



Help develop well-rounded youth, better prepared for success in the world.

Process: Creating a Holding Section/Group in MyScouts

Confirm What You Need

- Decide if you need:
 - **A new Section added to an existing Group**
 - Or**
 - **a new Council “holding” Group** created (for new Scouters to register and start their screening/onboarding until a Group is formalized/a satellite Group is found)
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Who to Contact

Primary Contact:

- **Member Services Team via the Help Centre**
Submit a request at [Scouts Canada Help Centre](#) or email helpcentre@scouts.ca

Include your Council/Scouting Relationship Manager (if applicable) on the message for awareness.

What to Include in Your Request

When submitting your ticket or email, clearly provide:

- **Subject:** “Request to Open a New [Section/Holding Group] in MyScouts”
- **Council name**
- **Group name (if existing)** or request for a **Council Holding Group**
- **Requested Section(s):** (e.g. Beavers, Cub, Scouts)
- **Location (City/Community)**
- **Anticipated Day and Time**
- **Section Contact Person** (Group Commissioner, Scouting Relationship Manager, etc.)
- **Any specific details about when it would be needed to be created/opened by**



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Example Message

Hi Member Services Team,

Please open a new "Cub Scouts" Section under [Group Name] in MyScouts to assist with managing new interest and waitlist. This is in preparation for launching a new Section in Fall of 2025.

Details:

- Council:
- Group:
- Section:
- Section Name:
- Location:
- Date & Time:
- Section Contact Person
- Requested by:
- Needed by:

Please let me know if you need any additional information.

Yours in Scouting,
[Your Name]

Follow-Up:

- Member Services usually responds within 1-3 business days.
- If urgent, follow up via your Council/Scouting Relationship Manager.