

PARENT PORTAL FREQUENTLY ASKED QUESTIONS

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Why should I use Parent Portal?

As the registration contact, you may be registering an entire unit of Scouts for Summer Camp and the council requires a certain amount of information from each youth (such as name, rank, dietary requirements, etc.). If you don't use Parent Portal then you have two options: enter all this information yourself, or allow your parents full access to the registration by giving each one your registration number and email address. The latter opens up privacy concerns because each parent can see the information for all the other Scouts. By using Parent Portal, you are shifting this data entry to the parents while also only allowing a parent to see their own Scout's information.

Will I still be able to access the registration if I choose to use Parent Portal?

Yes, your access is identical whether you are using Parent Portal or not. You will still be able to access the registration and make changes to attendees or add new attendees.

Speaking of adding attendees, can a parent add an attendee through Parent Portal?

No. Parents cannot add new attendees to the registration. Only you, the registration contact, can add new attendees. If a parent wants to add additional attendees, you'll need to give them an additional access cards, one for each attendee. If you don't have any remaining because you've given them all out, you can add new attendees to the registration and then regenerate the access cards.

What if I gave a parent an access card but have since found out that Scout isn't going so that parent won't be using the card. How can I assign this Scout to another parent?

On the bottom of your Parent Portal screen is a “Reset Parent Portal credentials” section. Each attendee is listed, along with their name, password, and a “Clear data-entry and reset password” button. Click this button when you want to assign this attendee to another parent – the attendee information will be cleared and the password reset.

After resetting, be sure to print a new access card for this attendee. Click the “Parent Portal Credentials” button to generate new cards. All cards will be generated, but only those that have been reset will have changed since the last time you clicked this button.

Class schedule is an exception to the reset. Class schedule is not removed from the attendee.

Why isn't class schedule cleared when I reset an attendee?

At many camps there are certain merit badges that are more popular and fill up quickly. If this Scout has already reserved spots in a merit badge that is now filled to capacity, you may want to transfer that spot to another Scout. By clearing the class schedule, this spot would become available to any other unit and your unit could lose it.

Therefore, if you reset an attendee, you still have the chance to move their merit badges to another attendee or keep them on this same attendee once a new parent claims them.

What if a parent has multiple Scouts? Can they use a single card?

No and yes. No, because you must give them one card for each of their Scouts. However, once they access the system for their first Scout, they will be able to link additional Scouts using their additional cards. And once linked, accessing Parent Portal using any of their cards shows all their Scouts on one screen.

I have adults attending too? Can they be accessed through Parent Portal as well, or is this only for parents to access their Scouts?

Yes, adults are accessed through Parent Portal too. It's called Parent Portal because it will primarily be used for parents to manage their Scouts' details at unit-level events such as summer camp. But it works the same way with adults. For example, a family may have an event where Dad, two Scouts, and a non-Scouting sibling are all attending, and Mom has shown up at the meeting where you're passing out the access cards. You would give her one Adult card, two Scout cards, and one Sibling card.

Do I need to choose the passwords for the parents? How do I generate the Parent Portal access cards?

This is all done automatically for you when you click the “Parent Portal Credentials” button. Clicking the button generates a PDF that prints 8 cards to a sheet of paper. Simply cut the sheet into cards and pass them out.

The PDF is formatted to Avery 5395 label stock. If you want to print the cards to Avery 5395 labels, you must ensure your printer settings are NOT set to "Fit to Page", as this alters the formatting.

How do I know if the parents are using their access cards?

Check at least one day under the "Send me a registration summary..." section and you will receive an email on those days containing two things: each attendee's payment status (so you can see that payments are being applied), and a summary of required data fields that have not been entered. So if first and last name are required and John Jones has not completed those yet for his youth, you will see that information.

When a parent applies a payment they receive an email confirmation, and you will automatically receive a copy of this email as well.

I don't want my Scouts picking their own merit badges. Can I lock this down and still use Parent Portal?

In some units the Scoutmaster will first discuss which merit badges the Scout should be taking this year and allow them to sign up for those. In other units the Scout will make their selections but the Scoutmaster wants to review them and make changes if necessary. In other units the Scoutmaster wants to allow the Scout to see the selections, but only the Scoutmaster can make the selections. You have all these options when using Parent Portal.

Do not check "Allow Parent Portal class selection" if you want to be the only one who can make the selections. Your parents will be able to see your selections but can't change them.

Conversely, if you do check this option, then you have the option of being notified by email when a parent makes their selections.

How does "Email me when classes are changed through Parent Portal" work?

By checking this box, you will receive an email approximately one hour after a parent has made class changes. One hour was chosen because a parent may make multiple changes – this gives them time to complete all their changes and then you receive a single email. It is generated for class adds and changes, but it won't be generated if a parent only removes classes.

Why would I want to prevent my parents from making payment or seeing registration fees?

Some units add a camp surcharge to cover miscellaneous costs. Perhaps they do their own unit shirt each year, and rather than ask the parents to buy a shirt they just add it into the camp fee. Or maybe they have a special steak dinner they do on Thursday evening where they bring their own food, and add a surcharge to cover this.