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SETTING UP YOUR UNIT FOR THE SCOUTBOOK YOUTH ADVANCEMENT SYNC

The Scoutbook Database will become the database of record for all advancements in the BSA very soon. The first step in getting there for Scoutbook users is to activate Youth Advancement Sync.

Activating the advancement sync is very easy. This guide has a lot of troubleshooting information in it if you run into any issues, so it is longer than normal. Don't let that scare you away. Follow the 4 steps and you will do fine. We have synced thousands of units so far.

Scoutbook will automatically sync advancements with MyScouting/Akela and ScoutNet/PAS (the BSA Council Tools)

Activating your unit for Advancement Sync is a one time process. You only have to do it once. There is no reason to wait for Recharter.

This change eliminates the necessity of generating a .csv file from Scoutbook, logging into Internet Advancement and uploading the file. There is no longer a need to access Internet Advancement for this Unit.

Your advancement records, when approved in Scoutbook will be recorded at the BSA and your local council will see them in their ScoutNET system. Allow a day for the data from Scoutbook to appear in ScoutNET, however you can purchase your advancements right away. If it is in Scoutbook, and the Scout is synced, then the record is officially recorded with the BSA. You will be able to print the Advancement Report from Scoutbook to obtain the advancements at the Scout Shop.

This first phase is only syncing youth advancement records.

Since the council tools only track completed and signed off advancements; only 'approved' advancements will transfer from Scoutbook to the tools. Partial completions, and items only marked completed and not approved will continue to be tracked only via Scoutbook.

When there is an approved change in an advancement in Scoutbook, it will be reflected in the council records. When the council records change it will be reflected in Scoutbook. The record with the most recent update date will take preference.

Advancements that require District, Council or National approval will not be uploaded from Scoutbook; instead they will flow from ScoutNet through to Scoutbook.

To Setup Your Unit

Some of the steps in the setup must be performed by a currently registered key 3 member who is also setup in Scoutbook as a unit administrator (two keys next to their name.) . A Key 3 member (has nothing to do with Scoutbook) is a BSA term for a unit leader (Scoutmaster, Cubmaster, Crew Advisor) or a Committee Chairman, or a Chartered



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Organization Representative. Make sure you have entered your BSA Member # into your profile and setup yourself as a Key 3 and Unit Admin¹. Make sure you appear on the current BSA charter as a Key 3 member. You can check this through Member Manager on the my.Scouting.org website.

When you activate advancement sync, all approved Scouts in your Scoutbook roster will be setup for the sync. If you wish not to include a Scout in the sync, make sure their Scoutbook account is marked as 'unapproved².'

Once invited to participate in the Advancement Sync, you can setup your unit when you are ready.

When you wish to setup your unit for the advancement sync, go to the **Pack, Troop or Crew page** in Scoutbook by logging in, clicking on My Dashboard, then Administration, then click on your pack, troop or crew under My Units

If you are a pack admin, you will see Edit Pack in the menu on that page. Select **Edit Pack (or Troop or Crew.)** When you go to the edit page you will see the following instructions at the bottom of the page.

BSA Advancement Sync

Congratulations! Your unit is now eligible to take part in the BSA Advancement Sync.

What is the BSA Advancement Sync?
 Advancement sync allows your unit to approve advancement in Scoutbook and have it automatically sync with the BSA national database. Once your unit is setup for the sync you will no longer need to use **Internet Advancement**.

Steps to get setup
 The following steps must be completed before activating the sync (click on each step for more information):

<input checked="" type="checkbox"/>	Unit Setup
<input type="checkbox"/>	Key 3
<input type="checkbox"/>	Verify yourself
<input type="checkbox"/>	Verify Scout Roster

I have communicated with the troop committee and members of the key 3 and we are in agreement to activate advancement sync in Scoutbook.

Activate Sync

When you start this activation process, one or more steps may already be marked complete based upon previous actions taken by your Unit and its Leaders. Only steps without a green check still need to be completed.

¹ In Scoutbook, go to your Dashboard. Click My Account. Click My Positions. Make sure you have two positions listed for your unit with green shield/check marks next to them: Pack (troop or crew) Administrator and the Key 3 role (e.g., committee chair.) If not, add the position. If it is there but does not have the green shield/checkmark then open it and click the Accept the Position box and update it.

² To unapprove a Scout that is currently approved; click on their name, click on the Membership area then click on the entry under your unit type and number. Uncheck the Position Approved box at the bottom of the screen and click update.



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As each of the steps are satisfied you will receive a green check mark next to its name. Clicking on any of the descriptions will provide you with instructions for that step. As each item on the check list is completed, Scoutbook will detect the status and automatically check it off the list. You have to have all the steps complete before you can activate the sync. **Step 4 (Verify Roster) normally takes the longest, and can be done first.**

The checks are as follows: Do them in any order you like:

- ✓ **Unit Setup: (This step may be done by any Scoutbook Unit Administrator)** You must have a current paid unit subscription with at least 3 active Unit Administrators. Your unit must be properly matched with a current BSA unit roster. All 3 unit admins need to have logged on at least once.
- ✓ **Key 3 (This step must be done by a key 3 member):** Scoutbook will check to see if you are a registered Key 3 member in your unit. Setup must be performed by a currently registered key 3 member, which is a registered Unit Leader (i.e., Scoutmaster, Cub Master, Varsity Coach, Venturing Advisor, or Skipper) Committee Chair, or Chartered Organization Representative for the unit being synced. A Key 3 delegate will not be accepted. Scoutbook unit administrators can activate any additional Scouts that join the unit after the initial activation occurs.

If you run into problems at this step here are some things to look into:

- a. Make sure you have entered your BSA Member # into your profile and setup yourself as a key 3 in the Scoutbook roster.
 - b. Make sure you have a green check mark next to your name in Scoutbook for your key 3 position. If not, go into My Positions and accept the position (or your unit admin can approve your position.) This is in addition to your unit administrator position, which is a separate position.
 - c. Make sure you appear on the current BSA roster as a key 3 member with the same membership number you are using in Scoutbook. You can check this through Member Manager or your profile on the my.Scouting.org website. If not, change the number in Scoutbook to match your unit roster. Contact your council service center if you do not show as a key 3 member on your unit roster.
 - d. Check the Manage Member ID tool: log onto <http://my.scouting.org> from the pull-down menu and go to Legacy Tools; then Manage Member ID. Make sure the member ID that is in Scoutbook is there and is set to Primary. If not, add it and set it as Primary.
- ✓ **Verify Yourself (This step must be done by a Key 3 member):** Scoutbook will ask you for your login credentials for my.scouting.org to verify the person setting up the sync is who they say they are.

If you run into problems at this step here are some things to look into

- a. If Scoutbook says that it can't verify you, but you can log into MyScouting Tools <http://my.scouting.org> fine with your login and password, make sure your current membership ID that on your BSA roster is the same as in your profile in MyScouting tools and Scoutbook. And your profile in my.scouting.org shows



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you as registered in one of the key 3 positions. Your BSA roster can be found in Internet Advancement, in Member Manager at <http://my.scouting.org> or by calling your council Registrar.

- b. If it does, check the Manage Member ID tool: log onto <http://my.scouting.org> from the pull-down menu and go to Legacy Tools; then Manage Member ID. Make sure the member ID that is on your unit roster is there and is set to Primary. If not, add it and set it as Primary.
- ✓ **Verify Scout Roster (This step may be done by any Scoutbook Unit Administrator):** Make sure all Scouts on your Scoutbook roster match those found on your official BSA unit roster. The BSA Member # must match. You can get membership numbers off of your roster in Internet Advancement or Member Manager at <http://my.scouting.org> You do not need to have all the Scouts that are on the council roster in your Scoutbook Roster to sync. You are in complete control of which Scouts in Scoutbook you sync and which you do not. Just unapprove any Scout you do not wish to sync and the sync routine will ignore them.

If you run into problems at this step here are some things to check:

1. The roster you are looking at is in Member Manager in MyScouting Tools and that is for the same unit you are trying to activate for the sync.
2. The member ID in the Scout's profile in Scoutbook and at least the First Name or Last Name matches the one in the MyScouting Tools' roster.
3. It has been at least three days since any new Scouts added to your MyScouting Tools roster before attempting to activate them for the sync.
4. **If you have a Scout who is not officially on your council roster in my.scouting.org, or is currently inactive and you do not want to track in Scoutbook, you can still activate the sync for your unit.** Unapprove these scouts by clicking on the Scout in your Scoutbook roster, click on the menu item [Scout]'s Membership, Click on your unit under Current Membership and then uncheck the position approved box click update. The Scout will stay on your roster, but you can then sync the rest of the unit. Also contact your local council registrar at your council service center to have them added to your official roster. Then when they are in your official roster, you can add their membership ID to their profile and approve them in their membership area. Then you will get a prompt to add them to the sync. In the meantime, the rest of your unit will be in sync.
5. If you encounter a Scout where Scoutbook says that another Scout in the system already has that member ID, send an email with the details to: Scoutbook.support@scouting.org include the Scout's name, member ID and your unit information and council name.

These last actions must be done by a key 3 member:

When you have completed all the items, click on the "I have communicated with the unit committee" Box and then click on Activate Sync and the sync will be activated for your unit.

Scoutbook will tell you immediately that you are sync'd. When your unit is sync'd you will see an A with a circle around it next to each scout who is sync'd. Also, if you go into your Edit unit page, you will see under your unit title the line:
This unit was setup for BSA Advancement Sync by ...



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Your unit will display in your dashboard with a sync symbol next to it (an A with two arrows around it), like this:



And every Scout that is in sync will show with the symbol along side their name in your Scoutbook roster, like this:



AT THIS POINT YOU HAVE ACTIVATED THE ADVANCEMENT SYNC

Unit Advancement Report That You Take to the Scout Shop

The report you hand into the Scout Shop is the Unit Advancement Report. After approving the awards and advancements, go to the unit page and under reports select the Needs Purchasing Report. It will allow you to select the some or all the advancements to include in a PO (which is a shopping list.) When you open the PO, you will see a shopping list for what to get at the Scout Shop. The report the Scout Shops are looking for is called the Unit Advancement Report and a button to generate this report is at the bottom of the PO page.

FREQUENTLY ASKED QUESTIONS

If my unit signs up for Scoutbook Advancement sync, do I still have to use Internet Advancement to obtain badges at the Scout Shop?

NOTE: After activating sync in Scoutbook, Internet Advancement will no longer show accurate data for your unit. It is recommended that you do not use it going forward.

NOTE: Allow 2 days for the data from Scoutbook to appear in ScoutNET

The necessity of using Internet Advancement will be replaced with an automatic sync to the BSA national database (Akela). There is no longer a need to use Internet Advancement for your unit. You will instead print and sign the Advancement Report (34403) in Scoutbook (under the Purchase Order) and take it to the Scout shop to purchase items to be awarded. [See an example Advancement Report here.](#)

Why does it have to be a Key 3 member who activates the sync?

Since there has been no restriction on who can setup a Scoutbook subscription for a unit; there was not even a requirement to be a leader to setup a Scoutbook unit subscription; therefore, the BSA has decided a Key 3 member must be involved in the sync activation process. After Scoutbook sync is enabled, Scoutbook contains

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the official records of the Scouts, the BSA must ensure the unit leadership (Key 3) were aware of and agreed to the use of Scoutbook to track unit progress. Once the sync is activated any unit administrator can administer the Scoutbook account as they did in the past.

Our advancements in Scoutbook do not match our advancements in Internet Advancement, do we have to get them in alignment before we sync?

You can go ahead and activate the sync. Items that are in Scoutbook but not yet in Internet Advancement will be added via the advancement sync and visa versa.

We have several scouts on our Scoutbook roster whose applications have not yet been submitted to the council office (we are submitting them this week). As such, our roster temporarily doesn't match Scoutnet. We also have several scouts who either aged out or left our pack for other reasons who still appear in Scoutnet but not our scoutbook roster. Do I need to wait for the roster to update when we re-charter this month so that both rosters match up?

If you have a Scout who is not officially on your council roster in my.scouting.org, you can still activate the sync for your unit. Un-approve these scouts by unclicking the approve check mark in their membership area. You can then sync the rest of the unit. Also contact your local council registrar at your council service center to have them added to your official roster. Then when they are in your official roster, you can add their membership ID to their profile and approve them in their membership area. Then you will get a prompt to add them to the sync. In the meantime, the rest of your unit will be in sync.

We are in the middle of rechartering. Do we need to wait until next year to sync?

No, you should sync right away. Any Scouts you have on your roster who are not on your current council roster should be unapproved³ in Scoutbook (see the previous answer.) Any Scouts on your council roster, are inactive and not in your Scoutbook roster you can ignore. Once your unit is activated for sync, you manage it the same way as before sync. If a new Scout joins, you add him to your roster. Once he is on your official BSA roster, add his membership ID to his Scoutbook profile, approve him to your Scoutbook roster and in his page you will be prompted to activate him for the sync. When a Scout leaves your unit, you follow the same process for removing him before and after sync. You can activate sync for your unit today and when the council processes your recharter paperwork, Scoutbook will continue to work as before.

We are now sync'd and have a new Scout enter our unit. How do we get him into the sync?

Manually add him to Scoutbook and fill in his profile information. You can approve him but not sync him until you get his membership ID from your council. Once the Scout is on your official BSA roster, add his membership ID to his Scoutbook profile, approve him to your Scoutbook roster and on his page you will be prompted to activate him for the sync.

³ To unapprove a Scout that is currently approved; click on their name, click on the Membership area then click on the entry under your unit type and number. Uncheck the Position Approved box at the bottom of the screen and click update.



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I ran the ScoutNet Import and it now shows 2 of the same Scout but the one from ScoutNet doesn't show any of the loops that were earned only rank advancement. How can I get this to merge? This is a case of the Scouts name being put in as Ben but per the BSA his name is Benjamin.

The Advancement Sync does not create any accounts. You did the ScoutNET Sync (It is a one way sync from ScoutNET to ScoutBook.) Yes, that will quite often cause issues. It is only recommended you use that once, when setting up your Scoutbook Account for the first time and no longer after that. It is necessary that you do have the Names and BSA ID # the same as entered into your roster by BSA. Fix the ScoutBook accounts to match the ScoutNet roster in my.scouting.org. Delete the duplicate accounts created by ScoutNET. Make sure the corrected accounts have the correct BSA ID # entered. Activate the two way Advancement Sync if you haven't.

Look at both records and decide which one you want to keep. Name the other one "Ben - Duplicate" or something similar so that you can easily tell them apart. In the duplicate, remove the BSA ID # (if it's in this record). Go to Edit Profile and Delete [Ben - Duplicate]'s Account. Then you can go back to the account that you want to keep, and put the BSA ID # in there.

We have a Scout(s) that are not showing up in Member Manager at <http://my.scouting.org>

If they have been registered for over a week, send an email to myscouting@scouting.org and explain the issue. In the meantime, you can activate the rest of your pack for the sync. Click on the Scout, go to their Membership page, Click on your pack under Current Membership and unclick the 'approve leadership' box on the bottom and update. That will make the Scout invisible to the sync. When they show up in Member Manager, you can undo this and Scoutbook will prompt you to activate the sync for that scout.

We have two (or more) small units sharing the same unit account in Scoutbook. How do we sync?

You need to setup a Scoutbook subscription for each of your units and keep the boys assigned to the correct unit. You can be a Scoutbook Admin on all units. Send an email to: Scoutbook.support@scouting.org for assistance. For calendar events they can create one event with all units. We have an FAQ about this here: <https://www.scoutbook.com/mobile/forums/frequently-asked-questions/3128/we-are-an-lds-ward-wanting-to-get-the-entire-ward-on-scoutbook---how-do-we-use-scoutbook-for-our-needs-/?Search=combine>

We have Scouts who are no longer active in our unit and are not on our Scoutbook roster, do we have to add them to Scoutbook because they appear on the council roster?

You do not need to add Scouts into Scoutbook who have moved out of the unit. The Sync will only attempt to sync accounts in your unit that you have approved (green check mark) in Scoutbook. If you unapproved them (using the member area in Scoutbook) or not, include them on your Scoutbook roster at all, you can sync. Please note that unapproved Scouts do not count against your Scoutbook Subscription. DO NOT USE SCOUTNET IMPORT however because that will add the unwanted Scouts to your roster.



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For some reason the program awarded a bunch of Webelos Shooting Sports awards to Scouts who are Bears. The awards only show up on the "Needs Purchasing Report" (They are not showing on individual records, group records or Pack records). What do I do? How do I get this corrected?

Sometimes there are errors in the ScoutNet data that are moved into Scoutbook with the sync. To correct these types of errors: Move the scouts with the problem to a Webelos patrol. You can then click on the advancements and clear the date field and unapprove them. Then move them back to the appropriate den.

To easily move Scouts from one den to another Go to the Webelos den, at the bottom of the list of Scouts is a Add New Scout button. Press that button then click on the sentence that says "You can also invite existing Scouts already in the troop to join this patrol." Click on the scouts you want to move and click on Invite (they won't be invited, they will simply be moved.) After adjusting the advancements reverse the process to move them back to their regular den.

If you initiate advancement sync, and then get new Scouts to register with the Pack after the sync has happened, how does that work for the new Scouts, and for the pack? Do you need to do another advancement sync?

When a new Scout joins your unit, you add him as normal, you just can't approve him yet. When he is registered, a Scoutbook Unit Administrator should put in his membership ID and approve him. You will be prompted in his profile if you want to sync him. Click on the prompt and activate the new Scout for the sync.

I was able to activate the BSA advancement sync in Scoutbook but after I finished, I realized that two Scouts in our pack are not approved and not sync'd. How can I sync them?

Click on the Scout's name and go to their Membership area. Click on the Current Membership entry associated with your unit. If there isn't one, Add one. At the bottom of the page is a box for Position Approved. Check that box. Once you have done that, click on the Scout's name again and you will see a yellow bar with the sentence: **Scout is not setup for BSA advancement sync. [Click here to activate.](#)** Click on the link and activate the Scout for the Sync.

Can a youth be added to Scoutbook and earn rank, without being registered with the council, with the new sync?

BSA policy is that only registered youth may earn advancements. Sync'd units will only be able to approve advancements for youth that are in sync and for a youth to be in sync they need to be registered and show up on the official BSA unit roster. While the unit is waiting for the official registration to process, they can still mark advancements as completed.

Can we generate a list that shows how many of each item we need, that is connected to the advancement report?

Yes, the PO in Scoutbook provides such a list and it also includes estimated prices. This report can be printed out and used as a shopping list.



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If we use the PO, for us to pull from, can we add stuff to the PO that did not sync?

No, only items that are approved and sync'd show up on the list.

How frequently is the sync?

When you approve advancement the record will be placed in Scoutbook and Akela in a few minutes. Changes made at council may take 2 days to be reflected in Scoutbook. Changes will be reflected in ScoutNET. ScoutNET is updated regularly. Allow 2 days for the data from Scoutbook to appear in ScoutNET, however you can purchase your advancements right away. If it is in Scoutbook, and the Scout is synced, then the record is officially recorded with the BSA. You will be able to print the Advancement Report from Scoutbook to obtain the advancements at the Scout Shop.

How does using Scoutbook differ from Internet Advancement?

When submitting awards through Internet Advancement, a person enters a batch of awards and advancements into the system. Then "submits" all the awards and advancements at one time. When they submit them they receive a printable Advancement Report that they can take to the Scout Shop to purchase awards.

In Scoutbook, once the unit is signed up for the Advancement Sync, each award will automatically synchronize with the Akela database as soon as it is "Approved" (or "Approved" and "Awarded") and the page is updated or saved.

To obtain an Advancement Report for approved but not awarded items, you use the Needs Purchasing report from the Troop Page, create a Purchase Order for the items you need to purchase, just like you do today, and then click on the Advancement Report button at the bottom of the page. You will receive an Advancement Report that you can then bring to the Scout Shop.

If an advancement is marked as "Approved" and "Awarded" at the same time, then it will bypass the Purchase Order in Scoutbook, just as it does today.

I am trying to finish the set up for the sync but I have 3 new scouts I haven't turned in the applications so BSA membership ID numbers have not been issued. Do I have to wait?

Go into the membership page for each of these Scouts. Edit their current position in your troop and remove the approved check box then click update. You will then be able to enable sync for your unit.

After you enable sync, go back to the membership pages for these Scouts and approve them again. You will see a link on their profile page where you can activate sync for them after they are on your BSA roster. Until that time you can record completions but not approve anything for these Scouts.

I have activated my Scouts for the advancement sync, how quickly will their records in Scoutbook be updated?

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Allow one hour for the Scout's records in Scoutbook to be updated with what is recorded at your council.

What happens when a new unit is put into Scoutbook?

New units will activate the advancement sync as part of the subscription process.

Will individual profile records be updated? For example, if I update my address will it update at council?

Only youth advancement and awards information will sync. Other information will not sync at this time.

Will Scouts or leaders automatically be added or deleted from our roster in Scoutbook by the advancement sync?

No, only youth advancement and awards information will sync. Other information will not sync at this time.

Will completed, approved or awarded dates be sync'd?

We will only sync approved advancements. The date that is synced will be the completed date in Scoutbook. The approver can change the date when approving the date in Scoutbook. This is the same as what happened with the ScoutNet upload .CSV file.

Can I remove an approved date we put in by accident?

Yes, if you remove it in Scoutbook, it will be removed at council.

If a unit adds minimal information (name, BSA ID, DOB) for matching purposes, will other info then sync (address, phone?)

Only youth advancement is syncing in this upgrade.

I am receiving an error when I update a Scout's profile saying the membership ID does not match.

Scoutbook is now checking when you put in the membership ID (or make an update to the Scout's profile containing a membership ID) to make sure the membership ID matches the Scout on file. The membership ID will be used for the Advancement Sync. For the membership ID to be accepted by Scoutbook, the Scout's First Name or Last Name must be exactly as it appears in the first name or last name field in your council's system. If you have problems, please contact your council registrar and ask them which name is in which field.

The error message you will receive is: "BSA Member #: The BSA Member Number did not match the name. Please check the number and the spelling of the name and try again."

I am getting an error when I try to activate a Scout to the Advancement Sync saying the Scout was not found on the official BSA unit roster however the Scout shows up in MyScouting Tools.



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If the Scout shows up in Member Manager inside MyScouting Tools and you are receiving this error, wait until the next day and try again. Our list is updated daily. If the Scout does not show up in MyScouting Tools, your council may not have completed registering the Scout. Check with your local council service center.

If a Scout who was registered in another council moves into my unit is there a way to synchronize their previous advancement?

If the Scout's previous unit used Scoutbook:

Follow the directions found at <http://bit.ly/scoutbook> for moving a Scout from one unit to another in Scoutbook. Make sure the Scout is registered in your council. Once registered, activate the Scout for Advancement Sync and the advancement records inside Scoutbook will transfer to the council's records for the Scout (i.e., Akela.)

If the Scout's previous unit did not use Scoutbook:

You can manually update the record in Scoutbook and when the Scout is registered in your council, enter their new membership ID, activate the Scout for Advancement Sync and their advancement will transfer from the council's records for the Scout (i.e., Akela)

If the Scout is transferring inside your council, Follow the directions found at <http://bit.ly/scoutbook> for moving a Scout from one unit to another in Scoutbook, activate the Scout for Advancement Sync and their council records will follow them.

What happens if Internet Advancement has Scouts that Scoutbook does not? Do they automatically get imported to Scoutbook, possibly pushing the unit over their subscription?

When the unit admin sets up the Advancement Sync in Scoutbook, they will be asked to identify the Scouts who they wish to have synchronized.

In Internet Advancement, a council registrar is the only one who can remove an advancement / award / merit badge that was put in by mistake. If an award is approved in Scoutbook by mistake, it can be removed by leaders in the unit? If an award is removed in Scoutbook, will it also be removed in ScoutNET? Or will units still need to go through their council registrars?

If the unit leader removes or updates an advancement that was entered by mistake in Scoutbook the system will remove or update it in ScoutNET and vice versa. You will not have to perform the update twice any longer.

Will Units be able to select certain Scouts to have advancement info synch or will it be everyone all the time in every synch?

If you wish to approve advancement for the Scout and they are on your Scoutbook roster, you will need to activate the synch for them. If you have Scouts who are not active and are on your BSA roster you can remove them from your Scoutbook roster. See the user guide we have on how to do that. If you want them to remain



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on your Scoutbook roster and you will not be approving advancement for them, just edit their profile and select 'Disapprove Position.'

Will I be able to enter Eagle Rank or other national or council awards in SB and have them sync with the national database?

Eagle and Quartermaster ranks and awards that require national or council approval need to be entered by national or council. They will show up in Scoutbook after the databases sync.

Now that we are sync'd I have advancements showing up in the purchasing reports or elsewhere in Scoutbook that the Scout did not earn. They say entered by BSA Admin. What do I do?

Sometimes we find that in the past advancements were recorded incorrectly in Internet Advancement or ScoutNET. You can click on an unwanted advancement in Scoutbook and blank out the date, unapprove the advancement and update it in Scoutbook. It will then be removed at council as well.

There could be cases in Packs where someone in the past had entered into ScoutNet an award for a rank the Scout is not working on (Bear award for a Wolf for example.) To correct that in Scoutbook, temporarily move the Scout to the appropriate den for that award, blank out the award, update, and then move the Scout back to the appropriate den.

Alternately, your Council Service Center can remove incorrect advancements as well from ScoutNet and after 24 hours or so the advancement will be removed from Scoutbook.

I don't see my sync'd advancements in Internet Advancement, are they actually sync'ing?

Advancements can take a day or so to show up in the database that Internet Advancement looks at. If you are using Internet Advancement to check for updates, remember you must START OVER and LOAD ROSTER in Internet Advancement to see any updates. Scoutbook supports more advancements than Internet Advancement, so you may not see all the Scoutbook advancements showing up in Internet Advancement.

What is Akela?

Akela is the database behind myScouting Tools. It automatically syncs with the older PAS database which is behind ScoutNet. These tools are where the BSA keeps membership, advancement and training records.

I have a Scoutbook Sync question, who can answer it?

Send your question to: ScoutbookSync@gmail.com

If after 3 days you are not seeing items sync'ing properly send an email to: Scoutbook.support@scouting.org with detailed information including the Scouts' membership IDs.