



## Commissioner Tools - Weekly Status

January 30, 2015

### Resolved Issues

- Assignment of commissioners to units are now reflected correctly on the Commissioners Dashboard in both Commissioner Administration and Commissioner Tools.
- The assignment of commissioners are now reflected correctly on unit and commissioner profile dashboards for units whose charter has lapsed or is unposted.
- Commissioners with multiple positions are no longer duplicated on reports.

Issues previously not reported but are now resolved:

- Three reports: Unit Health, Expired Units and Unassigned Units were not working in IE due to invalid date entries on assessments. These reports are now functioning and edits are in place to prohibit overriding the invalid date entry error message.

### Open Issues *(Statuses will be provided in a subsequent release)*

- District Contact Stat report is missing January 2015 data. Resolution in progress.
- Dashboard figures are not matching current reports or contacts entered as the dashboard is updated monthly. A nightly update process will be implemented.
- Council and certain district reports are timing out. We're working to display a progress bar to show level of completion. Additionally, we're working to generate summary reports for larger councils/districts to alleviate processing times. We're continuing to optimize queries and standardize the look and feel of the reports.
- Assigning a commissioner should not occur at the unit level – Unit Commissioners will only display at the unit level when they have been assigned to a unit. The "Assign Commissioner" button at the unit level will be adjusted to eliminate confusion.
- Units whose Key 3 leadership changed during charter renewal process appear twice on reports.

### Webinars and How-to Videos

In our continuing effort to inform and educate our professionals and volunteers about Commissioner Tools, the Commissioners Task Force is offering the following general trainings for all commissioners and professionals – click [here](#) to register:

- Tuesday, February 17 at 7 p.m. Central time
- Tuesday, February 24 at 8 p.m. Central time

If you're unable to attend a webinar, several helpful [how-to videos](#) on CT are available on YouTube.

### Support on Older Versions of Internet Explorer Ends February 1

Effective February 1, older versions of Internet Explorer (IE) will no longer be supported on the new My.Scouting Tools. Due to Microsoft's continual updates in IE, in addition to security reasons, the BSA can only support the most recent version (v11). My.Scouting Tools is best experienced using the following supported browsers:





## Commissioner Tools - Weekly Status

- Google Chrome – click [here](#) to download
- Mozilla Firefox – click [here](#) to download
- Safari – click [here](#) to download

### Unit Visit Tracking System (UVTS) Support Ends June 1

UVTS will no longer be supported after June 1. Unit visit tracking uploads to Journey to Excellence will take place only through Commissioner Tools. If your council has not yet selected a conversion date, the next available dates are March 1, April 1, and May 1. Please complete and submit an [opt-in form](#) and email it to [commissionertools@scouting.org](mailto:commissionertools@scouting.org).

We encourage councils to opt in as soon as possible and take advantage of the benefits of Commissioner Tools. More information about Commissioner Tools is available on the [Commissioners website](#).

### Sandbox Maintenance

The sandbox environment will be unavailable on Monday, February 9 from 9 - 10 am Central time. During that time, the sandbox will be refreshed, meaning current data entries will be wiped clean.

### Resources

As with any newly launched product, some users may experience certain performance issues in which case we ask that you please contact your council champion first for assistance with any Commissioner Tools program related questions. If you experience any **system**-related issues (i.e., slow system response, or system errors), while in Commissioner Tools, or in other my.Scouting Tools, please email the Member Care Contact Center at [myscouting@scouting.org](mailto:myscouting@scouting.org) and log an incident to ensure proper handling and tracking. Please include the following details:

- The computer operating system
- The browser used (version too if you can)
- The specific my.Scouting application used (e.g., Training Manager, Commissioner Tools)
- The day and time zone when you experienced the issue.

To resolve this issue, the Operations Team at BSA has recently acquired, and will soon implement, a new performance monitoring tool to help pinpoint and improve these performance issues.

Thank you for your continued support and dedication to Scouting.

*The Commissioners Task Force*

