Commissioner Tools – Bi-Weekly Status

August 14, 2015

Open Issues

The following are current open issues that we are working to resolve:
- The "Load More" in the organization navigator is not functioning using Internet Explorer or MS Edge.
- The Resources tab is not displaying the correct Key 3 contact information in some instances.
- We have heard from a few commissioners reporting a roundtable entry is not appearing on the district dashboard.
- If a commissioner starts a detailed assessment and then changes to a simple this may cause an assessment to have a zero score.

Status Updates

- The follow new reports are now available:
  - 2015 Commissioner Activity
  - 2015 Commissioner Contact Stats
  - 2015 Unit Health

  Note: Although the reports are now operational; for large councils the reports still take a long time to generate before you can export them to excel. In these cases, it is recommended that you generate separate District Reports until further improvements with pagination is implemented.
- ELearning has moved and is available under the MyDashboard tool, MyTraining tab. Leaders are able to take training online, view what training is required for their positions, view their completed courses, and print certificates.
- We are continuing to move functionality from the legacy myscouting.org site to the new my.Scouting Tools. The following application links were recently removed from myscouting.org and made available in the new tool under Home, Legacy Web Tools: Internet Advancement, Service Hours, and Defensive Driving.
- My.Scouting Tools will be moving to the cloud the weekend of August 22 and 23 and will be down for maintenance. It is hoped you will notice an improvement in responsiveness beginning August 24th.

Monthly Commissioner Tools Virtual Forum

The Commissioners Task Force holds an hour-long Web conference the second Thursday of each month covering different topics. The next forum is scheduled for September 10 at 9:00 pm ET, and the topic will be Training. To register, click here (http://ct-septforum.kintera.org/bsa). Please communicate this to your volunteers.

Commissioners Website

Have you been to the Commissioners website lately? The Frequently Asked Questions document has been updated and will be posted next week. For your convenience, we are attaching the latest FAQs in the email communication.

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Best Practices Method

We created this section to provide helpful methods and practices for volunteers about my.Scouting Tools. This is a collaborative effort, so **if you have any best practices that could benefit others, please email** commissioner.support@scouting.org with your idea in detail – including screen shots if they would make explaining your idea easier. We will try to include it in our bi-weekly newsletters. Below are helpful practices worth repeating:

- Clear your cache regularly. My.Scouting Tools continues to evolve and has frequent changes. To ensure you have the most current version of the tool, it helps to clear your browser history regularly.
- Before scheduling a collaborative assessment (entering a future date in a detailed assessment), we recommend you contact the unit leaders first to get on their calendars. Scheduled assessment emails are sent from CommissionerTools@scouting.org and may go to their Junk Folder which they may not ever see or open. By having the advanced conversation they will be aware to look for the communication.

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, 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

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