

FREQUENTLY ASKED QUESTIONS

SCOUTBOOK SINGLE SIGN ON (SSO)

Version: January 20, 2019

Q. What is Single Sign On (SSO)?

A. Single Sign On helps you to login in one application and switch to another application with the same identity (the same username and password). With SSO, you can use one set of login credentials (username and password) to access multiple applications. The service authenticates the end user for all the applications the user has been given rights to and eliminates further prompts when the user switches applications during the same session.

Q. Which BSA systems will be using SSO (such as Scoutbook, my.scouting.org)?

A. Scoutbook, my.Scouting, BSA Learn Center (ScoutingU), Scoutbook Lite, and other BSA systems to be determined in the future. Q. What is happening?

A. Scoutbook will be integrated with the BSA login system. For consistency and ease of use, once implemented you will login to Scoutbook with the same username you use for most of the other BSA systems you access. When you login to Scoutbook you will be asked for your my.Scouting (my.scouting.org) username and password instead of an email address that had previously been used to login to Scoutbook. Q. What does the term my.Scouting credentials mean?

A. These are your username and password that you use to log into <https://my.scouting.org>

Q. If I change my password in Scoutbook, will it change in my.Scouting?

A. Yes. You can change your password from Scoutbook and it will also change in my.Scouting.

Q. If I am an adult and have never logged into Scoutbook before, will I automatically be able to log into Scoutbook with my my.Scouting credentials?

A. At this time, only users who already have a Scoutbook user account are able to login. OR You can create an account when you receive an invitation to join SB from SB admin.

If your user information matches a my.Scouting account, this my.Scouting username will be automatically linked to Scoutbook.

Q. I have never signed into Scoutbook before but have a my.Scouting account. I just received an invite from my unit to create a Scoutbook account. Do I need to use the my.Scouting credentials to create an account? What if they have different email addresses?

A. Yes, you will need to create a Scoutbook account using your my.Scouting credentials.

In future releases, SSO will allow changes in user properties such as email address to sync between my.Scouting and Scoutbook.

Q. If I am a youth with a Scoutbook account but no my.Scouting account, will I still be able to log into Scoutbook with my current Scoutbook credentials (email/password)? What happens if I have a my.Scouting account?

A. Yes, a youth with a Scoutbook account but no my.Scouting account will still be able to log in using Scoutbook credentials (email/password.)

If the youth has a my.Scouting account, the system will attempt to match the Scoutbook and my.Scouting accounts. The match may not happen automatically due to different user information. A youth can follow the steps to manually link their Scoutbook and my.Scouting accounts. This is the same behavior for youth and adults

Q. I use the my.Scouting and Scouting mobile applications. How will this impact how I sign in to the mobile apps? How does this affect the Scouting mobile application that youth and parents use to access Scoutbook data?

A. You should use your Scoutbook /my.Scouting user credentials to login to the Scouting mobile app.

Q. If I had a Scoutbook Account as a youth, but I am now an adult and have created a my.Scouting account, which login do I use for Scoutbook?

A. Please contact Scoutbook.support@scouting.org to update the Scoutbook account from youth to adult. We are working on a solution that automatically updates a youth to an adult in Scoutbook once given an adult position.

Q. If I have more than one BSA Member ID linked in my.Scouting.org, will Scoutbook recognize all of the BSA Member IDs in my.Scouting.org?

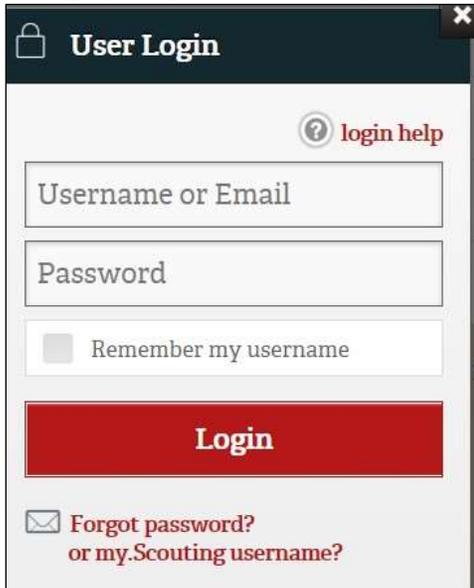
A. The Scoutbook account will be associated to only one BSA Member ID.

Q. In my.Scouting it has my email and sends me email notices when Application Manager has a new application. Will changing my email in Scoutbook change where these notices get sent?

A. In future releases, SSO will allow changes in user properties such as email address to sync between my.Scouting and Scoutbook.

Q. What if I forget my Scoutbook and/or my.Scouting password? Where do I go to reset both?

A. Both Scoutbook and my.Scouting has a Forgot password link on the login pages. You may reset your password from either system. Resetting your password in Scoutbook will change your password in my.Scouting (or vice versa)



The image shows a 'User Login' window with a dark header. Below the header, there is a 'login help' link with a question mark icon. The form contains two input fields: 'Username or Email' and 'Password'. Below these fields is a checkbox labeled 'Remember my username'. A prominent red 'Login' button is centered below the checkbox. At the bottom left, there is a link with an envelope icon that says 'Forgot password? or my.Scouting username?'.



The image shows the my.Scouting login page. On the left, a blue sidebar contains the text 'Welcome to my.Scouting', a link for 'New to Scouting or don't have an account?', and a 'CREATE ACCOUNT' button. On the right, the main white area features the Scout logo, the text 'Login to my.Scouting', and two input fields for 'Username' and 'Password'. A blue 'LOGIN' button is positioned below the fields, and a yellow link for 'Forgot username / password?' is at the bottom right.

Q. What if I want to just reset my password in my.Scouting and/or Scoutbook ?

A. Both Scoutbook and my.Scouting has a “My Account” page where you can update your password. You may change your password from either system. Resetting your password in Scoutbook will change your password in my.Scouting (or vice versa)

My Profile Password & Security

Update Password

Current Password: [password field]

New Password: [password field]

Confirm Password: [password field]

Submit Cancel

Update Security Questions

Question #1: [dropdown menu: What was the name of your first pet?]

Answer #1: [text field]

Question #2: [dropdown menu: What was your first job?]

Answer #2: [text field]

Submit Cancel

My Dashboard my.Scouting Welcome Adam Stapelmann

My Account

Account Details

Username: qa_adamstapelmann

Full Name: Adam Stapelmann

Member ID: 135003764

Update Password

Existing Password: [password field]

New Password: [password field]

Password strength: Good

Retype New Password: [password field]

Clear Save

Update Security Questions

Security Question 1: What was the color and me

Answer 1 (Case Sensitive): [text field]

Security Question 2: Where did you attend your first

Answer 2 (Case Sensitive): [text field]

Clear Save

Q. If I cannot login, where can I go for help?

A. More sign on assistance can be found here. <http://bit.ly/scoutbooklogin>

Q. Is the site more or less secure because of these changes?

A. The site is neither more nor less secure. It allows the user to access different BSA sites without having to maintain different user credentials.

Q. In the future, will BSA support third party logins like Facebook or Google to access these tools?

A. We are reviewing these options.

Q. I have two Scoutbook IDs, but only one BSA Member ID and one my.Scouting account. What should I do?

A. A BSA Member ID can only be used with one Scoutbook account. Scoutbook can validate if the BSA Member ID is already used in another Scoutbook account.

Please contact Member Care at Scoutbook.Support@scouting.org for assistance.

FAQs for Scoutbook Admins and Leaders

Q. Can I add adults (leaders or parents) who do not have a my.Scouting account? What will happen when I do?

A. An adult leader or parent can create an account after receiving an invitation to join SB from a SB admin. Once an adult has a BSA member ID, they can create a my.Scouting account.

Q. Can I add youth who do not have a my.Scouting account? What will happen when I do?

A. Only a Parent or Guardian can create a youth account under 18. When you add a youth below 13, the youth will not be added to SSO. They will receive an invitation in the email address you provided and will be able to login to Scoutbook using their email address and password.

Q. Are leaders required to be on the ScoutNET (official council) roster before they can be added to Scoutbook?

A. No, leaders are not required to be in the ScoutNET roster before they can be added to Scoutbook.

Q. What about Family Accounts?

A. With the redesign of how we do member uploads. Family accounts as such no longer are available. There are a couple of options available however:

1. You can ask the Scout leader of your sons' units to invite you as a parent in Scoutbook.
2. Create an individual my.Scouting account for each Scout at: <http://my.scouting.org> . You will need the Scout's membership ID to associate them at <http://my.scouting.org> . This can be obtained from your unit's committee chair. You would use that account to log into Scoutbook.

this is being updated:

Q. I don't see my troop/pack information!

A. Log into my.scouting.org and click on menu, dashboard, 3 line menu to my profile and make sure your positions are there. That would be your registered member ID. If it isn't there find the correct member ID by asking your unit committee chair or council and then go to Legacy Tools from the Menu -> Manage Member ID and add your current

registration to your member id. And make it primary Logout and Log back into Scoutbook. Go to your My Account page and select "Switch SSO Profile" and use a My.Scouting account that reflects the correct registration and submit that change. You should then see your troop/pack.

You can receive quick individual help on the Scoutbook Forums: at:
<https://www.scoutbook.com/mobile/forums/>