BOY SCOUTS OF AMERICA®
NATIONAL COUNCIL

MyScouting Tools FAQs

Please select a link for specific questions about the tool:

General Information

Q: What is a Toolkit?

A: A toolkit is a collection of MyScouting Tools that are presented based upon the role or position that you have in the organization structure. For example: If you are a Key 3 leader in a unit, you would have the ability to create announcements and calendar entries for your unit as well as manage roster, update profile information for members of your unit, create and manage sub organizations, and add training. The same can be said for districts, but a district Key 3 would have the ability to do that for their district and each of the units within that district.

Accessing MyScouting Tools

Q: What are the browser requirements for MyScouting Tools?

A: Firefox 14 or greater and Google Chrome 21 or greater are the supported browsers.

Q: Why can't I access MyScouting Tools using my current MyScouting user name and password?

A: If you just created your MyScouting account, it may take up to 30 minutes for it to synch up with your new one. If you did not just create the account, call the National Support Center and have them assist you in resetting your password.

Q: Why does it ask for my member ID and date of birth in MyScouting Tools?

A: It only asks for your member ID number if it is not already associated with your current MyScouting account. Your date of birth is required to confirm the member ID entered is yours. If your member ID is already associated, then you should not be asked for it again in the new system.

Q: How do I go back a step in the tool without losing my work? When I hit the browser's back arrow it takes me completely out of the tool.

A: Do not use the browser back arrow. Select the Home or Back buttons within the tool. In Calendar and Announcements, use the "Cancel – Back to…" buttons within that tool.

Q: Who can I contact if I do not know my member ID number?

A: If you don't know your member ID number you have three options:

1. Ask your unit leader. If they have a MyScouting account they can link over to MyScouting Tools and look up your member ID from there. Your unit leader can also get the member ID on a roster from Internet Advancement.
2. Call your local council and ask them to look it up.
3. Call the National Support Center at 972-580-2489 or send an email to myscouting@scouting.org.

Q: Are there instructions on how to use the tool?

A: Each tool has a help file. The help file can be accessed by selecting the question mark in the lower right corner of the screen in the tool you have access to.

Q: Why do I only see the option for My Dashboard in my Toolkit, but other people can see Announcements, Calendar, Training Manager, Member Manager, etc.?

A: Only Key 3/Plus 3 organization administrators have administrative capability to update member and unit information.

Unit Key 3 includes:
- Cubmaster (pack)
- Scoutmaster (troop)
- Varsity Coach (team)
- Venturing Crew Advisor (crew)
- Skipper (ship)
- Committee chairman
- Chartered organization representative

District Key 3 includes:
- District committee chairman
- District commissioner
- District executive

Q: What positions are available to print membership cards?

A: Members can print membership cards for positions within their organization - except for Executive Officer, Administrative, and non-registered "functional" roles.

My Dashboard Tool

Q: Why do I only see the "Welcome to the new MyScouting Tools" in the Announcements column when I click on My Dashboard Announcements?

A: Your Key 3 has not published any announcements at this point. Once published, announcements will automatically show up in this column.

Q: How do I add an event to my calendar?

A: Your Key 3 will add Scouting events to your calendar.

Q: How do I update My Profile information (physical address, phone number, email address, employer, education information, etc.)?

A: Certain information become editable by selecting the Edit Profile icon at the top right of the menu bar. When complete, click on the Save icon at the top.

Q: Why can I not update my name and date of birth in My Profile?

A: Your name or date of birth cannot be edited due to criminal background check regulations. To have one of these items changed you will need to contact your council.

Q: Why is my address in MyScouting Tools different from the one in my MyScouting account?

A: You entered the address in your MyScouting profile when you created that account. This profile is different than the one for MyScouting Tools. The MyScouting profile is being phased out as the information in MyScouting Tools becomes more robust.

The address in your MyScouting Tools profile, on the other hand, has been pulled in from the membership database. This might be an old address that has simply not been updated in the system. To update your MyScouting Tools address, click the Edit Profile icon to edit then save. This will update the membership database with the new information.

Q: How can I update my training information?

A: Only training courses taken online will be processed and updated to your record automatically. If you've completed a training course other than online, you must send/notify your Key 3 to add/update completed training course(s) to your record.

Q: I've taken a training course multiple times and it doesn't show under my training. Why?

A: The most recent instance of a completed training course(s) will be displayed by default under your training information. To view your history, select the filter icon and change the training parameters in the 'Trained' drop down list.

Accessing Legacy MyScouting (myscouting.org)

Q: Once I am in MyScouting Tools, how do I get back to my old MyScouting account?

A: You simply need to click on the "Legacy MyScouting" button in the top, right-hand corner. If the legacy MyScouting tab remains open (but minimized), click to maximize the window again.

Key 3 - Specific FAQ

Q: I'm a district Key 3 and the only tool I have access to is My Dashboard. Why don't I have access to the other administrative tools?

A: Contact your council and insure that you are registered at the district level in ScoutNET.

Announcements and Calendar Tool

Q: Can I send out a calendar event or an announcement without clicking the Format Invitation button?

A: No, you have to format your invitation before sending it out to your unit or district.

Q: In the Calendar tool, when I schedule an event and select "Send Invitations", how are people being notified?

A: The scheduled event will automatically appear in their Calendar. Email notification will be in a future release.

Organization Manager Tool

Q: What is a sub organization?

A: A sub organization is a unit's organizational structure. For example: packs have dens; troops have patrols; crews have groups; ships have crews; and teams have squads. You can also create committees.

Q: How do I create a sub organization?

A: Select Add Sub Organization in the tool, enter a name and a short description and select Create. Be specific in naming your sub organization(s) (i.e. 2013 Popcorn Committee; Wolf Den; Beaver Patrol, etc.).

Q: I created a sub organization, how do I assign a functional role to a member in that sub organization?

A: Once a sub organization is created in Organization Manager, click on the sub organization name. The system will redirect you to the Member Assignment page in the Member Manager tool where you can assign functional roles to members in the selected sub organization.

Member Manager Tool

Q. As a Key 3, where can I find my unit's roster information?

A: Roster information can be found in the Member Manager Tool under Roster Details. You can print membership card(s), edit member's profile, export roster information and print unit's Youth Member Age Report.

Q: As a district Key 3, when I click on the Member Manager tool, who are the people that appear on the right side of my screen?

A: The system displays roster list of non-unit district registrants within your organization structure. You can print their membership card(s), edit their profile, and export roster details.

Q: How do I assign a functional role to a member in a sub organization?

A: While in the Member Manager tool, select Member Assignment. A roster list of available members will appear to select. Remember, you must have created a sub organization in Organization Manager in order to assign members to the sub organization, along with their functional roles.

Q: Can I assign more than one functional role to a member?

A: Yes. However, if no role is assigned, the system defaults role to Member.

Q: I'm in the Member Manager tool and I need to add a new sub organization for the unit. How can I do that?

A: Select the Manage Organization link on the top right of the screen. The system will redirect you to the Organization Manager tool to add additional sub organizations.

Q: What do the numbers represent next to the sub organization name and the member name?

A: The number in the sub organization field represents total members assigned in the sub organization. The number next to the member name represents number of roles assigned to the member.

Training Manager Tool

Q. Does the YPT dashboard count all positions in my unit/district?

A: Only registered adults in YPT required positions will be tracked. Those occupying Executive Officer (IH), ScoutParent (PS) or Tiger Cub Adult Partner (AP) positions will not be tracked.

Q. What are the YPT status parameters on the training dashboard?

A: 'YPT Trained' are registered adults who have completed Youth Protection Training within the last 2 years. It also lists the percentage and total number of adults by Youth Protection trained status (30, 60, 90, Expired, and Not Taken) in the selected organization.

Q. What constitutes a Trained Leader?

A: A Trained Leader is a registered adult in leadership position(s) who has completed the training requirement(s) for the position(s) he/she holds in the organization. The Trained Leaders dashboard counts the number of positions within each unit type, not the number of adults. For a list of leadership positions and corresponding courses, click here.

Q. As a Key 3/Plus 3, why can't I update my own training record?

A: As designed, only another Key 3/Plus 3 can update a Key 3/Plus 3's training record.

Q. I inadvertently updated a member's training record with the wrong course information. How can I delete/remove it from their record?

A: You will need to contact your local council to have the training course removed from the member's record in ScoutNET.
