



Commissioner Tools Bi-Weekly Status

June 6, 2015

Completed Issues:

- Historical Commissioner training is now being reflected on rosters and the commissioner's profile. Also there is the ability to credit historical training using the D101 Commissioner Basic Training course.

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

- Progress is continuing and remains a high priority to resolve unresponsiveness and report time out issues. Some modifications were applied this past week to help with response time and we have seen improvement. More updates are in progress.
- Dashboard figures for units and commissioners are updated. The overall score is still not averaging and we continue to work towards a solution.
- The upgrade to support my.Scouting on iPad tablets is in final testing. We hope to move this to production next week.
- We are also working on enhancements to reports. Enhancements include additional columns for simple vs detailed assessments, sub totaling and adding an Assigned Report.

Webinar Training

The next Commissioner Tools webinar training for those councils who recently launched or need a refresher to begin entering contacts is scheduled for June 10, 2015 at 8 pm CT. If you are interested in attending you can register via this link: <http://commissionertools-juneweb.kintera.org/bsa>

System Usage

We have had inquiries regarding which days of the week see the least amount of traffic and surprisingly these are Saturday and Sunday. System traffic is light in the mornings and as you would expect grows to peak in the evening hours. We share this as it might help when generating reports. If you are experiencing slowness please try again on an off peak time.

Just a reminder – it definitely helps speed the system up if you continue to clear your cache (browser history) before you start logging your contacts. This pulls in the most current version of our software.





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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 the Member Care Contact Center at myscouting@scouting.org or 972-580-2489 and log an incident to ensure proper handling and tracking.

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

The next newsletter will be delivered June 19. Thank you for your patience and support as we continue to resolve the issues.

The Commissioner Tools Task Force

