



Commissioner Tools - Weekly Status

March 13, 2015

Resolved Issues

- Positions are now displaying correctly on member's My Profile screen in My Dashboard.

Open Issues *(Statuses will be provided in a subsequent release)*

- A login issue has been identified for my.Scouting. End users receive an 'Invalid username and password' error even with valid login credentials. The cause is due to record locking in the database. The temporary workaround is to wait a couple of minutes and try logging in again. **Please do not try to reset your password as this will not resolve the issue.** If you encounter this issue, please e-mail Member Care at myscouting@scouting.org to record when the issue occurred. We are testing a solution next week that should help reduce how often this occurs.
- Progress is continuing and remains a high priority to resolve all report time out issues. Some Districts continue to identify this problem.
- Dashboard figures are not matching current reports or contacts entered on a day-to-day basis as the dashboard is updated monthly. A weekly update will be run until a nightly process can be implemented.
- my.Scouting functionality is still not supported on iPad tablets. An upgrade is in progress to the base functionality which will allow tools to work on iPads. We plan to start testing the modifications early next week.
- Most commissioner leader positions who completed a position-trained course prior to 2013 are not reflected as position trained on my.Scouting Tools. The solution to reflect crediting historical training is currently in development.

Internet Explorer Compatibility

For Internet Explorer users, My.Scouting Tools requires compatibility mode to be turned off in order to function properly. We are aware the 'Load More' function is not rendering correctly. Temporary work around is to 'Search' for the Unit number or utilize a non-IE browser.

- Google Chrome – click [here](#) to download
- Mozilla Firefox – click [here](#) to download
- Safari – click [here](#) to download

my.Scouting Tools Access Issues

Many unit charters and non-unit registrations had a 12/31 renewal date. The 60 day lapsed period has now expired. If units or commissioner access has dropped, please validate with your council registrar that charters/registrations are not in an un-posted status.





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Webinar

The next Commissioner Tools webinar training is scheduled for March 17, 2015 at 6:30 pm CT. Seats are still available. Click [here](#) to register.

Support

As a reminder, please contact your council champion first for assistance with any Commissioner Tools program related questions. If you experience any **system**-related issues while in MyScouting Tools, please email the Member Care Contact Center at myscouting@scouting.org or 972-580-2489 and log an incident to ensure proper handling and tracking.

Thank you for your continued patience and support as we work to resolve the issues.

The Commissioners Task Force

