BOY SCOUTS OF AMERICA®
NATIONAL COUNCIL

*my.*Scouting Tools FAQs

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General Information

You can access my.Scouting Tools with the same credentials created on the legacy myscouting.org site.

Certain tools are presented and available based upon the role or position that you have in the organization structure. For example: If you are a Key 3 leader in a unit, you would have the ability to manage roster, print membership cards, update profile information for members of your unit, create and manage sub organizations, and add training. The same can be said for districts, but a district Key 3 would have the ability to do that for their district and each of the units within that district.

Q: What are the browser requirements for *my*.Scouting Tools?

A: *my*.Scouting Tools is best experienced using the latest version of Google Chrome or Mozilla Firefox. Also works with the latest version of Safari and Internet Explorer (v11). Older versions of IE are no longer supported.

Q: Why can't I access *my*.Scouting Tools.

A: The primary reasons could be:

1. You may not have an active account. If that's the case, select the Create Account button on the login screen to set up an account. If you experience any issues with your account, call the Member Care Contact Center at 972-580-2489 between 7 am – 7 pm CT.
2. You did not enter a Member ID on your myscouting.org account profile.

Q: Are there instructions on how to use the tool?

A: Yes, each tool has a help manual. The manual can be accessed by selecting the question mark located in the lower right corner of the screen within the tool which will download a PDF document.

Q: Who can I contact if I do not know my member ID number?

A: If you don't know your member ID number you have three options:

1. Ask your unit leader or unit commissioner. They can access *my*.Scouting Tools and look up your member ID in the Member Manager tool. The member ID is also on a roster from Internet Advancement that's accessible under Home/Legacy Web Tools/Internet Advancement.
2. Call your local council and ask them to look it up.
3. Call the Member Care Contact Center at 972-580-2489 or send an email to myscouting@scouting.org.

Q: Once I am in my.Scouting Tools, how do I get back to the legacy myscouting.org site?

A: Select Home, Legacy Web Tools, then Legacy MyScouting from the list. Or, go to the top, right corner and click the Sign In button. A window box appears with a link to Legacy MyScouting.

Q: How do I go back a step in the tool without losing my work? When I hit the browser's back arrow it takes me completely out of the tool.

A: **Do not** use the browser's back arrow. Select the Home or Back buttons within the tool. In Calendar and Announcements, use the "Cancel – Back to…" buttons within that tool.

Q: What positions are available to print membership cards?

A: Any member can print membership cards for positions within their organization - except those in Executive Officer, Administrative, and non-registered "functional" roles.

Q: Who are the Key 3s at each organization level?

A:

National	National President Chief Scout Executive National Commissioner
Region	Regional President Regional Director Regional Commissioner
Area	Area President Area Director Area Commissioner
Council	Scout Executive Council President Council Commissioner
District	District Executive District Committee Chairman District Commissioner
Unit	Unit Leader Committee Chairman Chartered Organization Representative

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Q: I'm a district Key 3, why don't I have access to the other administrative tools?

A: Contact your council and ensure that you are multiple registered in the district you need access to in ScoutNET.

Q: How do I log out of my.Scouting Tools?

A: Go to the top, right corner and select the Sign In icon next to your name. A dropdown window appears. Select Logout.

My Dashboard Tool

My Profile

Q: How do I update My Profile information (physical address, phone number, email address, employer, education information, etc.)?

A: Certain information become editable by selecting the Edit Profile icon in the Profile Information section. To update home, phone, and email information, select the field with the forward arrow at the end. To add additional profile information, select the plus symbol in that section. **NOTE: If you have a youth in Scouting, notify your Key 3 to also update youth member's address information.**

Q: Why can I not update my name and date of birth in My Profile?

A: Your name or date of birth cannot be edited due to background check regulations. To have one of these items changed you will need to contact your council.

Q: Why is my address in *my.*Scouting Tools different from the one in myscouting.org account?

A: The address information entered in your MyScouting profile was needed to create the account.

The address in your *my.*Scouting Tools profile has been pulled from the membership database. This might be an old address that has simply not been updated in the system. To update your *my.*Scouting Tools address, click the Edit Profile icon to edit then save. This will update the membership database with the new information.

Q: I have more than one registration number. How can I add additional registrations to my profile?

A: The ability to add additional registrations to your profile is not yet available on my.Scouting Tools. You must login to legacy myscouting.org and select Update My Profile. Scroll down to Membership Info and add your member ID in the field. You can also choose which member ID to be 'set as primary'.

My Training

Q: How can I update my training information?

A: Only training courses taken online will be processed and updated to your record automatically. If you've completed a training course other than online, you must notify your Key 3 to add/update completed training course(s) to your record.

Q: Where do I go to take training?

A: Upon login, training courses can be found by selecting the Home button, then My Dashboard in the menu list. It will default to the My Training section with the following 4 tab selections:

- YPT – displays the Youth Protection training courses available.
- Training Center – displays the Scouting programs containing the training courses applicable to the specific program.

- Requirements – displays training courses required to become position-trained for your current registered position(s).
- Completions – displays training courses that were completed.

(Note – Cub Scout trainings have been updated to support the new program changes. See Cub Scouting BSA LearnCenter below for more information)

Q: Where are the health and safety training courses or district level training courses?

A: Health and Safety and district level courses are available under "Other" in the Training Center program list.

Q: I've taken a training course multiple times and it doesn't show under Completions. Why?

A: The most recent instance of a completed training course will be displayed by default. To view your history, change the training parameters in the 'Trained' drop down list and select "All With History".

Q: How can I print a training certificate that I have completed?

A: Under Completions, select the blue printer icon in the far right of the training course field. It will download into a PDF file that you can save or print.

Q: What do I do if I completed a training under the member ID/reference number issued when I created a *my*.Scouting Tools account, and then I receive a membership card with a different number and the training I took is not showing under that member ID?

A: The best thing to do is to contact the council and have them merge your two accounts.

Cub Scouting BSA LearnCenter

(The following pertains to the new Cub Scout training modules available through the BSA LearnCenter)

Q: What content is currently available online on the BSA LearnCenter?

A: The learning content for Cub Scouting has been updated to support new program changes and is currently available in the BSA LearnCenter. New learning content for Venturing and Boy Scouting trainings is being developed and will be available soon, as well as other BSA trainings.

Q: How do I access the LearnCenter?

A: You can access the BSA LearnCenter by logging onto my.scouting.org and select the Cub Scouting Leader Training link on the home page. Or, click Home >My Dashboard >My Training >Training Center and select Cub Scouting under Program.

Q: Why doesn't the BSA LearnCenter launch when I select the Cub Scouting training course in *my*.Scouting Tools?

A: Make sure the popup blocker is turned off in your browser.

Q: Once I'm logged in, how can I view the training?

A: If your *my*.Scouting login is connected to your membership ID, select the My Learning tab at the top to access the content that is required for your position.

Q: I don't have any learning plans in My Learning tab. How can I add them?

A: If your My Learning tab does not have any learning plans you can select a training to add to My Learning. There are two ways you can add learning plans to your My Learning:

Option 1: Select the Cub Scouting program catalog from the home page and select the position you want to be trained for. You will be taken to the leader position specific training for that position. Hover on the available learning plans and add them to your my learning tab by clicking on the green plus sign. The learning plan is now added to your My Learning. (Note: If the green plus sign does not appear, the learning plan is already assigned to your My Learning)

Option 2: Select Course Catalog from the navigation bar. Review the full list of learning plans available. Hover on the learning plan you want to add, and select the green plus sign. The learning plan is now added to your My Learning.

Q: What training should be taken to become trained for my position in Cub Scouting?

A: For unit level leaders, each position has three learning plans: Before the First Meeting; First 30 Days and Position Specific Training. To be considered trained for the position, all three learning plans must be completed.

Q: Do I have to take the modules in a specific order?

A: No, the modules can be taken in any order. Once all modules for a specific learning plan are completed, that learning plan will be considered complete.

Q: Will the learning plans only reflect my primary registration role or does it include multiple registrants?

A: The learning plans will reflect for multiple registrations under the same member id. Learning plans will only be populated for positions that have established learning plans in the system. If you have two *my*.Scouting accounts attached to separate member ids, you will have to log out of one account and log in to the other to see learning plans for that additional *my*.Scouting account.

Q: What if I'm already trained in my position?

A: If you have already completed your position-specific training, you will show trained in *my*.Scouting Tools. You do not need to take any additional courses. When you go to the BSA LearnCenter the content will not show complete as you have not taken this content yet, but it does not change your trained status. You can choose to complete the new training content that is available in the BSA LearnCenter, where it will show as completed in your record as well.

Q: Will the modules remember where I left off if I leave in the middle of a module?

A: The modules are designed to be short learning elements with an average time of completion of 4 to 8 minutes. If you are required to leave a module in the middle it will remember where you stopped and, upon restarting the module, you will be asked to resume where you left off.

Q: How do I print my certificate?

A: Once you have completed all three learning plans to be position-specific trained, a blue arrow will appear on the learning plan that denotes that a certificate is available. Click the blue arrow and you will be taken to the certificate for printing.

Q: How do I launch another training module once I finished viewing the video?

A: You must first close out of the video window, then close your current browser tab, then select My Learning Plan in the top menu to return you back to the training modules.

Q: Is the BSA LearnCenter part of *my*.Scouting Tools or a separate website?

A: The BSA LearnCenter and My.Scouting are hosted on separate web servers. The two sites are coordinated so that learning that is completed on the BSA LearnCenter is recorded to Akela and reported through *my*.Scouting.

My Account

Q: How can I reset my password?

A: While in My Dashboard, click the pancake symbol in the upper left corner, then select My Account from the drop down list.

Q: What are the password requirements?

A: Password must be between 8-12 characters in length and contain three of the following:

- One uppercase letter (A-Z)
- One lowercase letter (a-z)
- One numeric character (0-9)
- One non-alphanumeric character (~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/)

My Organization Dashboard

Q: Why do I not see any announcements or calendar events when I select Announcements/Calendars?

A: Your Key 3 has not published any announcements or calendar events at this point. Once published, announcements will automatically show up in this tool.

Q: Can I post any announcements or calendar events?

A: Only your Key 3 and those in a delegate role (Plus 3) has the ability to publish any announcements or calendar events.

Key 3/Plus 3 Specific Tools

Announcements and Calendar Tool

Q: Can I send out a calendar event or an announcement without clicking the Format Invitation button?

A: No, you have to format your invitation before sending it out to your unit or district.

Q: In the Calendar tool, when I schedule an event and select "Send Invitations", how are people being notified?

A: The scheduled event will automatically appear in the member's calendar in their My Organization Dashboard. Email notification will be in a future release.

Q: Why don't I see an event I posted that occurs 6 months later?

A: Currently, the Calendar tool shows events posted within a two-month period. However, members in your organization are able to see events posted later than the two-month period in their My Organization Dashboard.

Organization Manager Tool

Q: What is a sub organization?

A: A sub organization is a unit's organizational structure. For example: packs have dens; troops have patrols; crews have groups; ships have crews; and teams have squads. You can also create committees.

Q: How do I create a sub organization?

A: Select Add Sub Organization in the tool, enter a name and a short description and select Create. Be specific in naming your sub organization(s) (i.e. 2013 Popcorn Committee; Wolf Den; Beaver Patrol, etc.).

Q: I created a sub organization, how do I assign a functional role to a member in that sub organization?

A: Once a sub organization is created in Organization Manager, click on the sub organization name. The system will redirect you to the Member Assignment page in the Member Manager tool where you can assign *unit related* functional roles applicable to sub units (i.e. Dens, Patrols, Squads, Groups, Crews) in the selected sub organization.

Member Manager Tool

Q. As a Key 3, where can I find my unit's roster information?

A: Roster information can be found in the Member Manager tool under Roster Details. You can print membership card(s), edit member's profile, export certain roster information and print unit's Youth Member Age Report.

Q: As a district Key 3, when I click on the Member Manager tool, who are the people that appear on the right side of my screen?

A: The system displays list of non-unit district registrants within your organization structure. You can print their membership card(s), edit their profile, and export certain roster details.

Q: How do I assign a unit-related, non-administrative functional role to a member in a sub organization?

A: While in Member Manager, select Sub Organization Assignment. A roster list of available members will appear on the right. Remember, you must have created a sub organization in Organization Manager in order to assign members to the sub organization, along with their functional roles.

Q: Can I assign more than one non-administrative functional role to a member?

A: Yes. However, if no role is assigned, the system defaults role to Member.

Q: Why can't I assign a Training Committee Chair, Training Committee Member, YP Champion, etc., in the Member Manager tool?

A: Assignment of functional roles with administrative capability is done through the new Organization Security Manager tool.

Q: I'm in the Member Manager tool and I need to add a new sub organization for the unit. How can I do that without closing out of the tool?

A: Select the Manage Organization link on the top right of the screen. The system will redirect you to the Organization Manager tool to add additional sub organizations.

Q: What do the numbers represent next to the sub organization name and the member name?

A: The number in the sub organization field represents total members assigned in the sub organization. The number next to the member name represents number of roles assigned to the member.

Training Manager Tool

Q. Does the YPT dashboard count all positions in my unit/district?

A: Only registered adults in YPT required positions are tracked. Those occupying Executive Officer (IH), ScoutParent (PS) or Tiger Cub Adult Partner (AP) positions will not be tracked.

Q. What are the YPT status parameters on the training dashboard?

A: 'YPT Trained' are registered adults who have completed Youth Protection Training within the last 2 years. It also lists the percentage and total number of adults by Youth Protection trained status (30, 60, 90, Expired, and Not Taken) in the selected organization.

Q. What constitutes a Trained Leader?

A: A Trained Leader is a registered adult in leadership position(s) who has completed the training requirement(s) for the position(s) he/she holds in the organization. The Trained Leaders dashboard counts the number of positions within each unit type, not the number of adults. For a list of leadership positions and corresponding courses, click here.

Q. As a Key 3, why can't I update my own training record?

A: As designed, only another Key 3 can update a Key 3's training record.

Q. I inadvertently updated a member's training record with the wrong course information. How can I delete/remove it from their record?

A: You will need to contact your local council to have the training course removed from the leader's record in ScoutNET.

Q. Do I need to take the corresponding YPT course for the program I'm registered in to be considered YPT trained?

A: You may take any of the three YPT courses (Y01, Y02, Y03) to be considered Youth Protection trained.

Organization Security Manager Tool

Q: Who has access to the Organization Security Manager Tool?

A: Only Key 3s at each organization level (unit, district, council, area, region, national) have access to the Organization Security Manager Tool. Additionally, the following registered positions are automatically granted administrative authority to access the tools (same access as Key 3s):

- Assistant Scout Executive
- Borough Scout Executive
- Director of Field Service
- Asst. Director of Field Service
- Field Director
- Senior District Executive
- District Director
- Council Admin (code 66 – council employee, registered or non-registered)

Q: Who can be assigned functional role(s)?

A: Only persons in eligible roles are available for assignment by Key 3s in their organization structure. For a list of eligible roles, click on the information button next to Functional Position in the tool.

NOTE: Tiger Cub Adult Partner and Executive Officer (IH) cannot be assigned a functional role.

Q: How many people can be assigned the role of Key 3 Delegate?

A: Up to three people can be assigned the role of Key 3 Delegate and they must also occupy a role that requires a background check be completed. For a list of Key 3 Delegate eligible roles, click on the information button next to Functional Position in the tool.

Q: Can a Key 3 Delegate grant additional leaders the Key 3 Delegate role?

A: Yes. When a leader is assigned as Key 3 Delegate, he/she will have the ability to update certain member profile information, add training, print membership cards, etc., similar administrative tasks as a Key 3. However, some responsibilities cannot be delegated, such as accepting youth member or adult leaders. NOTE: Additional functional roles will be available as needed and as new tools are developed.

Q: Once a leader is assigned a functional role, how long before leader can access the tools?

A: Leader can access tools upon next login to my.Scouting.org. Similarly, the system will automatically expire a leader's access on the expiration date entered in the tool. NOTE: Leaders assigned as Training Chairman or YP Champion will only have access to the Training Manager tool. Similarly, leaders assigned as Membership Chair would only have access to membership tool when it's released.

Q: How long can a leader be assigned a functional role?

A: Unit - The system defaults leader's assignment tenure up to the unit's charter period. The system will automatically expire leader from assigned role once the charter expires, or upon change of the expiration date.

District – Role expires when membership expires; or when a district is expired by the council, or on the expiration date entered by your Key 3.

Councils and above – role expires when membership expires, or on the expiration date entered by your Key 3.

NOTE: Leaders whose membership expire will automatically be in a 60-day lapsed period and will continue to appear on rosters until after the lapse period ends.

Q: How do I expire a leader's functional role?

A: While on the Organization Details page, click on the functional position, then select the leader whose functional position you wish to expire. Enter an expiration date.

Q: Once a leader's functional role has been assigned or expired, do they get notified?

A: No, not at this time. However notification will be an enhancement in a future release.

Q: Where can I find instructions on how to use the tool?

A: Click on the Help Manual button in the lower right corner in the Organization Security Manager Tool. A PDF document will download with screenshots and instructions.

Commissioner Tools

Commissioner Tools FAQs can be found here. Please check the commissioner's website regularly for the most up to date information.

Resource Files

My Dashboard

Training Manager

Organization Security Manager

Organization Manager

Member Manager

My Organization Dashboard

Commissioner Tools