



## Commissioner Tools - Weekly Status

April 24, 2015

### Updates

- The underlying .NET software was successfully upgraded. This should resolve the issue of receiving a login error message when accessing my.Scouting Tools with valid login credentials. However, if you still get an error message when logging in with valid credentials, below are the steps you should take:
  - Do not contact Member Care to reset your password. Wait several minutes and try logging in again.
  - For information purposes only, please e-mail [Member Care](#) to record when the issue occurred. Please include in your communication you are reporting this “In accordance with the Commissioner Newsletter request”.
- The modification to automatically adjust dates entered via an international keyboard setting was implemented. As a result, reports that had been failing to generate should now complete.
- We discovered that decimal entries in Roundtable is causing the Unit Health Report to time out. Modifications are currently being tested and will soon be implemented to resolve this.
- Dashboard totals are taking longer than normal to update. We are working to improve having the jobs run more often.

### Membership Chair Roles

The following functional roles are now available for assignment by Key 3s and delegates at the unit, district and council level in the Organization Security Manager tool:

- Council Membership Committee Chair
- District Membership Committee Chair
- Unit Membership Chair

Assigning a leader to one of these roles gives administrative privileges and access to the Training Manager and Member Manager tools only (limited to one leader per role).

### Sandbox Maintenance

The sandbox environment will be refreshed (meaning current data entries will be wiped clean) the first week in May. A notification will be sent when the environment will be unavailable.

### UTVS Deadline Reminder

The remaining councils not on Commissioner Tools will be converted on May 1<sup>st</sup>. Once we’ve confirmed successful transition, we will schedule to turn off UVTs in June. Thanks to everyone’s service and effort for this great achievement.





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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](mailto:myscouting@scouting.org) or call 972-580-2489 and log an incident to ensure proper handling and tracking.

The next newsletter will be delivered May 8. Thank you for your continued service and support.

*The Commissioners Task Force*

