

My Scouting

Frequently Asked Questions

What are the system requirements for MyScouting?

For optimal performance, we suggest at least 512 MB of RAM. These browsers are supported: Internet Explorer 6.0 (or more recent) and Mozilla Firefox 2.0.

How do I create a MyScouting account if I already have an E-Learning account?

E-Learning is now part of MyScouting. Set up a new MyScouting account using your e-mail address. Select the link to create an account. Click Yes. Enter the user name and password from your previous E-Learning account, and click Submit. Verify your e-mail address, and then click Submit to copy your previously completed training courses to your new MyScouting account.

How do I create a MyScouting account if I have never had an account or an e-learning account?

Select the link to create an account. Click No. Set up a new MyScouting account using your e-mail address. You can create an account with or without a member ID, and you can always add your member ID later. The member ID gives you access to more options, such as ensuring your training records are updated in your local council. To learn your member ID, contact your local council or refer to your BSA membership card.

Submit the information for your new account. You'll receive a confirmation e-mail containing a link for activating your account. Click the confirmation e-mail link to activate your account. Now, you can log on to MyScouting using your new account information.

Why do I get an error about my e-mail address already existing when I try to create a MyScouting account?

You'll receive this message if:

- Someone else (possibly a family member) has created an account using that e-mail address, the login must be unique for each account. You can use free services such as Yahoo and Hotmail to create an additional e-mail account, if necessary.
- You previously had an e-learning account using that same e-mail address as your user name. You can convert your e-learning account to a MyScouting account during the MyScouting account creation process. From the Upgrade E-Learning Account page, click Yes. You need to know your E-Learning user name and password to complete this process.

Can I use the same e-mail address for multiple accounts?

No, your e-mail address is your MyScouting user name, therefore you must use a unique e-mail address for each account you create. Use free services, such as Yahoo and Hotmail, to create an additional e-mail account, if necessary.

Why do I get an invalid e-mail address and password error when I try to log on to E-Learning from my council Web site?

E-learning is now part of MyScouting. The link from your council Web site is now redirected to MyScouting. In order to use e-learning, you must create a MyScouting account. On the MyScouting Logon page, click the link to create an account, then click Yes at the radio button asking if you previously had an e-learning account. Enter the user name and password from your e-learning account, and click Submit. Verify your e-mail address, and then click Submit to copy your previously completed training courses to your new MyScouting account.

In addition, your account must be activated before you can log on. If you do not receive a confirmation e-mail, check your Junk E-mail folder or any alternate Inbox to which your Internet provider may direct spam e-mail. This is only a precaution in case your e-mail from the MyScouting administrator containing your MyScouting registration confirmation is misdirected.

If you created a MyScouting account and the account was activated, click [Forgot your password?](#) to have your password e-mailed to you. Passwords are case-sensitive.

How do I get my member ID?

Your member ID is located on your BSA membership card. You can also contact your local council to obtain this information. Additionally, you can contact your unit's Internet Advancement processor who can log on to Internet Advancement and obtain your member ID from the unit roster.

You can complete the account creation process in MyScouting without entering your member ID. Enter it at a later date by logging on to MyScouting and clicking MY PROFILE. Click Modify Profile, and then click Modify Membership Information. Enter your member ID, scroll down to the bottom of the form, and click Submit.

How do I add my member ID to my account?

Log onto MyScouting, and click MY PROFILE. Click Modify Profile, and then click Modify Membership Information. Enter your member ID and scroll down to the bottom of the form and click Submit.

Why do I get this message: Council number and member ID number do not match?

You must have a current BSA registration to enter you member ID, and your name and member ID in MyScouting must be entered exactly as they appear on your BSA membership card. For example, perhaps Charles S. Riley is how the name appears on the BSA membership card, but the name on the MyScouting account is Chuck Riley. In addition, suffix should not be entered in the last name field in MyScouting.

Why haven't I received a confirmation e-mail?

For assistance, e-mail myscouting@netbsa.org with your logon e-mail address and contact information. Please include your council name and headquarters city. Our representatives are

available between 7 a.m. (CT) and 7 p.m. (CT) Monday through Friday. You will receive a response by the close of business on the day following your inquiry.

Note: If your logon e-mail address includes a .gov, .mil, or .edu extension, we suggest you use your personal e-mail address to ensure you receive all e-mail correspondence.

What if I don't receive the confirmation e-mail?

If you do not receive a confirmation e-mail, check your Junk E-mail folder or any alternate Inbox to which your Internet provider may direct spam e-mail. This is only a precaution in case your e-mail from the MyScouting Administrator with your MyScouting Registration Confirmation is misdirected.

The confirmation e-mail I received is blank. How can I activate my account?

For assistance, e-mail myscouting@netbsa.org with your logon e-mail address and contact information. Please include your council name and headquarters city. Our representatives are available between 7 a.m. (CT) and 7 p.m. (CT) Monday through Friday. You will receive a response by the close of business on the day following your inquiry.

Note: If your logon e-mail address includes a .gov, .mil, or .edu extension, we suggest you use your personal e-mail address to ensure you receive all e-mail correspondence.

Why are the online courses I took previously not listed under my new MyScouting account?

You can transfer completed training courses from your previous e-learning account to your new MyScouting account. Log on to MyScouting and click MY ACCOUNT. Click Transfer E-Learning Training Courses. Enter the user name and password from your previous E-Learning account. If you have multiple E-Learning accounts, you can transfer completed training courses from each of your E-learning accounts.

Why do I not have a BSA Speakers Bank link on the MyScouting Home page?

Your default profile name, member ID, council number, and e-mail address must be entered exactly as this information appears in the e-mail notifying you that you are an approved speaker.

How do I print a certificate after I complete a training course?

After you complete a training course, return to the course selection page, and click E-Learning on the left side of the page to refresh the browser. The course status is now Completed. Click View Certificate to view and print your training certificate.

Need assistance? E-mail myscouting@netbsa.org with your logon e-mail address and contact information. Please include your council name and headquarters city. Our representatives are available between 7 a.m. (CT) and 7 p.m. (CT) Monday through Friday. You will receive a response by the close of business on the day following your inquiry.