

## My Scouting Account Help

If you are having problems, log on to your MyScouting account and maybe the following suggestions will help solve them.

1. Be sure if you are new to MyScouting to create an account.
2. If you are returning to MyScouting, log on as a returning user. If you are having problems remembering your password or log on, please contact the volunteer help line at **1-972-580-2267**, or you may e-mail them at [myscouting@netbsa.org](mailto:myscouting@netbsa.org). You will have a much faster response if you call the phone number.
3. If you are taking the Venturing Youth Protection training, and it is stating that the training is still in progress, it is because the Boy Scouts of America National has a glitch in the system and is working hard to fix the problem as soon as possible. Their suggestion is when you get to the screen that reads, "congratulations, you have completed the training," do a print screen, and then print that page. This will work until BSA National fixes the problem.
4. Please see below as to a list of frequently asked questions.

Hopefully, this will help to address some of the issues.

### Why haven't I been login into my account since June 1, 2009?

You must use your original e-mail username the first time you log onto your account after May 31, 2009. On June 1, 2009, changes were made that impacted your username.

1. Log on as you have in the past, using your e-mail address as your username. Enter your original e-mail username in the User Name field; then enter your password.
2. Click **Sign in**. You receive a message that tells you that you must change your e-mail address to a username login (one that doesn't use the @ sign).
3. Enter a new username that is at least six characters long and **does not** include an @ sign.
4. Click **Check Username Availability** to ensure the username you selected is not already in use. If it is, a username is suggested; you can accept it or enter a different username. You don't need to change your password.
5. When your new username is accepted, you can log onto MyScouting.

### I get an error message when I try to change my user name: *An error occurred while you were changing your user name. What do I do?*

For Internet Explorer 6:

1. Close your browser, that is, click the red X in the upper right corner to close Internet Explorer or any other browser you are using. It is important that all browser windows are closed.
2. Re-open Internet Explorer.
3. From the menu bar at the top, select **Tools**, then scroll down and select **Internet Options**.
4. Click the **Delete** button to delete your browsing history.
5. Also delete your temporary Internet files.
6. Close the **Internet Options** window.
7. Enter [myscouting.org](http://myscouting.org) in the **Address** line, and log onto MyScouting from here rather than from the council Web site.

For Internet Explorer 7:

1. Close your browser, that is, click the red X in the upper right corner to close Internet Explorer or any other browser you are using. It is important that all browser windows are closed.
2. Re-open Internet Explorer.
3. From the menu bar at the top, select **Tools**, then scroll down and select **Internet Options**.
4. From **Browsing History**, click **Delete**. The Browsing History window opens.
5. From **Temporary Internet Files**, click **Delete files...**
6. From **History**, click **Delete history...**
7. Click **Close**, and then click **OK**.
8. Enter [myscouting.org](http://myscouting.org) in the **Address** line, and log onto MyScouting from here rather than from the council Web site.

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

For optimal performance, we suggest 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, we are 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 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.

## **Why do I not have a BSA Speakers Bank link on the MyScouting Home page?**

Your default profile name, member ID, council number, and e-mail address must be entered exactly as this information appears in the e-mail notifying you that you are an approved speaker.

## **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 **Heart of Ohio Council** and headquarters city **Ashland**. 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.