



## Commissioner Tools - Weekly Status

March 27, 2015

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

- It's been identified that certain computers are configured to international settings affecting the date field format to change from mm/dd/yyyy to dd/mm/yyyy which causes invalid contact date entries, and may also affect report generation. Code is being developed to accommodate European date format (including Spanish). If you identify invalid date entries for your council, please report these to [commissionertools@scouting.org](mailto:commissionertools@scouting.org) so that we may correct the dates.
- Users with valid login credentials may continue to get login error messages when accessing my.Scouting Tools. The cause is due to record locking in the database. A solution is being tested to help reduce this occurrence. **Please do not contact Member Care to reset your password as this will not resolve the issue.** Steps to take:
  - Wait several minutes and try logging in again.
  - For information purposes only, please e-mail [Member Care](mailto:MemberCare@scouting.org) to record when the issue occurred. Please include in your communication you are reporting this "In accordance with the Commissioner Newsletter request".
- Progress is continuing and remains a high priority to resolve all report time out issues. Some updates were applied this past week to help with response time and reporting issues. More updates are in progress.
- 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. (This is most readily apparent when the count of units on the district dashboard does not match the total number of units available to select from in the left hand column.)
- An upgrade to support my.Scouting on iPad tablets is still in progress.
- 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 still being tested.

### Webinar Training

The next Commissioner Tools webinar training is scheduled for April 23, 2015 at 7 pm CT. Click [here](#) to register.

### Support

As always, please contact your council champion first for assistance with any Commissioner Tools program related questions. If you experience any **system**-related issues while in my.Scouting Tools, please email [Member Care](mailto:MemberCare@scouting.org), or call 972-580-2489 and log an incident to ensure proper handling and tracking.





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As a reminder, how-to training videos on Commissioner Tools can be found [here](#).

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

*The Commissioners Task Force*

