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Scoutbook will be free starting January 1, 2019

In an effort to drive program consistency and deeper engagement with our youth and leaders, Boy Scouts of America is pleased to announce that effective January 1, 2019, Scoutbook will be free to all BSA units.

Scoutbook (https://www.scoutbook.com) is an online unit management tool that ensures that you never miss a Scouting moment—from tracking advancements to milestone achievements along the Scouting adventure.

When units with a current Scoutbook account need to "renew" this fall, they will not pay any renewal fees effective September 1, 2018.

When councils with Scoutbook accounts for their units need to "renew" their unit Scoutbook accounts this fall, they will not pay any renewal fees effective September 1, 2018.

Essentially, all current Scoutbook unit accounts have recently been extended--so they will not expire--at no cost to the unit or council.

For units currently without a Scoutbook account, they can begin their free Scoutbook unit account on January 1, 2019.

Here are some **FAQs about this announcement:**

Q. What is the new Scoutbook change?
A. Effective January 1, 2019, there will be no cost for any new Scoutbook accounts. Effective September 1, 2018, there will be no cost for any renewed Scoutbook accounts.

Q. I recently opened <u>and paid</u> for a Scoutbook account. Will I be reimbursed for any time that remains after January 1, 2019?
A.   No. There are no plans to reimburse anyone who has previously paid for Scoutbook accounts. This new Scoutbook change only applies to any <u>new</u> Scoutbook accounts created January 1, 2019 or later—and to any <u>renewing</u> Scoutbook accounts that would "normally" be paid between September 1, 2018 and December 31, 2018.

Q. I recently opened a trial account to Scoutbook between August 1 and 31, 2018. So now that September is here, do I have to pay for my continued access to Scoutbook?
A. No. You started a trial Scoutbook account in August 2018 at no cost. There is no cost to renew Scoutbook on or after September 1, 2018. Your Scoutbook account has been automatically extended so that it will not expire.

Q: How does renewal of Council or Unit accounts expiring between September 1, 2018 and December 31, 2018 occur?   Does an expiring Council or Unit need to act?
A. No. All current Scoutbook unit accounts have been extended so they will not expire. If more unit codes are required, the Council must request them as needed.

Q: How does renewal of Council paid Scoutbook unit accounts that expire in 2019 occur? Is action required?
A. No. All current Scoutbook unit accounts have been extended so they will not expire. Unit Codes will no longer be issued—as they are no longer required--since all Scoutbook unit accounts will be free effective January 1, 2019.

Q. How will the family plan in Scoutbook work in the future?
A. The family plan is for families who want to share their Scout's advancement records. The family plan is also for families with more than one Scout. Parents, grandparents, and leaders can all connect to the Scout(s) records. The Scout(s) in the family can also have access to their records with their own login account. The cost for this service <u>was</u> $10/year for 2 to 5 Scouts or $20/year for 6 to 10 Scouts. All <u>current</u> family plans in Scoutbook have been extended so they will not expire. On or after January 1, 2019, any <u>new</u> family plan for Scoutbook can be created at no cost.

Q. I need to add a few more Scouts to my family plan in Scoutbook. What is the charge?
A. There is no charge. All current family plans in Scoutbook have been increased to 10 Scouts.

Q. As it is the fall and school is beginning, it is now "new member signup" time for my Cub Scout pack.   My pack has 75 youth in Scoutbook with 15 open slots remaining. We expect to recruit well over that number next Tuesday night. Will we be able to extend our Scout numbers by that time?
A. It sounds like you have a <u>current</u> Scoutbook account. All <u>current</u> Scoutbook unit accounts have been extended so they will not expire. These unit accounts have been increased to an unlimited number of Scouts.

Q. My unit had a trial that previously expired. Do I have to wait until January 1, 2019 to begin using Scoutbook again?
A. Yes. Scoutbook will be free to all units beginning January 1, 2019. Meantime, please watch key BSA marketing channels for the release of Scoutbook Lite for all units later in 2018. This free online tool will provide a different UX (user experience) and will help your unit track advancements for all youth members.

Q. What about the term "renewal" for Scoutbook?
A.   With Scoutbook becoming free for all users beginning January 1, 2019 and free for any current users renewing on or after September 1, 2018, you may see the term "renewal" not be used at all. In the future, we expect to just have Scoutbook users actively engaged in this online platform. The need to "renew" has become unnecessary.

Q. In the future, what is the renewal process for Scoutbook?
A. Scoutbook will be free effective January 1, 2019. Units with a <u>current</u> account can renew or add more youth at no cost—effective September 1, 2018. If a unit in Scoutbook is in sync, we expect that the unit in the future will not need to "act" to renew, as there is no reason to end an account—due to a payment that is no longer needed. If your unit has a current Scoutbook account and is in Sync, you do not need to take any action. Your Scoutbook unit account will stay live on and after the current end date.

Q. How does this affect the development and roll-out of Scoutbook Lite?
A. This Scoutbook announcement does not affect Scoutbook Lite, which will be rolled out later in 2018 and feature a new UX (user experience). Scoutbook Lite in its initial rollout will feature only advancement reporting.

Q. Will Scoutbook performance be negatively affected?
A.   No. The performance of Scoutbook is not affected by this change. The BSA IT and Member Care teams will continue to support Scoutbook with their timely service and quality resources. Scoutbook performance enhancements have been implemented and performance is continually monitored. The platform that Scoutbook is built upon is very adjustable. If adjustments are needed in the future, they will be brought to bear as needed.

Q. Are you <u>not</u> accepting any new Scoutbook accounts between September 1, 2018 and December 31, 2018?
A. That is correct. We have chosen to remove the "signup" button off the home page of Scoutbook. This will allow us to improve the Scoutbook online tool, which will come back as a free product effective January 1, 2019.

Q. So, I just started a new Cub Scout pack this fall. What are my options for tracking advancement in a digital way?
A. You have several options now. You can use the online free tool—Internet Advancement to track your advancement at the unit level. Parents and families can download and use the free online "Scouting" app (available in the App Store and Google Play) to track their child's advancement—essentially a digital handbook. When Scoutbook Lite is released later this year, you can use that free online tool to track advancements at the unit level. When Scoutbook returns in the New Year, you can use that free online tool to track your advancements—and much more to include tracking campouts, hikes, service projects and more.

Q. I let my previous Scoutbook account expire. I now want to reactivate my expired paid Scoutbook account. What should I do?
A. Please contact BSA Member Care to get the help you need. They can be reached at 972-580-2489 or myscouting@scouting.org

Q. My council paid in advance (before September 1, 2018) for all the units in our council to be able to use Scoutbook. I do not see where or how to add the unit code they gave me—so that my unit can get access to Scoutbook. What should I do?
A. We are working on that issue now. When that capability is available, we will provide updated instructions on the Scoutbook page and other BSA marketing channels—so that your local council and your unit will be supported with Scoutbook.

Q. I'm a parent of a youth member registered in a unit. So how does the "Scouting" app work? I thought you needed a Scoutbook account to activate this "Scouting" app.

A. For all families that are seeking a digital solution for their child's advancement tracking, they can download and use the free online "Scouting" app (available in the App Store and Google Play). Once the app is downloaded, it will redirect you to a Scoutbook.com webpage where you will click on the "FREE Advancement Tracking" banner (see image below) to create a login and password. Your unit does not need a Scoutbook account--for you to use this free family app to track your child's advancements. Please note that you must have a parent or guardian connection to a BSA youth member to login to this "Scouting" app.

Q. I have heard about a SSO (Single Sign On) option that will be available in the future for Scoutbook. Can you tell me more?

A. We are working on the SSO now and will announce that update when this feature is available. We anticipate in the future that Scouters will be able to sign onto Scoutbook using their my.Scouting credentials. We expect that this change will make the online user experience easier, as there will only be one login and password to remember for my.Scouting and Scoutbook.

Q. What is the difference between Scoutbook, Scouting app, and Scoutbook Lite?
A. See the chart below for more details.

	Scoutbook Unit Management Tool	Scouting App Individual Tracking	Scoutbook Lite IA Replacement
Users	• Leaders • Scouts • Parents • MB Counselors	• Parents (connected to active Scout) • Scouts	• Leaders • Advancement Chair

Features	• Roster
	• Advancement
	• Track hiking, camping,
	  and service hours
	• Calendar
	• Forums
	• Blogs
	• Reports
	• Unit Communication
	• MBC Assignment
		• Profile
		• Advancement
		• Track hiking, camping,
		  and service hours
		• Settings
		• Dashboard
			• Roster
			• Advancement
			• Advancement Import
			• Reports

Login	Scoutbook Credentials	Scoutbook Credentials	My Scouting Credentials
Type	Web Browser	Mobile App (offline capabilities)	Web Browser (Mobile, Desktop)

Q. Where can I get more information about these changes in Scoutbook?
A. For more info, please contact Scoutbook.support@scouting.org

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