



Membership Services

A guide to using the Membership Services System

Signing-Up

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Before you can use the Membership Database System, you must sign up and create a user name and password.

So... What do you need to use the system?

You must have an Internet connection. The Membership Database System runs in a web browser and no extra software such as plug-ins is needed.

Do I need an email account?

An email account is not essential, but useful. For example if you forget your password the system can email it to you. You can also change your email account details once you have logged on to the system.

What do I need to sign up?

To sign up you must be a member of The Scout Association and know your Membership Number. Your Membership Number is easy to find and can be located on the mailing label of Scouting Magazine, on your warrant or you can call the information Centre on 0845 300 1818.

Your Membership Number is only required for the initial sign up to the system. Once you have signed up all you need is your username and password, both of which you create.

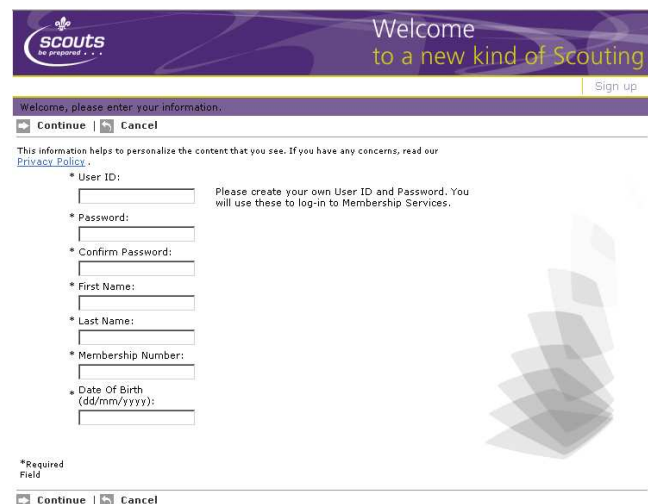
How do I Sign Up?

To sign up to the Membership Database System you need to click on "Sign Up" on the home page of (www.scouts.org.uk). The screen shot below shows the "Sign Up" link on the home page of (www.scouts.org.uk), click on this and it will take you to the sign up screen.



The Sign Up Screen

Once you have clicked the "Sign Up" link on the home page it will take you to the sign up screen. Below you will see a screen shot of the "Sign Up" Screen. There are seven fields that require filling. Use the Text below the screen shot to help you complete the required fields.



User ID

In this field you need to input a user ID. You can choose any user ID you like but try to make it relevant to you and not your Scouting role.

An example of a good user ID for *Joe Bloggs* would be **j.bloggs** or **jbloggs**. It is good practice to use lower case at all times in your user name.

It is possible that another user may have used your chosen username. If this happens the system will show a message in red that reads 'This user ID already exists'. Once this message has appeared all you need to do is choose another username and re-enter and confirm your chosen password.

Join the adventure

The Scout Association

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Patron HM The Queen President HRH The Duke of Kent Founder Robert Baden-Powell Chief Scout Peter Duncan

Incorporated by Royal Charter Charity No. 306101



Password and Confirm Passwords

In these two fields you need to input a password. Remember it is good practice to use a mixture of letters and numbers, upper case and lower case. Enter your chosen password in the 'Password' field and then confirm your chosen password in the 'Confirm Password' field

First Name and Last Name


In these two fields you need to enter your first name and your second name. If you have any middle names there is no requirement to use these at this stage.

Membership Number

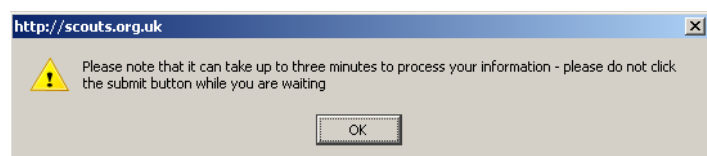
This field requires you to input your membership number. Your membership number is easy to find and can be located on the mailing label of Scouting Magazine, on your warrant or you can call the information centre on 0845 300 1818.

Date of Birth

This field requires you to input your date of birth in the following format dd/mm/yyyy. So if your date of birth were 14th March 2005 you would enter 14/03/2005

Once you have completed all seven fields with the required data you need to click  **Continue**

The system will then start to process your information. The processing of your information could take a few minutes, please do not click the 'Continue' link while the system is processing your information. A dialog box (as shown below) will also appear telling you this.



What happens if the system will not process my information?

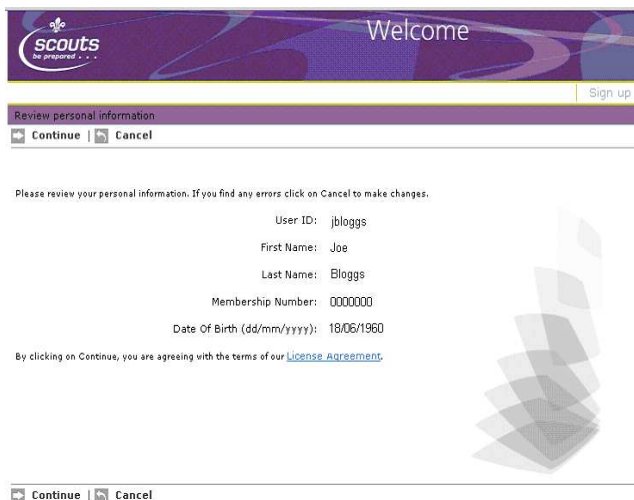
Well this will only happen for a limited number of reasons and are simple to deal with.

- You could have entered a user ID that is already in use. If this happens the system will show a message in red that reads '**This user ID already exists**'. Once this message has appeared all you need to do is choose another username and re-enter and confirm your chosen password.

- Maintenance on the system is taking place. If the system returns a message saying '**We are currently undertaking key maintenance operations, please try again later.**' all you need to do is try again later.
- You may have already signed up. If this is the case the system will return the following message '**A user Id already exists against this your record, please login to this account with the valid user Id, otherwise email info.centre@scout.org.uk to resolve this issue**'.
- Incorrect information against your record, for example incorrect date of birth, or your first name is recorded as a shorter version (or vice versa). If the problem is your first name, try the alternative. If this proves to be unsuccessful, the likelihood is that we have the wrong date of birth recorded against your record. In this case please contact the Scout Information Centre on 0845 300 1818 and they will be able to change your date of birth and ensure you can sign-up

What happens when the system has successfully processed my information?

Once your information has been process by the system, you will be asked to review your personal information and check to see if you have any errors in your details. Below you will see a screen shot of the 'Review personal information' screen.



If you find any errors in your personal details, then simply click 'Cancel' and this will take you back to the 'Sign Up' screen, which will allow you change your personal information.

Once you are happy that your details are correct, click 'Continue' and this will confirm your enrolment to the system and will then give you the option to log in. Click on 'log-in' and this will take you to the log-in screen.