Commissioner Tools Troubleshooting Guide

The "system" is slower than molasses on a cold winter day!

Sometimes the system does get you down, and it is not your imagination. Before you get too upset at the forces beyond your control, always check if the problem *IS* at your end. I know, it's not likely, but it will be the quickest cause to eliminate, and if true, to fix.

First check to see how fast is your Internet speed. There are many Internet speed test applications available, such as http://www.speedtest.net. If your Internet speed is slower than Morse code (use less than 500 Kbps as a benchmark), reset your modem or contact your Internet Service Provider. Other "fixes" include rebooting your computer, or clearing your browser cache (see below).

Once you are convinced that the problem IS with my.Scouting and you are fairly sure it is not on your end of the process, please e-mail myscouting@scouting.org whenever you have a SYSTEMIC my.Scouting issue such as poor performance or incomplete page loading and provide details such as:

- What tool you are using (e.g., Member Manager)
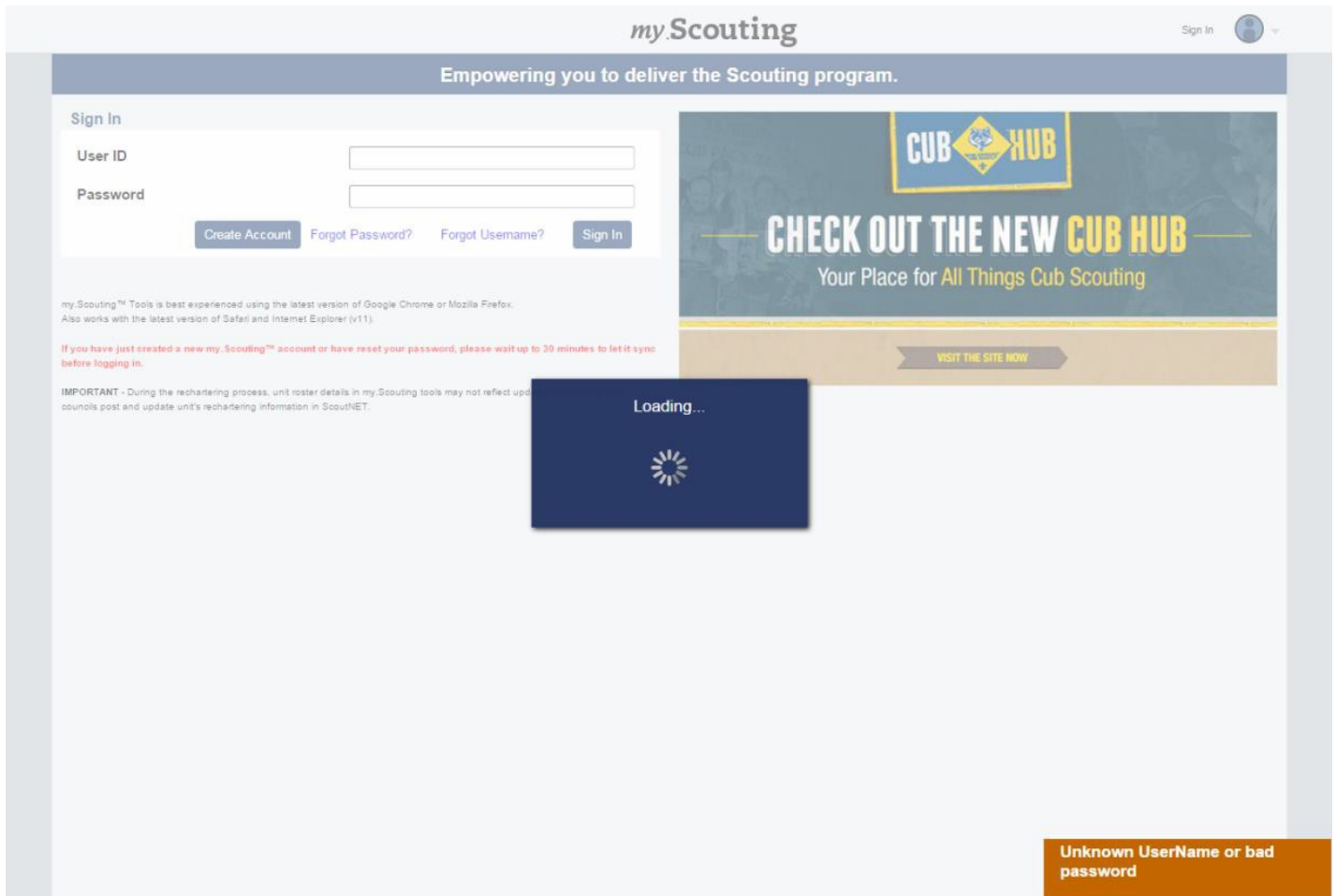- Time (and time zone)
- Date of occurrence

If you can include screen shots along with any additional information such as what you were attempting to do within the tool that would help immensely. Remember, if you have specific "non-time sensitive" issues with Commissioner Tools (along with ideas for improvement), please submit those inputs via your Council Commissioner Tools Champion for vetting, collation and submission further upstream.

My browser is not working properly!

My.Scouting Tools is best experienced using the latest versions of Google Chrome, and Mozilla Firefox. If you cannot install one of these browsers on your system, we have found that the most recent versions of Apple Safari, Internet Explorer (version 11 *only*) and MS Edge also will work in My.Scouting Tools. If you are using one of these browsers, and are still having issues, check the "Clearing your browser's cache" question below. (If you are using Internet Explorer 11 or Edge – please make certain that compatibility mode is turned OFF.)

Unable to log in

You just entered your username and password, pressed <Enter> and you are greeted with the following:


DON'T PANIC! If you are certain you know your proper username and password, then wait a few minutes, and try to log in again. If that doesn't work, you can use the *Forgot Password* option, or you can contact the BSA Member Care hotline: 972-580-2489, Option #1. They are open Monday-Friday, 7:00 a.m. – 7:00 p.m. Central Time.

No access to Commissioner Tools

So, you log into My.Scouting Tools, and you click Home to pull down the menu, and Commissioner Tools is nowhere to be found! Now what?
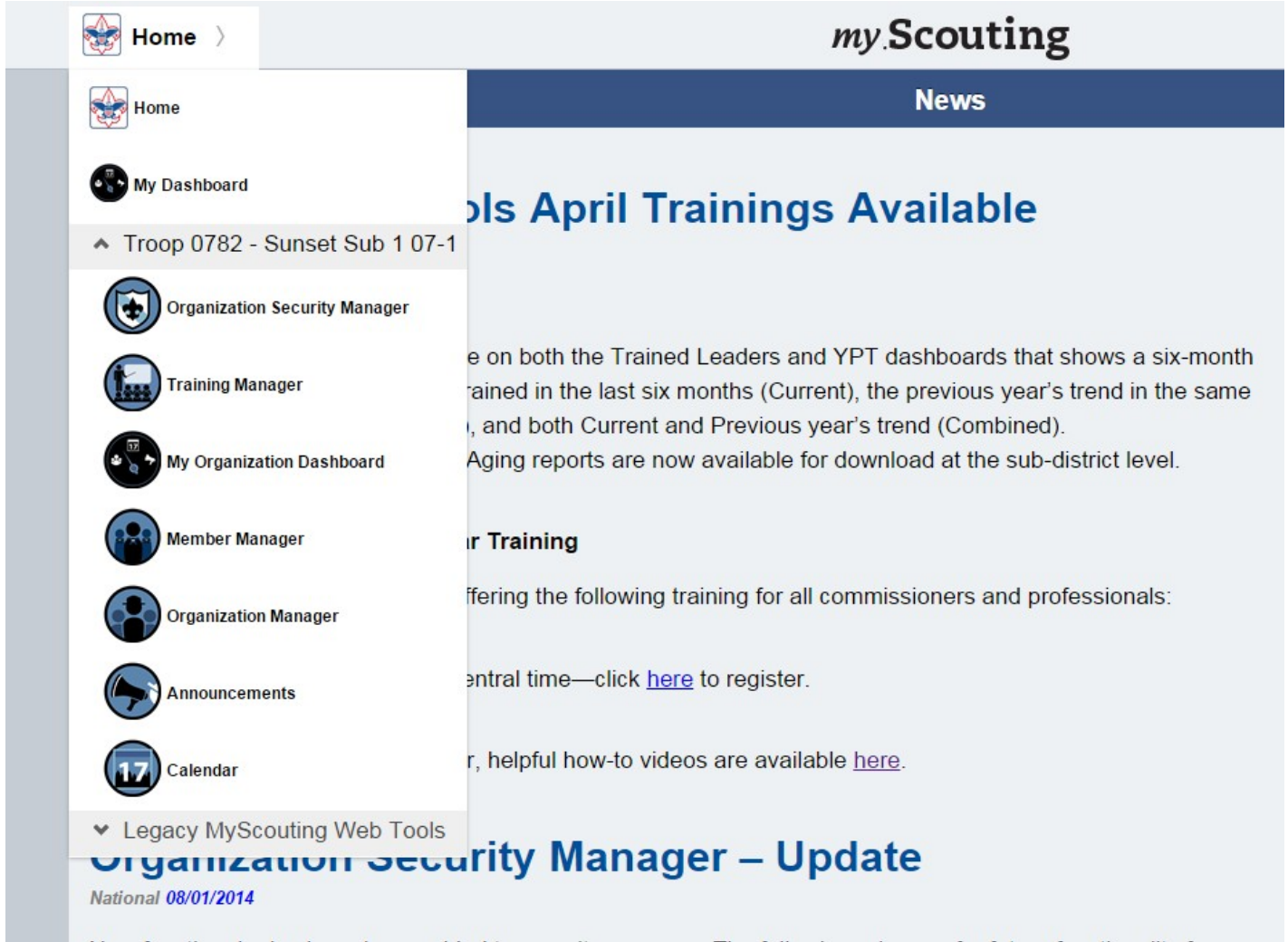
To start with, go to "My Dashboard" on your menu, and look at your "Profile" – does it show you listed as being registered as a commissioner (of any type)?

My Dashboard ›

My Profile

Profile Information ✏️

Member ID	104451425
Name	BRETT Fogview MARTIN
Date Of Birth	06/01/****
Gender	Male

Active Positions ℹ️

Flaming Arrow 88 Merit Badge Counselor	⚜Trained
Flaming Arrow 88 District Member-at-Large	
Flaming Arrow 88 Roundtable Commissioner	⚜Trained

If not, then please contact your council registrar to get this matter rectified in ScoutNET. You must be registered with the BSA in a commissioner position or you will not have access to Commissioner Tools.

If you are registered in multiple councils (including the national council) it may be possible that you need to change your active profile to a council where you have a commissioner position. To change your active profile, go to the legacy myscouting.org, on the left hand menu, select "Update My Profile", then under the Membership Info, select the appropriate Membership ID to "Set as primary."

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| My Profile | Training | Unit Tools | District Tools | Council Tools | Events | Home | |

My Profile

My Profile
Update My Profile

Training
E-Learning
Training Validation
Unit Training Detail
Unit Training Tracking

Unit Tools
Bass Pro Shops Online Toolkit
National Safety Council Defensive Driving Course
Internet Advancement
Internet Rechartering
BeAScout
BeAScout Membership Application Status
Service Hours Reporting
Tour and Activity Plan

District Tools
Unit Visit Tracking

Council Tools
Best Practices Portal
Journey To Excellence
Journey To Excellence Resources
Voice of the Scout

Events

Country: America (United States Of)

User Name: BRETT MARTIN

Full Name: BRETT | L | MARTIN

Public E-mail: BRETT@EMAIL.COM

Address: 7321 MAPLE STREET

Address 2

City/State: HOMETOWN | INDIANA

Postal Code: 68237

Phone: 629-578-0220

E-mail Opt-In: ☑ What's This?

Alumni? ☑ What's This?

[Save Profile]

Membership Info

Council Name: --Select a Council--

Member ID: [   ]   [Add]

Membership Id	Council Information		
124983655	National Council, BSA-Irving TX-#000	Primary	Remove
339117992	Crossroads of America Council-Indianapolis, IN-#160	Set as primary	Remove
658300447	National Capital Council-Bethesda, MD- #082	Set as Primary	Remove

Clearing your browser's cache

Sometimes you may notice that Commissioner Tools is not responding well, or that information you just entered is not displaying. The quickest way to solve this problem is to clear your browser's cache, as it tends to store and use old information before it tries to get new information. Below are instructions for clearing your cache, taken straight from the support documentation for each of the specific browsers supported in My.Scouting Tools.

Google Chrome

(Information from: **https://support.google.com/chrome/answer/95582?hl=en&ref_topic=3421433**)

Delete all your data

1. In the top-right corner of Chrome, click the Chrome menu ≡.
2. Select **More tools** > **Clear browsing data**.
3. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
4. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
5. Click **Clear browsing data**.

Mozilla Firefox

(Information from: **https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox**)

How do I clear my history?

1. Click the menu button ≡, choose History, and then Clear Recent History….
2. Select how much history you want to clear:
   - Click the drop-down menu next to **Time range to clear** to choose how much of your history Firefox will clear.
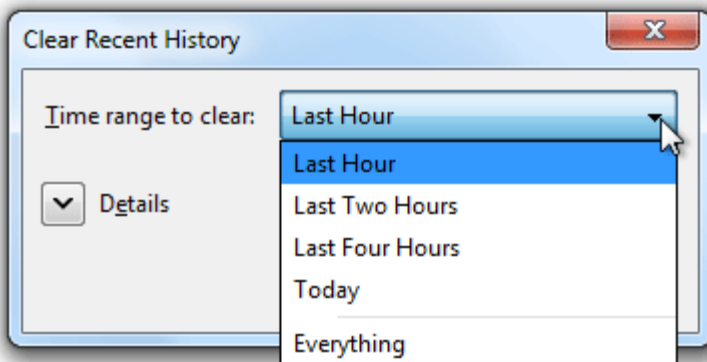
   - Next, click the arrow next to **Details** to select exactly what information will get cleared. Your choices are described in the What things are included in my history? section above.
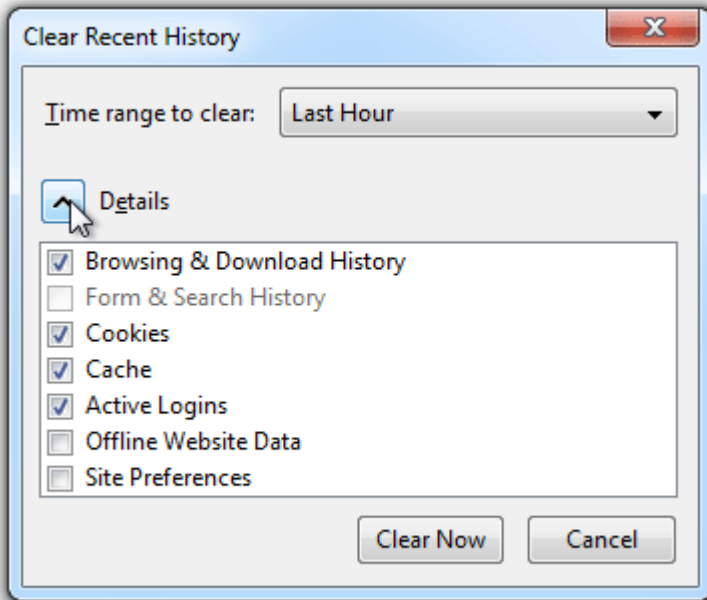
3. Finally, click the Clear Now button. The window will close and the items you've selected will be cleared.

Apple Safari

(Information from: **https://support.apple.com/kb/PH19215?viewlocale=en_US&locale=en_US**)

You can remove all records that Safari keeps of where you've browsed during a period of time you choose. If your Mac and your other devices have the iCloud Safari feature turned on, your browsing history is removed from all of them. Clearing your browsing history in Safari doesn't clear any browsing histories kept independently by websites you visited.

Choose History > Clear History and Website Data, then click the pop-up menu and choose how far back you want your browsing history cleared.

When you clear your history, Safari removes data it saves as a result of your browsing, including:
- History of webpages you visited
- The back and forward list for open webpages
- Top Sites that aren't marked as permanent
- Frequently visited site list
- Cookies and website data saved while visiting webpages
- Recent searches
- Icons for open webpages
- Snapshots saved for open webpages
- List of items you downloaded (downloaded files aren't removed)
- Websites added for Quick Website Search
- Websites that asked to use your location
- Websites that asked to send you notifications
- Websites with plug-in content you started by clicking a Safari Power Saver notice
- Responses to requests to let websites use WebGL

Microsoft Internet Explorer 11

(Information from **http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11**)

1. In Internet Explorer for the desktop, click the **Tools** button ⚙, point to **Safety**, and then click **Delete browsing history**.
2. Select the types of data or files you want to remove from your PC, and then tap or click **Delete**.

| Types of info	What gets deleted
Browsing history	The list of sites you've visited.
Cached images and temporary Internet files	Copies of pages, images, and other media content stored on your PC. The browser uses these copies to load content faster the next time you visit those sites.
Cookies	Info that sites store on your PC to remember your preferences, such as sign-in info or your location.

Microsoft Edge

(Information from **http://windows.microsoft.com/en-us/windows-10/microsoft-edge-view-or-delete-browsing-history**)Your browsing history is

Applies to Windows 10

1. The information that Microsoft Edge remembers—including info you've entered into forms, passwords, and sites you've visited—and stores on a PC as you browse the web.
2. To view your browsing history, select Hub > History. To delete it, select Clear all history, choose the types of data or files you want to remove from your PC, then select Clear.

Metrics don't match

You may look at the District or Council dashboard and think, "Hey, we don't have that many commissioners! (Or that many units!)" – and you may be correct.
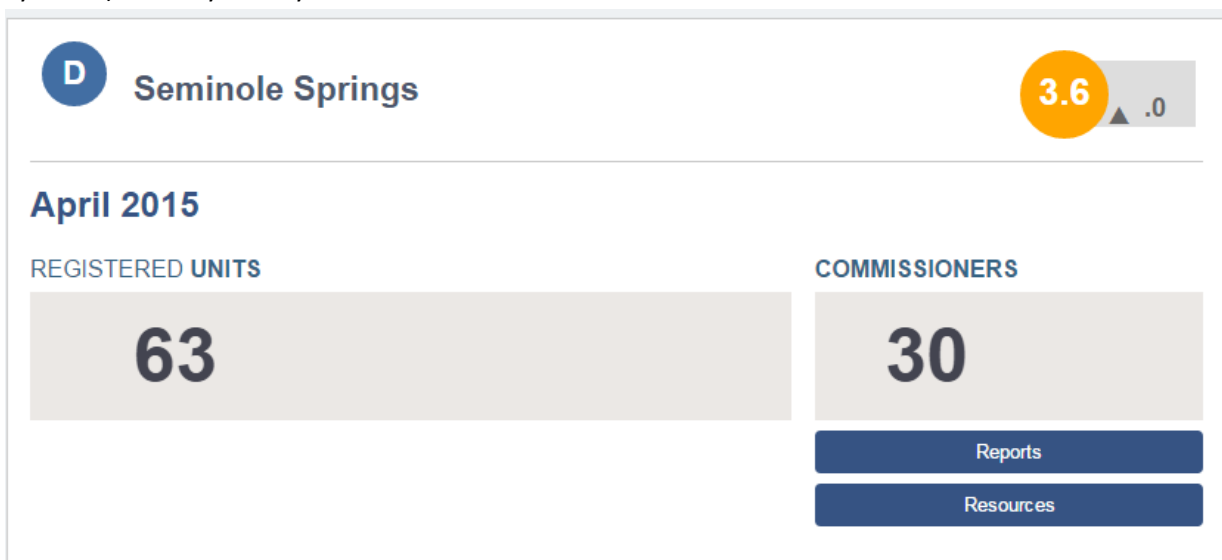
The data is updated frequently, at least weekly, but at times there are data mismatches due to the timing of when the data snapshot is taken.

The Screen doesn't "Populate!"

Sometimes there is so much information that Commissioner Tools is trying to bring to your computer that hardly any of it makes it! If that is the case, first try to "re-click" the last button you clicked on. (Clicking several times over and over will not help, and may crash your browser or computer.) If that doesn't work, you may need to "back out" one level of indenture in the organizational structure and retry. I.e., if you are at a district level, go back to the council level. Failing both the above approaches, if the system seems to still be "hung up" you may need to re-enter Commissioner Tools (which you can do from the HOME button without exiting my.Scouting.org.)

How do I know how many units have been contacted?

As an administrative commissioner, you may be asked how many units have been contacted, or how many units have enough contacts for the JTE "Unit Visitation" requirement.   As to which Commissioner Tools reports provide what type of counting of contacts, here is a synopsis:

- **Commissioner Activity (2014 and 2015)*** shows the number of assigned contacts that have been made monthly by commissioners registered at the district or council level.

   *NOTE: This report currently only displays contacts made by the commissioner(s) <u>assigned to the unit.</u> (This does NOT affect JTE counting.) <u>An enhancement is in development to include other types of contacts made.</u>

- **Commissioner Contact Stats (2014 and 2015)** displays the number of contacts made monthly by each commissioner registered at the district or council level. Contacts are broken into two buckets: assigned and additional contact (contact made for a unit they are not assigned to). The total number of assigned unit contacts and the percentage of assigned unit contacts are also displayed. Additional contacts ARE NOT included in the subtotal numbers; however they are included in the yearly totals and may be calculated manually once the report is exported.

- **District Contact Stats (2014 and 2015)** displays the number of contacts made monthly for a unit either at the district or council level. Only units within the selected district or council will appear.

As a reminder, while the contacts made by professionals and out-of-council commissioners are important to unit service, those contacts are not included in the JTE tally.

How do I know which Commissioners have entered contacts in Commissioner Tools?

Similarly, you may wish to know how many commissioners have made unit contacts. Using the *Commissioner Contact Stats* report, you can get a list of all the commissioners, the units they have been assigned to, and the number of contacts they have recorded each month for their assigned units. Plus, this report also shows when a commissioner enters a contact for a unit to which they are not assigned (referred to as an "Additional Contact"). Contacts made by professionals and out-of-council commissioners are included under the commissioner name 'Professional,' but as stated above, those are not counted for JTE.

How can I enter contacts for another commissioner?

There may be commissioners who are unable to enter their unit contacts for one of many reasons. Commissioner Tools was designed so that an Administrative Commissioner, or even a friend of the commissioner who cannot enter contacts, can help them record their contacts in Commissioner Tools.

When you start to enter a unit contact in Commissioner Tools, you have several fields to complete:

In the "Visitor" field, it will default to the name of the commissioner that is currently logged into Commissioner Tools. If you click the down arrow to the right of their name, you will see a list of all the Commissioners you can choose from.

Once you select the new commissioner, complete a detailed or simple assessment and the commissioner will be credited with contacting their unit.