

# Help us help you

## Tips for improving support from the Service Centre

### EMAIL

Generally preferred method of contact especially if you have a list of profiles with issues or email address changes  
Please:

- Use a specific subject line (eg. Registration question, Training help needed, Login problem)
- Use people's actual names when inquiring about someone's status or asking for help with their issues
- Include your first and last name, and Group number and name. (Role optional, but helpful especially if you're the Commissioner, Registrar or Treasurer.)

### PHONE

When leaving a voicemail message, please:

- Give your first and last name, and Group number and name. (Role optional, but helpful especially if you're the Commissioner, Registrar or Treasurer.)
- Speak slowly when giving your phone number (especially the part after the area code)
- If an email reply will work for you, please leave your email address.
- Say why you're calling/what you need (some issues can be resolved before you get a return call or email).

### MAIL

When mailing any registration or screening-related paperwork including payments:

- Use coversheets.
  - Year-specific: if sending two different years of Participant registrations, use both years' coversheets.
  - Member type-specific coversheets: if sending both Volunteer/Rover AND other Participants paperwork.
- Participant registration submissions should include:
  - Batch report(s)
  - Original registration forms (all signed by parents) and
  - Full payment by Group cheque (payable to "Scouts Canada")
- PRC must be original, and should ideally be received at the Service Centre less than three months (not more than six month\*) from date of issue.

\*Accepted time-frame is subject to change.

*Making these small adjustments will **minimize your wait-time for a reply and the answer or action you need.***

## Making payments

### When and why we need separate cheques

Separate cheques are required when:	Why?
Payments are for different things (eg. events, popcorn, registration)	Payments may be due to different "org units" (i.e. Council vs National); Cheques are deposited to different bank accounts.
Payments are for different year registrations	Different accounting logs are used for each year.
Payments are for different types of registrations (eg. traditional "Group batch" registrations vs NOLB "National batch" vs LDS "Stake batch")	Cheques are deposited to different bank accounts and different accounting logs are used.

# myscouts Participant registration - How does it actually work?

## GROUP REGISTRAR

Begins in **Section profile**

Uses "Register a Participant" to create a **youth/participant profile**.

Participant Registration

Registration Year: September 1, 2017 to August 31, 2018

New record created

### Member Information

Information

FIRST NAME \*

MIDDLE NAME

LAST NAME \*

DATE OF BIRTH \*

Format: mm/dd/yyyy

GENDER \*

Please select ▼

Add first **parent**.

(Creates a profile for parent.)

(Registrar) Participant Registration

Registration Year: September 1, 2017 to August 31, 2018

Add a Parent Record for [Sample](#)

Use this section to add parent(s) to the participant. Select the "Continue Registration" button when done. To create a new parent record select "Add New Parent". All Participants must have at least 1 parent record on file

#### Create a New Parent Record

If the parent has not yet been entered into the System then you may add a new record for a parent by using the 'Add Parent' button below

ADD NEW PARENT

#### Find an Existing Parent Record to Add

A parent record for this child may already exist (for example may be a parent of another child). Use this section to find the parent and add them as a parent to this child.

First Name:  Last Name:

FIND PARENTS

*Provided this is the first time a particular email address is input, this profile will be accessible using that email address.*

## PARENT / GUARDIAN

Begins on **myscouts login page**

Clicks on item 2 (If this is your first experience with Scouts Canada Click here to create an account.) to begin creation of **own profile**.

### Create an Account

If you are registering a young participant or volunteer under the age of 18, please register as a parent below to get started. Alternatively, if you are 18+, please enter your personal information below.

#### Personal Information

PREFIX

Please select ▼

FIRST NAME \*

MIDDLE NAME

LAST NAME \*

NICKNAME

GENDER \*

Please select ▼

DATE OF BIRTH \*

Format: mm/dd/yyyy

CURRENT EMPLOYER

*Provided this is the first time a particular email address is input, this profile will be accessible using that email address.*

Clicks "Register Member" or "Find a Group".

Uses the "Find a Group" search.

Clicks "Register as a Participant" to begin the youth registration with selected Group.

Selects "New Member" to **start youth registration**.

#### Register with Scouts

New record created

Select a member to register from the list below:

Member to Register	Relationship
New Member	New
Myself	Myself

## Creates a **youth/participant profile**.

Registration Year: September 1, 2017 to August 31, 2018

New record created

### Member Information

Information

FIRST NAME \*

MIDDLE NAME

LAST NAME \*

DATE OF BIRTH \*

Format: mm/dd/yyyy

GENDER \*

Please select ▼

Contact

EVENING PHONE \*

*The email address entered here is contact information only (even if it is the youth's personal email address. If the youth will need to access his/her own profile, contact the Council Registrar to link the profile to the email address as its userID).*

Adds **second parent**, if applicable.  
(Creates a profile for parent.)

Participant Registration

Registration Year: September 1, 2017 to August 31, 2018

Add a Parent Record for **Sample**

Use this section to add parent(s) to the participant. Select the "Continue Registration" button when done. To create a new parent record select "Add New Parent". All Participants must have at least 1 parent record on file

**CONTINUE REGISTRATION** **CANCEL**

Current Parents and Guardians				
Name	Org	Address		Action
Pat	Papineau	Scouts Canada	Calgary,AB	

Create a New Parent Record

If the parent has not yet been entered into the System then you may add a new record for a parent by using the 'Add Parent' button below

**ADD NEW PARENT**

Return to participant registration to complete.  
Registration invoice added to **Group batch**.

Adds **second parent**, if applicable.  
(Creates a profile for parent.)

Participant Registration

Registration Year: September 1, 2017 to August 31, 2018

Add a Parent Record for **Sample**

Use this section to add parent(s) to the participant. Select the "Continue Registration" button when done. To create a new parent record select "Add New Parent". All Participants must have at least 1 parent record on file

**CONTINUE REGISTRATION** **CANCEL**

Current Parents and Guardians				
Name	Org	Address		Action
Pat	Papineau	Scouts Canada	Calgary,AB	

Create a New Parent Record

If the parent has not yet been entered into the System then you may add a new record for a parent by using the 'Add Parent' button below

**ADD NEW PARENT**

Return to participant registration to complete.  
Registration invoice either:

- added to **National batch** and paid online by parent (using credit card, debit card OR Paypal) OR
- added to **LDS Stake batch** when registration is completed with LDS coupon code.

*An email address links to as a userID to the first adult profile in which it is input.*