FREQUENTLY ASKED QUESTIONS

SCOUTBOOK SINGLE SIGN ON (SSO)

Version: December 20, 2018

Q. What is Single Sign On (SSO)?

A. Single Sign On helps you to logon 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?

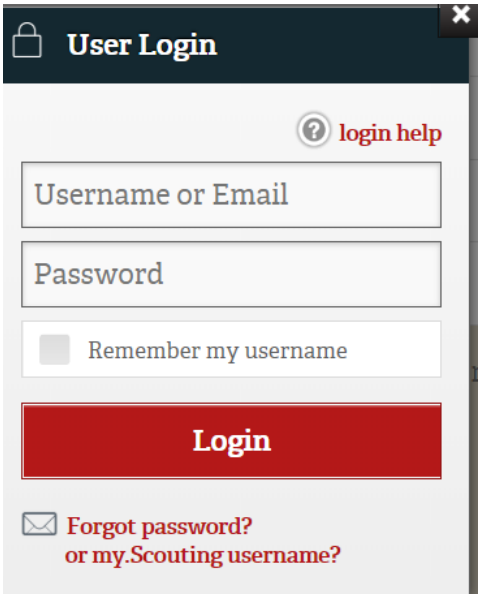
A. The Scoutbook account will be associated to only one BSA Member ID.

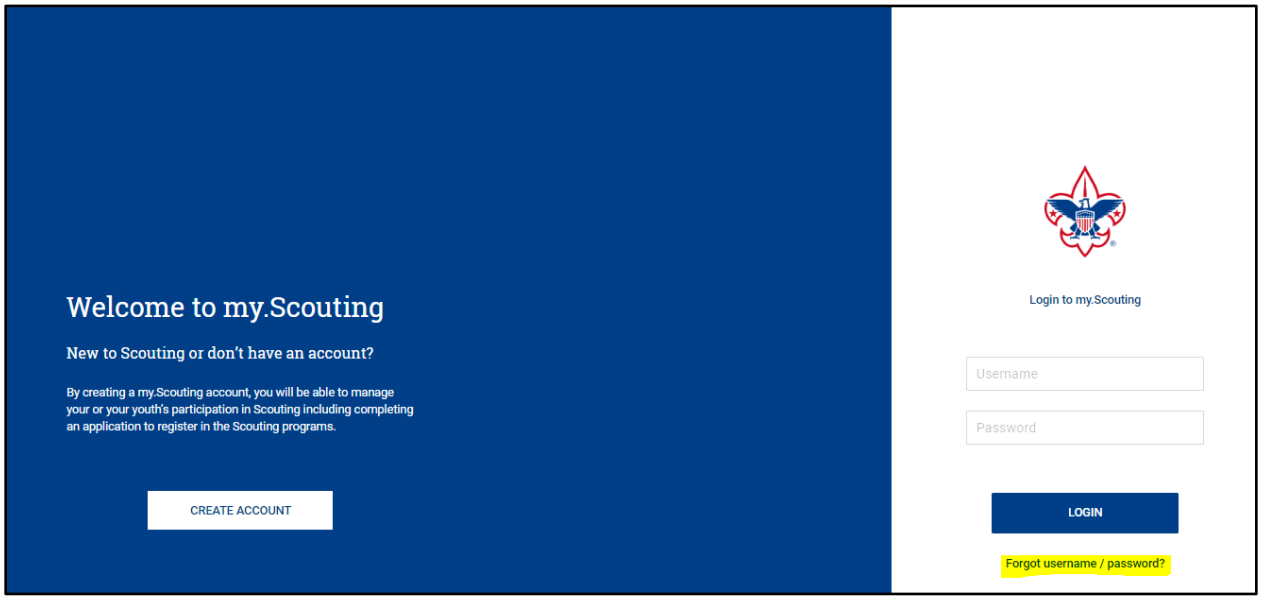
Q. In my.Scouting it has my email and sends me email notices when Application Manager has a new application. Will changing my email in Scoutbook change where these notices get sent?

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?

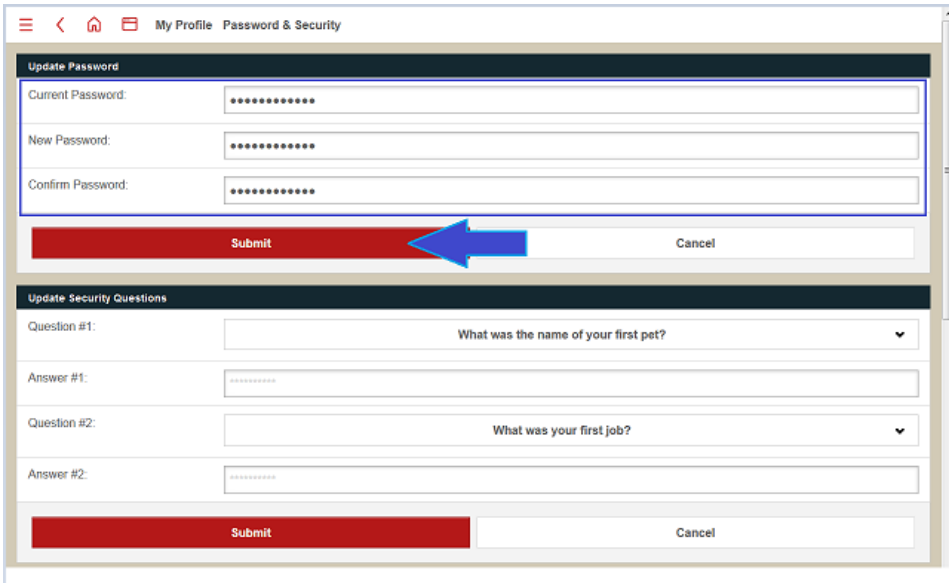
A. Both Scoutbook and my.Scouting has a Forgot password link on the login pages. You may reset your password from either system. Resetting your password in Scoutbook will change your password in my.Scouting (or vice versa)

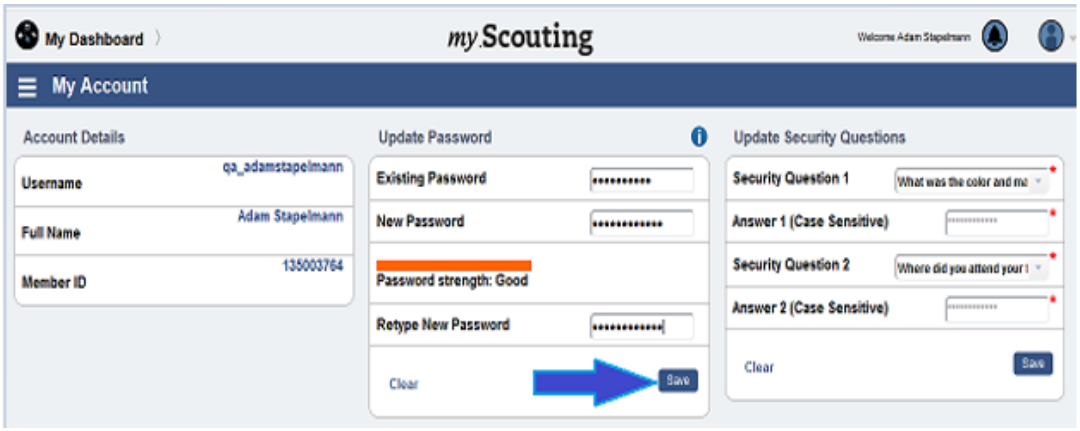




Q. What if I want to just reset my password in my.Scouting and/or Scoutbook ?

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)





Q. If I cannot login, who should I contact?

A. Please contact Member Care at Scoutbook.Support@scouting.org

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. Youth 13 years and above can create an account after receiving an invitation to join SB from a SB admin or their parent/guardian. Youth below 13 are not allowed to have accounts in both Scoutbook and my.Scouting, in compliance with Children's Online Privacy Protection Act (COPPA).

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 can I expect for Single Sign On when it becomes available?

A. For Adults and Scouts 13 years or older <u>with</u> an existing Scoutbook account:

- On the login page, if you have a my.Scouting account, login with your my.Scouting username and password.

- If you receive an error on the previous step, try to set up SSO manually.
  On the login page, provide your Scoutbook email and password.
  Verify that your BSA Member Number, email address, first name, last name and date of birth information matches in both Scoutbook and my.Scouting.
  Navigate to the MyAccount page and select Setup SSO from the menu.

  On the Setup SSO page, provide your BSA Member Number, my.Scouting username and password. Click the Submit button.