Commissioner Tools Status

January 27, 2017

Browser Updates

A mid-December update to Chrome caused a number of functions to stop working in MyScouting Tools. Those issues were resolved including contacts not saving, contacts saving with a score of 0.0, reports not downloading, and training not saving.

Also, IE11 experienced issues with respect to contacts not fully updating and appearing as a score of 0.0. This was also resolved with all contacts updated to reflect the valid score.

Commissioner Contact Report

The Commissioner Contact Report was corrected to include contacts for the following situations:
1. A Unit changed Chartered Organization – previously the contacts for the unit were excluded while under the former charter.
2. A commissioner had multiple member records and the registrar merged the records causing contacts under the original member number to be excluded. Previously, if a commissioner made contacts under one number and his member number changed, the report omitted those contacts made under the first number and only included contacts made under his current number. This would have been noticeable on the unit dashboard where a commissioner’s id and name is displayed.

The Commissioner Contact Report DOES differ from the District Contact Stats in that it excludes commissioners whose registrations in commissioner positions are fully expired (commissioners who are in the 60 day lapsed period are included).

Training Manager Update

All reports in Training Manager have been optimized to generate and download faster. BUT, we are continuing efforts in this area to allow the training reports to be available in csv format similar to the reports delivered in Commissioner Tools. It will also include persons who have not taken training along with their email address.

Ongoing Updates

- The 2017 commissioner reports will be available next week.
- Contacts are not displaying on the Commissioner Profile nor on the Commissioner Administration dashboard. A resolution is currently being tested and should be released shortly.
- The ability to assign units to commissioners registered at the sub-district level will be released next week.
- Explorer posts and clubs will become available for commissioners to enter assessments using the JTE criteria in the next month. However, in the initial release it will not integrate posts or clubs into other my.Scouting Tools.
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- We are investigating the following reported incidents:
  - Unit Health Report – some roundtables in the 4th quarter are not appearing
  - Unassigned Units Report – some units are missing

Online Registration Status

All councils will implement Online Registration in the spring and summer of 2017. Scout executives were asked to select a go live date in three waves; early April, early June or late July.

To gain unit leader support, we are encouraging a best practice of hosting a council or district event to educate leaders in the process, extol the benefits for going paperless, and gain their buy-in for the launch of the new tools. Please visit scouting.org/online_registration to view the training materials.

Prior to launching, the Online Registration team will work with councils and units to:
- update their data
- insure that all units have individuals registered in the unit key 3 positions
- verify that we have valid email addresses for unit leaders
- request unit leaders to create my.Scouting accounts

Support

Just a reminder, the fastest way to get help with MyScouting Tools is to contact your local Commissioner Tools Champions. If your district and/or council doesn’t have a champion, we suggest recruiting a volunteer to fulfill this role. When helping one another, commissioners become experts at troubleshooting and problem resolution. Champions can often answer questions with less wait time than contacting Member Care. If you designate new champions and need them to receive the Commissioner Tools newsletter, please email us their addresses so we can add them to the distribution list.

Additionally, the Commissioner website is continually being updated for tools resources. For example, (with the exception of Sea Scout Ships which are coming soon) blank 2017 Commissioner Assessment forms and Unit Assessment forms can be found. Click Here to access the tools page.

Support for the CommissionerTools@scouting.org mailbox is being transitioned to Member Care. As more and more tools are rolled out we need additional assistance in our support role. We appreciate your patience as we train additional staff so they become capable to quickly respond to your inquiries.

For system-related issues including down time, 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 dedication to Scouting.

*The Commissioner Tools Task Force*