

Please MUTE your devices.  
-Phone: \* 6  
-Skype: click on microphone (so it has a line through it).

Questions via Skype:  
Please type in "Conversation" box.

# Registration and Support -Tips

Presented by Prairies Services Registrar  
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## Topics

*Focus: Participant Registration*

- Help us help you - Tips for improving support from the Service Centre
- Making payments - When and why we need separate cheques
- myscouts Participant registration - How does it actually work?



## Help us help you

### Tips for improving support from the Service Centre

- Email
  - Use specific subject line
  - Provide ID details (for yourself and anyone about whom you may be inquiring)



## Help us help you

### Tips for improving support from the Service Centre

- Phone
  - Say phone number slowly
  - Give details for what you need/why you're calling
  - Provide email address if response can be sent via email



## Help us help you

### Tips for improving support from the Service Centre

- Mail
  - Use coversheets
  - Forms and payment should come together
  - Send packages directly to the Calgary office



## Making payments

### When and why we need separate cheques

- Payments due to different “org units”
- Payments made for different purposes
- Different methods of tracking
- Deposits made to different bank accounts

## How myscouts works -Participant Registrations

- New Registration by Group Registrar
  - Creates youth profile/registration
  - Creates adult profile\* for parent(s)

\*First adult profile created in myscouts using email address will be accessible for login by parent.  
(Email addresses do not link to profiles of youth under 18 by default.)

## How myscouts works -Participant Registrations

- New Registration by (new) adult
  - Creates own profile\*
  - Creates youth profile/registration
  - Creates adult profile\* for other parent, if applicable

\*First adult profile created in myscouts using email address will be accessible for login by parent.  
(Email addresses do not link to profiles of youth under 18 by default.)



**For more information**

and help with registration

- Visit the Prairies Services website (<http://prairies.scouts.ca/>)
- Visit Scouts Canada's Online Support Centre (<https://help.scouts.ca/hc/en-ca> or by clicking on "Support" in the upper right corner when you're logged into myscouts.)
- Contact a Service Centre Registrar via email or phone 403.283.4993 or 1.888.726.8876
  - Pat - [pat.papineau@scouts.ca](mailto:pat.papineau@scouts.ca) Extension 229
  - Meg - [meg.barlow@scouts.ca](mailto:meg.barlow@scouts.ca)