



# COSC Frequently asked Registration and Myscouts Questions

***Q. There are new screens for Register a Volunteer and Register a Participant. Is there anything I should know?***

The new mini screens provide a step-by-step approach to the registration process for both paper Registrar inputted and online self-registration for Volunteers and Participants. Multiple parents/guardians can now be entered for Participants and 5 references can now be entered for Volunteers.

Each screen has a button to continue i.e. Save Details, Continue, Submit Registration, etc.

**Warning: Do not click on the  . It will exit the registration process.** If you do this by accident you can resume the registration in the member's organization, in the Incomplete Registration tab.

Any incomplete registrations left in the **Incomplete Registration** tab will be removed during the Sept 1st rollover to start the 14-15 scouting year.

***Q. What is the Volunteer/Employee directory in Myscouts?***

Myscouts has a Volunteer/Employee Directory that lists the name, member type, member role, organization, email address, phone number, city, province, and postal code of all Volunteers who have indicated they wish to be listed, and of all employees

***Q. What do I enter if a Parent or Volunteer doesn't have an email address?***

Keep in mind that if a parent or Volunteer does not have an email address they won't be able to register their child or themselves online or log in to take training. Please enter

**FirstNameLastNamemmddyyyy@Myscouts** using today's date: i.e **jimsmith03122014@Myscouts**.

This will prevent duplicates and allow the filtering out of emails sent to adults who using @Myscouts to prevent bounce backs.

***Q. When one of my Volunteers log into Myscouts, the Code of Conduct does not pop up for them to accept. How can I fix this?***

A Volunteer must be registered to the status of Pending or Active before the COC will pop up.

***Q. I have changed my email address and now am unable to log in. Why?***

There are two email fields: the Member's profile Email address in Myscouts and a Web Account Email address in Myscouts Admin. The Web Account Email allows a member to login. When a Volunteer over the age of 18 is registered both email fields are the same. However when a new email address is added to a member's profile the Web Account is not getting updated. Contact a Council Registrar and request that the Web Account be updated.



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**Q. Why are my Activity Leader (AL), Scouter in training (SIT) or Youth Commissioner (YC) unable to log in to Myscouts?**

ALs, SITs and YCs do not automatically get a **Web Account** that would allow them to log in to Myscouts. Contact a Council Registrar at the Service Centre with their unique email address and request a **Web Account** for these young Volunteers.

**Q. Why do some Police Checks for Volunteers scouting in Toronto have a status of Pending?**

As of Mar 2013 Toronto Police Check applications have been entered into Myscouts with the status of Pending prior to being sent to the Police for processing. See Screenshot below.

Volunteer Screening Information			
PRC Status:	Pending	VSS Status:	Pending
PRC Due Date:		VSS Due Date:	

**Q. \*OOPS\*I registered a Participant in the wrong section. How can I move them to the right section?** Use "Transfer" when **Renew/Transfer** available.

**Q. How do I add an additional role for a Volunteer?**

There are two ways to add another role for a Volunteer.

1. In a member's profile use **Add a Role**
2. In an organization profile use **Add an Existing Volunteer**

Neither **Add a Role** or **Add an Existing Volunteer** will display unless the Volunteer is Active. You cannot add a role for yourself or a family member.

**Q. How can I make a member inactive?**

This can be done by a Commissioner or a Registrar.

**VOLUNTEER:**

1. Go to the member's profile.
2. Click on the "red icon" to the left of their role and complete the form.
3. This will make the role inactive.
4. If the member only had one role Myscouts will also make them inactive. If the Volunteer has more than one role all roles will need to be removed before they will be made inactive.

**PARTICIPANT:**

**Do not** use the above steps to make a Participant inactive. When a Participant is registered an invoice is created in a Batch and involves money. Making a Participant inactive does not void the invoice and the group will still be charged. Review the COSC Refund Policy (found on the COSC Registration website) for details and instructions on how to proceed.



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### ***Q. How can I change my password in Myscouts?***

Log on to Myscouts.ca. The first screen that displays is your Profile. Under **Member options** click on **Update Password and Language**. You can also get to this screen if click on **My Profile** in the top right corner of Myscouts. This option is not available if you search for and select your record.

### ***Q. What can I do to help returning parents self-register their child online?***

1. Confirm that the parent is attached to their child in the child's **My Family** tab.
2. Confirm that their first name, last name and postal code match in Myscouts. Correct if necessary. If their email address is incorrect contact a Council Registrar with the new email address.
3. Give the parent the name of the website [www.Myscouts.ca](http://www.Myscouts.ca) and tell them to click on **I forgot my password**. They can enter their Date of Birth or leave it blank. No comparison is made on this field. The other four fields must match exactly.

### ***Q. Our Group is opening a New Section. How can I add a new organization?***

New organizations can only be added by the Council Registrars and the Service. Do not change the name of an inActive Organization as this will change Past History for all current and previous members.

### ***Q. How do I register someone under the age of 18 as a Volunteer? i.e. Scout, Venturer or Non-member.***

***Step 1: Have them fill in a Volunteer app including references. Then;***

1. Go to the Organization they will be working in.
2. Click on **Register a Volunteer**. Search for the new Volunteer who may already have a Participant or Volunteer record in Myscouts.
3. Contact a Council Registrar to arrange for a MYS web account so they can access MYS and take training.
4. Volunteers under 18 must complete all the same screening requirements except for a PRC (Police Record Check with VSS - Vulnerable Sector Screening).

### ***Q. What can a Volunteer do if they are taking Child and Youth Safety training and can't progress from Part B to Part C?***

1. Send an email to the Help Centre at [helpcentre@scouts.ca](mailto:helpcentre@scouts.ca)
2. Subject: CYS E-Learning locked at Part B. Content: Member Name, Member # and Group Name  
FYI: ***All e-learning questions/concerns should be directed to the Help Centre.***

### ***Q. When I activate a role why doesn't the Volunteer's member status change to Active?***

The role status is changed to Active immediately and can be viewed in the Member Profile. Changes to a member's Status occur when the system is updated overnight

### ***Q. Why do some of my members have VA in their province field?***

In the beginning Myscouts had a problem with the province field not being a drop down choice and it defaulted to VA. The glitch has now been corrected but members registered prior to last Nov (I think) still have VA in the province field. Although annoying, it's probably best to update the field and choose ON.