



## Commissioner Tools - Weekly Status

March 20, 2015

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

- A login issue has been identified for my.Scouting. End users receive an 'Invalid username and password' error even with valid login credentials. The cause is due to record locking in the database. The temporary workaround is to wait a couple of minutes and try logging in again. **Please do not try to reset your password as this will not resolve the issue.** If you experience this issue, please e-mail Member Care at [myscouting@scouting.org](mailto:myscouting@scouting.org) to record when the issue occurred. We are still testing a solution to help reduce this occurrence.
- Progress is continuing and remains a high priority to resolve all report time out issues. We are testing certain updates that should help resolve response time and reporting issues.
- Dashboard figures are not matching current reports or contacts entered on a day-to-day basis as the dashboard is updated monthly. A weekly update will be run until a nightly process can be implemented.
- my.Scouting functionality is still not supported on iPad tablets. An upgrade is in progress to the base functionality which will allow tools to work on iPads. Testing is ongoing.
- Most commissioner leader positions who completed a position-trained course prior to 2013 are not reflected as position trained on my.Scouting Tools. The solution to reflect crediting historical training is still in development.

### Training Manager Enhancements

We continue to receive positive feedback from employees and volunteers regarding the features and reports the Training Manager tool provides in my.scouting.org. To continue with this trend, the following enhancements were made to Training Manager:

- A trend chart feature is now available on both the Trained Leaders and YPT dashboards that upon selection, shows a six month trend line of those trained and not trained in the last 6 months (Current), the previous year's trend in the same 6 month timeframe (Previous), and both Current and Previous year's trend (Combined). Clicking on each endpoint in the chart displays the monthly total of those trained or not trained. Additional instructions can be found in the Help Manual within the Training Manager tool.
- The Trained Leaders and YPT Aging reports are now available to download at the sub-district level.

We continue to work on additional enhancements to Training Manager and other tools. Updates will be posted in the News section in [my.scouting.org](http://my.scouting.org).





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### New Feature to Update Volunteer Youth Protection Training Record

Often times when new adult volunteers are recruited, they take Youth Protection Training prior to receiving their member ID number. Many choose to do this online, however without their member ID number the volunteer is not reflected as trained in ScoutNET or MyScouting Tools. In an effort to credit these adult volunteers as trained, a process has been developed that will update their MyScouting profile with their member ID number, which will automatically link their YPT training record, **if one exists**.

This process will be implemented within the next 10 days and again in mid-December. As a result, councils may see an increase in YPT dashboard status and reports.

If you have any questions, please contact the Member Care Contact Center at [myscouting@scouting.org](mailto:myscouting@scouting.org) or 972-580-2489.

### 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 MyScouting Tools, please email the Member Care Contact Center at [myscouting@scouting.org](mailto:myscouting@scouting.org) or 972-580-2489 and log an incident to ensure proper handling and tracking.

As a reminder, how-to training videos on Commissioner Tools can be found [here](#).

Thank you for your patience and support as we continue to resolve the issues.

*The Commissioners Task Force*

