

Silvermouse for production paperwork

Independent production companies: Set up

This helpcard will show you how to access Silvermouse, request a login, and set up your two-factor authentication.

Please note: The data in this helpcard is for training purposes only. Please click in the Table of Contents below to navigate to a specific section quickly.

Request a login

To request a new login, click on **New User** on the Silvermouse web page.

Access Silvermouse

Silvermouse can be accessed from any computer that has access to the internet, and access to the BBC Network is not required.

➔ Search for **silvermouse** in any internet browser, and open the URL:
<https://www.silvermouse.com/web/login>

➔ In the login screen, enter your **Username** and **Password**

Your account will be locked if your password is entered incorrectly 5 times or more:

The login attempt was unsuccessful for one of the following reasons:

- The username or password was not recognised.
- The account is locked after 5 or more incorrect login attempts.
- The account has been disabled.

If you have forgotten your password, it can be reset [here](#). If you think your account has been locked or disabled, please contact info@soundmouse.com

When you use Silvermouse in a new browser for the first time, you will need to read and accept the Terms and Conditions of Use before clicking **Continue**.

Security access with two factor authentication (2FA)

For security reasons, you will need to complete two levels of authentication to access BBC Silvermouse. You can either use your email address or a mobile number as the second level of authentication.

Before you can use two factor authentication (**2FA**) to log into Silvermouse, you will need to validate your email address. Successful two-factor authentication will be valid for 30 days only; then you will need to complete the two level authentication again.

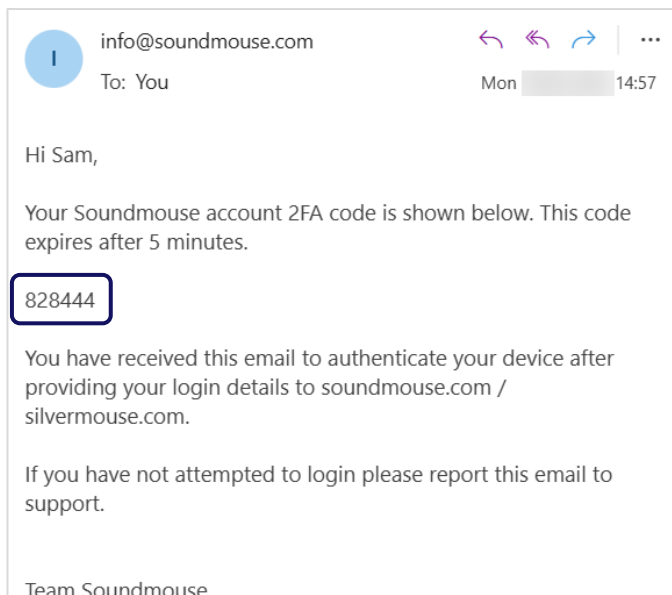
You will need to complete 2FA for every Silvermouse account you wish to access, and from each browser you access Silvermouse from.

2FA with email

Once your email has been validated, when you log into Silvermouse you will be reminded that two-factor authentication is available.

To complete your 2FA with email:

- ➡ Enter your Username and Password and click on **Login**
- ➡ Click on **Proceed**
- ➡ Check the email address the code will be sent to, and click on **Send**
- ➡ An email will be sent to the corresponding email address with a 6 digit code; please wait, as this may take a minute or two to arrive



- ➡ In **Enter the Code**, type the code from the email and click on **Submit**

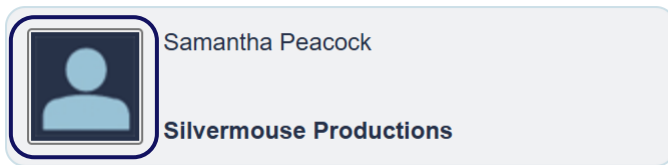
2FA by mobile phone number

Once you have logged in with your email address, you also have the option to set up your mobile phone number for 2FA as well. However, please consider the following when using 2FA by mobile phone number:

- Verification codes are only valid for 3 minutes; if it isn't received or entered within 3 minutes, click on Resend to obtain a new verification code
- You can only request a new code 5 times
- As mobile phone signals can vary, and mobile networks can cause delay in the delivery of SMS text messages, do not click on Resend too quickly. Once you click on Resend, any previous codes will be void
- If you need to change your mobile phone number for Silvermouse 2FA, click on your profile image, and select Edit

To set up 2FA by mobile phone number:

- ➔ Log into Silvermouse
- ➔ Click on your profile picture icon



- ➔ Beneath the Mobile number preview, click on **Add**

A 'Profile' dialog box with a 'Mobile' section. It contains a 'Mobile Number' input field and an 'Add' button, which is highlighted with a red rectangle. There is also a 'Close' button at the bottom left.

- ➔ In **Mobile Number**, select the correct country code and type your mobile number, excluding the leading zero
- ➔ In **Confirm Mobile Number**, select the correct country code and re-type your mobile number, excluding the leading zero

A 'Profile' dialog box titled 'Mobile Number - Enter your mobile number'. It includes instructions: 'Please enter your mobile number in both boxes below. Please do not include the leading zero from your mobile number, for example: 0777 123456 must be supplied as 777 123456'. There are two input fields, each with a country code dropdown (currently set to '+44') and a text box containing '7123 456789'. The second text box is highlighted with a red rectangle. At the bottom right are 'Verify' and 'Cancel' buttons.

- ➔ Click on **Verify**; a verification code will be sent to your mobile via SMS text message
- ➔ In **Enter Verification Code**, type the code and click on **Verify**

A 'Profile' dialog box titled 'Mobile Number - Enter your verification code'. It includes instructions: 'Your verification code has been sent. Please check your mobile and enter the code in the box below within 3 minutes.' There is a single input field containing '758787', which is highlighted with a red rectangle. At the bottom right are 'Resend', 'Verify' (highlighted with a red rectangle), and 'Cancel' buttons. A 'Close' button is at the bottom left.

Once your mobile number has been registered with Silvermouse, you can request your 2FA code either by email or mobile phone

Request your 2FA code

Please click on the Send button below to receive an email with your 2FA code to your registered email address.



Send code to your email address
Na*****@b*****k

Send



Send code to your mobile phone*
+*****28

Send

* A mobile number can be registered in the Account Settings by clicking on the user icon within the Silvermouse/Soundmouse platform.



IMPORTANT: Your login only remains active for 90 days. If you don't log in to Silvermouse within those 90 days, you will need to contact BBC: [Silvermouse Support](#) / Indies: Silvermouse to ask for your account to be reactivated. For this reason, consider setting a calendar reminder to log into Silvermouse every two months.

Create your unique password

When you first use Silvermouse, you will be prompted to change your password so it is unique to you and will be forced to change it periodically for security reasons.

Your password must contain at least 9 characters which must be a combination of letters (it is not case sensitive), numbers and the following symbols:

! # \$ % & () + - / : < = > ? _