Scouts Canada – Member Services Team

Group Guide to MyScouts

Spring 2024

NOTES: A "Scouter" is a registered volunteer. The term may be used interchangeably with "Volunteer" throughout this document.

The word "parent" in this document may also include legal guardian.

Contents

For whom is this Guide intended – in whole or in part?

Group Commissioners:	You are responsible for the overall health of the Group – but you aren't expected to know or do it all.
	If you don't already have one, aim to recruit and build a team that includes at least two others (a Treasurer and a Registrar. For larger Groups, an Administrator. Fundraising Coordinator, Committee Members and Support Scouters provide extra support, though have more limited access in MyScouts).
	By default, "Group Commissioner" receives Volunteer Registration notifications.
Group Treasurers:	There's important information in MyScouts that can help you balance your books – particularly for Groups that add fees above the standard national fee and Groups that offer Billing Codes to parents/guardians needing alternative registration payment arrangements.
Group Registrars:	You help ensure that the Group and its Sections are ready to accept registrations. Along with Section Scouters, you see that Participants are duly registered and that families of families are welcomed (or welcomed back) in a timely manner following registration. You may also be involved in supporting the "onboarding" of new volunteers.
	By default, "Group Registrar" receives notification of Participant Registrations and Waitlist additions.
Group Administrators:	You assist the Group Commissioner as needed. This may include volunteer "onboarding" as well and supporting the Group, its Sections and their programs in other ways.
	Recent changes to MyScouts allow you access akin to the Group Registrar.
	By default, no automated email notifications to "Group Administrator". If you want the Group Administrator to receive some notifications, consider manually entering contact information as the Group Primary Contact.

Note: If your Group does not have a Group Administrator, that's OK. (The role would be redundant for Group Commissioners and Registrars who already have the needed MyScouts access.)

Who can access the Group MyScouts profile?

To be able to access your Group MyScouts profile, you must be an "Active" member of the Group Committee.

To be "Active" with the Committee, you must:

Requirement	MyScouts Codes	Frequency
Self-register (or renew) as a Scouts Canada volunteer. Exception: Youth volunteers under 18 must be registered by a parent.		Annually
As part of the registration, submit five personal references® - from at least three, we must receive reasonably favourable replies	Ref	Once*
Read, accept and commit to the Code of Conduct	CoC	Annually©
Be interviewed by two Scouters who are both "Ready to Serve" in their roles and have completed "Volunteer Screening: It's Our Duty" training	Int	Once*
Provide a "clean" Police Records Check (clear of charges)	PRC	Every three years
Provide a "clean" Vulnerable Sector Search (clear of charges)	VSS	Once*
Complete Respect in Sport for Activity Leaders (Session 4 of Scouting Fundamentals)	RiS	Every five years
Complete Accessibility (Session 5 of Scouting Fundamentals)	Acc	Once
Complete other sessions of Scouting Fundamentals including Accessibility (Session 5)	SF	Once
Be approved for appointment to the role by Commissioner or Relationship Manager	GCap	Annually
Have screening and training requirements confirmed by/for the Council	Cap	Once*

® Preferred references include an employer, people who know applicant through volunteer experience/organizations and/or youth-service organizations with which applicant has been previously involved. All should have known applicant at least five years; at least two *must* have known applicant that long.

No references may be applicant's relatives/family members.

Youth in Scouting must include Section Scouter and/or Group Commissioner as a reference.

Rovers and Scouters changing Groups (or joining another) need only one new reference who must be their current Group Commissioner.

* Assumes continuous Service with the same Group. Additional/Updated screening is required for individuals changing Groups (or joining another Group) or who have taken a break from Service/have a gap in membership or allow PRCs to lapse.

© For youth volunteers who turn 18 during the year, an update to the adult Code of Conduct is required.

Release dates for the Code of Conduct may vary. "Annually" is a general term/guideline.

You should also:

Have access to a computer and the internet (and be reasonably comfortable with them)
Be prepared to provide support to your Group and community

As soon as possible after becoming "Active" (and within the first year in the role):

Group Commissioners will complete Wood Badge for Group Commissioners which is made up of Wood Badge for Group Committee, part of Wood Badge for Canadian Path and additional sessions specifically for Group Commissioners

Other Committee Members will complete Wood Badge for Group Committee (recommended for Registrars, Treasurers and Administrators, but may be taken by any Committee volunteers) or Wood Badge for Canadian Path (which may be a better option for Scouters who more directly support Section programming)

Are you ready?

Getting Around in MyScouts

Top of the page

From anywhere in MyScouts, click here to return to your own profile

Language toggle
(Choice of "français" or "English")

MyOwn Profile

Space under Scouts Canada logo (in white letters) indicates the profile you're viewing

Example is from user MyOwn Profiles' account.

Find a Scouts Canada Camp property including available services/activities

Access Online Support Centre Resources and the Helpcentre

When viewing a Section profile, you can access/return to the Group Profile by clicking the Group name

Viewing the Group profile, the assigned Relationship Manager's name appears.

Standard left-side panel

(viewed from own profile)

Register My Child

Register As Rover

Register As Volunteer

▸ Request a Refund

▸ NOLB Fund Request

▸ Volunteer Renewal
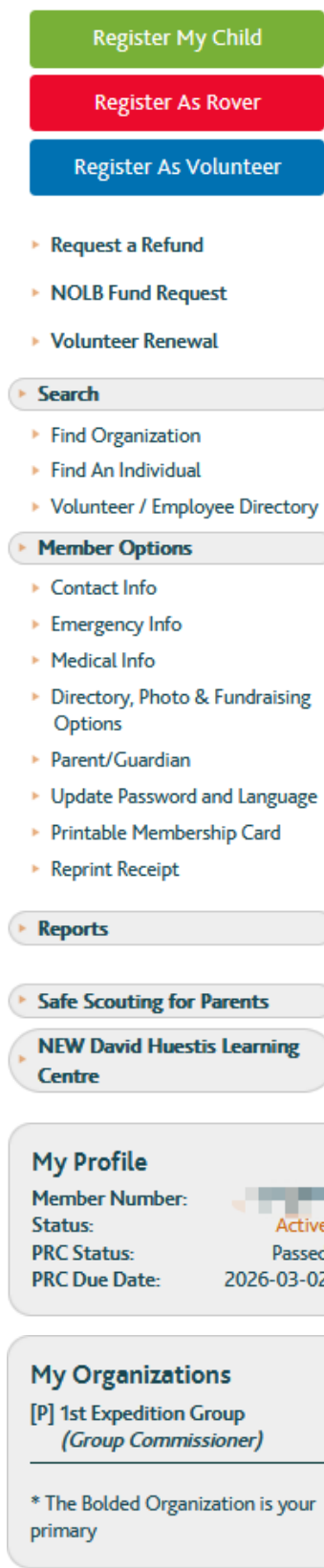
This part of the menu is common to all personal MyScouts accounts (i.e. for members and non-members)

From here, you can choose to register your own child, or yourself (as a Volunteer and, if eligible by age, a Rover Scout).

Refunds are also initiated here. *Refunds must be initiated by a parent/guardian.*

Parents and Scouters can apply for NOLB Participation Subsidies here (funding for gear/uniforms/camp fees etc. – NOT registration subsidies)

▸ **Search**

▸ Find Organization

▸ Find An Individual

▸ Volunteer / Employee Directory

From here, you can search for members within your Group and its Sections.

You *may* also be able to find others but likely won't be able to access their profiles.

▸ **Member Options**

▸ Contact Info

▸ Emergency Info

▸ Medical Info

▸ Directory, Photo & Fundraising Options

▸ Parent/Guardian

▸ Update Password and Language

▸ Printable Membership Card

▸ Reprint Receipt

This part of the menu allows you to make changes to your own account (or to the account being viewed as identified by the name under the Scouts Canada logo).

See next page for details

"Update Password and Language" is only included in list when viewing own profile. (You can't change someone else's password nor language preference.)

"Printable Membership Card" and "Reprint Receipt" are only included when viewing own and linked family members' profiles. (You can only print your family's receipts and membership cards.)

▸ **Reports**

Access to list of different types of reports you can generate for your Group

▸ **Safe Scouting for Parents**

Access to "Safe Scouting for Parents" training only

▸ **NEW David Huestis Learning Centre**

Access training for registered members only - including those with current roles which have become "Inactive" due to compliance issues. (Does not include previous members who have not renewed/registered for current year.)

My Profile

Member Number:

Status: Active

PRC Status: Passed

PRC Due Date: 2026-03-02

When logged in, this information is always yours regardless of the profile you're viewing.

My Organizations

[P] 1st Expedition Group
(Group Commissioner)

_____

* The Bolded Organization is your primary

When logged in, this information is always yours regardless of the profile you're viewing.

From here, you can access the applicable "Org Unit" profile by clicking on its name. (If you have multiple member-roles, all should appear here.)

Tip for Scouting/Council Relationship Managers and Group Support Scouters:

Look for the "(Relationship Manager)" option. That will give you direct access to the list of Groups you support. It may appear with your council-name as the "Org Unit" or with "Multiple Councils" if you have Groups in more than one.

As indicated on the previous page, this part of the menu allows you to make changes to your own account (or to the person's account being viewed as identified by the name under the Scouts Canada logo).
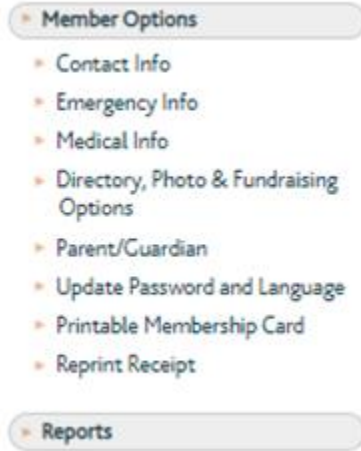
Contact Info: Name, address, email address and other personal details.

Emergency Info: Names, phone numbers and relationships of people to be contacted if necessary. Be sure you have at least one and that details are up to date.

Medical Info: Allergies, medications and other personal health information.

Directory, Photo & Fundraising: Shows whether permission is given to use/share certain information.

Parent/Guardian: Shows whether/how parent is interested in helping out/volunteering

Update Password and Language: Make changes to your password and language preference (English or français) *This option appears only when viewing own profile.*

Printable Membership Card: allows you to print a current year membership card for yourself or your own (parent/child linked) member youth

Reprint Receipt: allows you to print receipts for registrations completed with online payments for yourself or your own (parent/child linked) member youth dating back several years if applicable. Receipts are not available for registrations completed with Group Billing Code. (Those are the responsibility of the Group and only for the amount they received as payment.)

Note about changing email addresses:

You can edit your own email address (and others'); the "new" email address cannot be in use on another account.

If you do change an email address, be aware:

- There is a time-delay before you'll be able to access your profile after making the change if you logout.
- An account reset *may* be needed (using "I Forgot My Password"). If you/the person whose email address you've changed has previously been able to access MyScouts, the old password may work with the new username after the time-delayed update.

Centre-Right side of page

(viewed from own profile)

When important information needs to be communicated (Example: to clarify action/give instructions), a yellow box will appear above the tabs area. The box is removed when not needed.

The lower yellow box provides another access point for support via Online Support Centre resources and the Helpcentre. (It says "parents" and suggests help with registration, but anyone can use it.)

Tabs in Individual/Personal Profiles

The Middle tabs may vary depending on individual.

"**My Role**" tab is the default open tab on all individual profiles and may say that there are "no active registrations" if the person isn't a registered member nor someone with a non-member role (i.e. Parent Helper, Parent Overnight, Adult Overnight) or if the person has become "Inactive" due to a compliance issue. This space reflects the individual's status, not that of any linked family.

"**My Family**" will include the individual and any children (or parents) linked directly to the individual's profile. Neither spouses nor siblings should be linked (except where an older sibling is legal guardian to a younger one). If a parent is linked to a spouse, that spouse is incorrectly linked as a child – seek help via Registration@scouts.ca

"**My Recognition**" will appear after a first Certificate of Commendation or other award is approval (including youth "Top Section" awards like Chief's Scout Award).

"**My Training**" appears after completion of a course or required session (like Scouting Fundamentals, Respect in Sport for Activity Leaders, or Accessibility)

"**My Registration History**" appears *after* the end of the first Scouting year during which one had a role OR, if a role is ended earlier (example Participant is withdrawn/refunded or transferred). New members will not have one …yet.

"**Incomplete Registrations**" will appear if the user has started but not completed a registration – either for self or for linked child. The tab will disappear once the registration has been completed or removed.

Examples of different tab combinations:

Tabs in Group Profile

As with Individual profiles, the Middle tabs may vary.

Tabs appear when there's something to show. (Example: Newer Groups that have never set up Group fees will not see a "Fees" tab.)

"Child Orgs" tab appears in profiles of Groups with Sections (and Committees with sub-Committees).

"Batches" tab appears if Group Billing Codes* are used. They show reports that include who was registered using a code during a particular period, at what fee, and how much the Group must "Submit to Council" to cover the cost of the registrations.

"Volunteers" tab in the Group profile includes (only) Group Committee Scouters. Section Scouters appear on "Volunteers" tabs in the applicable Section profile; "Participants" tabs appear only in Section profiles with "Active" or "Pending" Participants. There may also be a second Volunteers tab that includes people who've registered/renewed the next year.

"Fees" tab appears if the Group has set Group fees in recent years. (You do not have to set fees if you don't charge fees above the National membership fee.)

"Screening" tab shows *some* Scouters in the Group (including Sections) who are "Pending" and what they require. For a more comprehensive list, click "Reports" from the left-side menu, and choose "Volunteer Readiness".

"Inactive Members" tab shows any Scouters in the Group Committee who have become who have become "Inactive" due to compliance/Readiness issues or who have withdrawn or otherwise been removed from Service during the applicable year. The "Inactive Members" tab in Section profiles will likewise include Section Scouters and will also include Participants who have transferred or withdrawn/been refunded.

"PQA" is the Program Quality Award tab, which Group Commissioners use to report on their Section programs. In the Section profile, Scouters report.

"**Quick Reports"** tab in the Group profile includes personal information sheets for each member of the Committee – one to two per person depending on the amount of detail (contact info, emergency contacts, health information) included in their profiles. In Sections, it includes Scouters, Participants and any non-members with roles (example Parent Helper).

"GBC" is another tab relating to Group Billing Codes*. It shows the actual codes issued to the Group along with the number of uses and expiry date plus any notes added by the issuer.

| *About Group Billing Codes |
|---|
| Group Billing Codes allow parents/ guardians to complete registration without inputting personal payment information. |
| Groups may offer these to allow alternative payment arrangements (Example: Group subsidies, parents needing to pay in cash, payment coming from an outside source like Jumpstart, Group Partner, Child and Family Services, etc.) |
| Groups are responsible to submit payment of the full applicable fee to Membership Receivables within 30 days of the registration being completed. |
| For more information or to request a code, contact Registration@scouts.ca. When requesting codes, each time please include: |
| • Your Group name according to MyScouts <u>and</u> Council (Example. 1st Expedition Group; Training Council) |
| • Names of participants to be registered (optional) |
| *Group Billing Codes will be issued only to the Group Commissioner, Registrar, Administrator or Treasurer. (Please have the same person request codes each time.)* |

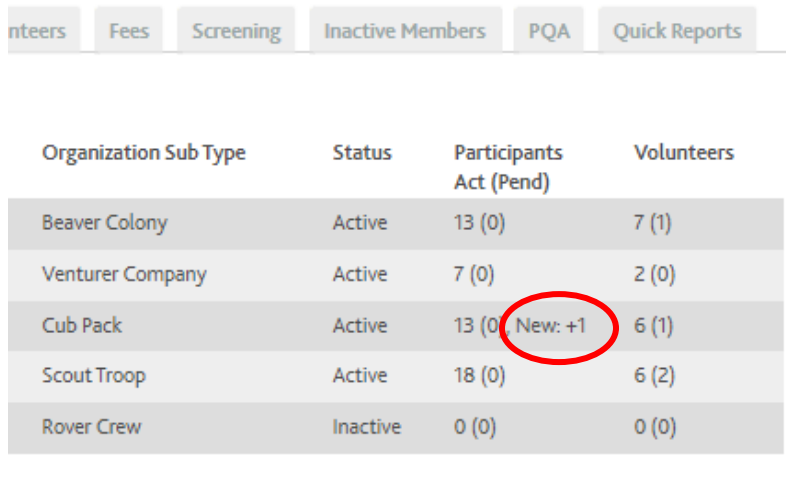Some examples of Group profile tab variations:
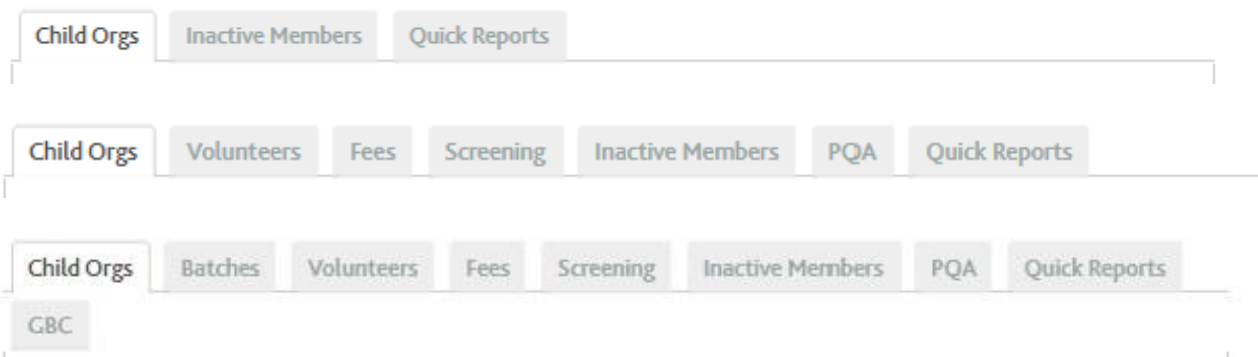
Understanding the "Child Orgs" tab

"Child Orgs" doesn't necessarily mean literal children will be present.

MyScouts uses a hierarchy system sort of like a family tree. At the top, is the national "Org Unit": Scouts Canada, which has "Child Orgs" including one for each council. Similarly, Groups have "Child Orgs": their Colonies, Packs, Troops, Companies and Crews – each of which is listed on the "Child Orgs" tab whether or not youth are registered or the Section is even "Active". (See Rover Crew in graphic below)

(Between Councils and Groups, in MyScouts, we have Area org-units that house the Council-supported and GSC-supported Groups although Areas are no longer used functionally – in the "real world".)

The example below shows a Group with one Section of each age-group. If the Group had more than one Colony, for example, two (or more) would appear on their Child Orgs tab.

In the Group profile, the "Child Orgs" tab includes a quick overview of membership in your Sections including the number of:

- Active (and Pending) Participants
- Active (and Pending) Volunteers

Periodically and especially during peak registration times, you'll see "New +" and a number which shows how many have been added since the start of the cycle (early each Monday morning). This number is *included* in – not added to – the total "Active".
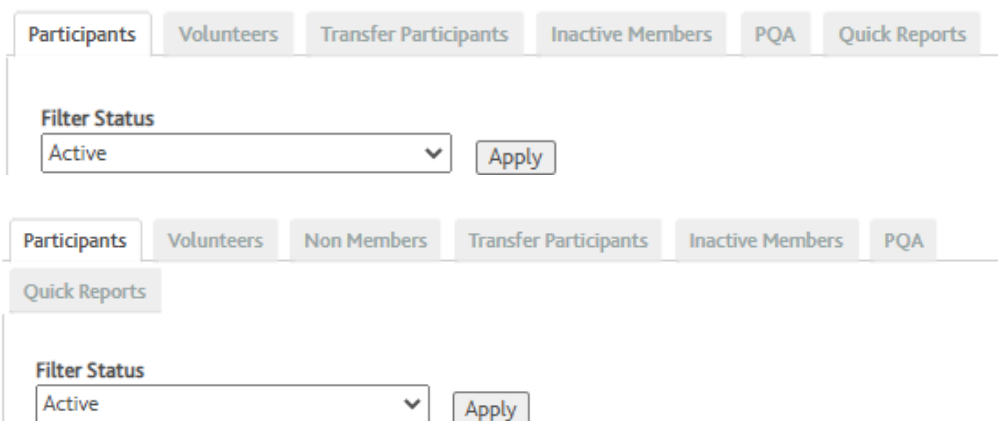
The graphic shows 13 Active Cubs, one of whom was added this week.

Additional Tabs in Section Profiles

"Participants" tab, by default, shows "Active" Participants if there are any in a Section. To view a different status (or "All"), adjust the selector and click to "Apply". There may be a second Participants tab showing next year's Participants.

"Non-Members" tab appears if any have been added as Parent Helpers, Parent Overnights or Adult Overnights.

"Transfer Participants" tab allows the Group to move youth between Sections in the (same) Group.

Personal Profiles

Profile Creation and Editing through Registration

MyScouts is made up of growing collection of data "profiles" for individuals, Sections, Groups and other teams. These profiles are linked together with others (example parents to children, Groups to Sections), and may be associated in other ways (example individuals in a Section or on a Committee/Team).

(Here, the term "Account" is used to refer to a login accessible profile. By default, the first profile created for someone 14+ years of age using a particular email address will be login accessible, with that email address being the account's username/loginID.)

Accounts are normally set up as part of the initial registration process. A new-to-Scouting adult:

- Creates own account then, if applicable…
- Adds a child which creates a profile* for that child and, ideally…
- At the "Add/Edit Parent" step, creates a (login accessible) account for a second parent.
- Repeats with second/subsequent youth
- At the "Add/Edit Parent" step, may opt to link the same second parent as with first child OR create a new one

  *Youth profile *may* be login accessible if the youth is 14+ years of age when it is created AND an unique email address is input (meaning an email address not already in use on the parent/someone else's account)

When continuing (or returning) adult members or parents go to register again, they are prompted to review previously entered information and are encouraged to update as may be needed.

It is possible for anyone with a login accessible account to edit their own information (or that of their linked youth).

Group Registration Set Up

Topics covered in this section…

✔	Action	Where to Go
☐	Set up Group fees, if needed$^\$$	*Group Profile > Org Options > Add Fee*
☐	Check Group fees; edit if needed$^\$$	*Group Profile > Fees tab > Edit*
☐	Review Group Organization Details; edit if needed	*Group Profile > Org Options > Edit Organization Details*
☐	Review Group Meeting Details; edit if needed	*Group Profile > Org Options > Edit Meeting Details*
☐	Verify that Group appears in "Find a Group" search	*(Upper right corner in MyScouts) Volunteer > search "Group Committee"*
☐	Review <u>each Section</u>'s Organization Details; edit if needed	*Section Profile > Org Options > Edit Organization Details*
☐	Review <u>each Section</u>'s Meeting Details; edit if needed	*Section Profile > Org Options > Edit Meeting Details*
☐	Verify that each "Active" Section appears in "Browse Scouts Group" search	*Scouts.ca website > Upper right of page > Join > (scroll down)*
☐	Transfer Participants (Example youth advancing/swimming-up)*	*Section Profile > Main tabs >Transfer Participants tab*
☐	Run Waitlist Report	*Left-side menu > Reports button > Waitlist Report*

$^\$$ Groups that will not charge a fee above the national fee do NOT have to set up fees for Participants.

(Set up of Volunteer fees is not necessary.)

*When transferring Participants during open registration periods, be aware that the space the youth occupy becomes available immediately after the transfer. (Recommendation: Reduce Section Capacity, complete all needed transfers, then restore Section Capacity.) Groups can transfer youth without Capacity restrictions. (Example: If as a safety precaution you've reduced capacity to zero prior to doing bulk transfers, you will still be able to move youth into the Section.)

Set Group Registration Fees

Note: Since 2022, $15 of the National membership fee for each paid Participant registration will be forwarded to Groups.

Groups choosing to charge a fee in addition to the National fee must "Add Fee" each registration year for Participants (only).

Groups that do not charge an additional fee no longer need to complete this step, nor is it needed for Volunteers.

Member Type

Participant (only) is needed – and only if your Group will charge a fee above the National one

Registration Year

Registration for 2025 starts in 2024: choose 2024-2025

Amount

Input only your Group amount – not the total fee to be paid. (The rest of the fee is input by National.) If you ask for $15 above the national fee, enter "10.00".

From:

This is the start-date of the fee period and should include early registration/the time *before* the start of the Participant membership (calendar) year during which registration is possible.

Input any date including/after the current date. (Fees will be charged only during the active registration period based on National settings.)

Note:
Your "From" date should be the date of or earlier than the date of registration opening.

Using a January 1 "From" date means that any registrations completed prior to January 1 will *not* include the fee.

To:

This is the end of the fee period.

If you will have the same fee for the full registration year, set December 31, 20XX (for the 2025 Scouting year: 12/31/2025) as the end.

If you will have different fees for different periods of time, use the same date to end one period ("To") and start the next ("From").

Tip: If the calendar feature doesn't allow a late enough date, type the date in the box.
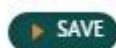
 Scroll to the bottom to Save your details.

Reviewing and editing your fees

To check your Fee settings, click on the "Fees" tab in the Group profile.

The "To" date may have to be manually entered if the system does not allow you to enter a date later than the end of August of the current Scouting year.
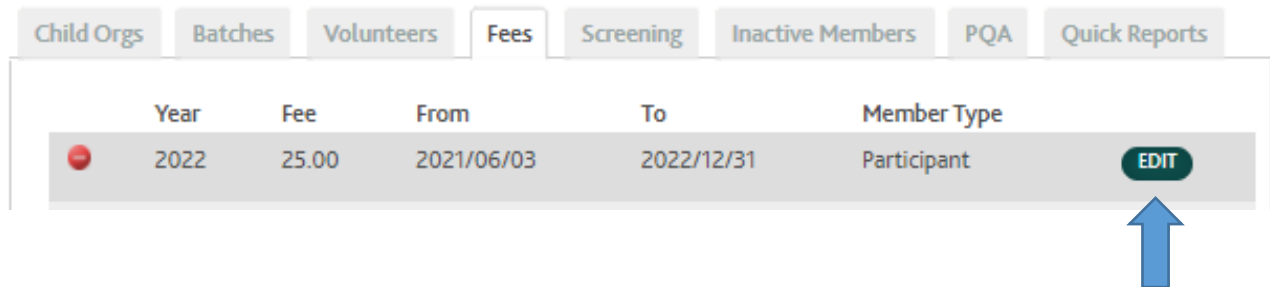
If you need to make changes to existing fees (either to dates, amounts or types), you can do so by click on "Edit" beside the fee period you need to change.

 Once you've made your changes, be sure to scroll to the bottom to Save them.

Important Notes regarding Group Fees (and the portion of National Fees paid to Groups)

Receiving Payment

Fees are paid to Groups using Electronic Fund Transfers (EFT) during the calendar month after registration has been completed – usually during the third week of the month. (Example: fees for December registrations → EFT deposit on/about 18 January)

To receive Group fee deposits, your Group must have provided banking information to our National Finance department.

If you change banks or accounts, updates must be submitted. (To request a form, contact GroupFinancials@scouts.ca.)

You can crosscheck deposits against "**Participant Registration Reports**" to verify for whom you've received fees.

Refunds and fees paid to Groups

Refunds include Group fees. Groups should not refund to parents directly.

If a refund is issued for a registration for which fees have already been deposited to the Group account, fees for the next completed registration will be withheld and not be included in the next month's deposit.

Example:

Month	#Register	#Refund	Net # for month	Fee	Deposit Amount	Total "Active" Participants	Total Paid to Group
September	20	0	20	x $15	$300	20	$300
October	12	1+1*	10		$150	30	$450

* Refunds processed one September and one October registration. (Although 11 *new* registrations were completed, fees will only be paid to the Group for 10 to "balance the books" for the refunded September registration.)

If a refund was processed for the previous year after payment was deposited and no more registrations are completed for that year, the amount paid to the Group would be withheld from deposit of the first registration for the next year (Example 2023 refunded → first 2024 withheld)

Update Organization and Meeting Details

Click on the Section Name to open each one's profile.

When preparing for the new Scouting Year (and as may be needed during the year), review your Group's current details and update as required. To do this, click on "**Edit Organization Details**" and "**Edit Meeting Details**" in your GROUP profile.

Unless your Group or Section is new, these are likely set up and do not need editing.

"Edit Organization Details" includes:

Organization Name ☼
Organization Status
Organization Type
Organization Subtype
Charter Number

Evening Phone   Fax Number
Website
Primary Contact Name★
Primary Contact Phone Number
Primary Contact Email★
Address Line 1
Address Line 2
Address Line 3
City
Province/Territory
Postal Code★
Country
Activate Online Registration★

★Essential information

Current members (including staff) and the public all use the "Find a Group" and/or "Browse Scouts Group" searches.

If details are not available, your Group will not appear.

People cannot register with Groups they cannot find.

Primary Contact Name and details

The "Group Commissioner" details are input automatically based on role. Contact information for the person in this role comes from the member's profile.

The "Primary Contact" details allow for manual input. For the Group, the Registrar, Commissioner or Administrator might be the primary contact; for a Section, one of that Section's Scouters. Whomever is selected should be prepared to answer inquiries (about registration and/or youth programs) and receive notification of online registrations, and to respond in a timely manner.

Section Primary Contact receives notification of both Participant and Volunteer registrations to the Section.

Group Primary Contact receives notification of Volunteer registrations to the Group Committee.

(Group Registrar also receives Participant registration notification. Group Commissioner receives Volunteer registration notification.)

Address

If your Section doesn't have a regular place, consider using the address of another Section in the Group.

Postal Code

The "Find a Group" and "Browse Scouts Group" searches use postal codes to help parents, volunteers, staff, and the public to find Groups. Individuals input their own postal codes and select their preferred age-group or the "Group Committee" option. (They may also specify the day or days they want.)

The system generates a listing of the closest Groups and may also show whether Participant space is available depending on the search used. (Find a Group for volunteers will show all "Active" Groups Committees or Sections that fit the search. Using the Join Scouts registration platform, availability of Participant space is indicated.)

In our Join Scouts registration platform, the system reads the postal code on the profile of the youth being registered along with the age to automatically generate a list of options.

SAVE UPDATES   *Be sure to save your changes by scrolling to the bottom of each window and clicking to save.*

Unless your Group or Section is new, these are likely set up and do not need editing

"Edit Meeting Details" includes:

Organization Sponsor
Sponsor Type
Date Founded (Near the bottom of list)
Meeting Location
Location Type
Meeting Day★
Meeting Start Time★
Closed Group? (Default is "No")
Coed?
Special Needs Access?
Notes
Max Volunteers
Max Volunteers (next Session)
Max Participants Current Year★
Max Participants Next Year★
Summer Programs Offered *

★Essential information

Additional lines in Youth Sections only

*Helpful, but not essential with new calendar-year based participant registrations

Meeting Location

This is the name or general description of the place your regular meetings are held - not the actual address. (Example: Somewhere Community Centre, Main Street Middle School, 1st Local Scout Hall) This field can also be used to provide additional information about this section that will be displayed in the Find-a-Group results and visible to parents during the group select stage of the registration process.

Location Type

Here, a selection is offered of types of places meetings are typically held. Pick the one that best fits your facility. (Example: school, church, community centre)

Meeting Day and Start Time

Essential information. If appropriate, use "Various".

Closed Group?

"Closed" is not the same as "Inactive". It means the Group/Section restricts membership.

Only in exceptional circumstances and with approval from council may a Group be listed as "Closed". These will appear as "By Invitation Only" to parents/guardians using the Browse Scouts Group search. Groups will need to use the Invite to Group feature to allow parents to register their youth in a closed Group. See here for a detailed guide to Closed Group Registration.

An example of an accepted reason for a "Closed" Section would be a MedVent Company requiring "Active" Participant membership with another "regular" Venturer program. (A secondary role with the MedVent Company may be added to the Participant's profile by a Member Services Registrar at the request of the Company/Group.)

Coed?

Scouts Canada is an inclusive organization that welcomes individuals of all gender identities.

The system does not consider gender so will not prevent registration based on gender regardless of what the Group sets here.

Special Needs Access?

Scouts Canada welcomes youth regardless of many personal challenges.

Unfortunately, not all meeting locations can. If your hall cannot accommodate people with mobility issues (Example: is not wheelchair accessible), you may need to set this option to "No". The information may not be visible to parents but can be helpful for staff assisting with transfers.

For Sections Only…

Max Volunteers (current Scouting year) / Max Volunteers (next Scouting year)

The system no longer considers Volunteer settings so will not limit registration of volunteers (nor should Groups. Many hands make lighter work!)

Max Participants (current calendar year) / Max Participants (next calendar year)

To allow registration, you *need* numbers. These numbers can be revised throughout the year as the recruitment of more volunteers allows space for more youth.
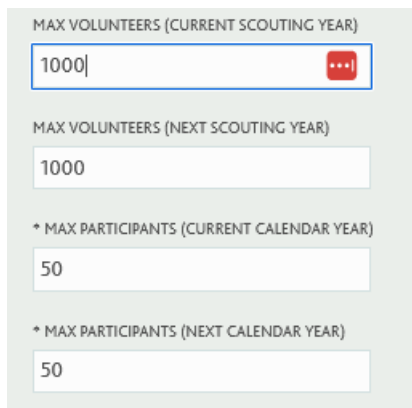
If your Section reaches the "Max Participants" capacity number, parents/guardians will be offered the "Waitlist" option or may choose another Group/Section with space.

Where this guide uses "Current Year" and "Next Year," MyScouts reflects the applicable year. (Example in August 2024, we have the current 2024 and next session 2025.)

Summer Program Offered

This is a Yes/No selection. It is recommended that you update this to reflect whether summer programming is offered by your Group as this can influence a parent's decision to register with your Group. The Summer Programming icon will only appear in the Group Locator if there is space available in a section this year and next year based on your max capacity.

The default selection for Summer Programming is "No".

How many Scouters do you need to hold a meeting, outing or other event? **These are minimums.**

Youth Section	Minimum Number of Volunteers	Ratio of Volunteers to Youth
Beaver Colony	2 (over 18 years of age)	1 Scouter: 8 Youth
Cub Pack	2 (over 18 years of age)	1 Scouter: 8 Youth
Scout Troop	2 (over 18 years of age)	1 Scouter*: 8 Youth
Venturer Company	2 (1 over 21 years of age plus 1 over 18 years of age)	n/a
Rover Crew	n/a (Crews do not require volunteers®)	n/a

*Scouters in the Troop must be at least 15 years old

All Sections require a minimum of two "Active" <u>adult</u> Scouters.

Scouters under 18 may be counted for ratio.

For Section-Scouters, the current training is Wood Badge for Canadian Path. This training is the same for all – but includes some Section-specific information and exercises.

Although older Section-specific training is still honoured for Scouters as appropriate to their role (Example: Wood Badge for Pack is "good" for a Pack Scouter, but not for a Troop Scouter), Scouters are encouraged to update training by completing Wood Badge I for Canadian Path.

 ®Although Rover Crews do not *require* Scouters to operate, Rovers themselves do not have Scouter-access to the Crew profile so will need Group support to ensure members are "Ready".

Notes (the field in MyScouts)

Use this space to add any special details you'd like people to know about your Group or Section (Example: fundraising expectations, weekly dues). This information is not currently connected to the Find a Group search but can be useful when staff are assisting people.

Repeat these steps for each of your Active Sections.

Check the "Find a Group" Search
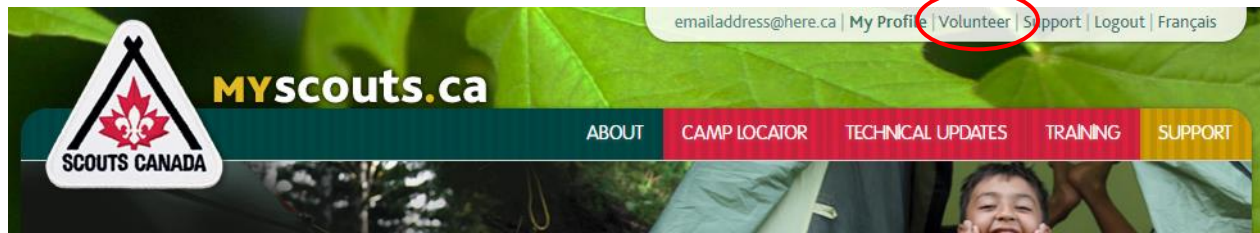
Ensure that people will be able to register with your Group Committee by running a "Find a Group" search.

The search can also be used to check Sections, though the Browse Scouts Group search (next page) will show more information.

Input postal code, select "Group or Camp Committee" then click to "Find Groups".

Check results for your Group.

(If your Group doesn't appear, review your "Edit Organization Details" and "Edit Meeting Details" as indicated earlier this this document.)

If you live farther from your own Group's location than others, using your own postal code in the search may not pull up your Group as the first result (or even in the top 10). Try the postal code on the Section profile. If you still don't get results, please contact Registration@scouts.ca.

Check the "Browse Scouts Groups" Search

https://www.scouts.ca/join/ then scroll down.

BROWSE SCOUTS GROUPS

Use the tool below to browse Scouts Groups nearest you. Enter your postal code:

Enter your postal code   Select your age group ▾

Select night(s) available:

☑ Sunday ☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday ☑ Friday ☑ Saturday

Browse Groups

Input your postal code, then run the search for each applicable age-group in your Group (i.e. all "Active" Sections)

Depending on postal codes, your Sections may not be the first listed. In our Join Scouts registration platform, Groups/Sections with available space are normally shown first.

The example below shows one Section with space (grey) and one Section currently at capacity (red).

① 1st Expedition Group (0 km)   +

② 1st Expedition Group (0 km)   +

Clicking on the plus sign (+) prompts additional information.

② **1st Expedition Group (0 km)**   ✕

Section: 1st Expedition D Pack
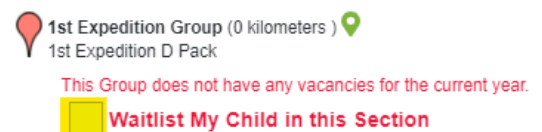**Meeting details:**
Day: Thursday
Time: 8:00 AM
Location:
Annual Registration fee: $235
Total includes National Registration fee and Group Registration fee.
The current group is full. To add yourself to the waitlist for this group, you will need to login or register.

As indicated in the results, for Sections that do not currently have space (based on "Max Participants" numbers in the Section's "Edit Meeting Details"), parent would have to be logged in and click to "Register My Child" to be offered the Waitlist option.

The Waitlist option appears in search results like this:

📍 **1st Expedition Group** (0 kilometers) 📍
1st Expedition D Pack
This Group does not have any vacancies for the current year.
☐ **Waitlist My Child in this Section**

Run Waitlist Report

From "Reports" in the left-side menu, choose the "Waitlist Report" option. (Defaults settings.)

Use contact information to reach out to parents to let them know when the new registration season opens.

Note: Youth appearing with a Status of "Registered" are no longer considered Waitlisted. These youth may be registered with your Group or with another – or may have registered then been withdrawn/refunded.

Transfers

Participants (excluding Rover Scouts)

To another Group

Transfers between Scout Groups can only be completed by a Member Services Registrar.

Whenever possible, transfer requests should come from the Group accepting the Participant.

Contact Registration@scouts.ca to make a request.

Between Sections in Same Group

Groups can transfer "Active" Participants between Sections within the Group using the "Transfer Participants" tab as mentioned earlier in the document.

Note: Because transfers are effective immediately, we advise that when doing mass transfers (Example of youth moving up to the next age-group in the spring or fall) you reduce your Section "Max Participants" capacity for the current year – to avoid Waitlist space-available notifications before you're ready to accept new Participants. See "Edit Meeting Details" earlier in this document.

When you're finished moving everyone around, you can re-edit Section capacity.

Your Section tabs may vary. (Example if you have no one Waitlisted, "Waitlist" tab will not appear)

On your Transfer Participants tab is a list of "Active" Participants for the current year. You can move them at any time through the year.

Some Groups like to have advancement (or "Swim Up") in the spring, others in the fall. Whenever you choose, you can move one or more youth to other Sections in your Group. As part of one single "Submit Request" action, you can move multiple youth to different Sections.

(The example shows three Participants being moved: two to Troop, one to a different Pack within the same Group.)

After clicking to "Submit Request", applicable Participant will:

- End membership in the current Section; appear on that Section's "Inactive Members" tab
- Start in the new Section; appear on the new Section's "Participants" tab

Volunteers and Rover Scouts

We don't transfer Scouters nor Rovers. They must self-register with the new Group and include their current Group's Commissioner as (the only new) reference.

Resource: Transfer a Rover Scout or Scouter Procedure (See National website > search "transfer")
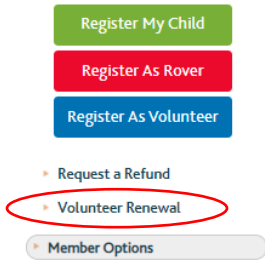
Registration and Roles

My Menu

Register My Child
Register As Rover
Register As Volunteer

▸ Request a Refund

Above: regular menu

Below: renewal season only
(late summer through fall)

My Menu

Register My Child
Register As Rover
Register As Volunteer

▸ Request a Refund
▸ Volunteer Renewal
▸ Member Options

For anyone who does not have a current-year role, registration (or renewal**) is required for one to become an "Active" member.

Adults self-register using either:
- Register as Volunteer OR
- Register as Rover (18 to 26 years old only) *This is a Participant role.*

Youth under 18 must be registered by a parent/guardian (to give consent) using either:
- Register My Child (for a Participant role – Beaver Scout through Venturer Scout)
- Register as Volunteer (for a Volunteer role – youth 14 to 17 only)

**For volunteers, near the end of one Scouting year and the beginning of another, a renewal option is available. Instead of going through the full registration process, one:
- Logs into own MyScouts
- Clicks "Volunteer Renewal" link (if available) in left-side menu
- Indicates whether returning or not.

These links renew all roles (with "Pending" status and needing Commissioner approval of reappointment – GCap). For people with more than one role, this can be a big time-saver over registering for each separately.

The renewal period is for a limited time only. If the option does not appear, "Register as Volunteer" must be used.

Add Volunteer Role

Roles can be added to the profiles of "Active" Scouters by Group. You might use this to create a secondary role for a Scouter in another Section or on Group Committee, or to add a new role before removing an old one – change from Section Scouter to Contact Section Scouter.

This **option is *only* available through individual member profiles**, so first, use "Find an Individual" or "Volunteer" tab in the Section (or Group profile) where the member is already registered.

(You'll know you're in the right profile if the person's name appears in white letters under the Scouts Canada logo.)

Select the "Add Volunteer Role" option, then search the Section in which the role will be added.

In the Add Role popup window, use the selector to choose the appropriate role. The role will be added in "Pending" status needing Commissioner approval of reappointment – GCap.

NOTE: the "Add Volunteer Role" option will *not* appear in:
- A Section profile
- The profile of a "Pending" Volunteer
- The profile of a member with only a Participant role
- The profile of a Scouter who is linked as your child (or parent)

Add Parent Helper

Parent Helpers (and Parent Overnight) are not registered member roles and cannot be added by parents themselves.

These roles:
- Are added by the Group through **the Section profile**
- Can only be added to the profiles of people linked as parents/guardians of "Active" Participants in a particular Section.

Clicking the "Add Parent Helper" option opens a list of eligible parents/guardians from which to choose.

Adding Parent Helpers will also add a "Non-Members" tab to the Section profile.

A benefit of adding these roles is that non-members who complete training will appear on reports (Example: Volunteer Readiness report run including/for "Non-members".)

Note about "Parent Helper":
Maximum number of activities or events in which a parent may participate is five. Parents wanting to be more involved must register and be screened/trained as Scouters.

Note about "Parent Overnight":
This role is intended for parents/guardians attending with their own youth who need a bit of help (Example: Beavers at a sleepover, special needs youth). These folks are attending only to help their own youth.

Parents/guardians who will be more involved through helping the broader group (Example: as First Aider or camp cook) OR who are attending to help someone else's child (Example: a grandparent, aunt/uncle, support worker) are **Adult Overnight Helpers** and require additional screening.

Add Adult Overnight Helper

This option is intended for adults who:
- Will assist as resource people for overnight event(s)
- May or may not have their own youth in the program

Use this option with caution to avoid creating new profiles or adding roles to the wrong profiles.

This option allows you to search for existing profile or to create a new one (based on information provided by the non-member).

Information needed to create a new profile:
- First (and preferred, if different) and last names
- Date of birth
- Evening phone
- Email address (which cannot be in use on another MyScouts profile)
- Address – including postal code

Tip: rather than creating a profile for the non-member, you might ask them to create their own by visiting www.MyScouts.ca then choosing the #3 Volunteer for Scouts Canada option. (They should "Create an Account" only, not continue with the registration – unless they want to register as a Scouter.)
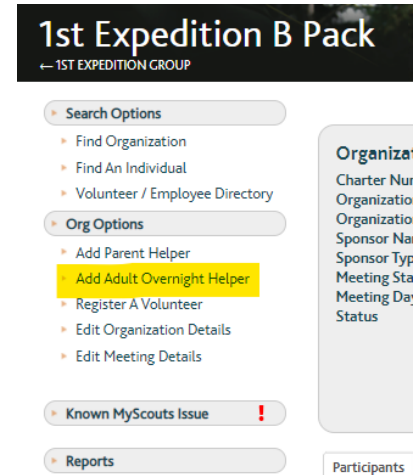
Registering Youth Under Five Years Old

A feature was introduced in 2021 to enable Group Commissioners (and Registrars) to approve exceptions for youth they believe to be "mature enough" for Scouting although our standard registration guidelines will not allow the parent to complete registration.

Additional recommendations will be provided to help Groups determine the appropriateness of an exception.

To use this option:

Parent begins the registration process – setting up a profile for the youth and selected a Section. If the youth is not yet five, parent will get a message that youth is too young (and that may well be the end of it OR the parent may reach out to get in touch with the Group for help).

If you *choose* to allow the youth to join your Section:

- Go into the profile of the parent-selected Section
- Check the Participants* tab > Pending status (and "Apply")
- From results, click the green icon beside the youth's name to access youth profile
-
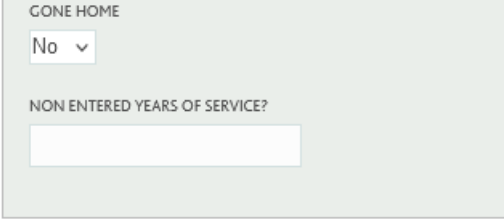
*During the early registration period/before the start of the new Participant membership year, there will be two Participants tabs. Be sure to look at next year's.
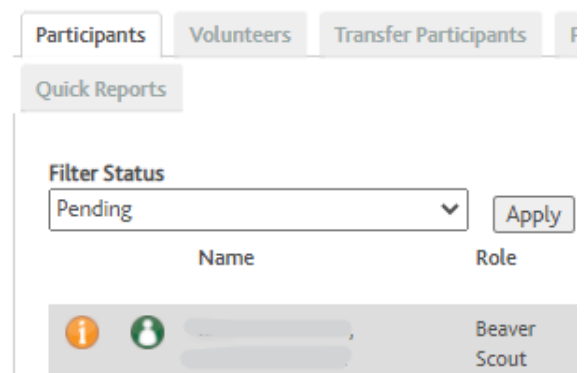
- In the youth profile, click "Contact Info" from the left-side menu
- Scroll to the bottom of the popup window
- Click the exception box (the name of which may change between time of writing and your need to use this information)

This approves the youth for registration in your Group only, and only if the Section as space (or the parent is an "Active" Scouter in the Section).

GONE HOME

No

NON ENTERED YEARS OF SERVICE?

There may be a bit of a time-delay to allow the system to update and "open" for the registration.

☑ Age Role Exception

▶ SAVE CHANGES

Parent should be able to move the registration forward through the Join Scouts registration platform.

Waitlists (Section Profiles: Tabs)

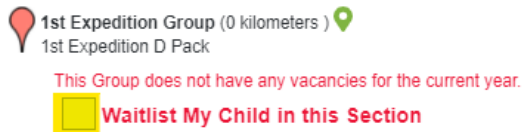When a Section reaches its "Max Participants" capacity, it will show as having no vacancies and offer the option to "Waitlist My Child in this Section".

Parent may choose this option for more than one Group/Section for the same youth.

Once the youth has been registered, however, the youth will appear "Registered" thus will no longer be waitlisted. (Depending on settings, you may still see the youth – with "Registered" status on your Waitlist report or tab. The youth isn't considered to be waiting once registered so no notification will go out to the family if space opens up.)

When space becomes available, Waitlist notifications are automated and based on the order in which youth have been waiting – the longest being notified first when space becomes available.

Neither the Group nor staff have the ability to prioritize a youth who appears later on the Waitlist (or who isn't on the Waitlist at all) over someone who has been waiting longer.

EXCEPTION: "Active" Scouters in the Section (or on Group Committee) registering their own youth.

New or existing volunteers who meet all criteria to be "Active" in the Section may register their own children even if no space is available. (It is not necessary to open a space. After registering, the actual number of "Active" Participants may appear above the "Max Participants" number.)

See also "Run Waitlist Report" from the Registration Set-Up section of this document – or to run one, use the "Reports" option in the left-side menu of MyScouts.

View Contact Information on Waitlist

Use the scroll bar at the bottom of the Waitlist tab to slide over to view additional details. (In some browsers, it may not be visible, but it should be there.)

Contact information can also be accessed via Waitlist Reports.
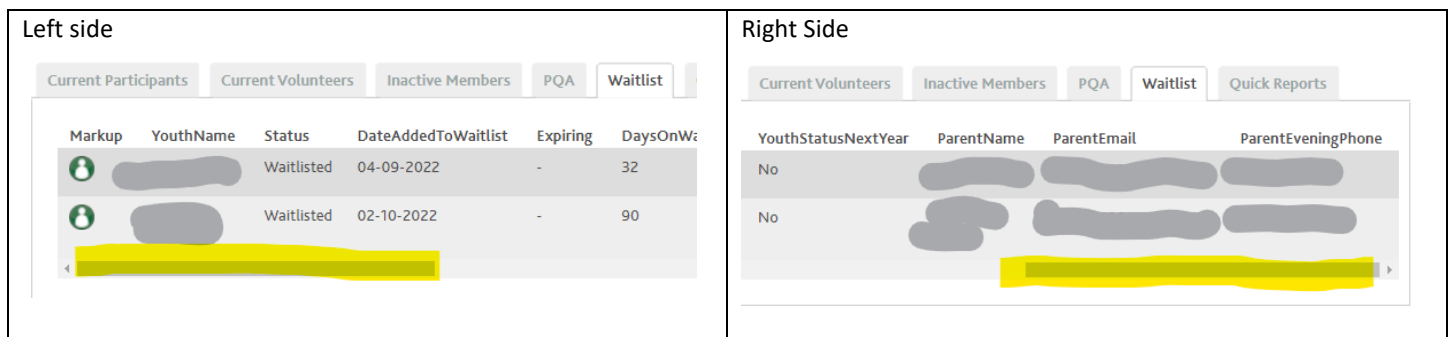
Volunteer Readiness

Police Records Checks/Vulnerable Sector Searches

Groups cannot enter PRC/VSS. These must be sent to the National Registration Team. Volunteers can submit them electronically in various format or mail them to the National Office. If they are being submitted electronically, they must be submitted via Email to:

registration@scouts.ca

Subject: PRC to Process

CC: Your Group Commissioner or Council Commissioner/Relationship Manager/Group Support Scouter

Text of Email: State your full name and Scout Group you are applying to volunteer with.

References

References *should* be entered by applicants as part of the registration process but Groups can enter these if necessary.

Group Commissioners should review:

- New applicant reference information to ensure that the applicant has provided a sufficient number of references (ideally five, but must have at least three). If no references or too few have been entered, follow-up with applicant to
- Completed references of new applicants to see what people actually said about the person.

To access References either to view or to enter:

- Access the applicant's profile (either using the Find an Individual search, or via the application Volunteers tab)
- From the left-side menu, choose "Screening" (Pic1)
- Choose the "References" tab (Pic2)
- "Add References" or click the orange i-icon to view details/responses (Pic2 and 3)

If you need to add reference responses (example: following a conversation with a "transferring" member's former Group Commissioner), click the blue edit icon.

Do not use the edit icon to correct email addresses or other contact information. These changes do not reach BackCheck, the service provider tasked with initial reference checks. If incorrect email addresses have been exported to BackCheck, they will request correct information from applicant via helpcentre email.

Pic1

Pic2

Pic3

Tips for Entering References

Be sure there are five with email addresses and that none is a relative/family member of the applicant.

If there are already references listed and the applicant is or had recently been a member before and is changing Groups, it may only be necessary to add one: the applicant's previous Group Commissioner. Former members returning after a break in Service may need at least three new references. In both cases, you may need to contact the references.

If you notice that an email address has been entered incorrectly for someone who has not previously submitted references, editing a reference:

- With "New" status will void the reference; it will not be exported to BackCheck unless you change the status to Resubmit or if you create another new entry for the reference using the correct information.
- With "In Progress" status, the change will not reach BackCheck. The applicant should receive and respond to a request from the Helpcentre for the correct email address.
- With "Unable to Complete" or "Not Required" status, no action will be taken – unless you're editing to include conversation details after contacting the reference. (This is accepted practice if initial send to BackCheck did not results in three completed references.)

If you're unsure what to do or how to do it, contact Registration@scouts.ca for help.

Interviews

Interviews *should* take place as soon as possible after someone applies as a Volunteer.

To enter an interview:

- Access the applicant's profile (either using the Find an Individual search, or via the application Volunteers tab)
- From the left-side menu, choose "Screening"
- Choose the applicable tab:
  - References, then click to "Add References" or
  - Interviews, then click to "Add Screening Checklist"

Tips for Entering Interviews (and "GCap" for new Members)

Enter Interviewers before completing the rest of the form (to be sure you *can.* It's not possible to save a Screening Checklist without two interviewers entered).

Only eligible interviewers can be selected (i.e. "Active" members with "Volunteer Screening: It's Our Duty" training – available through the David Huestis Learning Centre) Interviewer names must be entered as they appear in MyScouts.

Once two different interviewers have been entered, go back to main Interview screen to input details

Questions included on the checklist are for interviewers not interviewee (i.e. Based on discussion during interview, what are the impressions of the interviewers of the applicant)

It's OK to say "No" or "Uncertain" even for applicants you support accepting as members – be sure to provide comments

"GCap" – Commissioner approval of appointment – is also included as part of the Screening Checklist.

If you're unsure what to do or how to do it, contact Registration@scouts.ca for help.

Scouter Approval feature (Group Profile: Left-side menu)

For "Pending" renewed roles of Scouters who are Ready to Serve, Commissioners (or in the absence of "Active" GCs, Registrars or Relationship Managers) can use the Scouter Approval feature to:

- Move Scouters between Sections in the same Group and approve appointment to the new roles – Example: Pack to Troop
- Change roles and approve appointment to those new roles – Example: to/from "Contact Scouter", different Group Committee roles
- Approve Scouters for reappointment to their current Section
- Retire Scouters who will not be reappointed by deleting "Pending" roles

Roles that meet all requirements become "Active" following a system update (usually within an hour).

Exception: Roles with start/end dates that fall outside the current membership year date-range. (i.e. 2024-25 volunteer roles) may not become "Active" until 1 September 2024.)

Note: Roles *could* appear to meet all requirements on one day, but not the next if:

- Code of Conduct update is released or otherwise required (as with a youth Volunteer who turns 18)
- Police Records Check expires
- Respect in Sport training expires
- Newer Scouter passes into the second year of Service without completing Wood Badge training applicable to the role
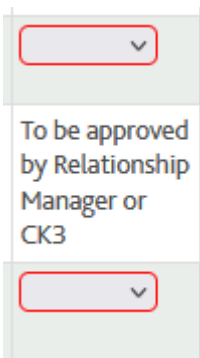
(Table above has been cropped to hide Names column and shows a previous Scouting year. Current lists would include names and show appropriate Scouting year.)

Items with selector arrows are editable through this feature.

After editing click to "Process Batch" to engage/save changes.

A note about Commissioners (Group, Council):

As with all roles, Commissioner roles are subject to the approval of the *appointing* Commissioner. These roles may be approved by the Council Key 3 or the Group's Relationship Manager.

The authority to approval may be delegated to a Relationship Manager – so if you have questions, please contact the one assigned to your Group as shown below the Group name in the Group profile.

Relationship Managers/CK3 can manage the approval process for their Group Commissioners by accessing the appropriate "Active Council/GSC Groups" org unit at the Council level.

Reports

MyScouts includes a huge amount of information and, through the "Reports" button in the left-side menu, offers a variety of report options to compile data into more manageable pieces.

Although there are more, key reports include:

- Volunteer Readiness
- Membership Listing
- Participant Registration Report
- Waitlist Report

General Notes about Settings

Prior to running reports, it's important to consider what information you need and to remember that the report is a snapshot in that moment. Different reports settings will generate different results; results may change from one moment to the next as people register and withdraw, complete training and screening, and edit profiles, and with system updates causing role status and screening/training requirements to change (Examples: Police Record Check and Respect in Sport training expiries, Code of Conduct updates, Wood Badge if not completed within first year of role) Depending on the settings you select, these changes can impact what information appears when you generate a report.

Key Criteria

Organization	(Choose from Options)	Using the Organizational Hierarchy described earlier, your "highest" level role will determine how broadly you can access information. (Example: Section Scouters can only run reports for their Section(s). Someone on Group Committee can run reports including data for the Group Committee and all Sections within the Group. Note: Group Commissioners, Registrars and Administrators have access to more report types than other members of Group Committee.)
Child Organizations	(Choose "All" or "No")	As mentioned earlier, "Child Orgs" don't necessarily have children in them; the term relates to our organizational hierarchy. For a Group, leaving the default "All" would generate results that include any "Active" Section. "No" would give only Group Committee data. For a Council, the report would include the Council and its teams, plus (Areas,) Groups and Sections.
Member Status	(Choose from Options)	Reports show information based on the role's *current* status.
Member Type	(Choose from Options including "All")	Although called "*Member* Type", the option of "Non-Member" exists to include Parent Helpers, Parent Overnights, and Adult Overnights.
Scouting Role	(Choose from Options including "All")	Groups likely won't use this option; it may be helpful for people with Council access – to focus specific roles when recruiting for events (like "Rover Scout" and "Group Commissioner), for example.
Primary Organizations	(Choose "Primary" or "All")	"All" is an important choice here, ensuring that *all* members appear of reports. Choosing "Primary" excludes people with roles in other Groups or with other member types set as "Primary". (Example: Volunteer Readiness report run for Volunteers' Primary roles excludes any who have a Participant – Venturer or Rover – role or a role with another Group or Council-team flagged as "Primary".) Best practice: choose "All" every time.
Active Date From Date To Date	(Leave default or choose a specific other date)	For some reports (like Membership Listing and Participant Registration Report), dates or date ranges are part of the criteria. For someone to appear on one of these reports, their role had to exist on the date or during the date range set. (Example: A report run for the default/current date may not include anyone transferred or otherwise removed from the Org Unit; their roles in the Org Unit having ended prior to the report being run. Roles that become "Inactive" but still have an end date beyond the current date should appear if "Inactive" status was selected.)

🖥 To Screen ▼	✏ Run Report	⏻ Close this Window
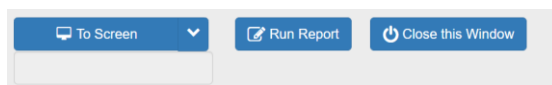
At the bottom of each report criteria selection page is the report format option – "To Screen" is the default, but for most people and situations, "Excel" is the preferred choice, offering the most flexibility.

When running several reports, add a name in the box below the format selection button to help distinguish one report from another.

Volunteer Readiness

As its description indicates, "This report is best used for determining the members who have not yet completed the mandatory registration, screening, and training requirements…."

When including the member status "Inactive" (and during the early part of a new membership period "Not Renewed"), the report will show up to three membership years of information:

- Previous year
- Current year
- Future year

Tips:

Set "Primary" to "All" to ensure all Scouters and all their Volunteers roles with your Group (or other Org Unit) appear in results.

Include "Inactive" and "Not Renewed" during the early part of new membership years to see anyone who may have "disappeared" from your roster because they have not renewed/registered or have become "Inactive" due to a Readiness/compliance issue. Follow-up with those people (or their parents, if appropriate) to encourage renewal/registration for the new year.

In results, be sure to check the "Scouting Year" column so you know whether roles are current, past or future.

Membership Listing

As its description indicates, this report "Generates a list of members used for meetings, mailing lists, and emails…"

Tip:

Remember that only roles with date ranges that include the report date will appear, and that the "Role Status" is its status *now* – not necessarily on the day set (if not the default of current date). If you want to run reports to compare current members to members registered on the same day last year, you need to run two different reports: one with the default date, one with the earlier date and on the earlier date report, include "Inactive" status because all of last year's roles would be "Inactive" now.

Note:

The "Active Date" considers *only* roles with date ranges that include that date. Roles that may have ended earlier (due to transfer or withdrawal) or been added later (following registration, renewal or transfer) will not appear on this report. If you want a more complete list of *all* members who were/are part of your Group, consider Volunteer Readiness reports.

Batch Details and Batch Summary Reports

These will show *only* registrations to Group Batches – that is, batches created by registrations which used Group Billing Codes rather than "standard" payment methods: Visa, Mastercard, American Express or PayPal. For *all* registrations, try a "**Participation Registration Report**". (Information follows.)

The Batch Details report can be helpful identifying for whom and how much your Group owes for registration. (Batch Summary is less helpful since it does not include NOLB subsidy discounts, nor individual registration details.)

Caution if your Group charges a fee above the national one:
The "Invoice Total" will include your Group fee which should not be included in payments to "Scouts Canada". The reports accessed on the "Batches" tab in the Group profile may still be a better choice since they include a "Total to Submit to Council" as well as "Invoice Total" and other details.

Participant Registration Report

As its description indicates, "This report lists all participant registrations and includes who was registered, how they were registered (self or by Registrar), registration fees and for what Scouting year they were registered…"

This report is particularly helpful for Group Treasurers needing to identify for whom fees have been received by the Group.

Note:

Only Participants with paid registrations *to* Group will appear.

Scouters (not Participants), Rover Scouts (no fee), other Participants with "Pending" roles (not registered/no fee paid), Participants who transferred *from* another Group (appear on that Group's report) will not appear.

This report will show the National and Group fees applicable to each registration (excluding NOLB subsidy). Compare the total "Group Amount" for the previous month to see whose fees were included in the next month's deposit (Example: December registrations are January deposits)

Note that refunds will not be evident using this report and that if the Group received fees for a registration later refunded, the deposit for the month after the refund is processed will be reduced by refund amount. (Example: a fall registration refunded in January would result in February's deposits being reduced by one applicable fee.)

Questions regarding deposits and/or help cross-checking reporting, please contact GroupFinancials@scouts.ca – suggested subject line: Help with Fee Deposits

Need more information?

For further information on topics included in this document or otherwise relating to Registration, Volunteer Readiness or MyScouts, please:

- Check out our Online Support Centre (via "Support" in your MyScouts account)
- Contact Registration@scouts.ca