



## Commissioner Tools – Bi-Weekly Status

July 17, 2015

### Status Updates

- **my.Scouting login** – An update was made to make all myscouting.org users go through the new my.Scouting login (and create account process as well) rather than the legacy tool. Also links for Internet Advancement, National Safety Defensive Driver Course, and Service Hours Reporting have been moved from legacy to a drop down link in the menu under Legacy Web Tools. We have made this change which requires the entry of security questions to allow self-service reset of passwords when/if needed. However, there have been frustrations associated with having to reenter security questions. Due to concerns logged to Member Care we intend to remove these from being required fields but it may take a couple of weeks.

It may take 15 or 20 minutes for new accounts to synch between systems so the account is usable in the Jamboree registration. If a leader has problems with his account please report the scenario to Member Care at 972-580-2489 or myscouting@scouting.org.

- **System Response** – Improvements to system response are continually being made. Remember to clear your cache frequently to insure the most current software version is in effect.
- **Reports** – We are aware that Commissioner Contact Stats Report is not working and we are researching the source of the issue. Additionally a few large councils have notified us that their reports are not running at the council level but they are able to run these at the service area and district levels. This speaks to resources and responsiveness and we are continuing to tune and make improvements for reports.

### Registration Lapse Period

As a reminder, most expiring registrations (with the exception of Merit Badge Counselors) will still appear 'active' in my.Scouting for 2 months after the registration expiration date. Within this lapsed period, they will continue to appear in Commissioner Tools, Member Manager, Training Manager, and on all reports and have access to the tools in their historical role. If their position is not renewed within the 2 month period, they will no longer display and will be 'inactive'.

### Training Resources

There are several locations that contain information that can be used for Commissioner Training.

- Commissioner Tools Website (<http://www.scouting.org/scoutsource/Commissioners/tools.aspx>)
- You Tube Commissioner Tools video playlist (<https://www.youtube.com/watch?v=iFQ7o2Fe73Y&list=PLqIwyDofvlu7ytGqihSHVImUdWZ1E7j-t>)
- Sandbox
  - URL for the sandbox is <https://mysandbox.scouting.org/>
  - If you do not have a Sandbox account, do not remember your login information, or the account no longer has access to Commissioner Tools please contact [CommissionerTools@scouting.org](mailto:CommissionerTools@scouting.org) and we will provide you with a login.





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### Commissioner Tools Virtual Forum

The first Commissioner Tools Forum was held Thursday, July 9. Thank you to all that participated. An additional document is being disseminated with this status report containing the Questions and Answers we discussed on the call.

The next Commissioner Tools Forum will be held Thursday, August 13 at 9pm Eastern. If you'd like to join, please access the following link to register <http://CTForumAug.kintera.org/bsa>. Forum information will also be posted on my.Scouting Tools.

### Support

As always, please contact your council champion first for assistance with any Commissioner Tools program related questions. For system-related issues, 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.

**Please remember to disseminate this communication to your commissioners so they too stay informed of the latest status of Commissioner Tools.**

Thank you for your continued service and support.

*The Commissioner Tools Task Force*

