*my.*Scouting Tools FAQs

Table of Contents (click on title to take you to that section)

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, update profile information for members of your unit, create and manage sub organizations, 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 Firefox 14 or greater, Google Chrome 21 or greater, Apple Safari 6 or greater, and Internet Explorer 9.0 or greater.

Q: Why can't I access *my.*Scouting Tools.

A: The primary reasons could be:

1. If you just created you're myscouting.org account, it may take up to 30 minutes for it to synch up with the new my.Scouting.org system. If you did not just create the account, call the Member Care Contact Center and have them assist you in resetting your password.

2. You did not enter a Member ID on your myscouting.org account profile.

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 back arrow. Select the Home or Back buttons within the tool. In Calendar and Announcements, use the "Cancel – Back to…" buttons within that tool.

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

A: Each tool has a help manual. The manual can be accessed by selecting the question mark in the lower right corner of the screen within the tool.

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

A: If you don't know your member ID number you have three options:

1. Ask your unit leader or unit commissioner. They can access *my.*Scouting Tools and look up your member ID in the Member Manager tool. The member ID is also on a roster from Internet Advancement on the legacy myscouting.
2. Call your local council and ask them to look it up.
3. Call the Member Care Contact Center at 972-580-2489 or send an email to myscouting@scouting.org.

Q: What positions are available to print membership cards?

A: Members can print membership cards for positions 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	National President
	Chief Scout Executive
	National Commissioner
Region	Regional President
	Regional Director
	Regional Commissioner
Area	Area President
	Area Director
	Area Commissioner
Council	Scout Executive
	Council President
	Council Commissioner
District	District Executive
	District Committee Chairman
	District Commissioner
Unit	Unit Leader
	Committee Chairman
	Chartered Organization Representative

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 you are multiple registered in the district you need access to in ScoutNET.

Q: How do I log out of my.Scouting Tools?

A: Go to the top, right corner and select the login icon next to your name. A dropdown window appears. Select Logout.

Q: Once I am in *my*.Scouting Tools, how do I get back to my old MyScouting account?

A: Go to the top, right corner within the tool and click on the Sign In button. A window box appears with a link to Legacy MyScouting. Select the Legacy MyScouting link and you will be redirected.

Q: Where can I view my calendar and announcements?

A: Calendar and announcements are now in the My Organization Dashboard tool.

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

A: Certain information become editable by selecting the Edit Profile icon in the Profile Information section. To update home, phone, contact information, select the field with the forward arrow at the end. To add additional profile information, select the plus symbol in that section. **NOTE: If you have a youth in Scouting, notify your Key 3 to also update youth member's address information.**

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

A: Your name or date of birth cannot be edited due to criminal background check regulations. To have one of these items changed you will need to contact your council.

Q: Why is my address in *my.*Scouting Tools different from the one in my MyScouting account?

A: You entered the address in your MyScouting profile when you created that account. This profile is different than the one for *my.*Scouting Tools. The MyScouting profile is being phased out as the information in *my.*Scouting Tools becomes more robust.

The address in your *my.*Scouting Tools profile, on the other hand, has been pulled in from the membership database. This might be an old address that has simply not been updated in the system. To update your *my.*Scouting Tools address, click the Edit Profile icon to edit then save. This will update the membership database with the new information.

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 send/notify your Key 3 to add/update completed training course(s) to your record.

Q: I've taken a training course multiple times and it doesn't show under my training. 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 'Trained' drop down list and select "All With History".

Q: Why do I not see any announcements or calendar events when I select Announcements/Calendars?

A: Your Key 3 has not published any announcements or calendar events at this point. Once published, announcements will automatically show up in this tool.

Q: Can I post any announcements or calendar events?

A: Only your Key 3 and those in a delegate role (Plus 3) has the ability to publish any announcements or calendar events.

Announcements and Calendar Tool

Q: Can I send out a calendar event or an announcement without clicking the Format Invitation button?

A: No, you have to format your invitation before sending it out to your unit or district.

Q: In the Calendar tool, when I schedule an event and select "Send Invitations", how are people being notified?

A: The scheduled event will automatically appear in member's calendar in their My Organization Dashboard. Email notification will be in a future release.

Q: Why don't I see an event I posted that occurs 6 months later?

A: Currently, the Calendar tool shows events posted within a two-month period. However, members in your organization are able to see events posted later than the two-month period in their My Organization Dashboard.

Q: What is a sub organization?

A: A sub organization is a unit's organizational structure. For example: packs have dens; troops have patrols; crews have groups; ships have crews; and teams have squads. You can also create committees.

Q: How do I create a sub organization?

A: Select Add Sub Organization in the tool, enter a name and a short description and select Create. Be specific in naming your sub organization(s) (i.e. 2013 Popcorn Committee; Wolf Den; Beaver Patrol, etc.).

Q: I created a sub organization, how do I assign a functional role to a member in that sub organization?

A: Once a sub organization is created in Organization Manager, click on the sub organization name. The system will redirect you to the Member Assignment page in the Member Manager tool where you can assign *unit related* functional roles applicable to sub units (i.e. Dens, Patrols, Squads, Groups, Crews) in the selected sub organization.

Q. As a Key 3, where can I find my unit's roster information?

A: Roster information can be found in the Member Manager tool under Roster Details. You can print membership card(s), edit member's profile, export certain roster information and print unit's Youth Member Age Report.

Q: As a district Key 3, when I click on the Member Manager tool, who are the people that appear on the right side of my screen?

A: The system displays roster list of non-unit district registrants within your organization structure. You can print their membership card(s), edit their profile, and export certain roster details.

Q: How do I assign a unit-related, non-administrative functional role to a member in a sub organization?

A: While in the Member Manager tool, select Member Assignment. A roster list of available members will appear on the right. Remember, you must have created a sub organization in Organization Manager in order to assign members to the sub organization, along with their functional roles.

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

A: Yes. However, if no role is assigned, the system defaults role to Member.

Q: Why can't I assign a Training Committee Chair, Training Committee Member, YP Champion, etc., in the Member Manager tool?

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

Q: I'm in the Member Manager tool and I need to add a new sub organization for the unit. How can I do that without closing out the tool?

A: Select the Manage Organization link on the top right of the screen. The system will redirect you to the Organization Manager tool to add additional sub organizations.

Q: What do the numbers represent next to the sub organization name and the member name?

A: The number in the sub organization field represents total members assigned in the sub organization. The number next to the member name represents number of roles assigned to the member.

Q. Does the YPT dashboard count all positions in my unit/district?

A: Only registered adults in YPT required positions are tracked. Those occupying Executive Officer (IH), ScoutParent (PS) or Tiger Cub Adult Partner (AP) 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 number of adults by Youth Protection trained status (30, 60, 90, Expired, and Not Taken) 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 here.

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 member's record in ScoutNET.

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 three YPT courses (Y01, Y02, Y03) to be considered Youth Protection trained.

Q: Who has access to the Organization Security Manager Tool?

A: Only Key 3s at each organization level (unit, district, council, area, region, national) have access to the Organization Security Manager Tool.

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 Organization Security Manager tool. NOTE: Tiger Cub 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 role 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 Organization Security Manager tool.

Q: Can a Key 3 Delegate grant additional members the Key 3 Delegate role?

A: Yes. When a member is assigned as Key 3 Delegate, he/she will have the ability to update certain member profile information, add training, print membership cards, etc., similar administrative tasks as a Key 3. However, some responsibilities cannot be delegated, such as accepting youth member or adult leaders. NOTE: Additional functional roles will be available as needed and as new tools are developed.

Q: Once a member is assigned a functional role, how long before member can access the tools?

A: Member can access tools upon next login to my.scouting.org. Similarly, the system will automatically expire a member's access on the expiration date entered in the tool. NOTE: Members assigned as Training Chairman or YP Champion will only have access to the Training Manager tool. Similarly, members assigned as Membership Chair would only have access to membership tool when it's released.

Q: How long can a member be assigned a functional role?

A: Unit - The system defaults member's assignment tenure up to the unit's charter period. The system will automatically expire member(s) from their 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.

For councils and above, role expires when membership expires, or on the expiration date entered by your Key 3.

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

A: While on the Organization Details page, click on the functional position, then select the member whose functional position you wish to expire. Enter an expiration date.

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

A: No, not at this time. However notification will be an enhancement in a future release.

Q: **Where can I find instructions on how to use the tool?**

A: Click on the Help Manual button in the lower right corner in the Organization Security Manager Tool. A PDF document will download with screenshots and instructions.

General

Please check the commissioner's website regularly for the most up to date information.

Q: **When will Commissioner Tools be released?**

A: The plan has always been to release Commissioner Tools only after they have been fully developed, tested and reliable. The testing process is continuing.

Q: **How does my council go about adopting Commissioner Tools?**

A: There is an abundance of information on the website. Specifically, start with the document titled *"First Steps to Adopt Commissioner Tools"*. Click here for document.

Q: **What are the browser requirements for this tool?**

A: The preferred browsers are Google Chrome 21 or greater, Mozilla Firefox 14 or greater; it also works with Apple Safari 6 or greater and Internet Explorer 9 or greater. It has been tested on PC's, tablets, netbooks, and notebooks.

Q: **Will Commissioner Tools be mobi friendly?**

A: Initially mobi support will not be official. Reportedly it works just fine on some handheld platforms. Officially, our initial focus will be on the most popular platforms and operating systems. I.e., Android and iPhones.

Q: **When will my council get Commissioner Tools?**

A: The decision when your council will adopt Commissioner Tools is up to your Council Commissioner and Scout Executive. It could be as early as December 1, 2014, or the first of any month thereafter. All councils MUST have moved off of UVTS and on to Commissioner Tools not later than March 1, 2015.

Q: **Who is involved in the process of my council adopting Commissioner Tools?**

A: A council will need approval from the Council Commissioner and Scout Executive to begin usage. There are other pre-adoption tasks councils should complete such as scheduling training, account set-up, etc. Detailed information is available in the 90 day backdater here.

Q: **Who will have access to what and how is that determined?**

A: Your access will be governed by the "natural context" of the "highest level" commissioner type for which you are registered. Unit-serving professionals will also have access. They will be able to create contacts; however, these contacts will not count towards JTE scoring which as confirmed with the JTE leadership team "would defeat the purpose of building a volunteer commissioner corps if it were to

MyScouting Tools FAQs Oct2014.doc

count towards JTE." Council and district JTE items #14 requires the contacts be generated by registered commissioners

---

Q: What type of training will be available?

A: Primarily using the current IT industry approach of "go and explore," by making Commissioner Tools very intuitive. Other options include videos which will be available on the national site, webinars for Council Champions, a training demo site based on a fictitious council where commissioners can "play" or preplan local, live training (note that the demo site will be wiped clean regularly), other local training opportunities and other methods that may be developed.

Q: Will I be able to determine my council JTE score with Commissioner Tools?

A: NO! Commissioner Tools is a very robust program that was designed specifically to compliment JTE but not replace it. For now, the council JTE score won't be calculated by Commissioner Tools, but we will continue to improve the program and evaluate the feasibility of including the calculation in future releases.

Q: What is the Unit Service Plan?

A: Like Journey to Excellence (JTE), the Unit Service Plan is a key element of the design of Commissioner Tools and is a better way to provide unit service. It supports all four elements of excellent unit service:

1. Supporting unit growth through the Journey to Excellence;
2. Contacting units and capturing their strengths and needs in Commissioner Tools;
3. Linking unit needs to district operating committee resources;
4. Supporting timely charter renewal, and our approach to starting and sustaining high-performing units (detailed in the **Unit Performance Guide**).

Based upon a **collaborative** assessment of unit health, commissioners develop a service plan that is **customized** to respond to a unit's strengths and needs and draws upon resources available within the unit, its charter partner, and through the district operating committee.

Through ongoing unit contacts, commissioners capture periodic updates of the collaborative assessment of unit health and ensure the plan for improvement is moving forward. Unit Service Plan information is located here.

Unit Assessments

Q. What is the purpose of the Detailed Unit Assessment?

A: The Detailed Unit Assessment is a collaborative effort by the Unit Key 3 and Commissioner to form the basis of a Unit Service Plan. Usually completed only twice each year, a Detailed Unit Assessment includes:

- Goals that respond to unit needs;

MyScouting Tools FAQs Oct2014.doc

- Identifies resources from within the unit, its charter organization, and the district operating committee; and
- Establishes accountability and target dates for fulfilling those goals.

Through ongoing unit contacts, commissioners capture periodic updates of the collaborative assessment of unit health and ensure the plan for improvement is moving forward. Although JTE is fundamental to Commissioner Tool's design, JTE terminology or metrics are intentionally NOT used in the Commissioner Tools. This enables commissioners to help units implement a continuous improvement process irrespective of the formal JTE process and record keeping. Once users become familiar with Commissioner Tools, they will find the tool is fully supportive of JTE.

Q: **How do I send a Detailed Unit Assessment and who does it go to?**

A: You must select a future date to send a Detailed Unit Assessment. An <u>option</u> appears to select and send the detailed Unit Assessment to the Unit Key 3. You can also add one additional "copy to" e-mail address. The commissioner sending the assessment will be blind copied.

Q: **What if I don't have a computer or Internet is not available?**

A: Pre-print a blank Commissioner Detailed Contact Assessment form and fill it out manually to whatever extent desired. When complete, have a commissioner with Internet access transcribe the information into Commissioner Tools on your behalf.

Q: **How long does a unit have to complete a detailed Unit Assessment?**

A: A unit has 6 months, BUT it is of most benefit to the unit if done in a much shorter timeframe so the information is as timely as possible.

Q: **When should a Simple or Detailed contact assessment be used?**

A: A Simple contact assessment (a commissioner's update of the Unit Service Plan) can be used when there is routine contact or an update to a specific item of interest. Detailed contact assessments are recommended a minimum of every 6 months, whenever there is a change in the Unit Key 3, or the situation warrants.

Q: **Do you HAVE to fill out all the questions for a Detailed contact?**

A: No. You can put a manual score at the top level in one or more of the four categories – Finance, Membership, Program, Leadership and Governance – or answer all the individual questions in the category, as you desire. The most value is gained though when completing all the questions in the entire detailed assessment.

Q: **What does the 1 to 5 scale mean?**

A: The 1 to 5 scale is a simple method to determine the condition of the area being assessed, 1 being low, 5 being high. The below table should help in the explanation.

RELATIVE RANKING	SCORE	COLOR	DEFINITION	PROGRAM PLAN
HIGH	*5*	*GREEN*	*NEARLY AN IDEAL SITUATION*	*PLAN CREATED AND DISTRIBUTED*
MEDIUM-HIGH	*4*	*LIME*	*MAKING PROGRESS TOWARDS THE IDEAL UNIT*	*PLAN COMPLETED*
MEDIUM	*3*	*YELLOW*	*TYPICAL UNIT; COULD BE IMPROVED*	*MEETING SCHEDULED*
MEDIUM-LOW	*2*	*ORANGE*	*NEEDS IMPROVEMENT; WATCH CAREFULLY*	*UNIT WILL SCHEDULE*
LOW	*1*	*RED*	*WEAK SITUATION; NEEDS IMMEDIATE ACTION*	*NO MEETING PLANNED*

Q: **Once an assessment is completed, how long do I have to make edits to the assessment?**

A: Once completed – you have 48 hours to make edits.

Q: **Can I delete a completed Assessment?**

A: No. Once an Assessment is in a completed status, it cannot be deleted.

Dashboards

Q. **Who will have access to training and membership records of the units?**

A: This information will be available to all registered commissioners as well as unit-serving professionals when Commissioner Tools are adopted by your council.

Q. **Will commissioners be able to access training records for specific individuals?**

A: Yes, but not through Commissioner Tools. On the home screen of my.Scouting.org the pull down menu has a Training Manager option that will allow access to training records.

Q. **Why does my unit dashboard not display the bar graph for the four JTE categories: Finance, Membership, Program, Leadership and Governance?**

A: The dashboard reflects the most recent contact assessment recorded. If the last contact assessment completed for a unit was a simple contact assessment then these four detailed totals are not available.

Q. **Can the unit commissioner see rechartering or advancement information?**

A: These will both be available as new my.Scouting tools are developed and released.

Unit Contacts

Q: **Who will assign the units?**

A: Initially all units will be assigned to the Council Commissioner. Administrative commissioners will assign Unit Commissioners to their appropriate units. Unit Commissioners will also be assigned to an Assistant District Commissioner.

Q: **What units will I see if I am a unit commissioner?**

A: You will see only those units that have been assigned by your administrative commissioner.

Q: **Can I make a Unit Contact entry for any unit in my council?**

A: Yes. You may search for other units within your council and enter contacts for other commissioners or as a visiting commissioner yourself.

Q: **How long do I have to make an entry after contact?**

A: You will have 60 days from the date of your contact to enter information.

Roundtables

Q: **Can Roundtable Commissioners and Ass't RTCs make Unit Contact reports?**

A: Yes. RT and Ass't RTC's are Commissioners and encouraged to make entries when appropriate.

Q: **Can Roundtable Commissioners send Roundtable messages to unit points of contact?**

A: All commissioners can access units to make contacts. In the future, there will be the ability within the My.Scouting.org Tools to generate targeted communications – it will not be restricted to Commissioner Tools exclusively.

Q: Can documents be uploaded and attached for Roundtable Contact entries?

A: Not in Release 1, however you may copy the content of your text documents and save it into the meeting notes.

Q: Can multiple units be given Roundtable attendance "credit" for the same individual?

A: Yes, if you desire. You can either give each of the units "whole" credit, or "partial" credit as is the custom of your Roundtable.

Q: Why do I have to enter a total for unit leaders in each program and also enter in the individual unit attendance totals?

A: The tools allow for tracking attendance for each unit separately because some unit leaders may attend representing multiple units, or he/she could represent a unit leader and a commissioner. For example the leader could be gathering materials for two packs and a troop. How this person is counted is left up to the council and the commissioners for that organization structure. The unit totals allow for decimal numbers so a person may be counted as a 0.5 for one unit and a 0.5 for a second unit. Thus the overall attendance headcount may not equal the separate unit totals.

Q: What if my council/district has separate roundtables by program?

A: The tools are built so that you can record these separately if you like however you can only enter one per "Facilitator" per Roundtable Contact If it's important to document different Facilitators for each program area, then the approach to take is to make separate Roundtable Contact entries for each program area. The point to note is that only one roundtable is highlighted in the dashboard – so the most recent roundtable entered will be displayed in the dashboard.

Q: Why does my Roundtable dashboard only display a few programs?

A: The dashboard reflects the last roundtable recorded in the organization structure. So, if only limited programs were in attendance those programs will be listed in the dashboard header.

Q: How long do I have to edit an entry if I forgot something?

A: Once completed – you have 48 hours for Unit Contacts, 60 days for Roundtable Contacts to make edits. You may also add information in a comment area at any time.

Q: Can I delete a completed Roundtable?

A: No, once a Roundtable is in a completed status, it cannot be deleted.

Reports

Q. What reports will be available?

A: In Release 1 there will be over 8 different reports and a variety of dashboards available; more will be added in future releases. Reports included in Release 1 are as follows: Commissioner Activity, Unit Health, Commissioner Contact Stats, Unassigned Units, District Contact Stats, Priority Units, Commissioner Recruitment, Expired Units, Youth Protection Training Aging Report, Trained Leaders Report, Unit Rosters (Calling List, Member List, and Mailing List), and Youth Member Age Report.

Migrating from UVTS

Q: For JTE purposes (2014 council and district JTE items #14) will the "system" count commissioner UVTS visits and the commissioner-logged Unit Contacts in Commissioner Tools?

A: Yes, UVTS will feed JTE until the cutover date for each council at which point Commissioner Tools will feed JTE. This is one reason it will be very important to continue to fully utilize UVTS and be certain all entries are current and up to date at the time of council switchover.

Q: How do I access old UVTS data?

A: UVTS will be deactivated once your council determines it is ready to begin utilization of Commissioner Tools. Archived UVTS information is available in Commissioner Tools.