*my.*Scouting Tools FAQs

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General Information

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, print unit charter, update profile information for members of your unit, 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, Microsoft Edge, or Mozilla Firefox. Mozilla Firefox does have issues as it may not work every time. Also works with the latest version of Safari. **The system works best when you use a private browsing window like Incognito or In Private browsing.**

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.

2. You did not enter a Member ID when you originally set up your myscouting.org account profile.

   If you experience any issue, contact your council service center. Please note that the National Member Care Contact Center is no longer available to volunteer Scouters for assistance.

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

A: Yes. Some of the tools have a help manual that can be accessed by selecting the question mark located in the lower right corner of the screen. Newly developed tools were designed to be user friendly and easy to navigate, as such don't have a help manual.

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

A: You have two options:

1. Ask your unit leader or unit commissioner. They can access *my.*Scouting Tools and look up your member ID in the Roster tool. The member ID is also on a roster from Internet Advancement that's accessible under Menu/BSA Web Links/Internet Advancement.
2. Call your local council and ask them to look it up.

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 Back buttons within the tool.

Q: What positions are able to print membership cards?

A: Any member can print membership cards for positions registered 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	Chief Scout Executive
	National Chair
	National Commissioner
Territory	Service Territory Director
	Service Territory Chair
	Service Territory Commissioner
Council	Scout Executive
	Council President
	Council Commissioner
District	District Executive
	District Committee Chairman
	District Commissioner
Unit	Chartered Organization Representative
	Committee Chairman
	Unit Leader

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 your Member ID# is correct. As a district key-3 you should have access to other administrative tools.

Q: There is a lot of great information available in Commissioner Tools. Is there a directory that helps me navigate the system?

A: Yes. Select this https://www.scouting.org/commissioners/tools/ to download a spreadsheet containing a directory that can help you locate the Commissioner Tool features.

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 Profile

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

A: To update certain information, use the Edit button to make changes and the Add button for new information.

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

A: Your name can be changed but your date of birth cannot be edited. To have your date of birth changed you will need to contact your council.

Q: I have more than one registration number.   How can I add additional registrations to my profile and how can I change from one primary Member ID to another?

A: The ability to add another Member ID number can be done in Member Manage ID which is located under Menu. Adding a new Member ID number requires you to select Council Name or Location, insert the New Member number, then click Add Member ID. The ability to change primary Member ID numbers can be done in Member Manager ID as well. Changing the primary Member ID number requires you to select which Member ID number you want as primary, log out of my.scouting.org, and log back in for the new primary Member ID number change to take effect.

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 and request them to update completed training course(s) to your record. **You cannot update your own training record.**

Q: Where do I go to take training?

A: Upon login, training courses can be found by selecting the Menu button, then My Training in the menu list. It will default to the YPT Training Center section with the following 4-tab selections:
- YPT and Training Center – displays the Youth Protection training course and the Training Courses by Program which contain 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.

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 My Training then select YPT and Training Courses by Program, then Position Specific, then District Committee, click Catalog and search for the desired training.

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 "Show All Without History" and select "All With History".

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

A: Under Completions, select to download the Member Training Report, or select the course, then the Certificate button which will download and create a pdf file that can be printed.

Q: I have more than one Member ID number. How can I transfer training completed using one Member ID number to my other Member ID number?

A: The ability to transfer training taken using one Member ID number to another Member ID number can be done in Member Manager ID. While in the Member ID number that has you listed as trained you will need to change your primary Member ID number to the other Member ID number that doesn't show you as trained. Changing the primary Member ID number requires you to select the other Member ID number you want as primary, then log out of my.scouting.org. Wait 24 hours then log back in to my.scouting.org and the training should have synced overnight and both Member ID numbers should have you as trained.

BSA Learn Center (Cub Scout, Scouts BSA, Venturing, Sea Scouts, Commissioners)

Q: How do I access the BSA Learn Center?

A: Log onto my.scouting.org and select the BSA Learn Center image on the right side of the home page. Or, click Menu >My Training.

Q: Why doesn't the BSA Learn Center 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 at the BSA Learn Center, how can I view the training?

A: 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 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 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?

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.

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 completion time of 4 to 8 minutes. If you need to leave a module in the middle it will remember where you stopped and 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 Learn Center part of *my*.Scouting Tools or a separate website?

A: The BSA Learn Center and my.Scouting are hosted on separate web servers. The two sites are coordinated so that courses taken through the BSA Learn Center are reported through *my*.Scouting.

My Account

Q: How can I reset my password?

A: Click Menu, select My Account, under Update Password create a new password, click Save.

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: ~!@#$%^&*_-+=`|(){}[]:;"<>,.?/

Q: Do I need to update security questions?

A: It is recommended that you update your security questions to help when resetting your my.scouting.org account. Security questions are case sensitive.

Roster Tool

Q. What is Roster?

A: It's a tool that provides the ability for Key 3s to assign members to functional roles, view and export certain roster details, update member profile details, print membership cards, and print unit's Youth Member Age report. It also gives you the ability to update Pin settings and generate many reports.

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

A: Any assignments of Registered Positions or Functional Roles can be done in Position Manager.

Q: Why can't I assign a Training Committee Chair, Training Committee Member, YP Champion, etc?

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

Q. What is the difference between a Registered Position and a Functional Role?

A: A Registered Position is a role you volunteer for which requires the payment of a registration fee. Example**s** of Registered Positions include Committee Chairman, Chartered Organization Representative, Scoutmaster, Assistant Scoutmaster, Committee Member, New Member Coordinator, Unit Chaplain, Unit College Scouter Reserve, Unit Participant, and Unit Religious Emblems Coordinator. A Functional Role is a specific assignment to a volunteer in a registered position that does not require the registered volunteer to pay an additional registration fee. Examples of Functional Roles include Chartered Organization Representative Delegate, Key 3 Delegate, Registration Inquiry, Unit Advancement Chairman, Unit Training Chairman, and Youth Protection Champion.

Q: What is Organization Manager?

A: Like Roster Tool, it provides the ability for Key 3s at council, districts and units to update online registration settings, view/update unit Pin information, view and manage roster details, assign positions and generate various reports.

Position Manager

Q: What is Position Manager?

A: An update was made to the process of setting functional positions in your unit, district, and council. The former "Organization Manager" page has been moved to the new "Position Manager" tab in the "Organization Manager" page. The update also allows Chartered Organization Representatives to change adult registrations.

Q: Who has access to Position Manager?

A: Only Key 3s at each organization level (unit, district, council, territory, national) have access. Additionally, the following registered positions are automatically granted access having same Key 3 authority:

- 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 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 position 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 information having similar administrative tasks as a Key 3. However, some responsibilities cannot be delegated, such as accepting youth members 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. NOTE: Leaders assigned as Training Chairman or YPT Champion will only have access to the Training Manager tool.

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. In addition, when a leaders role expires, the individual will need to be reassigned to enable reactivation.

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

A: While in Position Manager, select the minus symbol next to the person's name, a window displays, enter the Expire Date and then click Expire Position button.

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

A: No, not currently.

Training Manager Tool

Q. What is Training Manager?

A: It's a tool that provides the ability for Key 3s at each organization level to view a dashboard of position-trained leader status and youth protection training status. Key 3s can also add training, search training, print member's training certificate(s), and print various reports.

Q. What positions are counted on the YPT dashboard for unit/district?

A: Only registered adults in YPT required positions are tracked. Those occupying Executive Officer (IH), Scout Parent (PS), Tiger Cub Adult (TCA), or Lion Adult Partner (LAP) 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 count of adults by Youth Protection trained status. Expired and Never Taken is 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 https://www.scouting.org/wp-content/uploads/2021/09/Position-Trained-Requirements-Sept-2021.pdf .

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.

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 YPT courses identified as Y01 to be considered Youth Protection trained.

Resource Help Files and Links

Technology for Commissioners:

https://www.scouting.org/commissioners/tools/

Internet Charter Renewal 2.0:

https://www.scouting.org/commissioners/internet-rechartering/

Additional Useful Information for Commissioners:

https://www.scouting.org/wp-content/uploads/2021/03/Unit-Service-Information.pdf

Commissioner Tools Reference Guides

Unit Commissioner Needs:

Commissioner-Tool-Reference-Document-UC-2.xlsx

Administrative Commissioner Needs:

Commissioner-Tool-Reference-Document-Admin-1.xlsx

Roundtable Commissioner Needs:

Commissioner-Tool-Reference-Document-RT-1.xlsx

General Commissioner Needs:

Commissioner-Tool-Reference-Document-General-1.xlsx