



## Commissioner Tools – Bi-Weekly Status

July 31, 2015

### Open Issues Update

- Improvements to system and report response are continually being made. As a reminder, Commissioner Contact Stats report is still not operational and is being researched.
- Internet Explorer still experiences issues when using the organization navigator. Selecting “Load More” is not functioning.

### Commissioner Tools Virtual Forum

Reminder, the Commissioners Task Force is holding an hour-long Web conference meeting for volunteer and professional users of Commissioner Tools on Thursday, August 13 at 9 p.m. ET. The subject of this forum is “Why All the Changes to Commissioner Service? And the Unit Service Plan”.

If you’d like to attend, please click [here \(http://ctforumaug.kintera.org/bsa\)](http://ctforumaug.kintera.org/bsa) to register.

### Commissioners Website

The [Commissioners website \(http://www.scouting.org/Home/Commissioners.aspx\)](http://www.scouting.org/Home/Commissioners.aspx) is a great place to visit as it provides various resources and trainings at your fingertips. To generate more interest, we are highlighting an item in our bi-weekly newsletter.

[Why Do a Unit Service Plan](#) – explains how commissioners can fulfill their mission to help units better serve more youth through Scouting.

### Commissioner Tools DVDs

By now, all council commissioners should have received a set of DVDs containing training videos on both Commissioner Tools and the Unit Service Plan. These DVDs were made to help district commissioners prepare unit commissioners on how to use Commissioner Tools and the Unit Service Plan. We recommend council commissioners duplicate these DVDs and distribute them to district commissioners for use during their monthly district commissioner meetings as a training element. Internet access is not required to view these videos.

If you did not receive the DVDs, please email [commissionertools@scouting.org](mailto:commissionertools@scouting.org) and we’ll make sure you receive a copy.

### Sandbox Refresh

The sandbox environment will be refreshed in the next coming weeks. A maintenance notification will be posted under the News section in mysandbox detailing when the sandbox will be unavailable.





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### Windows 10 and Windows Edge

Microsoft recently released Windows 10 and the new Web browser Microsoft Edge. Commissioner Tools and other programs have not been tested in these platforms and people may experience unpredictable issues as a result. Additionally, a communication will be sent to councils recommending they refrain from purchasing equipment with Windows 10 or upgrading to Windows 10 and Microsoft Edge until further notice.

### 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.

Thank you for your continued service and support.

*The Commissioner Tools Task Force*

