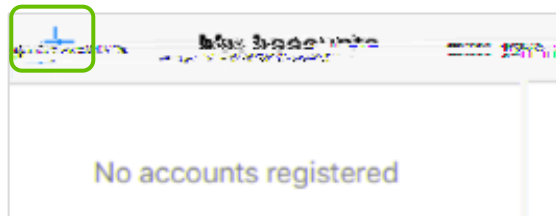
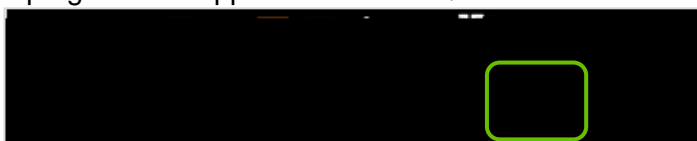


On an Apple device, tap the plus in the top left of the app and scan the QR code or

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**

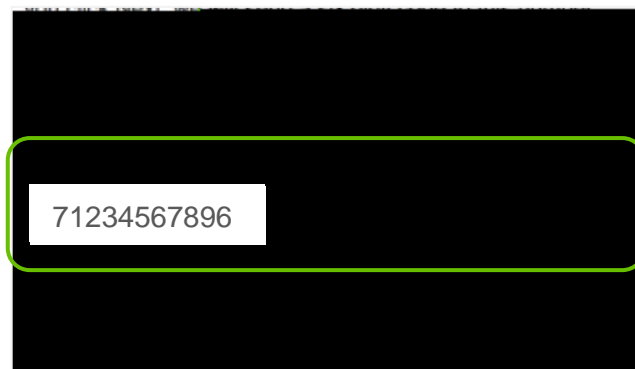
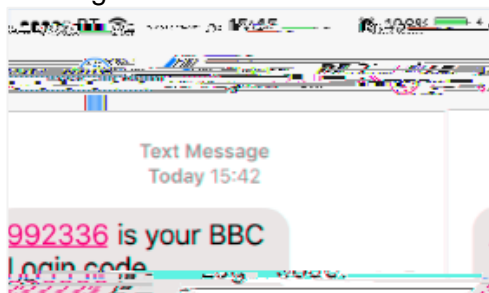
Don't delete the ForgeRock Authenticator app once you've set up the Confirm via app or Code via app security steps which rely on the app. This is needed each time a security step is required; if you delete the app, you will not be able to confirm your security step or login.

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**

Swipe the tick from left to right

To deny a request, tap the No Entry symbol

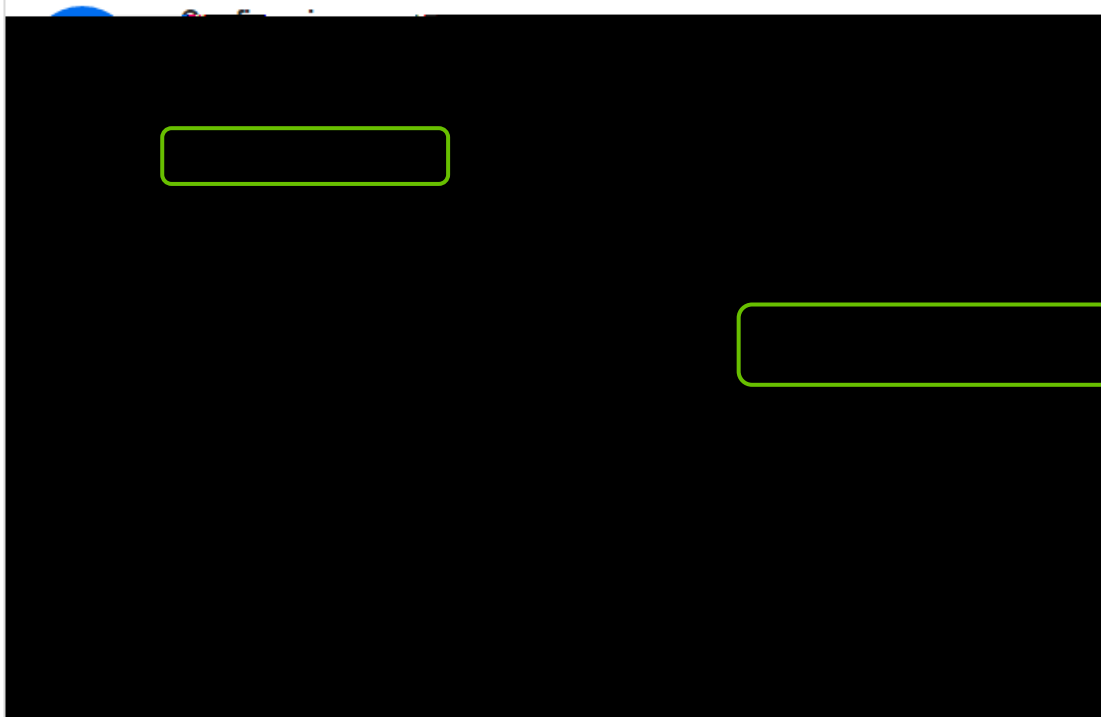
If you think someone else is trying to use your BBC Login, call the IT helpdesk immediately. Contact details for the IT helpdesk are listed in the [Someone else is trying to use my BBC Login](#) Help topic

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**

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



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
