

## MYSCOUTING.ORG LOGON FAQs

### **I cannot get past the verification code. What do I do?**

This problem originated when the Youth Protection programs were upgraded and is being fixed. To help you log on, clear your cookies before attempting to set up an account. After clearing your cookies there are two options. One is to logon as a guest and later upgrade to registered leader. The other options are to e-mail [myscouting@netbsa.org](mailto:myscouting@netbsa.org) and include your user name and contact information. The folks at [myscouting@netbsa.org](mailto:myscouting@netbsa.org) can set up your account. The council office cannot set up an account.

### **How do I print a certificate after I complete a training course?**

After you complete a training course, return to the course selection page, and click E-Learning on the left side of the page to refresh the browser. The course status is now completed. Click View Certificate to view and print your training certificate.

### **What is ScoutSource?**

The ScoutSource page contains links to Scouting Web sites, guides, and forms that you can bookmark or follow on your favorite social media, like Twitter or Facebook.

**Need assistance?** E-mail [myscouting@netbsa.org](mailto:myscouting@netbsa.org) and include your user name and contact information. Please include your council name and headquarters city (In the Tidewater Council, that information is: Tidewater Council, Virginia Beach). National representatives are available between 7 a.m. (CT) and 7 p.m. (CT) Monday through Friday. National indicates that you will receive a response by the close of business on the day following your inquiry.

### **What are the system requirements for MyScouting?**

For optimal performance, national suggests at least 512 MB of RAM. These browsers are supported: Internet Explorer 6.0 (or more recent) and Mozilla Firefox 2.0 (or more recent). While Mozilla Firefox is compatible with the MyScouting Web site, national is aware that problems related to this browser can occur when taking training or while working in Internet Advancement and Internet Rechartering. We are working to resolve this issue as quickly as possible. Until then, you can log on to your MyScouting account and take training and work in Internet Rechartering and Internet Advancement using the Internet Explorer browser.

### **Why do I receive a 403 access forbidden error when I try to log on to MyScouting?**

[MyScouting.org](http://MyScouting.org) is not currently compatible with the new Microsoft Office Live Add-In. This is why you are receiving the error - 403 access forbidden, access denied screen. To continue to access MyScouting, you will need to uninstall the Microsoft Office Live Add-In. Go to the Control Panel and then add and remove programs, scroll down to Microsoft Live Add-In and click remove. For Vista users: Control Panel and then Programs and Features.

### **How do I get my member ID?**

Your member ID is located on your BSA membership card. You can also contact your local council to obtain this information. Additionally, you can contact your unit's Internet Advancement processor who can log on to Internet Advancement and obtain your member ID from the unit roster.

You can complete the account creation process in MyScouting without entering your member ID. Enter it at a later date by logging on to MyScouting and clicking MY PROFILE. Click Modify Profile, and then click Modify Membership Information. Enter your member ID, scroll down to the bottom of the form, and click Submit.

### **How do I add my member ID to my account?**

Log onto MyScouting, and click MY PROFILE. Enter your member id(s) and select the appropriate councils then click ADD.

### **Why do I get this message: Council number and member ID number do not match?**

You must have a current BSA registration to enter you member ID, and your member id must match the council that is it registered under.

### **Why haven't I received a confirmation e-mail?**

For assistance, e-mail [myscouting@netbsa.org](mailto:myscouting@netbsa.org) with your logon user name and contact information. Please include your council name and headquarters city. Our representatives are available between 7 a.m. (CT) and 7 p.m. (CT) Monday through Friday. You will receive a response by the close of business on the day following your inquiry.

### **What if I don't receive the confirmation e-mail?**

If you do not receive a confirmation e-mail, check your Junk E-mail folder or any alternate Inbox to which your Internet provider may direct spam e-mail. This is only a precaution in case your e-mail from the MyScouting Administrator with your MyScouting Registration Confirmation is misdirected.

### **The confirmation e-mail I received is blank. How can I activate my account?**

For assistance, e-mail [myscouting@netbsa.org](mailto:myscouting@netbsa.org) and include you user name and contact information. Please include your council name and headquarters city. Our representatives are available between 7 a.m. (CT) and 7 p.m. (CT) Monday through Friday. You will receive a response by the close of business on the day following your inquiry.