

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.



Being September-ready with **Active Volunteers and Participants**

PRESENTED BY PRAIRIES SERVICES REGISTRAR
PAT PAPINEAU

Focus:

Member Status

What to do to get
everyone "Active"

Topics

Key Reports

"Pending" Participants

"Pending" Volunteers and Rover Scouts

"Scouter Approval"

Key Reports

HOW TO FIND AND USE THEM

The screenshot shows the user interface for 'Pat-too Papineau'. The 'My Menu' sidebar on the left contains several sections: 'Search' (Find Organization, Find An Individual, Volunteer / Employee Directory), 'Member Options' (Register Member, Contact Info, Emergency Info, Medical Info, Directory, Photo & Fundraising Options, Parent/Guardian, Update Password and Language, Printable Membership Card, Reprint Receipt), and 'Reports' (DAVID HUESTIS Learning Centre). The 'Reports' section is highlighted with a red box. On the right, there is a notification 'User details have been updated', tabs for 'My Roles', 'My Family', and 'My Training', a table with columns 'Organization' and 'Role' (showing '1st Expedition Group' and 'Group Registrar'), and a 'Note to parents' section with instructions on how to renew a child's membership.

Volunteer Readiness and Membership Listing

Reports

Listing Reports

Volunteer Readiness This report is best used for determining the members who have not yet completed the mandatory registration, screening, and training requirements. This report generates a list of members and displays if the member has or has not completed each of the mandatory screening requirements. The report also displays if a member has or has not completed a Wood Badge I Milestone course in the section. For members with the role of group commissioner the report will display if they have or do not have a Group Commissioner Wood Badge training. For all other group, area, or council members the report displays if they have or do not have any wood badge training.

[VIEW REPORT >](#)

Outstanding Training This report generates a list of members who have yet to complete a selected training course. Best used for determining the members in an organization who have not yet completed one specific training course.

[VIEW REPORT >](#)

Membership Listings Generates a list of members used for meetings, mailing lists, and emails. Can be filtered by member status, type, role, and organization.

[VIEW REPORT >](#)

PRC VSS Expiry Listing Generates a list of members with screening information and can be used to identify members whose PRC or VSS is expiring within a time period set by the user. Results can be filtered by member status, type, PRC and VSS expiry dates, and organization.

[VIEW REPORT >](#)

Some Other Reports

Participant Registration Report

Shows only participants whose initial registrations were completed with your Group (not transfers) – so use “Membership Listing” to see all

Participant Registration Report

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. The purpose of the report is to assist Groups and Councils in their accounting processes.

[VIEW REPORT](#)

Waitlist Report

Waitlist Summary Report displays the information recorded from the 'Contact Group' form that is available to users of 'Find a Group'. The information in the form is combined with additional information, when available, such as Member-Number, Phone Number, Children with Active or Pending roles. Search options allow displaying deleted items, date ranges, etc.

[VIEW REPORT](#)

Waitlist and Parent Involvement Reports

Handy quick references to check who is on your Waitlists and which parents indicated their willingness to help

Parental Involvement Report

This report lists all Parents and Parental Involvement that was (or was not) selected during the registration process. This report lists contact information for all parents, areas of interest, and the actual current and past involvement of the parent.

[VIEW REPORT](#)

Participants

NOT INCLUDING ROVER SCOUTS

Note:

Youth with "Pending" roles (excluding Rover Scouts) have incomplete registrations

Unregistered youth may attend two meetings *only*

Youth with incomplete registrations are "Unregistered youth"

Are all of your youth registered?

MyScouts.ca / Membership Listing

This report contains confidential personal information. You are responsible for ensuring that this information is used only for the intended purpose.

Organization: 1st Expedition Group

Child Organizations: All

Member Status: Active Pending Not Registered

Member Type: Participant

Scouting Role: All

Primary Organization: All

Active Date: 09/01/2018

EXCEL Run Report Close this Window

MbrList-180819-19Aug18

To get 2018-19 Participants *now*, use:
"09/01/2018" as the Active Date and "All" for Primary Organizations

Check for "Pending" youth, but include "Active" in case more than one role exists for the same youth.

You found "Pending" Participants Now what?

Contact Parent to find out whether...

YOUTH SHOULD BE REGISTERED WITH YOUR GROUP

If no, contact Service Centre to have "Pending" role and incomplete registration removed.

If youth should be registered with another Group, Parent must start a registration with that Group.

(Pending registrations cannot be transferred.)

AN ISSUE IS PREVENTING PARENT FROM COMPLETING REGISTRATION

Is the issue financial? If yes...

- Invite Parent to apply for No One Left Behind (NOLB) financial assistance through the Online Support Form
- Consider offering a payment plan (though the use of a Group Billing Code)

Is the issue technical? If yes...

- Have Parent seek help using an Online Support Form

Need help?

Reminder:
We've changed how to ...

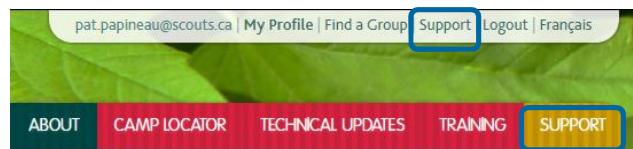
Apply for No One Left Behind (NOLB) financial assistance
➔ "Subsidies (No One Left Behind)"

Request a refund
➔ "Refund Requests"

Seek help with registration issues
➔ "Registration Support for Parents"

Access help with other issues
➔ Select an appropriate option

Direct link: <https://help.scouts.ca/hc/en-ca/requests/new>



? Having trouble with your child's registration? [CLICK HERE](#)

Can't Find What You Are Looking For?

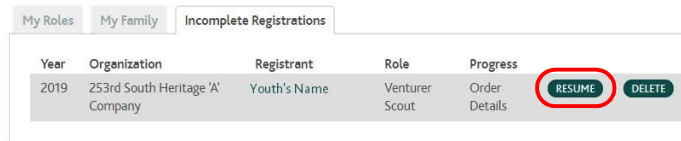
Submit Request

Be sure to choose the needed *Support Type*
For *Region*, select "Prairies and NWT"

If youth should be registered and no issue exists...

Have Parent log back into his/her account to look for and click:

- First, on the "Incomplete Registrations" tab
- Then to "Resume" the 2019 registration



Year	Organization	Registrant	Role	Progress	
2019	253rd South Heritage 'A' Company	Youth's Name	Venturer Scout	Order Details	RESUME DELETE

You receive notification of a registration
Now what?

Contact Parent as soon as possible

Year round Minimum info to include:

- Confirm that you've received notification of youth's registration
- Welcome the family
- Say that more information will follow (if it is not yet available)

Initial messages should come

from the Group or Section "Primary Contact"
(the people who receive notification of the registration)
soon after the registration has been completed.

Upon completing the registration, Parent received an email telling him/her to expect to be contacted by the Group within a few days.

...similar to the notification Primary Contacts (for Group and Section) received asking that Parent be contacted.

If Primary Contact is not willing/able to meet this expectation, please find someone who can.

It's now the end of August

PLEASE ENSURE THAT ALL SECTIONS
SEND START-UP MESSAGES TO PARENTS
VERY SOON IF THEY HAVE NOT ALREADY DONE SO.

Volunteers and Rovers

“Pending” Volunteers and Rover Scouts

ROLE CREATED BY RENEWAL

Who?

Adult Volunteers only

ROLE CREATED BY REGISTRATION

Who?

Adult Volunteers using Self-Registration

Youth Volunteers (14-17 years of age) being registered *as volunteers* by their parents

Rover Scouts using Self-Registration (unless they have not yet turned 18, in which case, by their parents)

Missed Renewal Notice / other Communications? What to do

To avoid in future, check:

- Junkmail box
- MyScouts Communication settings
- Spam filter settings
- Set "@scouts.ca" as a "Safe Sender"



To be registered for 2018-19:

- Self-Register (following instructions found on <http://prairies.scouts.ca> under "For Scouters")

DO YOU WISH TO RECEIVE RELEVANT AND TIMELY INFORMATION ABOUT YOUR SCOUTING PROGRAM FROM SCOUTS CANADA VIA EMAIL OR MAIL *

Yes ▾

Handling "Pending" Volunteers: New "Scouter Approval" Feature

Found (by Commissioners / Registrars) in the left-side menu in the Group, Area or Council profile.

Activations *should* be done by the appointing Commissioner (ie. Group Commissioner for Group and Section volunteers) unless one doesn't exist

...in which case, Registrar may activate.

- Search Options
 - Find Organization
 - Find An Individual
 - Volunteer / Employee Directory
- Org Options
 - Scouter Approval (?)
 - Edit Meeting Details
 - Add Fee
 - Pending Commendations
- Reports
- DAVID HUESTIS Learning Centre
- My Profile

Using “Scouter Approval”

[Return to Org Profile](#) | [Help](#) | [Approval Log](#) | [Process Batch](#)

Provides a list of “Pending” volunteer roles

- New and Returning
- Adult and Youth
- “Renewal” and “Reg”

Option to:

- Change “Organization” (e.g. Section)
- Change Role
- Activate or Delete

Pending Roles to be Approved							
Name	Organization	Role	Scouting Year	Requires	Active This Year	Source	Action
Campbell, Patrick	1st Expedition Group	Group Committee Member*	2018-2019		Yes	Renewal	<input type="button" value=""/>
Carey, Harry	1st Expedition Colony*	Section Scouter	2018-2019	PRC, VSS, Ref, RIS, Acc, SF, Cap	Yes	Renewal	<input type="button" value=""/>
Crackcorn, Jimmy	1st Expedition Troop*	Section Scouter	2018-2019	Ref, RIS, Acc, SF, CoC, Cap	No	Reg.	<input type="button" value=""/>
Duck, Donald	1st Expedition B Pack*	Section Scouter	2018-2019	PRC, Int, Ref, RIS	Yes	Reg.	<input type="button" value=""/>
Duck, Donald	1st Expedition Group	Group Committee Member	2018-2019	PRC, Int, Ref, RIS	Yes	Reg.	<input type="button" value=""/>
Johnsen, Paul	1st Expedition Group	Group Member*	2018-2019		Yes	Renewal	<input type="button" value=""/>
Schroeder, Jeff	1st Expedition Group	Chaplain*	2018-2019		Yes	Reg.	<input type="button" value=""/>
Shuter, Jeffrey	1st Expedition Group	Group Administrator*	2017-2018		Yes	Renewal	<input type="button" value=""/>
Smith, Samuel	1st Expedition Troop*	Section Scouter*	2018-2019	Int, Ref, RIS, Acc, SF, Cap	Yes	Reg.	<input type="button" value=""/>

Do not activate anyone who shows items under “Requires”.

Thank you
for joining us
or making time to review
the presentation.

For more information
and help with registration

Recommendation:

Do not save documents to your computers; go to the source for the most up-to-date resources.

Scouts Canada website

www.scouts.ca

Prairies Services website

<http://prairies.scouts.ca/>

Online Support Centre

<https://help.scouts.ca/hc/en-ca>

...or by clicking on “Support” in the upper right corner of myscouts.

Online Support Form

<https://help.scouts.ca/hc/en-ca/requests/new>

...or by clicking on “Submit Request” in the Online Support Centre

Contact a Member Services Registrar directly

403.283.4993 or
1.888.726.8876

• Meg - meg.barlow@scouts.ca

new Extension 353

• Pat - pat.papineau@scouts.ca

Extension 229

We both work in the Prairies Service Centre located at:

2140 Brownsea Dr NW
Calgary, AB T2N 3G9