
TECHNOLOGY FOR COMMISSIONERS

INTRODUCTION

In the 21st Century we tend to focus on digital technology, and like-it-or-not digital technology is all around us. Subtle, yet common, everyday examples of how even the most reluctant use technology include Automatic Teller Machines (ATMs) and pumping fuel into an automobile at a service station. At its most basic, digital technology is merely a bunch of on-off switches, ones and zeros. However, who could imagine 60 or 70 years ago, as the first modern computers were making news, that today through technology you would take photographs with a telephone? So, what is the “big deal” with technology; who cares? Simply, technology is intended to simplify more complicated tasks. This section is not intended to make the reader a digital technological guru, rather it is intended to make sure that a Commissioner is sufficiently versed in technology, so they can better aid the units, Scouts and Scouters that they serve.

GUIDING PRINCIPLES

Before reading further it is important to acknowledge a few guiding principles for this section:

- Technology is constantly changing. As the saying goes, “the only constant is change.” Thus, to keep this section relevant it will not focus on “button clicking” because software is always evolving. If you need to learn what “buttons” to “click” in what order, you should avail yourself to either an “in person” training / orientation session or go to BSA Learn Center in myscouting@scouting.org.
- Because things are constantly changing, do not be surprised that something that worked yesterday is now “broken.” The potential causes for something to break from a technological perspective are numerous, they could be at “your end” (your equipment, software, internet connection, etc.), they could be at the “other end” (the website or application you are trying to access, including where the data and/or software resides, etc.) or even be caused by the more difficult to resolve such as a “third-party” applications, many of which are actually intended to be helpful such as anti-virus and anti-malware software. If you do run into digital technology problems here is a suggested hierarchy of trying to resolve the problem:
 1. Restart the application, close and reopen the browser.
 2. Restart the device (computer, tablet, smartphone).
 3. Wait a “reasonable” amount of time. (You will have to balance need versus urgency to determine how long is a reasonable amount of time.)
 4. Clear the “cache” for your device. Detailed instructions for clearing cache are provided at the end of this section.
 5. Use a “lifeline.” Consider contacting:
 - 5.1. A child (seriously)
 - 5.2. An IT (Information Technology) knowledgeable friend
 - 5.3. BSA’s Member Care Contact Center at (972) 580-2489 or myscouting@scouting.org

- It is difficult and costly, both in time, money and human resources, to accomplish everything that is technologically possible. As an organization BSA needs to balance how much of its resources are devoted to IT and the benefit gained versus delivering a quality Scouting program. Unfortunately, it is not possible to constantly deploy software and applications that are - and remain - the most technologically advanced. Additionally, even across the family of BSA, IT priorities will always exist and may need to be reprioritized at a moment's notice.

When computers and internet connections were not very fast, one of the ways that the industry used to “speed things up” was to store recently used information such as images, so if you needed that information again it did not have to be downloaded again. Most web browsers and applications routinely “clear” the cache, but sometimes the information in the cache may be particularly persistent. When the information in the cache does not automatically update itself, you can find that things like redesigned web pages don't seem to load with the newest design in your browser. If this happens to you, consider clearing your device's cache. Appendix 1 provides details on how to clear the cache of several popular browsers.

There are many ways to approach the technology that Commissioners should be knowledgeable about, but for this presentation the topic will be divided into:

- General Technology
- Technology that can be used by Scouters through their role as a Commissioner (IT for Commissioners)
- Technology that Commissioners should have enough awareness and knowledge of that they can at least start a dialog with the units, Scouts and Scouters they serve.
- Other Technology

GENERAL TECHNOLOGY

The following official IT websites are available to all Scouters, and Commissioners should be aware of their existence. This is a partial list, as there are many other “official” BSA sites. There are too many “unofficial” IT sources, and the list is constantly expanding, so no attempt will be made to list them. Periodically using some of this technology will help you remain current”

1. BSA's primary internet web page: <https://www.scouting.org/> . Organized into the following major topics
 - Scouting Programs
 - Training
 - Scouting Safely
 - Scouting Resources
 - Commissioners <https://www.scouting.org/commissioners/>
 - Awards

- Outdoor Programs
 - About the BSA
2. The official BSA Newsroom <https://www.scoutingnewsroom.org/>
 3. The official YouTube Channel of the BSA <https://www.youtube.com/user/BSA100years>
 4. Facebook
 - Official BSA page <https://www.facebook.com/theboyscoutsofamerica/>
 - Official Commissioner’s page <https://www.facebook.com/CommissionersOfTheBoyScoutsOfAmerica/>
 5. Scout Shop <https://www.scoutshop.org/>
 6. Bryan on Scouting, a.k.a. “Bryan’s Blog” is a blog for BSA’s adult leaders and is the official blog of **SCOUTING** magazine <https://blog.scoutingmagazine.org/> . You can subscribe to have daily postings sent directly to your e-mail.
 7. Scouting Wire is the official blog of the Scouting movement <https://scoutingwire.org/> . You can subscribe to have postings sent directly to your e-mail.
 8. [Boys’ Life](#)
 9. [BSA Uniforms](#)
 10. [Florida Sea Base](#)
 11. [National Eagle Scout Association](#)
 12. [Northern Tier](#)
 13. [Order of the Arrow](#)
 14. [Philmont Scout Ranch](#)
 15. [Pinewood Derby](#)
 16. [Scouting Alumni & Friends](#)
 17. [Scouting Magazine](#)
 18. [Sea Scouts, B.S.A.](#)
 19. [Venturing](#)
 20. [The Summit Bechtel Reserve](#)

Social media has changed the way most Americans communicate. With a cellphone and a data plan everybody can contribute to the knowledge we have as a collective. Of course, there are associated risks such as being misled by incomplete or intentionally inaccurate information - which is a constant threat with “developing stories;” however, social media can help to quickly communicate a message or provide answers to questions that are otherwise elusive. Commissioners are encouraged to join one or more of the following unofficial commissioner social media sites:

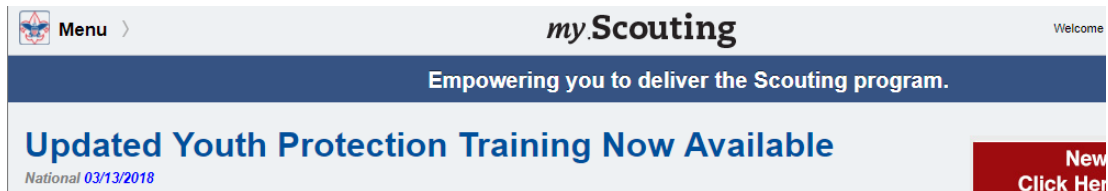
1. [Commissioners of the Boy Scouts of America](#) “Official” Facebook page
2. [Commissioner Training – BSA](#) Facebook page
3. [BSA Roundtable Commissioners](#) Facebook page
4. [Commissioner Service \(Boy Scouts of America\)](#) Facebook page
5. [Commissioners of the Boy Scouts of America](#) LinkedIn page

6. [Scout Commissioner Corner](#) Yahoo! group

BSA TECHNOLOGY

The following websites and applications are owned by BSA, and are used by individuals, Scouters and units to manage Scouting at various levels. All of these websites require registration and log on credentials to go beyond the landing page.

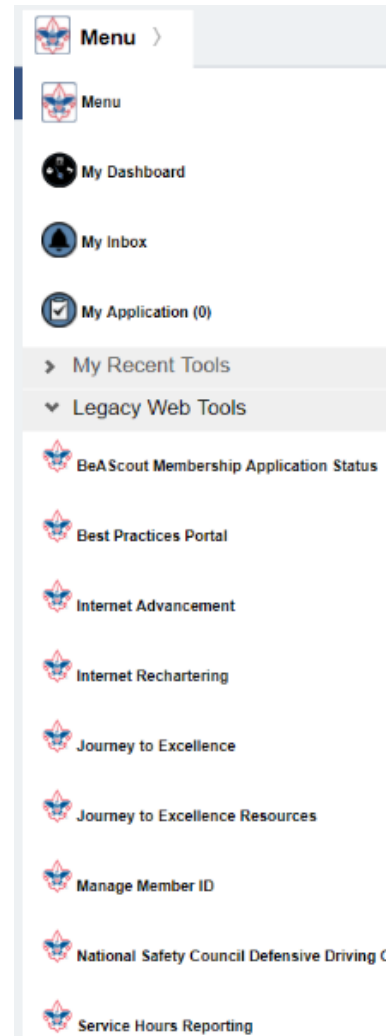
- [my.Scouting](#) – Scouters have the following applications available once logged onto the *my.Scouting* web site. Some of these applications can be accessed through multiple entry points, but all are available by “clicking” the ‘Menu’ button in the upper left-hand corner.



Depending on your Scouting role different applications will be available. This is the KEY portal to all sorts of applications available to volunteers. For members with multiple membership numbers, which typically occurs for individuals registered at the Area, Regional and National level, you may need to change which membership ID is your current “primary” via the Manage Member ID application found under the Legacy Web Tool pull-down in order to change your scouting role.

One capability that was granted to all commissioners with the deployment of Commissioner Tools in 2014 was access to both Training and Member Managers. Additionally, commissioner have the ability to make Training entries in Training Manager (except for themselves); this is a privilege which must not be abused and needs to be used with great caution.

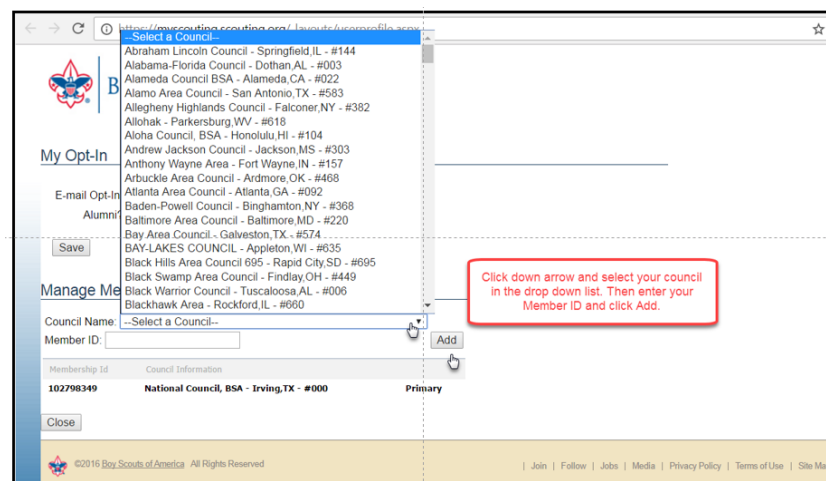
- **My Dashboard** – takes you to My Training, the landing page which shows you your Youth Protection Training (YPT) status and provides you one entry point for retaking your YPT. Other tabs are:
 - **Training Center** – where training courses can be accessed by program
 - **Requirements** – Lists the required position-specific courses to take to be considered trained in your position.
 - **Completions** – lists ALL your known training completions.
- **My Inbox** – This is used for notifications from Online Registration if a Lead or application needs to be acted upon.
- **My Applications** – If a volunteer or parent has submitted an application which is not fully processed it will appear here and can be withdrawn. Also, if a unit returns the application to the potential leader for more information, for example they need another reference, the application will be available to open and add to it.



Under the **Legacy Web Tools** pulldown – Over time, all Legacy Tools are likely to be replaced and updated.

- **BeAScout Membership Application Status**

- **Best Practices Portal**
- **Internet Advancement** (slated for retirement in 2018 at the time of publication)
- **Internet Rechartering**
- **Journey to Excellence** – This application is one that administrative commissioners should frequent often to monitor the Journey to Excellence (JTE) progress of their district, council, area, region or national. From this application you can see the “JTE dashboard” with dials and meters that track the organization’s JTE progress. This site also allows access to historical information.
 - Each dial can be explored by clicking on it, which provides information on how the metric is calculated, provides information on when the data is updated, and provides a list of some comparable JTE gold councils or districts for the selected metric.
 - JTE data that is updated three times a month is routinely updated on the 8th, 16th, and 28th.
 - A less intuitively obvious tool, but extremely helpful is the JTE Finish Line and JTE Progress Reports for districts and councils. (The Finish Line Report is not available for units at this time in 2018.) These reports are accessed by clicking on the printer icon in the upper left-hand corner.
 - See Appendix 2 for a listing of Role to Functionality.
- **Journey to Excellence Resources**
- **Manage Member ID** – Until such time that BSA is able to implement a single Member ID for each individual, this application will be of particular interest to those Scouters registered in two or more councils, including the “National Council, BSA – Irving, TX - #000.” There are two circumstances which would result in a Scouter having more than one Member ID:
 - Registrations in multiple councils
 - Having created a new *my.scouting* account without linking an existing Member ID to the account. (This frequently occurs when an Adult Lion or Tiger Partner, whom BSA assigns a Member ID decides to take Youth Protection Training as a part of becoming a registered leader such as a Den Leader.
 - Some helpful hints include:
 - ❖ Accounts must always contain at least one Membership ID number. Add new Member ID(s) before removing any Member IDs that are no longer applicable.



- ❖ To switch between Member IDs, select “Set as Primary” the Member ID desired to grant appropriate *my.Scouting* access as described above. E.g., Regional Board member and local unit leader.
- ❖ You must logout of the system and then log back in for the change to take effect.

Manage Member ID

Council Name:

Member ID:

Membership Id	Council Information		
111077697	National Capital Area Council - Bethesda,MD - #082	Set as primary	Remove
126054248	National Council, BSA - Irving,TX - #000	Primary	Remove
130850921	Laurel Highlands Council - Pittsburgh,PA - #527	Set as primary	Remove

- Additionally, through Manage Member ID individuals select their “My Opt-In” options for:
 - ❖ E-mails – Permits receiving other Scouting-related information via e-mail. If you prefer not to receive this additional information, deselect the checkbox.
 - ❖ Alumni - The definition of a BSA Alumni is a former Scout, a current or former Scout leader, family members of current or former Scouts, and anyone who is supportive of the Scouting program and would like to be connected.
- **National Safety Council Defensive Driving Course**
- **Service Hour Reporting**
- **Training Validation**
- **Voice of the Scout**

Depending on your registration and roles, there will be one or more additional organizational pulldown menus. To access the *my.Scouting* suite tools you need as a commissioner, click on the pulldown associated with the organization (council, district, etc.). The applications commissioners will see include:

- **Commissioner Tools** (See Appendix 2 for a listing of Role to Functionality)
- **Commissioner Administration** (Administrative Commissioners only) (See Appendix 2 for a listing of Role to Functionality)
- **Member Manager** (See Appendix 2 for a listing of Role to Functionality)
- **My Organizational Dashboard**
- **Training Manager** (See Appendix 2 for a listing of Role to Functionality)
- **Organization Security Manager** (Available to District and Council Commissioners to delegate *my.Scouting* authority)

OTHER TECHNOLOGY

- [Scoutbook](#) – Is the **Unit** Management application offered by BSA. Because this is a unit management software application, Commissioners are not granted automatic access; HOWEVER, the unit administrator can add the Commissioner to their leader roster as a Commissioner. Scoutbook requires an annual ‘subscription’ of approximately \$1 per Scout. Scoutbook is constantly adding to its capabilities.

In early 2018 BSA began steps to move the database behind Internet Advancement to the Scoutbook database, making the Scoutbook database the “database of record” for advancement data. For units that use Scoutbook each Scout must be “synchronized” for their advancement data to be transmitted back and forth between the unit and BSA’s database of record. Another convenient feature of Scoutbook is the ability to synchronize the training records of leaders with BSA’s training database of record. Other currently popular Scoutbook features include:

- Creation of rosters and reports
- Calendaring with or without reminders, plus an RSVP capability and the ability to generate permission slips
- Messaging leaders and parents both by e-mail and text message. This feature is particularly handy when a unit needs to make an urgent communication such as an event cancellation due to inclement weather.
- Connecting adults to youth who can be granted privileges to help with individual Scout’s advancements
- Tracking leader training

To remain current with changes to Scoutbook, users of Scoutbook should consider subscribing the blog: <https://www.scoutbook.com/mobile/blog/>.

- **Scoutbook Lite** is a free application that will be the replacement for Internet Advancement for units not using Scoutbook. In time additional features, such as Service Hour Reporting, are planned to be added.
- **MyScouting** mobile app – User configurable to be in English or Spanish, what you see in this application also depends on your Scouting role. Non-commissioners have the following capabilities:
 - My Training, which provides access to BSA’s Training Center including commissioner training, Youth Protection Training and completions, and complete chronological history of your completed training through My Completions with ability to download copy of training certificate.
 - Organization Roster – this feature allows those authorized at the council and district level to search for adults down to the unit level. Additionally, you can filter by YPT status, whether a leader is trained, send emails to specific filtered positions, or call directly from your device.
 - Announcements
 - Scouting Calendar
 - You can also access and modify your personal profile (address, phone and email) and access a tremendous on-line digital library with content organized under the following headings: Units, Districts, Commissioner and General.

Additionally, based on their role, commissioners can access the Commissioner Tools through the mobile application. Note: when originally designed, commissioner access to the mobile MyScouting app was primarily intended for Unit Commissioners and Roundtable Commissioner to make “in the

field” entries. Thus, the app was not designed to have as much flexibility as the web version of Commissioner Tools that a typical administrative commissioner would need and desire when making many entries at one time. In time, the Commissioner Tools component of the MyScouting mobile app is anticipated to be able to provide all of the same features as the web version of Commissioner Tools.

- **Scouting** mobile app - the app ties to Scoutbook and pulls existing advancement data with an enhanced user interface. The offline capability allows parents and youth (13 and older) the ability to access advancement data anywhere at any time. The initial release of the app contains the following functions:
 - Track a Scout’s advancement
 - Submit Finished Requirements to your Scoutbook leader for approval
 - Track logs like Service Hours, Hiking, and Camping
 - View parent and/or Scout profile
 - Provide parent access to their Scout(s) account
 - Submit Feedback

Additional features like a Scout community, notifications, leadership, calendar, and Scout challenges are planned to be added and will be gradually introduced throughout 2018.


CACHE CLEARING PROCESSES OF SEVERAL POPULAR PLATFORMS

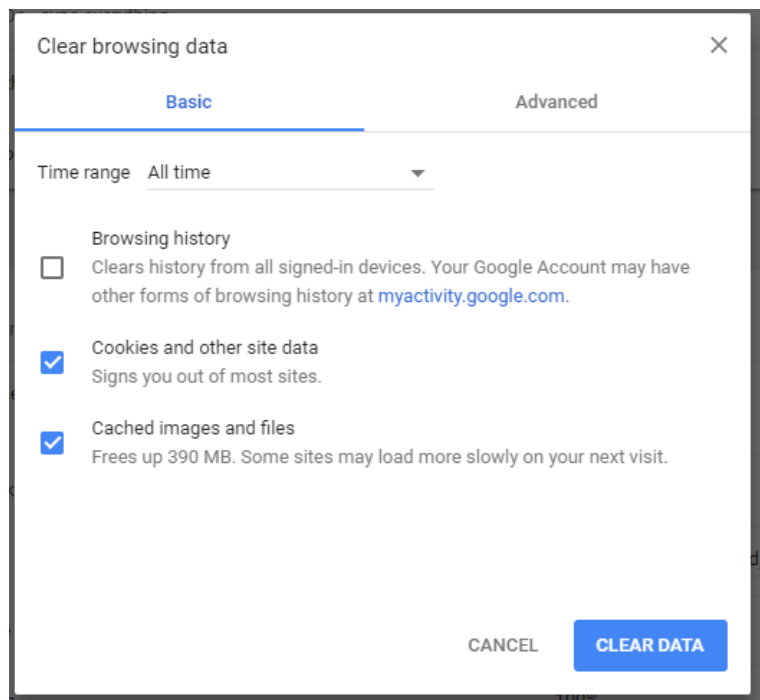
Caveat – these processes are subject to change. If they do not seem accurate for your device, try an internet search such as “how do i clear the cache on my smartphone” or “how do I clear the cache for Chrome”

Sometimes you may notice that Commissioner Tools is not responding well, or that information you just entered is not displaying. The quickest way to solve this problem is to clear your browser’s cache, as it tends to store and use old information before it tries to get new information. Below are instructions for clearing your cache, taken straight from the support documentation for each of the specific browsers supported in *my.Scouting Tools*.

Google Chrome


(Information from: https://support.google.com/chrome/answer/95582?hl=en&ref_topic=3421433)

1. In the top-right corner of Chrome, click the Chrome menu (the three verticle dots) .
2. Select **More tools > Clear browsing data**.
3. In the ‘Clear browsing data’ window dialog that appears select the ‘Time range’ for which you want to delete. Select **beginning of time** to delete everything.
4. Then using either the ‘Basic’ or the ‘Advanced’ tab select the checkboxes for the types of information that you want to remove. At a minimum the following are suggested: ‘Cookies and other site data’ and ‘Cached images and files.’
5. Click **Clear data** button.

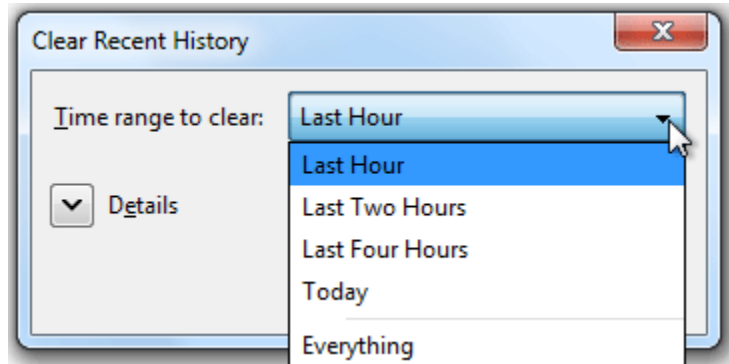


Mozilla Firefox

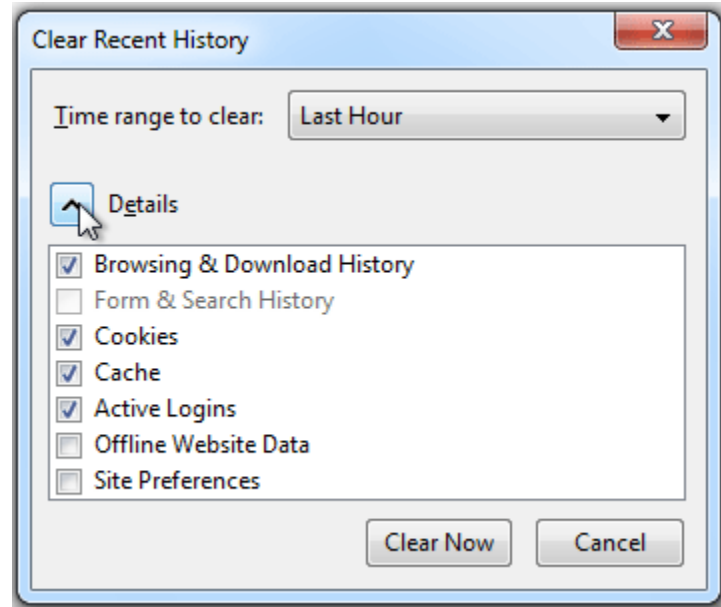
(Information from: <https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>)

1. Near the top-right corner of Firefox, click the Firefox Library button. 
2. Click **History**, and then **Clear Recent History...**
3. Select how much history you want to clear:

- Click the drop-down menu next to **Time range to clear** to choose how much of your history Firefox will clear.




- Next, click the arrow next to **Details** to select exactly what information will get cleared. Your choices are described in the [What things are included in my history?](#). At a minimum the following are suggested: 'Cookies' and 'Cache.'

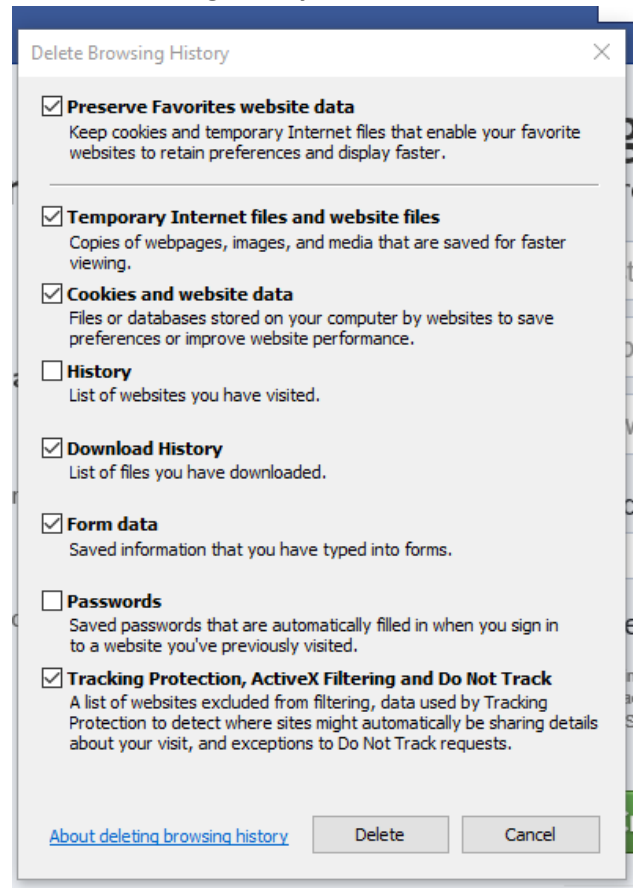


4. Finally, click the **Clear Now** button.
The window will close and the items you've selected will be cleared.

Microsoft Internet Explorer 11

(Information from <http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11>)



1. Near the top-right corner of Internet Explorer, click the **Tools** button .
2. With your mouse, point to **Safety**, and then click **Delete browsing history**.
3. Select the types of data or files you want to remove from your PC, and then tap or click **Delete**. At a minimum the following are suggested: 'Temporary Internet files and website files' and 'Cookies and website data.'

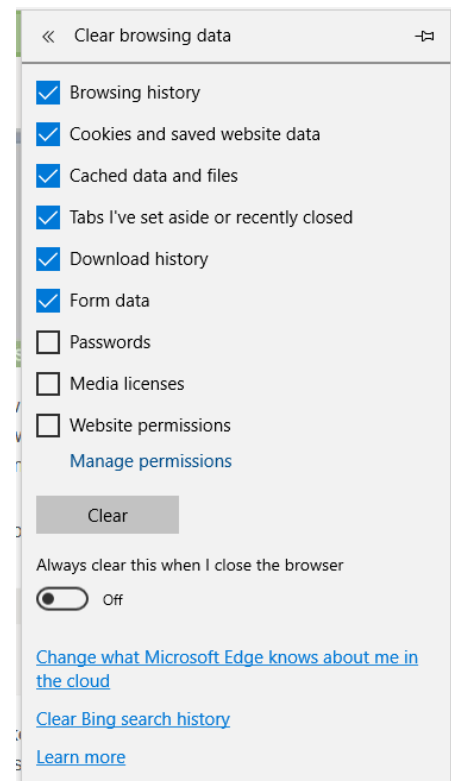


Microsoft Edge

(Information from <https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history>.)

Applies to Windows 10

1. Near the top-right corner of Microsoft Edge, select **Hub** icon  then the **History** icon .
2. To the right of the word 'History' click on '**Clear history.**'
3. Choose the types of data or files you want to remove from your PC, then select **Clear**. At a minimum the following are suggested: 'Cookies and website data' and 'Cached data and files.'



Apple Safari

(Information from: https://support.apple.com/kb/PH19215?viewlocale=en_US&locale=en_US)

You can remove all records that Safari keeps of where you've browsed during a period of time you choose. If your Mac and your other devices have the iCloud Safari feature turned on, your browsing history is removed from all of them. Clearing your browsing history in Safari doesn't clear any browsing histories kept independently by websites you visited.

Choose History > Clear History and Website Data, then click the pop-up menu and choose how far back you want your browsing history cleared.

When you clear your history, Safari removes data it saves as a result of your browsing, including:

- History of webpages you visited
- The back and forward list for open webpages
- Top Sites that aren't marked as permanent
- Frequently visited site list
- Cookies and website data saved while visiting webpages
- Recent searches
- Icons for open webpages
- Snapshots saved for open webpages
- List of items you downloaded (downloaded files aren't removed)
- Websites added for Quick Website Search
- Websites that asked to use your location
- Websites that asked to send you notifications
- Websites with plug-in content you started by clicking a Safari Power Saver notice

Responses to requests to let websites use WebGL

Opera

(Information from: <http://www.refreshyourcache.com/en/opera-12/>)

Opera is a web browser for Windows, macOS, and Linux operating systems developed by Opera Software. Because there are so many different versions of the Opera browser, it is recommended that you first know what version of Opera you have installed, and then use the 'Help' feature or search the internet for specific instructions. The hyperlink provided above gives detailed instruction on how to clear the cache in Opera 12 for Windows and Mac computers.

ROLE TO FUNCTIONALITY MATRICES

Online Registration Modules, Organizational Manager, Security Manager, Journey to Excellence

ROLE TO FUNCTIONALITY MATRIX

Online Registration Modules v11/9/19/2018 Update

2/4/2019 Update

11/2/16 Update

Roles	F/R	Org Level	Equivalent ScoutNet Role	Membership Application Manager	Membership Application Manager Read Only	Invitation Manager	Invitation Manager Read Only	Organization Manager	Security Manager	JTE
Scout Executive	R	Council								
Council President	R	Council			X					
Council Commissioner	R	Council								
Assistant Scout Executive	R	Council								
Borough Scout Executive	R	Council								
Director of Field Service	R	Council								
Asst. Director of Field Service	R	Council								
Field Director	R	Council								
Director Support Services	R	Council								
District Director	R	Council								
Senior District Executive	R	Council								
Council Admin	R	Council								
Director Camping Services	R	Council								
Director Finance Services	R	Council								
Council Vice President	R	Council								
Council Treasurer	R	Council								
Council Assistant Treasurer	R	Council								
Program Director	R	Council								
Camping Director	R	Council								
Activities Director	R	Council								
Training Director	R	Council								
Public Relations Director	R	Council								
Endowment Director	R	Council								
Finance Director	R	Council								
Director of Development	R	Council								
Senior Development Director	R	Council								
Development Director	R	Council								
Assistant Council Commissioner	R	Council								
Council Executive Board Member	R	Council								
Council Advisory Council	R	Council								
Council Committee Member	R	Council								
Council Member-at-Large	R	Council								
Community Board Member (Michigan)	R	Council								
Learning for Life Executive	R	Council								
Exploring Executive	R	Council								
Office Manager	R	Council								
Business Manager	R	Council								
Spec Position Professional	R	Council								
Program Paraprofessional	R	Council								
Council Employee	R	Council								
Council LFL Committee Chair	R	Council								
Learning for Life Director	R	Council								
Senior Learning for Life Executive	R	Council								
Exploring Director	R	Council								
Exploring Field Director	R	Council								
Director of Learning for Life	R	Council								
Senior Exploring Executive	R	Council								
Key 3 Delegate	F	Council			X	X	X	X		
JTE Camping	F	Council								X
JTE Data	F	Council								X
JTE TAY	F	Council								X
Registration Support	F	Council	CNCL - Registration Manager	X	X	X	X	X	X	X
Registration Inquiry	F	Council	CNCL - Membership Inquiry			X	X	X	X	
Council CBC Administrator	F	Council	CNCL - Criminal Background Check			X				
Council Membership Committee Chair	F	Council			X	X	X	X		
Council Membership Committee Member	F	Council			X	X	X	X		
Council Training Committee Chair	F	Council								
Council Training Committee Member	F	Council								
Youth Protection Champion	F	Council								
District Executive	R	District								
District Chairman	R	District								
District Commissioner	R	District								
District Paraprofessional	R	District								
District Preprofessional	R	District								
Senior District Executive	R	District								
District Director	R	District								
Assistant District Commissioner	R	District								
Roundtable Commissioner	R	District								
Assistant Roundtable Commissioner	R	District								
Unit Commissioner	R	District								
District Vice Chairman	R	District								
Neighborhood Chairman	R	District								
Neighborhood Committee	R	District								
District Member-at-Large	R	District								
District Committee Member	R	District								
Key 3 Delegate	F	District								
District Registration Support	F	District	CNCL - Registration Manager	X	X	X	X	X	X	X
Registration Inquiry	F	District	CNCL - Membership Inquiry			X				
District Membership Committee Chair	F	District			X	X	X	X		
District Membership Committee Member	F	District			X	X	X	X		
District Training Committee Chair	F	District								
District Training Committee Member	F	District								
Youth Protection Champion	F	District								
Executive Officer/Institutional Head	R	Unit - All								
Chartered Organization Representative	R	Unit - All								
Committee Chairman	R	Unit - All								
Key 3 Delegate	F	Unit - All								
Registration Inquiry	F	Unit - All								
New Member Coordinator	F	Unit - All								
Unit Training Chair	F	Unit - All								
Youth Protection Champion	F	Unit - All								
Cubmaster	R	Unit - Pack								
Assistant Cubmaster	R	Unit - Pack								
Den Leader	R	Unit - Pack								
Webeles Den Leader	R	Unit - Pack								
Tiger Den Leader	R	Unit - Pack								
Lion Den Leader	R	Unit - Pack								
Scoutmaster	R	Unit - Troop								
Assistant Scoutmaster	R	Unit - Troop								
Leader of 11-Year-Old Scouts	R	Unit - Troop								
Varsity Coach	R	Unit - Team								
Assistant Varsity Coach	R	Unit - Team								
Venturing Crew Advisor	R	Unit - Crew								
Venturing Crew Associate Advisor	R	Unit - Crew								
Skipper	R	Unit - Ship								
Mate	R	Unit - Ship								

* R = Registered; F = Functional
Removed 11/2017
Unit Membership Chair
this update is in development - due out EOM