



## Online Registration FAQs

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## General Information

Online registration was created to provide families a way to join Scouting with the ability to pay online. Certain tools are presented and available based upon the role or registered position that you have in the organization structure. For example, if you're a parent, you would be able to view your youth's application. If you are a Key 3 leader in a unit, district, council, you would have the ability to manage, view, and/or approve applications.

*my.Scouting Tools* is best experienced using the latest version of Google Chrome or Mozilla Firefox. It also works with the latest version of Safari and Internet Explorer (v11). Older versions of Internet Explorer are no longer supported.

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**Q:** What is account creation and why do I need to create an account?

**A:** Account creation is a process that allows you to set up an account and log in to *my.Scouting Tools* to track the status of your application. It also allows adults to start training while the application is pending.

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**Q:** Do I have to use online registration or can I use paper applications?

**A:** Using paper applications is still a valid registration process. Online registration is just another method of registering.

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**Q:** Can non-fee paid positions (i.e., merit badge counselor, religious emblem counselor, Supernova mentor, and Nova counselor) register online?

**A:** Currently, non-fee paid positions cannot be processed through online registration without incurring the membership fee. They must register using the paper application.

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**Q:** Will online registration be available in other languages?

**A:** *my.Scouting Tools* is currently available in English. Additional languages will be considered for a future release.

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**Q:** Can I use online registration on a mobile device?

**A:** Yes, you can complete the registration process using a mobile device.

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**Q:** Which credit cards are accepted for paying registrations online?

**A:** Visa, MasterCard, American Express, Discover, and debit cards used as a credit card.

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**Q:** Can I pay my registration online through an electronic funds transfer from a checking account?

**A:** No, not at this time.

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**Q:** Can I pay without a credit card?

**A:** Yes. The system prompts you to print a payment invoice at checkout to take to your unit leadership or local council service center for manual processing.

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**Q:** How will I know when I am registered?

**A:** You will receive a welcome email with information about how to print your membership ID card, as well as unit and council contact information.

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**Q:** When will membership IDs be assigned?

**A:** A person ID is created during the create account process for the adult filling out the online application. Youth are assigned their member ID upon acceptance by the unit.

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**Q:** Are unit dues collected as part of the registration process?

**A:** No. Additional dues are not collected during the online registration process. Potential Scouting families are informed that additional fees might be collected by the unit.

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**Q:** Do I need to print anything to turn in to the unit or council for registration?

**A:** Documents do not need to be printed if registration is paid online with a credit card. If paying by cash or check, the invoice must be printed to submit with payment to your unit leader or local council center. You may also print a copy to keep for your records.

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**Q:** Can registration fees be refunded?

**A:** Yes, but only if the registration process has not been completed, meaning the application is pending acceptance into the organization. If fees were paid online by credit card and circumstances are such that you cannot complete the registration process, you will receive an email when the refund is generated and your fees will be refunded to the same credit card.

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**Q:** Will I receive any status emails?

**A:** You will receive an email when the application is submitted and when the funds have been received if paid by check or cash, as well as a welcome email. You may also receive “exception” emails if:

- The unit you’re applying to requests more information
- You withdraw your application
- Your application is reassigned to the district for placement in a different unit
- You are requested to agree to the new reassigned unit
- You are being reminded of an action request (payment, response, agreement) that has been pending for a certain number of days



## BeAScout

**Q:** What is BeAScout?

**A:** BeAScout is an online marketing tool and access portal that allows prospective Scouting families to choose a Scouting unit in their community and begin the process of joining the program.

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**Q:** How does a unit get a BeAScout pin?

**A:** Unit Key 3 leaders log into my.scouting.org and select Menu, Legacy Web Tools, and then BeAScout in the list. Once there, they can select the Pin Management tab to update and activate the pin.

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**Q:** Who is responsible for updating the unit pin?

**A:** Unit pin updates are the responsibility of the unit. Having a unit pin provides the opportunity for units to highlight and promote themselves.

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**Q:** How do I update my unit pin?

**A:** For instructions on how to update your unit pin, click [here](#).

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## Online Registration

**Q:** What is the definition of a “lead” as it pertains to online registration?

**A:** A lead is an adult volunteer or the parent or guardian of a potential member.

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**Q:** Is online registration only for new members or can it be used for renewal?

**A:** Currently, online registration is only to register new members.

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**Q:** Does online registration handle background checks for new adults?

**A:** No. Background checks for new adult leads will still be performed using the systems and processes that are currently in place.

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**Q:** Can an adult applying for a council- or district-level position use online registration?

**A:** Yes. There is a process for fee-paying, non-unit registrants to register at the district and council levels. The Scout executive or designee will approve these applications. Currently, non-fee paid positions, such as merit badge counselors, cannot be processed through online registration without incurring the membership fee.

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**Q:** Can anyone in the unit accept new youths and adults?

**A:** Youth can be accepted and approved by any of the unit Key 3 leaders. Adults can be approved only by the chartered organization representative (COR). If the unit elects, the committee chair can make recommendation for acceptance of an adult application prior to COR’s final action.

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**Q:** Can the council accept youths in my unit on my behalf?

**A:** No. Councils and districts cannot accept youth for a unit; only unit Key 3 leaders can.

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**Q:** Can the Scout executive or designee approve adult applications in the unit?

**A:** No. Adult applications for unit involvement are approved by the chartered organization representative.

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**Q:** Can applications be accepted and approved on a mobile device?

**A:** Yes. Unit leaders and chartered organization representatives can accept and approve applications on a mobile device using the Application Manager tool on *my.Scouting Tools*.

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**Q:** Will I, as a Key 3, be notified when an application is submitted?

**A:** Yes. Status updates are processed in the form of a **daily** summary email. The summary report includes updates on the total number and age of applications by status:

- **Unit:** Includes applications requiring action from the unit, those pending acceptance, and those in a status that the unit might influence—pending payment, pending response, pending applicant agreement. Additionally, any applications that are within seven days of timing out are identified at the top of the summary report.
- **District:** Includes applications requiring action by the district and those pending reassignment, as well as the aggregate counts of applications by status and unit that have reached the age to be escalated to the district.
- **Council:** Includes applications requiring action by the council, and those pending acceptance, pending reassignment, pending review, pending payment, pending refund, and pending acknowledgment. It also includes aggregate counts of applications by status and district that have reached the age to be escalated to the council.

Additionally, emails will automatically be sent as follows when an application is:

- Not Accepted: Council will receive email.
- Reassigned: District will receive email when a unit reassigns UP. The new unit will receive an email when the district reassigns DOWN.
- Withdrawn: The applied-to organization and applicant will receive email.
- Timed Out: The unit, district, council, and applicant will each receive email.
- Withdrawn, Timed Out, or Not Accepted and refund is needed: Council will receive email.
- Accepted with “Yes” answer to screening question on adult application: Council will receive email.

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**Q:** Are units allowed to indicate (and add to the system) their respective dues to the transaction?

**A:** No. The BSA’s charter does not allow for collection of these fees on behalf of the unit. There is a notice to those applying stating that additional activity fees and uniforms are not a part of the registration fee.

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**Q:** Are unit insurance fees included?

**A:** Insurance fees are not collected in the online registration process.

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**Q:** How are *Boys’ Life* fees handled for youth in overseas councils (for non-APO/FPO addresses)?

**A:** The foreign fee will be charged, currently at the rate of \$33 per year, and is prorated for the number of months between application submission and charter expiration date.

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**Q:** If our unit does not require new applicants to pay their own registration fees, can applicants still use the online registration system?

**A:** Yes. The applicant should select “pay by check” at checkout. The unit will then have to make a manual payment to the council.

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**Q:** How will membership fees be handled for LDS units where the church traditionally pays?

**A:** The system automatically knows if the unit is LDS and does not charge the person a membership fee when they check out. If *Boy's Life* is selected, the prorated subscription fee will be charged at checkout.

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**Q:** How can someone submit an application if they don't meet the age or grade requirements?

**A:** If someone does not meet the age or grade requirements, he or she will have to submit a paper application manually to the unit leader or local council service center.

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**Q:** What can be done if my chartered organization representative is not active with my unit?

**A:** Unit leadership, in collaboration with district and council leadership, should ensure the chartered organization representative understands the importance of their role in this process.

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**Q:** In the event the chartered organization representative is unable to approve adult applications, who is the backup?

**A:** The institutional head (IH).

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**Q:** What can be done to remove a volunteer in my unit?

**A:** The chartered organization representative has the ability to reassign a volunteer to the district Key 3 for placement in a different unit.

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**Q:** Can my unit recommend that an adult applicant not be allowed in the Boy Scouts of America?

**A:** Only unit Key 3 leaders have the option to recommend to the council that an adult application be denied membership.

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**Q:** What if there's no reference information on the adult application?

**A:** If reference information is left blank on a paper application, the chartered organization representative should contact the applicant for references prior to approval. The online registration process will not allow the applicant to move forward without completing reference information.

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**Q:** Can district volunteers see the status of youth and adult application processes?

**A:** Only selected district volunteers can view the status of applications in their area (see [Application Manager](#)).

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**Q:** What kind of PCI security protocol will be in place for social security and credit card numbers used in online registration?

**A:** Neither the social security number nor the credit card number will be visible to any volunteer nor council personnel involved in the acceptance process. These numbers go directly to the vendor conducting the background checks or processing the payments.

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**Q:** Where can I go to learn more about online registration?

**A:** Start by viewing the training videos and documents at [www.scouting.org/onlineregistration](http://www.scouting.org/onlineregistration). If your council has opted to use online registration, log into *my.scouting.org* and access the Invitation Manager and Application Manager under the Home menu list.

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## Invitation Manager

**Q:** What is Invitation Manager?

**A:** Invitation Manager is a tool allowing certain unit/district/council registered positions and assigned functional roles to manage and send out joining invitations with active links to the application. To view which positions/roles can administer this tool, click on the appropriate organization level below:

- [Council – Invitation Manager](#)
  - [District – Invitation Manager](#)
  - [Unit – Invitation Manager](#)
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**Q:** Can an invitation be sent to join the unit without using BeAScout or the Invitation Manager?

**A:** Yes. Information can be manually entered in Invitation Manager in order to send invitations. Each unit has a unique invitation URL along with a QR code that can be put on printed materials or sent to potential Scouting families via email.

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**Q:** Where can I find my unit's URL or QR code?

**A:** Select the URL button in the top right corner on the Invitation Manager dashboard. It will display your unit's unique URL and QR code.

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**Q:** Can the emails sent to potential Scouting families be personalized?

**A:** No. Currently the system is set with a standard email message. If you want to personalize the invitation, you can copy and paste the unit-specific URL and send it under your own email account (Yahoo, Gmail, etc.).

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## Application Manager

**Q:** What is Application Manager?

**A:** Application Manager is a tool on [my.scouting.org](http://my.scouting.org) allowing certain unit/district/council registered positions the ability to track application status and approve applications. To view which positions can administer this tool, click on the appropriate organization level below and scroll down the page to Application Manager Roles:

- [Council – Application Manager](#)
  - [District – Application Manager](#)
  - [Unit – Application Manager](#)
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**Q:** How can I view all “in-process” applications without drilling down into each unit or district respectively?

**A:** A district or council can view all “in-process” applications within their assigned organization under Application Manager. The “Youth” and “Adult” tabs on the Application Manager dashboard include all applications and display the applied-to organization in the lower right corner of each application.

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**Q:** What can be done if there’s no room in my unit for a Scout?

**A:** If your unit does not have room for additional membership, unit leaders have the ability to reassign the potential Scout up to the district for reassignment to a different unit in Application Manager.

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**Q:** Can district Key 3 leaders reassign a prospective member to a different district or only to units within their district?

**A:** Districts can reassign down to a different unit within their district or up to the council so the council can reassign it to a different district. Online applications cannot be reassigned between councils.

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**Q:** If I select the “do not accept” option, is a reason required to be provided?

**A:** No. The expectation is for the council to contact the unit to discuss the situation.

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**Q:** What if an adult applicant answered “yes” to a screening question?

**A:** If the response to a screening question is answered “yes,” the chartered organization representative should learn about the circumstances to decide if the applicant should be accepted.



## Resource Files

### *Preparation Checklists*

[Council Employee and Volunteer](#)  
[District Employee and Volunteer](#)  
[Unit Roles](#)

### *Training Videos*

[Application Manager Overview](#)   
[Reviewing an Application](#)   
[Processing Youth Applications for Units](#)   
[Processing Adult Applications for Units](#) 

### *How-to Documents*

[Application Manager Instructions for Council](#)   
[Application Manager Instructions for District](#)   
[Application Manager Instructions for Units](#)   
[Invitation Manager Instructions](#) 