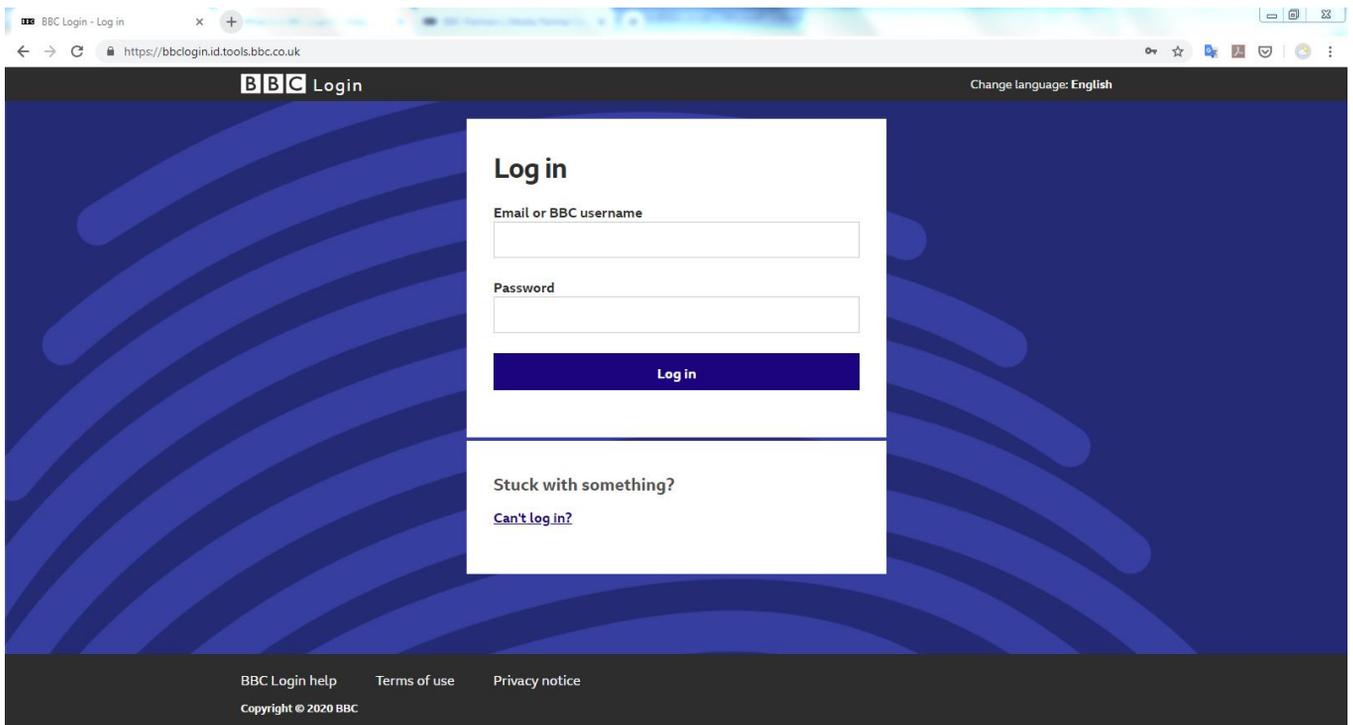
<https://wspartners.bbc.com/>

*Your one-stop-shop for  
BBC World Service programming needs*

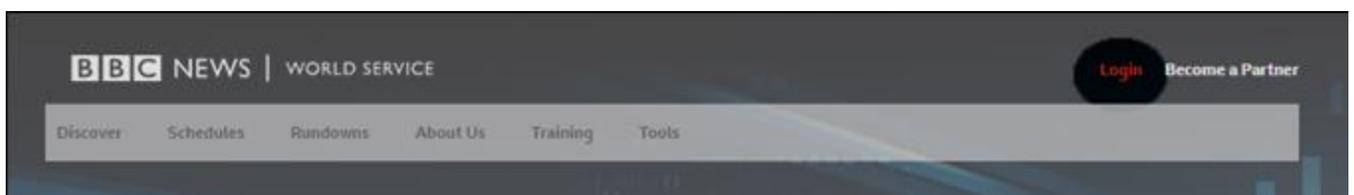
The new site is secured by BBC Login authentication that is unique to each user, ensuring your data and browsing experience is safe.

## BBC Login Guide

Some features of our new site, can only be accessed by authenticated single users, such as: downloads, rundowns & favourites. When logged in you can also configure personalised settings. This means that each user will have access to a secured BBC Login account which can be accessed and managed via <https://bbclogin.id.tools.bbc.co.uk>



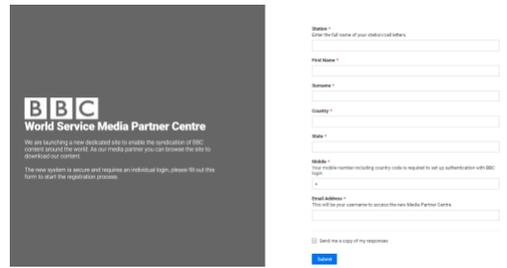
or when prompted via log in through <https://wspartners.bbc.com/>



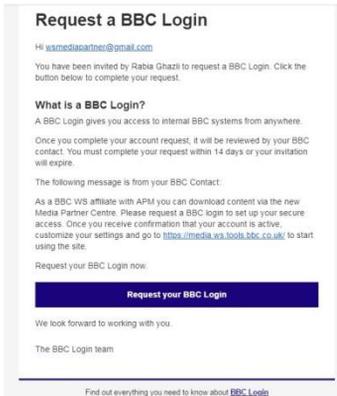
## How to request an account:

Please submit your details using our secure form :

<https://app.smartsheet.com/b/form/0526b11b6b544b4a60c4e5d02ea573d>



Once we receive your details, we will send you an invite from BBC Login (**no-reply.bblogin-stage@bbc.co.uk**); follow the instructions to register. You will need to fill in your details and choose your password.

A screenshot of the 'BBC Login request' form. It contains fields for 'Your email', 'Your mobile number', and 'BBC contact'. There are also sections for 'Your details' (First name, Last name) and 'Password' (Create password, Re-enter password). A 'Submit request' button is at the bottom.

## What to do if your invitation expires before setting up the login:

Please contact us via the contact us form in the Media Partner Centre <https://wspartners.bbc.com/contact> and we will re-issue the invitation.

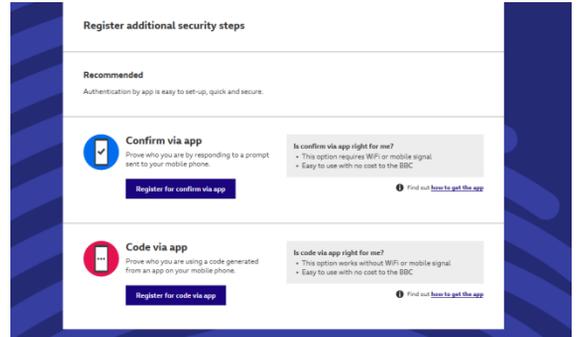
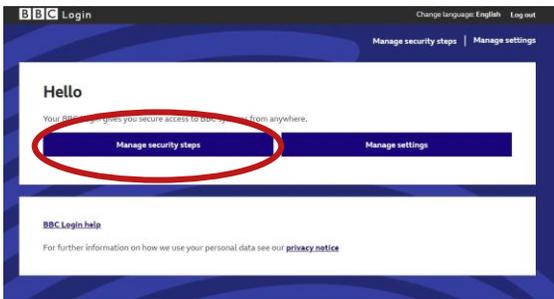
Within one working day of you completing the request, you will receive an email confirming that your account is active.

## Accessing your BBC Login dashboard:

Please follow the link in the email to manage your settings and security steps. To change your settings at any point you can always return to BBC Login <https://bblogin.id.tools.bbc.co.uk/>

A screenshot of the 'Log in' page. It has fields for 'Email or BBC username' and 'Password', a 'Log in' button, and a 'Can't log in?' link.

## Manage security steps:



*You can add and remove security steps as well as set your security preference*

\*Additional security steps are a way for us to confirm your identity, a security measure to protect you and our content. This is also known as multi-factor authentication (MFA) or two-factor authentication (2FA). You can choose which additional step or steps you want to use. **We recommend you set up more than one.** If you don't set up at least one additional security step, and your chosen step fails, you will need to contact us: <https://wspartners.bbc.com/contact>

*You can set up one or more of these additional security steps. You can register different steps on different phones but you cannot use the same step on more than one phone.*

### Your options for security:

**Confirm via app** - Get a prompt from an app on your smartphone.

To learn more [How do I set up the app?](#) and [How do I use confirm via app?](#)

**Code via app** - Get a code from an app on your smartphone.

There is no data used to generate the code and you can use this step if you have no mobile signal. To learn more [How do I set up the app?](#) and [How do I use code via app?](#)

### Code via text message

Get a six digit code to your mobile number, this method requires mobile signal.

To learn more [How do I set up code via text message?](#) and [How do I use code via text message?](#)

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### How do I register a new 2FA device? Or amend my existing devices?

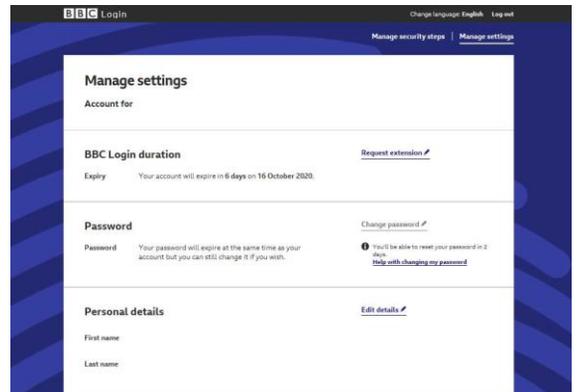
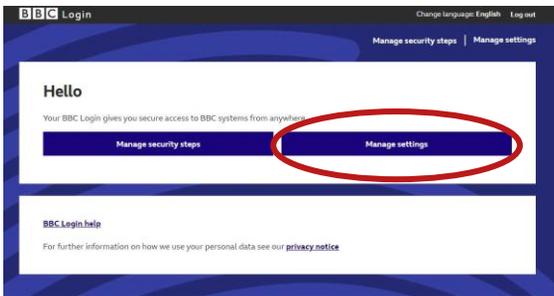
This process is identical to how BBC users register their devices. You can read more about this in the [Security steps](#) section in your dashboard.

However please note that EPA users can currently not register the USB device type for 2FA, however we are looking to add this in the future.

## Manage settings:

You can amend your personal details and password at any point. You can also request an extension when your account is set to expire.

*Accounts are set for one year and your password will need updating every three months.*



### What do I do if my account is near to expiring?

When your account is created, it will be set up with an end date up to 12 months in advance. Unless extended, your account will automatically deactivate on this date.

You will receive an email notification a few weeks before your account is due to expire prompting you to request an extension which you can do from the "Manage account" screen in BBC Login. You can check your account expiry date on this screen at any time.

### What happens after my account expires?

Once an account is expired we keep it on record for 3 months in case you need to reactivate your account. After the 3 month period, we delete the EPA details from BBC Login.

### What if my password expired?

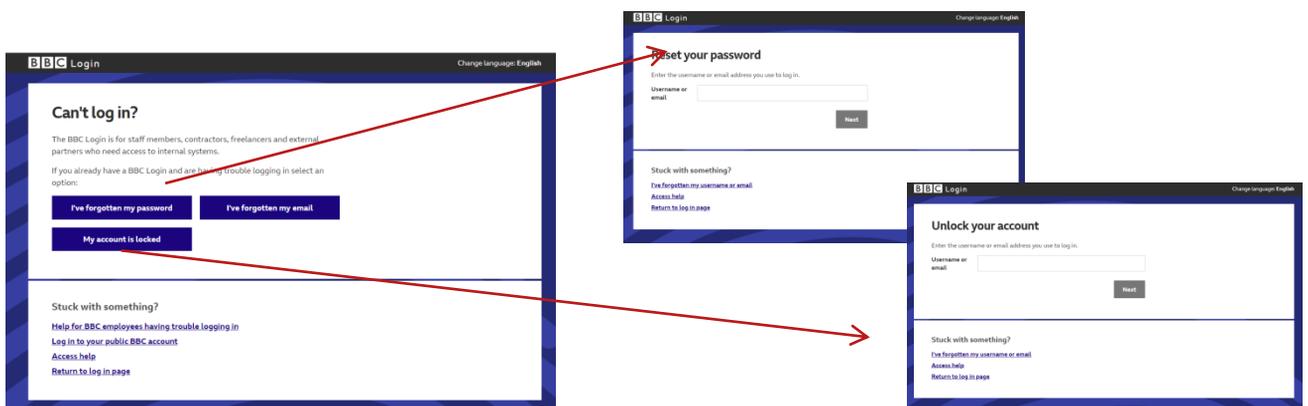
When you try to login again, you will be prompted to reset your password.

### What if I have forgotten my password?

Simply click <https://bbclgin.id.tools.bbc.co.uk/cant-log-in> and select Reset your password

### What if my password has been locked?

Simply click <https://bbclgin.id.tools.bbc.co.uk/cant-log-in> my account is locked. Then, type your email address to request a reset or contact us via <https://wspartners.bbc.com/contact>



For more information and support with your partner BBC Login account go to <https://help.bbclgin.id.tools.bbc.co.uk/bbc-login-help/external-partners-role/>